



2010 ANNUAL REPORT

Message From the CEO

Special points of interest:

- **HYS purchases Wesleyville Elementary School.**
- **ARISE Foundation.**
- **Council on Accreditation.**
- **Dr. Ricky Greenwald.**
- **Quality Improvement Process.**
- **Residential Treatment.**
- **Non-Residential Programming Expansion.**
- **Sanctuary.**
- **Financial.**

2010 was a noteworthy year for Harborcreek Youth Services. The agency had remarkably favorable state inspections commenting on the high level of care that the youth receive during their stay at HYS.

The Agency experienced its first Council On Accreditation (COA) recertification. The recertification process was very affirmative and earned the agency an “expedited approval”, the highest honor given to an agency.

The year was marked

with expansion of services in both residential and non-residential programming.

ARISE was added to residential programming to provide for a competency skill development component.

The agency purchased the Wesleyville Elementary School. This building will house the newly developed Alternative Education program as well as additional non-residential programming.

Our agency has continued to experience posi-

tive changes with the implementation of the Sanctuary Model. We have learned a great deal about the impact of trauma on the lives of individuals and how to better serve our consumers and families.

In 2011, Harborcreek Youth Services looks forward to marking one hundred years of service to the commu-

nity. We are proud to continue serving the community and its youth.

John Petulla
CEO



HYS Receives High Honors in COA

In the fall of 2010 Harborcreek Youth Services went through its first Council on Accreditation reaccreditation process.

The very intensive process of reaccreditation lasts three days utilizing two COA reviewers who have experience in organizations similar to HYS. Hours are spent reviewing clinical files

and talking with staff and clients. This process occurs every three years.

During the exit interview the reviewers discussed what they identify as the strengths of our agency. Among others, they discussed:

- The “evident caring” displayed by the staff for the clients.

- The diversity and number of activities offered to the clients.
- The effectiveness of the HYS Quality Improvement Process and evidence that the collected outcomes are utilized to improve programming.



The hardest arithmetic to master is that which enables us to count our blessings.

—Eric Hoffer

Harborcreek Youth Services is affiliated with Catholic Charities, Diocese of Erie. Admissions, provision of services, and client referrals are made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age, or sex.



HYS Partners With The ARISE Foundation

In 2010 Harborcreek Youth Services became the first agency to contract with the ARISE Foundation to train group facilitators outside of its own agency.

The ARISE Foundation consists of ARISE Life Skills, ARISE Drop It at The Door (Staff self-improvement) and soon the ARISE Family Tools (Family self-improvement).

The ARISE Foundation's ARISE Life Skills training is an **Evidence based competency (Life skills) devel-**

opment delivery system that teaches youth the skills needed to make positive choices in their lives. ARISE Life Skills are delivered in a dynamic and positive manner through trained group facilitators.

Harborcreek Youth Services has six ARISE Master Trainers who have trained more than seventy ARISE Life Skills Group Facilitators.

HYS hosted the ARISE Master Training for community organizations thanks to a grant from The Erie Community Foundation. This training produced an additional seven Master Trainers in our community.

HYS has implemented the ARISE Life Skills group in all programming at the agency. To date more than 1,700 hours of group instruction has been delivered to 111 youth at HYS.



HYS Purchases the Wesleyville Elementary School

Late in 2010 Harborcreek Youth Services purchased the elementary school located in Wesleyville, PA.

The purchase of the building occurred as part of the agency's long range plan to diversify services delivered to youth served.

The building will house the newly

developed Alternative Education Program and other community based programming.

The agency's non-residential services, Multisystemic Therapy (MST) and Multidimensional Treatment Foster Care (MTFC) will be moved to the building as well.

This will allow HYS to provide a centralized location of all of the non-residential programming and augment services to the residential programming through the increase in recreational and classroom space.

*If we all did
the things we
are capable of
doing,
we would
literally
astound
ourselves.*

— Thomas
Edison

Ricky Greenwald Training Highlights the Therapeutic Approach to Trauma Informed Care

In 2010, Harborcreek Youth Services enhanced its Sanctuary training with a research supported intervention with Dr. Ricky Greenwald on the *Treating Problem Behaviors* series. This is a systematic, trauma-informed treatment approach. This approach has been successful with adolescents with a range of problem behaviors and has been effec-

tive with the challenging population we serve.

Harborcreek has continued the training with Dr. Greenwald with the protocol and hands-on practice with clients. The components include motivational interviewing, trauma-informed treatment planning, case management methods, self-control skills, trauma resolu-

tion and relapse prevention. Our therapists and counseling staff are experiencing positive results with these interventions.

Our Mission Statement:

Using Sanctuary practices and principles, we help youth and families overcome adversity and build positive futures within a safe, Christian environment that respects and promotes individuality and strengthens community.

Residential Services

HYS continues to provide the highest quality of services to the residential clients served. The diversity of therapeutic and recreational activities was cited as a strength during the COA Recertification process.

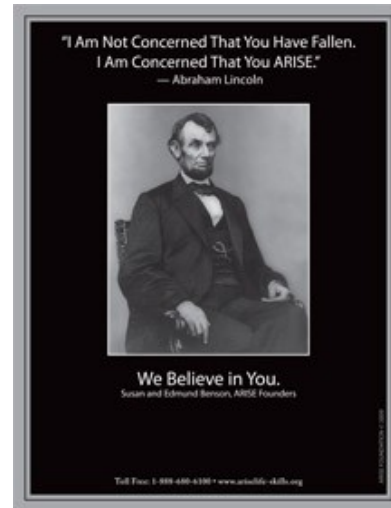
HYS continues to offer the Sanctuary based psycho-educational groups and the trauma-informed model of service.

The ARISE Life Skills curricula was added to both the educational and residential components of the

agency. The ARISE Curricula will address "Competency Development" of the clients served.

The clients are also offered the National Youth Project Using Minibikes (NYPUM), Therapeutic Riding Equestrian Center (TREC,) intermural sports, model building, writing and music activities.

Client care days for the residential portion of the agency was 23,286 in 2010.



Non-Residential Programming Expansion

HYS has expanded its non-residential programming. The existing Multisystemic Therapy (MST) programming area expanded from Erie into Allegheny County during 2010.

Multidimensional Treatment Foster Care (MTFC) expanded to include both Erie and Crawford Counties.

Both of the evidenced based MTFC and MST expanded services came about as a result of demonstrated success with clients.

HYS received state approval to offer Alternative Education to Erie County School Districts. The innovative programming offers Academic classes utilizing an integrated curricula, daily ARISE Life Skills curricula and credit recovery

as part of the learning process.

All of the non-residential programming services/offices will be housed in the newly acquired Wesleyville Elementary School.



Sanctuary

Harborcreek Youth Services was selected to participate in the state initiative to institute the Sanctuary Philosophy in residential facilities.

The Sanctuary Model is a treatment and organizational model that is based on understanding trauma and its impact on individuals and organizations. The Sanctuary Model is a continuous process that creates healthy, therapeutic living communities for residents

and staff as well. The Sanctuary Model challenges each individual involved in the life of a child to examine old models of thinking, behavior management, conflict resolution, and crisis intervention and begin to develop a trauma-informed view and approach to working with traumatized children.

This exciting process has produced dramatic results at HYS. These results include significant reductions in physical restraints, reduced staff turnover and relating to residents in a more constructive manner.

Harborcreek Youth Services is expected to become "Sanctuary Certified" early in 2011.

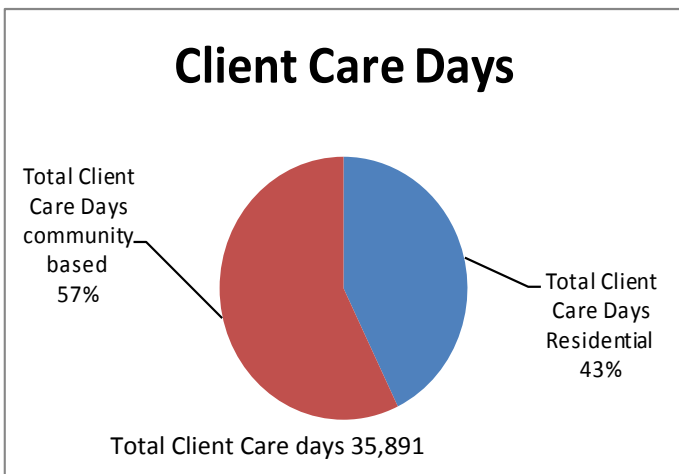


Quality Improvement Process

In 2010 HYS strengthened its Quality Improvement Process through the formalization of sub committees that include staff from all levels and increasing the effectiveness of its reporting system.

Some notable outcomes at HYS are:

- Reduction in the number of restraints. 2007 –16%, 2008 –12.5%, 2009 – 32.7%, 2010 –21%. Exceeds expectations.
- 1,700 hours of ARISE Life Skills instruction delivered to clients.
- Reduction in staff accidents by 10%. Exceeds expectations.
- Level of staff turnover at 13%. Exceeds expectations.
- Level of Union Grievances at 15% of 2009 levels. Exceeds expectations.
- 23,286 Residential Client Care Days.
- 12,605 non-residential Client Care Days.



Financial

The 2010-2011 Harborcreek Youth Services budget is \$10,896,117.⁰⁰.

Revenue sources may be seen in the chart.

