

Psychiatric Rehabilitation Drug & Alcohol Care Coordination

Service Coordination Adult & Children's Superior Shredding

Student Assistance Program & Prevention IDD Community Living Arrangement

Mental Health Residential Adult & Children's Mental Health Out Patient

Certified Peer Support

Pre-Vocational Services Facility & Community Based

Supportive Housing

2016 ANNUAL REPORT

mycs



Mobile Mental Health

Psychiatric Services

Community HAB

Supported Employment

Specialized Foster Care ATF Seniors Connection Liaison Support

Market Street Business Solutions Customized Adult Training Facilities Services

Vocational Business Alliance Life Sharing/Family Living

Adult & Children's Case Management Treatment Alternatives for Safe Communities DUI Services/Underage Corner Cafe

Drug & Alcohol Partial Hospitalization Clean Sweep Janitorial

Enhanced Clinical Service Coordination Behavioral Health Home Plus Expansion

DEAR FRIENDS,

2015/16 FY was another successful year for Mon Yough Community Services (MYCS). We grew our programs, increased value to the community, provided World Class Customer Care to the people we serve and advanced key strategic initiatives for staff and consumers.

Guided by our values and led by our long-term vision to become a leader in providing excellent value to people managing mental health, substance use and developmental challenges, we continued to implement our 5 Year Center of Excellence Business Plan. Critical to delivering such a strong performance is an inspired team that embraces whole person care at every level, provides simplified operations focused on strategy, despite a challenging business environment and promotes the belief that every consumer deserves the best we can deliver—all day, every day.

By collecting and measuring information directly from our consumers via surveys, we have established benchmarks to grow and be held accountable for all the things that matter to our consumers. Beginning with a phone call to the front desk and extending through all our services, we have instituted a culture of World Class Customer Care that you will see showcased in this report.

Whether offering our consumers easy access to appropriate levels of care, expanding our capacity to serve more people with needed services, improving the coordination and quality of services delivered, or offering excellent value to our staff, MYCS is dedicated to excellence.

Lastly, I want to thank the many people and groups who have supported MYCS. Our partnerships and alliances with NAMI, McKeesport Hospital and physician offices, our community leadership and local businesses, along with grantors such as the Allegheny Foundation, Edith L. Trees Foundation, the Hillman Foundation, G.C. Murphy Foundation, RK Mellon Foundation, the Pittsburgh Foundation and the Mon Yough Area Chamber of Commerce, along with numerous individuals who understand the importance of the financial contributions that sustain a non-profit agency.

Whether a family member, friend, colleague or acquaintance who suffers in silence, at MYCS they can find treatment and refuge to heal and recover. MYCS is here to help. Please consider what you can do to further our mission.

With Sincere Appreciation,



Carol R. Gross, Executive Director



HERE'S WHAT MATTERS

By The Numbers



75k



MILES TRAVELED BY SERVICE
COORDINATION STAFF TO
552 CONSUMERS

55,239

HOURS OF CLINICAL
SERVICES PROVIDED TO



4,174 CONSUMERS BY **32 STAFF**



10,342

TRAINING HOURS PROVIDED
TO **352 STAFF** MEMBERS

HERE'S WHAT MATTERS

Comprehensive Care

"Since we moved to this facility, the whole staff has noticed such a huge change in our residents. It has made them much more engaging and positive and increased their socialization with one another."
- J.V., Supervisor

"I like the cheerful rooms and the scrumptious food. The people are so much nicer since we moved. We feel better living here. Everything is cleaner and more spacious."
-L.D., 6 year resident

"We can even have seconds if we want. I always get seconds of the shrimp with brussel sprouts and rice. It is delicious."
- C.C., Consumer



What is measurable?

18

Beautifully renovated rooms in a new Mental Health residence that opened May 2016

16.4%

Savings over 15 years

What is immeasurable?



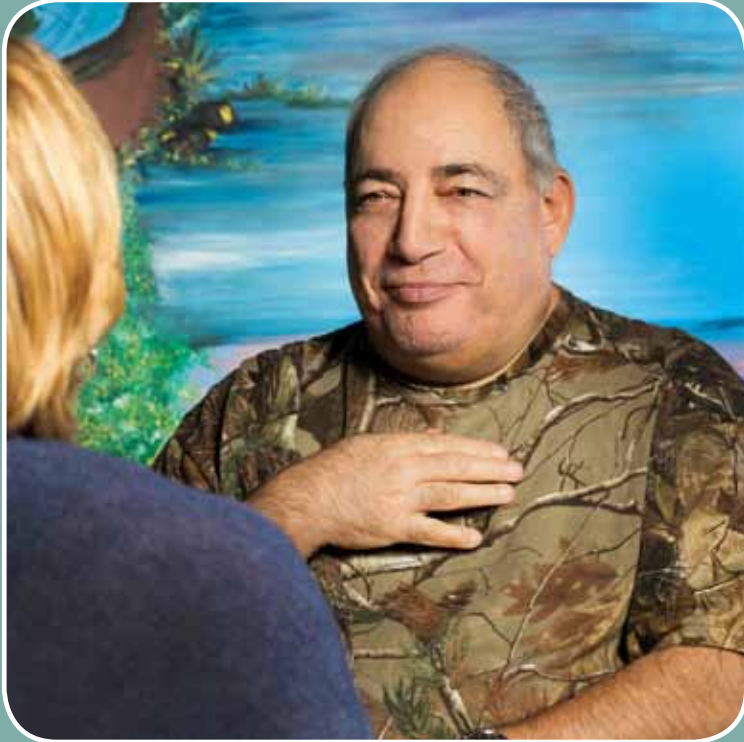
The impact of high quality care and happiness of our residents



Investment in Nutritional Wellness

HERE'S WHAT MATTERS

Creating Capacity & Easy Access to Care



"I have made a lot of friends here. They teach us ways to talk to people."

-P.P., Consumer

"There is a lot of love that goes into what they do."
- T.S., Consumer

"I feel safe here. I'm doing fine because I come here every day."

- C.R., Consumer



9%

increase in Drug and Alcohol
Out Patient Services through
Open Access

54,598

Paid work hours in
Vocational Services

HERE'S WHAT MATTERS

MYCS Life Share Team

"I have a very dedicated team who believe that they have an opportunity every day to change someone's life with their support and encouragement."

-S.O., Supervisor

"They are wonderful advocates for our individuals and children."
- S.O., Supervisor

"The staff here is very nice. I like earning money so I can buy my own clothes and shoes."

-S.B., Consumer



150%
EXPANSION

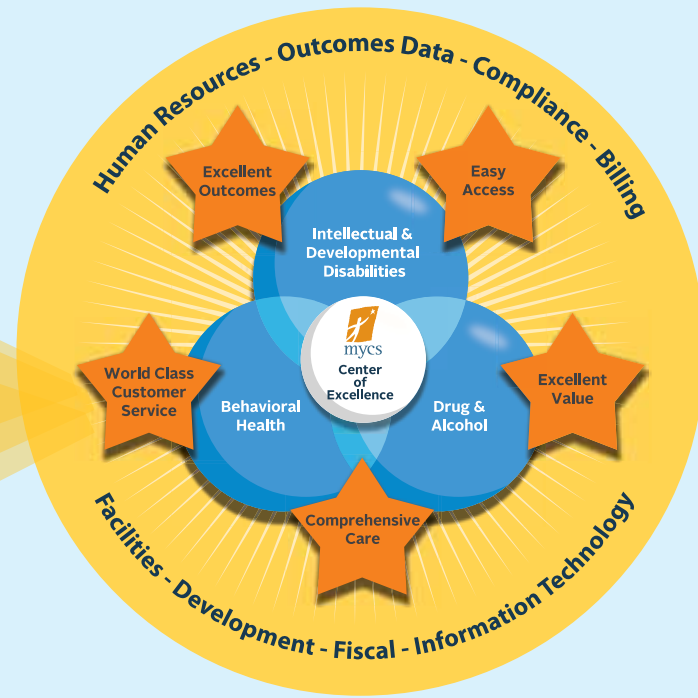
in Adult IDD Life Share

39%
EXPANSION

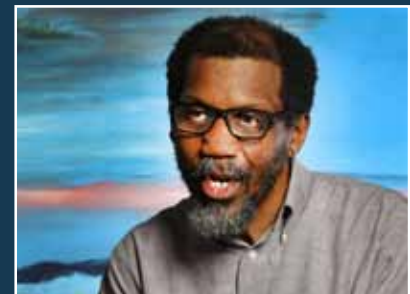
more children served in
CYF Life Share

HERE'S WHAT MATTERS

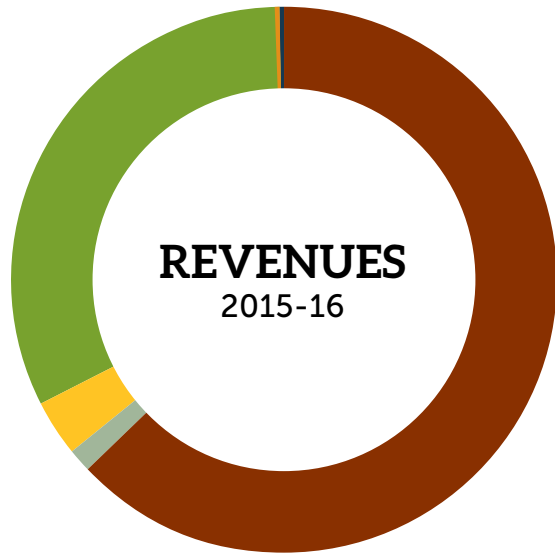
World Class Customer Care



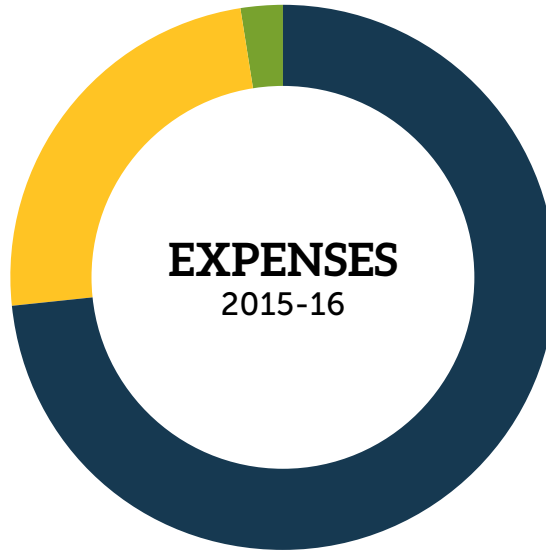
A GREAT PLACE TO GET CARE AND A GREAT PLACE TO WORK



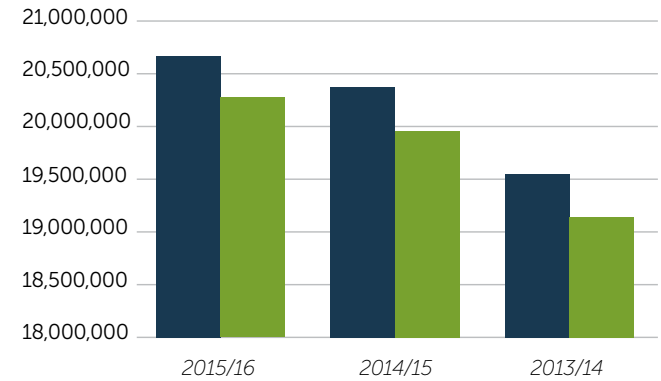
FINANCIALS 2015-2016



INVESTMENT INCOME:	\$5,763
INDIVIDUAL CONTRIBUTIONS:	\$7,824
FOUNDATIONS AND CORPORATE CONTRIBUTIONS:	\$283,202
OTHER:	\$686,561
EARNED REVENUE:	\$6,697,660
GOVERNMENT FUNDING:	\$12,914,460



ADMINISTRATIVE:	\$455,480
OPERATING:	\$4,908,840
PERSONNEL: (INCLUDING BENEFITS)	\$14,948,868



■ TOTAL REVENUES ■ TOTAL EXPENSES

FISCAL YEAR (JULY-JUNE)	2015/16	2014/15	2013/14
TOTAL REVENUES	20,595,470	20,374,242	19,532,274
TOTAL EXPENSES	20,313,188	19,949,931	19,152,714

Please note FY 2015-2016's data is unaudited and subject to change.



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