

200 OAK AVENUE
KITTANNING, PA
16201

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WWW.ARCMANOR.ORG

ARC Manor 2009-2010 Annual Report

Believe in Miracles!

Our Mission:

ARC Manor is a non-profit agency that is committed to prevention, intervention, and treatment of abuse and addiction to alcohol and other drugs. Our mission is to provide affordable, high quality, timely services that enhance the quality of life for individuals, families, and the communities.

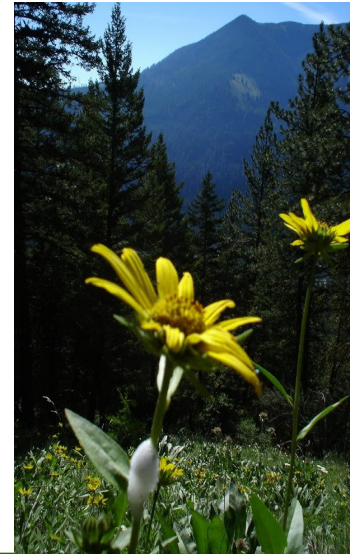
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2009—2010 Annual Report

Our Services:

- Confidential & Quality Services 24 hours a day
- Fully Licensed Residential, Partial Hospital, and Outpatient Treatment Programs
- Thirty-Six Years of Experience in Alcohol and Drug Treatment
- Knowledge of the Needs of Special Populations Including: Co-occurring Disorders; Criminal Offenders; Women; and Adolescents
- Targeted, Research-Based Alcohol and Drug Prevention Programs
- Comprehensive Tobacco Prevention, Intervention, and Cessation Programs
- Buprenorphine Services for Opioid Dependence
- Professional, Qualified, & Certified Staff Members



Our Personnel:

Executive Team

Cynthia C. McCrea, MSW, LSW
Executive Director
Jill L. Pless, B.A., CAC
Assistant Director
Donald Goldstroh, B.S.
Chief Fiscal Officer
Michael Watterson, M.S., CCDP-D
Clinical Director
Anna Shuster, B.A., CCDP
Clinical Assistant Supervisor

Fiscal Staff

Beverly Boarts
Janice Mechling

Clerical Staff

Audrey John
Jessica McDade, B.S.
Susan Norris
Melissa Whitfield

Treatment Specialists

Vanessa Britton, B.A.
Sara Conner, M.S.
Cari-Marie Harmon, B.A., CAC
Jaime Harmon, MSW
Michelle Kahl, M.A., CCDP
Sheila Knell, M.A., CACD
Jennifer Collier B.S., CAC
Carrie Harvey Phillips, M.S.
Matthew Sitosky, M. Ed.

Prevention/Intervention

Denise Marano, MSW, APS II
Kathy Velcko, B.S.
Linda Courson, CAAP
Scott Patterson, B.A.

Clinical Assistants

Carol Hodak
Jacqueline P. Kilgore
Jacob Lane, B.A.
Rebecca Miller
Tara Powers
Sandy Simeone, C.R.S.
Laurinda Strotman, C.R.S.
Nancy Willyard

Consultants

George Lloyd, M.D.
PBS Mental Health Associates
Mandy Claypoole, P.A.C.
William DeWolf, M.D.
John Soffiatti, M.D.
Clifford Vogan, M.D.



Executive Director's Message:

A "miracle" is defined as "an act or happening attributed to supernatural power" or "a wonderful thing". At ARC Manor we are blessed to work in a place where miracles happen everyday!

Addiction is a disease that is surrounded by pain, struggle, frustration, and sadness. Addiction impacts individuals, families, and our communities. If you allow it, the day to day reality of addiction is enough to wear on your soul until you find yourself feeling hopeless and overwhelmed. Knowing this, I admit that there are some days that the miracles are

hard to see. But still they exist.

Just this morning I witnessed a miracle when a person addicted to prescription medications made a commitment to keep an appointment and begin on the road to recovery. Just last week, I sat by a man celebrating more than 40 years of sobriety who spoke of the miracles that he has witnessed. Just last month, I watched staff and colleagues celebrate the "graduation" of a client enrolled in drug treatment court.

One thing that separates ARC Manor and makes it unique is that our staff believe that mira-

cles occur. It would be so easy to get bogged down in the negatives that are seen everyday. Instead, our staff cling to the knowledge that the miracle will happen (sometimes when you least expect it).

At ARC Manor, we BELIEVE IN MIRACLES!

Cindy McCrea

In Appreciation:

"Everyday holds the possibility of a miracle"

Elizabeth David

ARC Manor Board of Directors

Steve Bono, DDS, President—Dentist, Family Dentistry, Kittanning, PA

Frank Shumaker, Vice-President—Deputy Sheriff, Armstrong County, Kittanning, PA

Sheree Shafer, Treasurer—CRNP, Children's Community Pediatrics, Kittanning, PA

Beverly Steffey, Secretary & Foundation Liaison, Bookkeeper, Progressive Workshop, Kittanning, PA

Linda Courson, Staff Representative—Admissions Technician, ARC Manor, Kittanning, PA

Gretchen Dosch—Mayor, Applewold Borough, Kittanning, PA

Lynda Harasty—Pharmacist, Klingensmith's Pharmacy, Kittanning, PA

Donna Lucas—Retired, Allegheny County Port Authority, Freeport, PA

Chase McClister, Immediate Past President—Attorney, Kittanning, PA

Cynthia Rearick—Supervisor, Armstrong County Assistance Office, Kittanning, PA

Peggy Reitler—East Franklin Tax Collector, Kittanning, PA

Bradley Toy—Assistant Vice-President, F&M Bank, Kittanning, PA

James Veronesi—Director of Leadership Development, Kittanning, PA

Liz White—Secretary/Treasurer, White Enterprises, Kittanning, PA



"When we do the best that we can, we never know what miracle is wrought in our life, or in the life of another"

Helen Keller

Our Accomplishments:

Intervention Services

Through our 24 hour hotline, ARC Manor responded to 1,355 crisis calls in the 2009-2010 fiscal year. An additional 104 individuals walked in seeking immediate crisis services for their drug and alcohol problem.

ARC Manor has managed the DUI Program for the Armstrong County Court of Common Pleas for the past twenty-three years. In the 2009-2010 fiscal year, 272 evaluations were provided to people arrested for driving under the influence of alcohol or other substances and 294 individuals attended the Safe Driving Education Program.

Treatment Services

ARC Manor provides four main treatment programs for individuals struggling with drug and alcohol abuse and addiction. Over the 2009-2010 fiscal year, the following numbers reflect the accomplishments for each program:

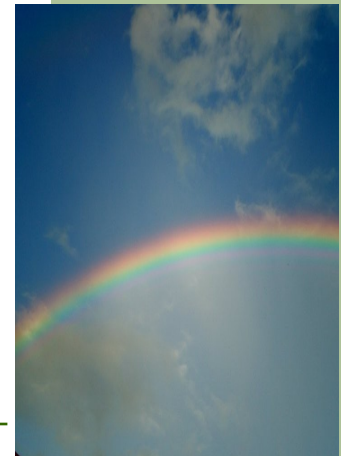
| PROGRAM | # OF CLIENTS | # OF SERVICES |
|----------------------|--------------|---------------|
| Residential | 201 | 2,813 Days |
| Partial Hospital | 135 | 5,329.5 Hours |
| Intensive Outpatient | 152 | 5,888.5 Hours |
| Outpatient | 343 | 3,046.5 Hours |

Significant Events for Treatment Services

- Late in the 2009-2010 fiscal year, ARC Manor began the process of licensing an office in Clarion, PA in order to provide Assessments, Outpatient, and Intensive Outpatient treatment services to both adults and adolescents. ARC Manor achieved full licensure of the Clarion office located on 214 S. 7th Avenue, Clarion, PA on June 26, 2010.
- ARC Manor achieved full licensure for all treatment services at the main Oak Avenue location in Kittanning and the Leechburg Satellite location. The agency is licensed by the Bureau of Community Standards, Division of Drug and Alcohol Licensing, Pennsylvania Department of Health.
- ARC Manor's average score utilizing the Client Satisfaction Questionnaire was 28.94. This rating is well above the national standard for behavioral health care.
- Results of contacting a sample of clients one month after discharge reveal that 71% were not using substances. At the six month mark, 58% of clients contacted reported continued abstinence.

Preferred Provider

ARC Manor is proud to be the recipient of the Preferred Provider Award for fiscal year 2009-2010. This award is given by the Armstrong/Indiana Drug and Alcohol Commission annually based on the achievement of performance benchmarks throughout the fiscal year. This is ARC Manor's fourth consecutive year of achieving the benchmarks required to attain this award.



“Some people think a miracle is only a miracle if it happens instantaneously, but miracles can grow slowly and patience and faith can compel things to happen that otherwise never would have come to pass.”

Boyd K. Packer



Our Accomplishments:



"For those who are willing to make an effort, great miracles and wonderful treasures are in store."

**Isaac Beshevis
Singer**

Prevention Services:

ARC Manor prevention programs are those based on research with evidence of their effectiveness. The following numbers reflect the accomplishments of the programs offered in the 2009-2010 fiscal year.

| | |
|-------------------------------|--------------|
| Too Good For Drugs | 875 Students |
| Too Good For Drugs & Violence | 29 Students |

- ARC Manor's prevention staff performed speaking engagements throughout the community reaching 949 individuals.
- Tobacco prevention staff provided 302.5 hours of tobacco cessation, prevention, and education in Armstrong County.
- ARC Manor saw 388 youth and adults attend the Reality Tour © in the 2009-2010 fiscal year. This is an increase over the past year of 100 attendees and shows that the tour continues to have a strong impact in the community. ARC Manor thanks the many volunteers and community partners that make this program a success year after year.
- Through Summer Plunge, Summerfestt, and our Leechburg Before School program, ARC Manor provided 822 attendees with alcohol, tobacco, and drug free activities.
- ARC Manor conducted 6 "Intro to Drugs: What Kids Don't Want You to Know" presentations in Armstrong & Indiana County in 2009-2010.
- ARC Manor provided the Underage Users Group to 31 youth.
- Despite a very strict budget throughout the year, ARC Manor's Prevention staff continue to provide quality programming to an increasing amount of adults, youth, and children.

In Appreciation:

ARC Manor Foundation Board of Directors

Tim Faith, President—Ford City, PA
 Allen McCrea, Vice-President—Freeport, PA
 Sue Torrance, Treasurer/Secretary—Kittanning, PA
 Beverly Steffey, Board Liaison—Kittanning, PA
 Gloria Barker—Kittanning, PA
 Sue Boggs—Kittanning, PA
 Allen Lockard—Indiana, PA



A special thank you to Steve Owen who concluded his long-standing membership to the Foundation during the 2009-2010 fiscal year.

The Costs of Growth

ARC Manor's 2009-2010 Financial Statement is listed in its entirety on the next page. Readers should note that ARC Manor ended the fiscal year with a deficit totaling \$30,224.00. \$15,150.00 of this deficit is related to the unbudgeted salaries and start up costs for the Clarion office. The remaining deficit is related to the unbudgeted purchase of office equipment that allowed ARC Manor to fully utilize an Electronic Health Record for all clinical and financial duties.

Fiscal Year 2009-2010 — Financial Statement**-Revenue-**

| | | |
|--|-----------|------------------|
| Single County Authority | | |
| Armstrong/Indiana (includes PCCD & Enhanced Funds) | \$ | 546,956 |
| Other SCA's | | 30,076 |
| Medical Assistance, Act 152 | | 102,226 |
| Client Fees | | 82,889 |
| DUI Fees | | 77,816 |
| Office of Vocational Rehabilitation | | 10,349 |
| United Way | | 8,998 |
| Human Service Development Fund | | |
| Armstrong County | | 17,232 |
| Value Behavioral Health | | 439,503 |
| Medical Assistance | | 21,448 |
| Miscellaneous | | 25,221 |
| Private Insurance | | 1,434 |
| Act 198 | | 19,909 |
| Tobacco Control Program | | 34,788 |
| Donations | | 1,762 |
| Margaret Patton Grant | | 5,500 |
| Armstrong County Community Foundation | | 3,300 |
| DCED Grant | | 1,457 |
| TOTAL REVENUE | \$ | 1,430,864 |

-Expenses-

| | | |
|------------------------------------|-----------|------------------|
| Salaries | \$ | 751,975 |
| Benefits | | 285,855 |
| Staff Development | | 5,274 |
| Meeting and Conference Expenses | | 1,470 |
| Consultant Expenses | | 31,866 |
| Occupancy Expenses | | 75,570 |
| Insurance | | 5,048 |
| Communications | | 33,626 |
| Office Supplies | | 12,258 |
| Minor Equipment & Furniture | | 3,761 |
| Medical Supplies & Medications | | 69,963 |
| Food | | 27,804 |
| Program Supplies | | 35,143 |
| Staff Travel | | 7,950 |
| Client Transport | | 13,192 |
| Purchased Client Oriented Services | | 60,744 |
| Equipment Maintenance Expense | | 7,694 |
| Motor Vehicle Maintenance Expense | | 3,595 |
| Other Operating Expenses | | 16,269 |
| Office Equipment Expenses | | 12,011 |
| TOTAL EXPENSES | \$ | 1,461,088 |

Financial statement as of September 3, 2010. This is an un-audited financial statement.

A full audit will be available.



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Permit No. 140

Eligibility for ARC Manor Programs is open to anyone who has a problem with alcohol and other drugs or is affected by substance abuse. No one is discriminated against on the basis of age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion.

ARC Manor is licensed by the Bureau of Community Program Standards, Division of Drug and Alcohol Licensing, Pennsylvania Department of Health, and is funded by the Armstrong-Indiana Drug and Alcohol Commission through a grant from the Bureau of Drug and Alcohol Programs, Pennsylvania Department of Health, the Armstrong County United Way, the Armstrong County Commissioners through a grant from the Human Services Development Fund, private grants, fees, and community donations.

The Department of Health, Bureau of Drug and Alcohol Programs, Commonwealth of Pennsylvania and the Armstrong-Indiana Drug and Alcohol Commission, Inc. specifically disclaim responsibility for any analyses, interpretations, or conclusions herein.