

ANNUAL REPORT

July 1, 2021 – June 30, 2022



Since 1999, HSAO has been serving Allegheny county's highest risk population of children, adolescents, and adults. As we turn the page on another year, the following statistics and information will provide a snapshot of the work we have done this past year.

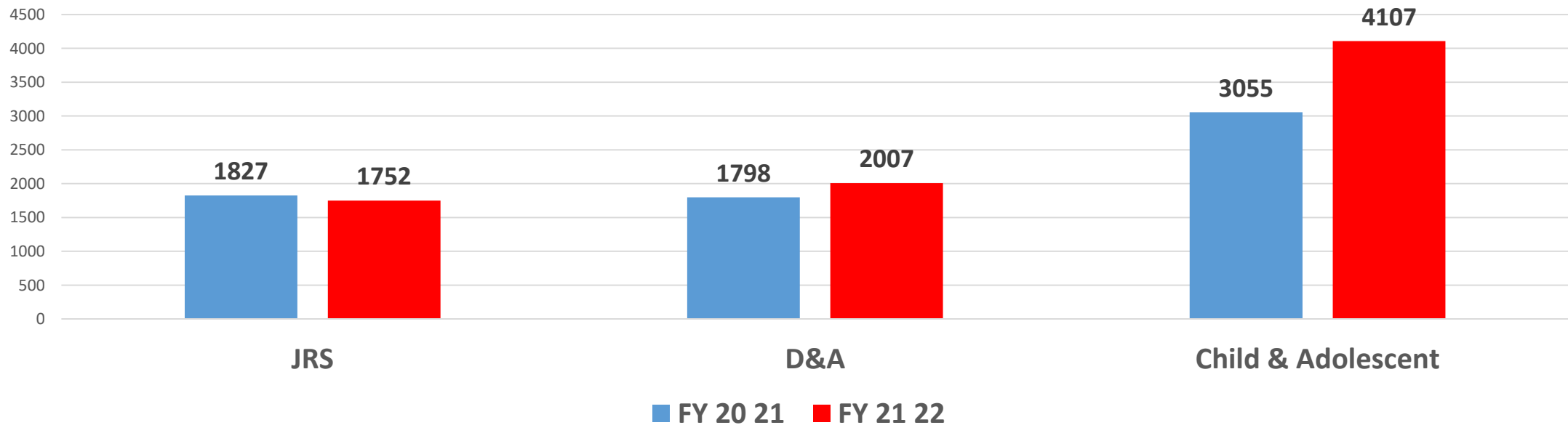
Most importantly our mission and goal remains resolute: To be the best at what we do in order to provide the highest quality of services to all of our clients and families.

The Mission of the Human Services Administration Organization (HSAO) is to: Empower Individuals, Families, and Communities by Improving their Quality of Life through Specialized, Personalized, Enhanced, and Effective Service Coordination

CLIENTS SERVED BY PROGRAM

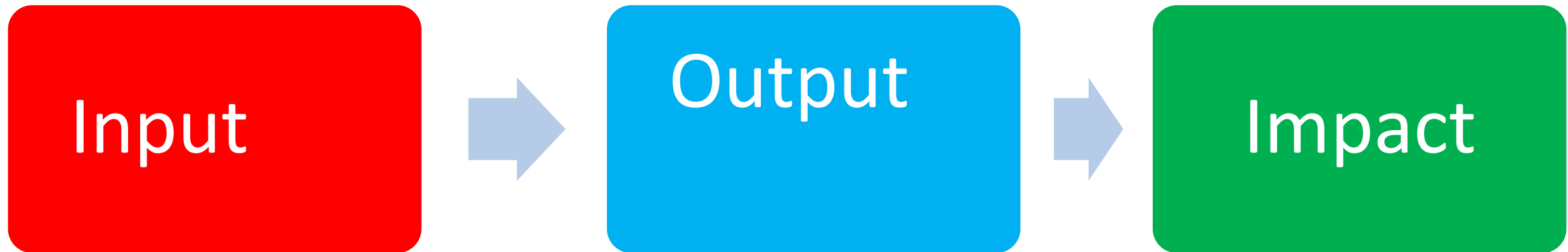
HSAO served 7866 clients in FY 21 22. That is a 17.5% increase in the number of clients served from last year to this year. This a result of program expansions, new programming, and continued relationship building with community partners to provide services to their clients.

Clients Served Comparison
FY 20 21 and FY 21 22



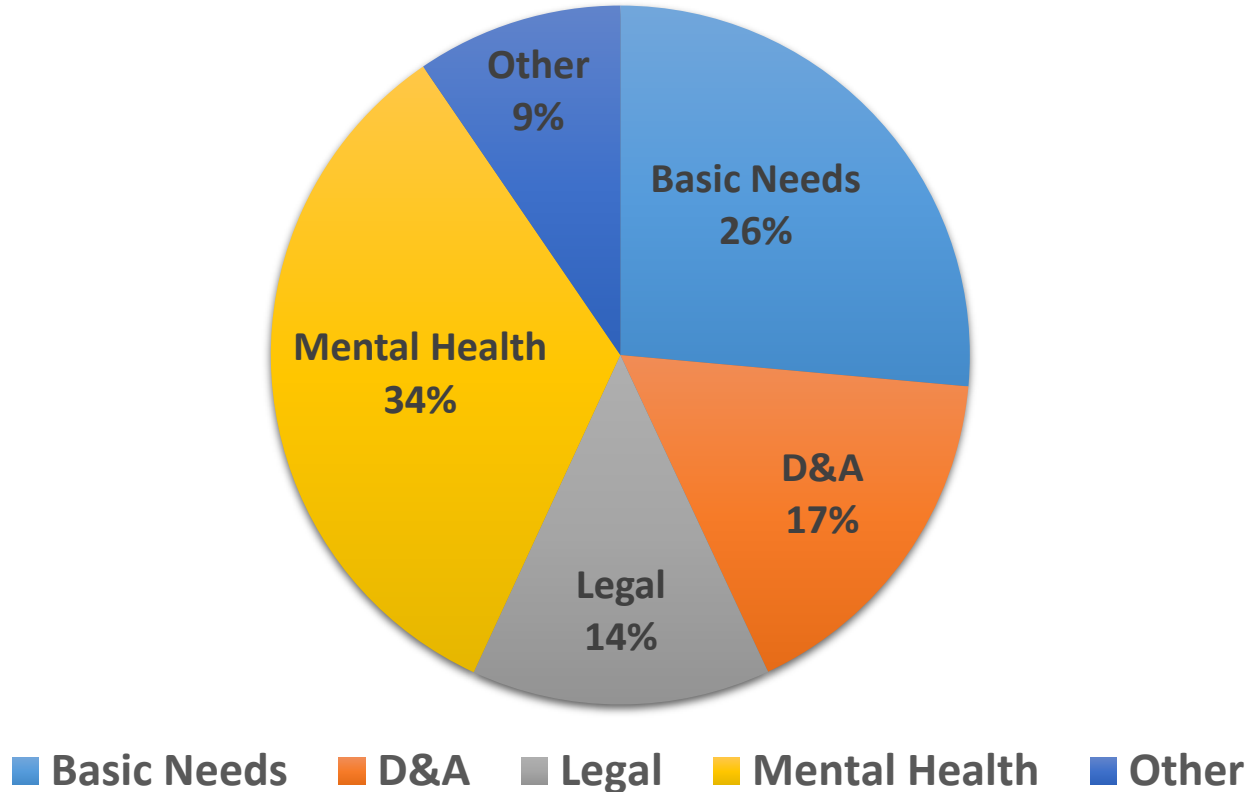
CLIENT OUTCOMES

Outcomes based reporting provides the agency with valuable feedback and input from clients served. The information gathered can assist the agency in determining how to best meet client needs. We administered an Intake Outcome Assessment with clients at time of intake and then a Discharge Outcome Assessment at time of discharge. The assessments compared Mental Health and Physical Health self rated scores at intake and discharge – the goal was to see an improvement in how the client rated their mental health and physical health from intake to discharge. The assessments also gathered client feedback on their impression of whether or not the agency had a positive impact during their enrollment with the agency and if the agency assisted the client in addressing their primary need.



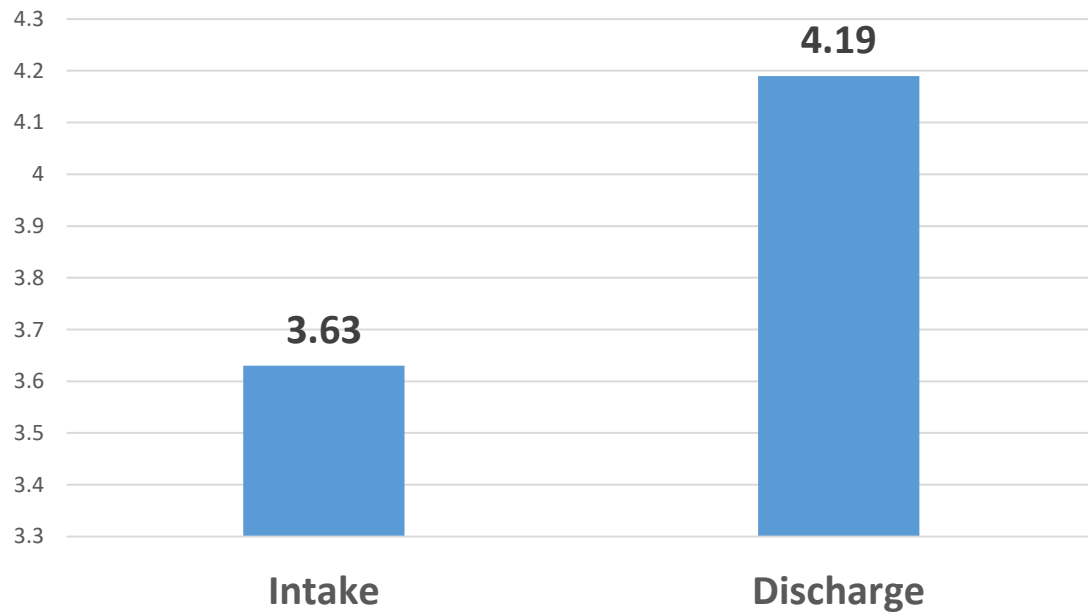
CLIENT OUTCOMES

Primary Needs Identified

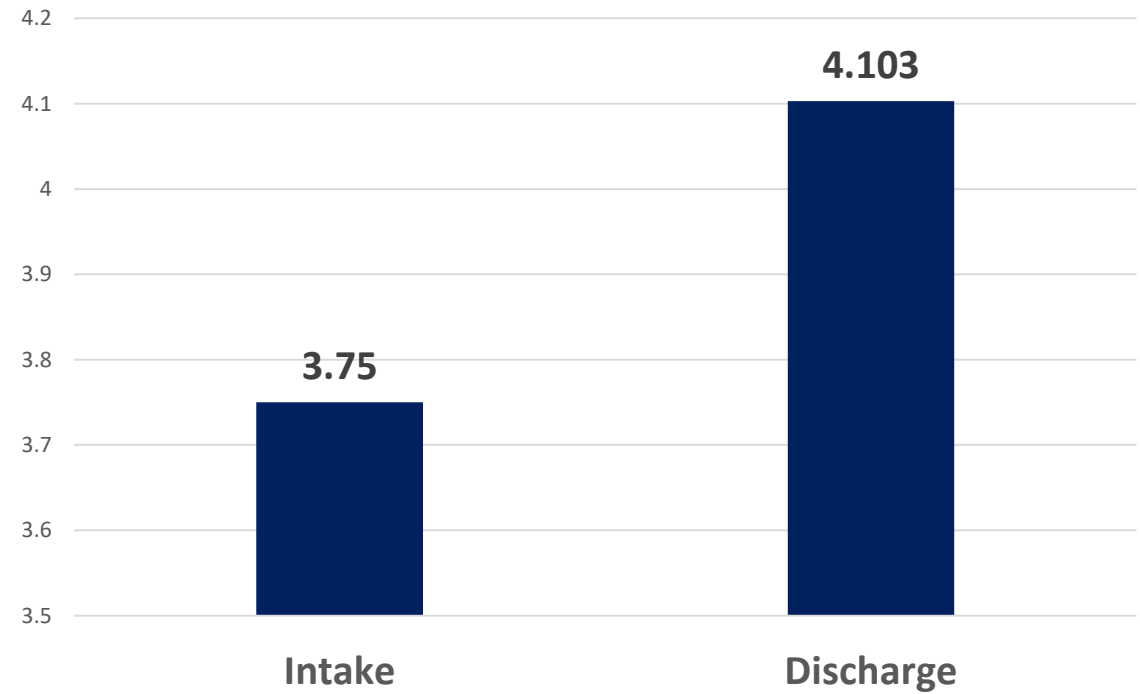


CLIENT OUTCOMES

Client Mental Rating: Intake verses Discharge



Client Physical Health Rating: Intake verses Discharge



REVENUE STREAMS



Having a balanced plan to sustain fiscal stability is important to the agency’s ability to continue to provide high quality services to the clients we serve.

We were able to achieve this, in part, by increasing existing revenue streams and generating new revenue streams.

NEW REVENUE STREAMS		INCREASED REVENUE STREAMS	
D&A Youth Case Management	\$326,909.00	ODS	\$205,700.00
Urban Pathways	\$82,833.00	Individual Care Grants	\$70,000.00
Woodland Hills School District	\$77,747.00	D&A ICM Pay for Performance	\$50,000.00
CSEC Washington County	\$100,000.00	BSC Pay For Performance	\$100,000.00
TOTAL:	\$587,489.00	TOTAL:	\$425,7000.00

GROWTH OPPORTUNITIES



Delivering quality services that lead to desired client outcomes and success are key values of our agency. Our demonstrated and proven reputation has provided the agency with several growth opportunities including:

- Signed new contracts with 5 school districts in the Student Assistance Program
- Signed a contract with Washington County to provide CSEC services
- Implemented the D&A Youth Case Management Program



HSAO's SAP Program 2021

PROFESSIONAL DEVELOPMENT



Developing leaders inspires creativity, improves communication skills, and promotes new skill acquisition. Our agency works to cultivate a strong and stable leadership team and develop future leaders within our agency.

Activities this past year included:

- A 12-week Leadership Mastery Course titled, “Developing Engaged and Creative Employees: Coaching Skills for Leaders
- Leadership book read and review of “Dare to Lead’ by Brene’ Brown – the book teaches leaders four invaluable skills to support leadership growth and development that leaders can use to motivate and inspire their teams
- Managers and Supervisors are applying the skills they learned from “Dare to Lead” by creating motivation and engagement projects for each unit at HSAO.



PROFESSIONAL DEVELOPMENT



Sharing their knowledge and expertise, many members of the HSAO Leadership Team sharpened their communication and leadership skills by facilitating trainings and presentations this past year, both internally and externally. These included:

- Lunch and Learns on various topics for HSAO Staff
- Community Outreach to numerous Provider Agencies to educate them on the array of services HSAO provides
- Participation at several resource fairs to educate the public on the services HSAO provides
- Statewide Positive Practices Meeting (ODP) – Allegheny County Forensic Collaboration Presentation
- Mental Health First Aid Training
- CIT Training for Law Enforcement
- Statewide Positive Practices Meeting – Allegheny County Forensic Collaboration
- Attended multiple district parent evening events and open houses

ADVANCING RACIAL EQUITY



The goal of the HSAO Racial Equity Group is to create a diverse and inclusive culture where all employees thrive and work to improve outcomes for all the racial groups our agency serves.

The focus of the group is:

- Creating a staff survey to get staff input on how to support racial equity at HSAO
- Identifying training opportunities
- Creating agency resources
- Increase diversity in hiring

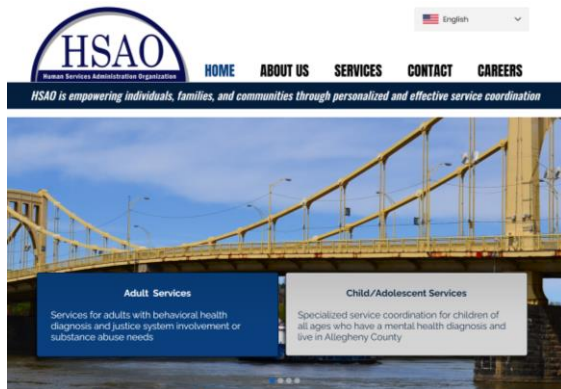


HSAO COMMUNICATIONS



The goal of the organization's communications has been to standardize the brand ethos across all channels. This year's efforts have included the following:

- Updates to HSAO's website
- Updates to the SEO to enable more people to find HSAO online
- Creation and maintenance of HSAO's Google My Business page and ongoing monitoring of online reviews
- Expansion of HSAO's social channels to include more about job opportunities and company culture
- Updates to HSAO's branded literature
- Ordering of new promotional items and appeal for staff and outreach



2022-2023 Agency Goals



**Financial Stability:
Diversify Funding Opportunities**

Continued Recruitment and Retention Efforts

Ardmore Move to McKnight Road

Continued Development of Race and Equity Task Force

Streamline Billing Process – Evolv Finance Conversion and CIPS Billing