

# HSAO ANNUAL REPORT

JULY 1 , 2022 – JUNE 30 2023

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 purposeful: 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 Individual, Families, and Communities by Improving their Quality of Life through Specialized Personalized, Enhanced, and Effective Service Coordination***

# RACIAL EQUITY GROUP

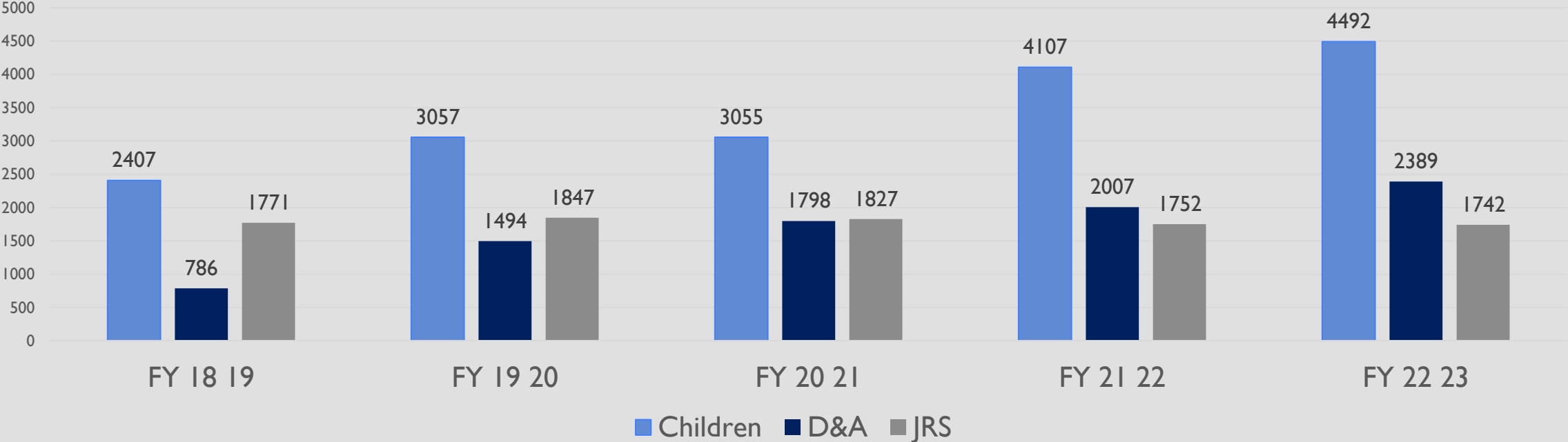
The goal of the group this past year was to build a harmonious work environment that celebrates differences and ensures equal opportunities for all. To work towards this goal the group:

- Facilitated 9 meetings where all staff were invited to attend and share ideas on how to empower staff to create an equitable work environment
- Shared empowering information throughout Black History Month to broaden staff's understanding of the African American experience
- Shared educational information about the history and importance of Juneteenth
- The group is collaborating with The People Team and Marketing to promote education and awareness

***The mission of the Racial Equity Group is to create a safe and inclusive space for open dialogue and meaningful action to drive racial equity in the workplace.***

# CLIENTS SERVED BY PROGRAM

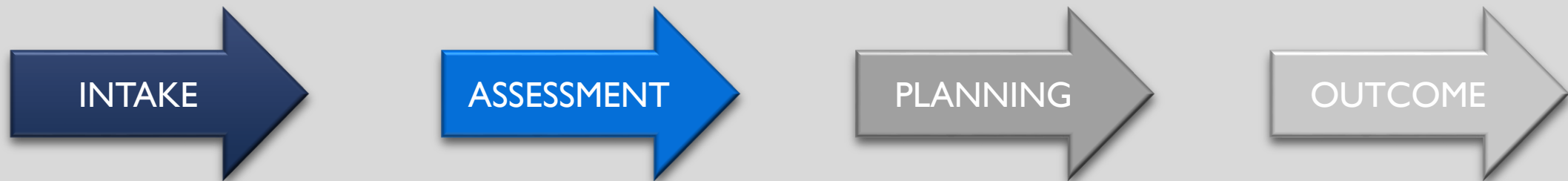
Client Served by Year



# COMMUNICATING WHO WE ARE AND HOW WE CAN HELP

This year the agency updated and streamlined all of the HSAO program brochures and fact sheets. These present a clear picture of who we are, what we do, and the populations we serve

In addition we created continuums of care for JRS, Child and Adolescent, and D&A programming. These continuums provide a distinct visual explanation of treatment services available in Allegheny County. The continuum will assist in coordination and planning when clients are working with HSAO to achieve their desired outcomes.



# 2022-2023 AGENCY GOALS: UPDATE

**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 – Evolve Finance Conversion and CIPS Billing**

**New contracts were added in FY 22 23**

**Bolstered collaborations with local universities to market the agency; solidified our internship partnerships**

**Successfully renovated and moved ODS staff to McKnight site increasing space options**

**Carrying on the work around Race and Equity – increased staff participation**

**Implemented Finance NX resulting in a more timely and efficient billing process**

# 2023-2024 AGENCY GOALS

**Diversify Funding Streams:**  
Expand into other counties;  
Grant opportunities;  
Less reliant on County Funding

**Complete Company Wide Stay interviews to Elicit Staff Feedback to Help Shape Agency Goals and Promote Retention**

**Recruitment and Retention:**  
Increase collaborative work with The People Team

**Professional Development:**  
Ongoing growth of the Leadership Team;  
Training and Skill development

**Continued Development and Fostering of Race and Equity Task Force**

**Evaluate Technology:**  
Explore other EHR's

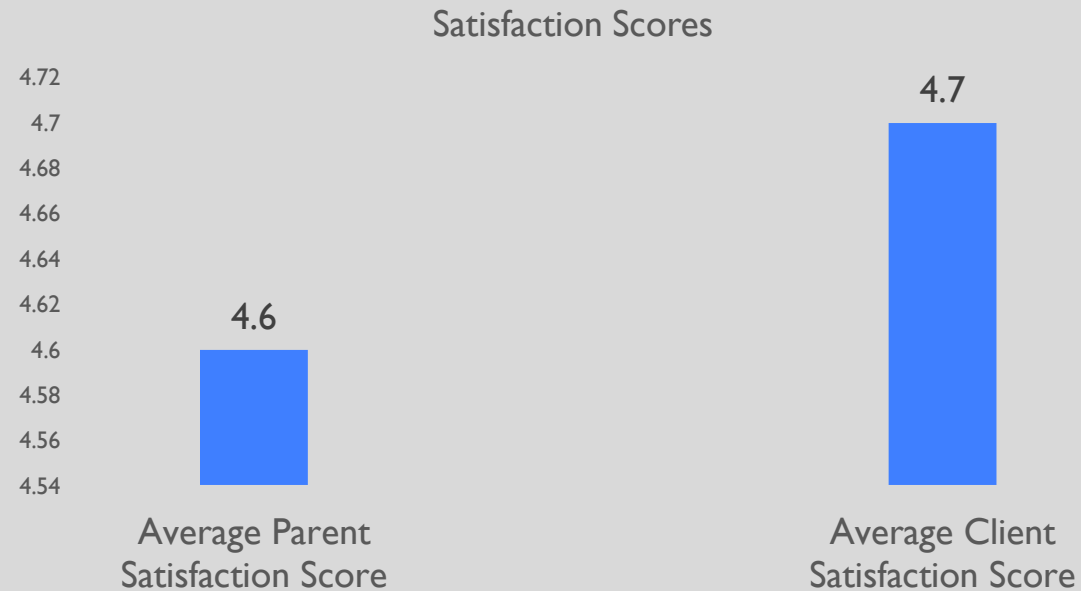
# RESPONSE TO COMMUNITY VIOLENCE

Our staff are confronted with the violence that is occurring in our communities on a daily basis. Some of our clients are victims of violence, and unfortunately, in some situations, our clients are the perpetrators of the violence, The drug overdose epidemic also continues to impact our clients, which in turn effects our staff. Exposure to these situations can result in our staff facing a range of challenging stressors including physical, emotional, cognitive, and behavioral reactions. Our agency has responded by identifying resources to support staff to address these situations which include:

- ❖ Specific individual response meetings with staff
- ❖ Opportunities for staff to de-brief incidents with Diana Schwab, M.Ed., LCSW
- ❖ Healing Rivers Project Training for all staff
- ❖ Consultation with the Employee Assistance Program
- ❖ Self Care trainings facilitated by the Employee Assistance Program
- ❖ Post Vention and Group Trainings with the SAP and School Based Programs
- ❖ One day training for the SAP team at The Caring Place

# QUALITY MANAGEMENT

Evaluating the level of service delivery; ensuring the agency is adhering to our mission; and receiving valuable input from our clients is partially accomplished through satisfaction surveys that the agency administers throughout the year. Parents and clients rate their level of satisfaction on a series of questions with a score of 5 being the most satisfied and 0 being the least satisfied.





# SATISFACTION SURVEY RESULTS

- ❖ 85% of the Client's who completed the Adult Client Satisfaction Survey responded that they were Very Satisfied with support provided to them from HSAO.
- ❖ 84% of the Adult Clients are very satisfied with HSAO's promptness in returning phone calls and maintaining communication with them.
- ❖ In November of 2022, the MDJ team surveyed all Judges in the MDJ Project for feedback. 100% of judges stated that the services provided by the MDJ Project Staff was of a High Quality.
- ❖ 100% of all TAY clients stated they were satisfied with Services, 80% of those were Very SATISFIED.
- ❖ Judge Martin wrote about our team: "Very Helpful, Provides options in Juvenile Summary Cases that were never available to us".
- ❖ A client stated after closing with HSAO: "Grateful I had someone to go through my legal processes with - someone to reach out to for help, assist me in understanding everything, and just have someone at court with me

