





“To serve with the amazing team at NHS through turnaround, stability, growth and now national leadership, has been an unforgettable experience.”

Senator M. Joseph Rocks
Chairman and CEO
NHS Human Services, Inc.

A MESSAGE FROM OUR CEO | A MILESTONE YEAR

This year, I mark my tenth anniversary as Chairman and CEO of NHS Human Services, Inc. These 10 years have been so remarkable! When I arrived at NHS in 2000, I could never have imagined the size of the challenges we faced. To serve with the amazing team at NHS through turnaround, stability, growth and now national leadership, has been an unforgettable experience.

The NHS mission is stronger than ever. As we have grown across seven states, we have extended our network of care to more than 50,000 children and adults. The NHS continuum of care is designed to meet the complex needs of our consumers and is unparalleled in our industry. Our reputation for quality and diversity in each of our program areas has been nationally recognized. Whether in mental health, addictions services, children's services, programs for children and adults with autism, educational services, services to individuals with intellectual and developmental disabilities, juvenile justice programming or therapeutic family care and permanency planning, NHS provides care to some of the nation's most fragile and vulnerable lives. Our commitment to specialization and the NHS cadre of highly trained and committed professionals makes the NHS **continuum of care** unique. These qualities make our services in demand as we enter new markets by expanding the geography of our services.

While our growth has been rewarding, it is also a continuing challenge. We strive to be the leader in our industry. Whether it is our nationally recognized compliance program, our highly refined business practices, or our state-of-the-art technology, NHS is always in pursuit of the highest standards in all of our services. This year we have dedicated ourselves to the development of the most comprehensive and user-friendly electronic client record which will simplify billings and audits and help improve our quality and outcomes.

We continue to have ambitious goals, and no one is better positioned to **lead in this nation** than NHS. NHS staff bring the talent, drive and experience to our mission and demonstrate every day to the tens of thousands of NHS consumers, families and providers that **NHS does lead the way.**

At the beginning of 2010, I challenged our NHS Boards and senior management team to join me to look forward and to *Re-design, Re-imagine* and *Re-think* where we are and where we want to go. The results of that challenge have been nothing short of amazing. Their willingness to change, to lead, to dare, and often, with courage, to be different, is what truly defines NHS as an industry leader.

I'm proud every day to be part of this remarkable team. We dream while others ponder, we act while most wait. I am grateful every day to the NHS staff who have proven their willingness to lead and more importantly their ability to rise to any challenge and meet it successfully. This has been a milestone year, and **the best is yet ahead!**

With sincerest thanks,

Senator M. Joseph Rocks

Chairman and CEO
NHS Human Services, Inc.



As one of the largest non profit providers of human services in the country, NHS is proud to offer an array of programs across the spectrum of behavioral health and intellectual and developmental disabilities services. Programs are site-based and community-based. Programs serve all ages from preschool to individuals in their 90s. More importantly programs serve individuals, many of whom have multiple problems. At NHS we realize that human nature is complicated and individuals

may be dealing with a variety of issues at the same time. The NHS continuum of care is designed to focus on these people and to help them develop a care plan that addresses every aspect of their lives. At NHS all services can be provided in one place and coordinated by a staff of professionals who have years of experience and a commitment to quality services.

NHS is a leader in developing treatment plans for people with

dual diagnoses and other multiple challenges. At NHS we do not have to refer individuals out of our system for care, rather we design a system around that person.

At NHS, we do not have to refer people out of our system for care; rather, we design a system around that person.



Addictive Diseases: Comprehensive drug and alcohol treatment services are available to adults and adolescents who struggle with the disease of addiction. Recovery is very personal and unique to each individual and services focus on the specific needs of each individual. All programs are fully licensed, certified and accredited by the required federal and state organizations. The outpatient medication-assisted treatment programs are certified by the federal government through the Substance Abuse and Mental Health Services Administration (SAMHSA) and are fully licensed by the state and accredited through the Council on Accreditation. Services are provided in both clinic and community-based settings.



Juvenile Justice: These services feature innovative programs designed to meet the unique needs of both dependent and delinquent youth. NHS programs are founded on the basic principles of the Balanced and Restorative Justice (BARJ) and Child and Adolescent Service System Program (CASSP). A 168-acre campus in rural Pennsylvania features open and secure program options. Gender responsive principles focus on the unique needs of girls in juvenile justice programs and specialized Sex Offender treatment is available to youth who present with acting-out behaviors. Vocational training, community service and restitution opportunities are important aspects which are incorporated into all activities.



Education: NHS offers a variety of educational opportunities to provide individualized learning experiences to children with special needs in a safe and nurturing environment. The NHS educational continuum includes licensed private academic schools, autism and emotional support classrooms as well as training and consultation services. NHS partners with parents and students to maximize the learning experience, identify necessary resources and prepare the child for transition to a less restrictive learning environment.



Mental Health Services: A wide range of treatment, rehabilitation and support services are offered to adults 18 years and older with mental illness. NHS is committed to a recovery-oriented mental health service system that supports individuals in attaining wellness and recovery through services and relationships that provide hope, empowerment, choices and opportunities. The goal is to help each individual reach their full potential and become productive individuals and community members. Services are offered in community, site-based and residential settings. NHS also provides a wide range of mental health services designed specifically for children.



Treatment Foster Care and Permanency Planning: NHS has developed an array of services to provide a home-like environment for children with behavioral and emotional problems who cannot live with their biological families. Foster families are recruited and specifically trained to be part of a treatment team that provides a warm and nurturing family environment while addressing specific behavioral challenges presented by each child. As an affiliate of the Statewide Adoption and Permanency Network (SWAN), NHS also provides services to children and their families to achieve permanent family status in a timely manner.



Autism: NHS offers a unique set of coordinated and integrated services that provide alternatives to traditional programming for children, adults and their families affected by Autism Spectrum Disorders (ASD). Services are provided in the home, as well as community and school-based settings and includes residential programs as well as day programming. NHS also provides a full range of consultative, educational and training services in the ASD field.



Intellectual and Developmental Disabilities: NHS offers a full spectrum of individualized services to people with intellectual and developmental disabilities (I/DD). NHS partners with each individual to create meaningful lives and relationships. NHS employs self-directed supports where each individual is always at the core of the planning and implementation of services which are designed to enhance their abilities and interests. The goal is to assist each individual toward self sufficiency and fulfillment in their everyday lives. NHS provides residential and day services designed to enhance the quality of life and expand personal opportunities for each individual.



Specialized Services: NHS has developed several specialty programs to meet the needs of seniors which include an in-home counseling program and a peer counseling program that utilizes volunteer seniors to work with their peers in senior centers. NHS also has developed programs for individuals with traumatic brain injury, including residential options. A recent addition to the NHS continuum is a gambling addictions initiative.



NHS Human Services Core Values

As part of our ongoing commitment to quality, this year the NHS Leadership Team undertook a project to highlight and define the guiding principles that are imperative to support the NHS mission. Our convictions about these concepts and our adherence to supporting them in every aspect of our work set NHS apart as a model provider with a culture of integrity and accountability that is unmatched in our industry.

Accountability

Each person actively accepts the responsibility to behave in a manner consistent with NHS' mission and values.

Diversity

The more diverse we become, the stronger we will be. NHS embraces individual uniqueness, respecting and utilizing different perspectives and strengths, treating everyone with dignity and fairness.

Integrity

NHS steadfastly adheres to moral and ethical principles reflected in honesty and consistency in how we think, speak and act as a trained, compliant company.

Leadership

NHS leads the industry by seeking, developing and empowering the best people while encouraging a collaborative environment to foster innovation in human services.

Quality

NHS continuously seeks to understand our customers' expectations and then exceed them.

Social Responsibility

NHS believes in strong communities. By creating an active presence and trusting partnerships in our communities, we more effectively advocate with our constituents.

Teamwork

NHS encourages a collaborative environment where individuals combine energy and expertise to achieve a common goal. We believe excellence is a result of acknowledging individual contributions, valuing positive conflict, building consensus and producing results.

Accountability

Diversity

Integrity

Leadership

Core Values In Their Words

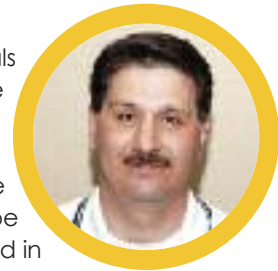


Shelly Johnson | ACT Team Leader, New Orleans, LA

Nowhere has **Social Responsibility** been more evident than in our work in Louisiana. We came here to be a positive force in the community. It has been a great experience to be able to contribute to the rebuilding effort in New Orleans – helping people not just to rebuild their homes but also their lives.

Michael D'Onofrio | Assistant for Q.I. & C.S.

NHS' Core Values are reflected in the collaborations we have built with the individuals in our care. By creating Consumer Advisory Groups we have given people the opportunity to have input into decisions affecting their lives and to encourage them to take responsibility for the world around them as well. I have seen our Core Values at work within the Philadelphia I/DD Consumer Advisory Group, the first of its kind at NHS. They are great role models for **Leadership, Teamwork** and **Social Responsibility**. They may be receiving care from NHS but now also plan their own fundraisers to help people in need in their own communities.



Scott Switalski | Corporate Director of Professional Development and Education

The identification of our Core Values – and the value of **Leadership** in particular – has inspired the creation of the Leadership Development Series (LDS). The Core Values are the foundation of the LDS, and the participants in LDS spend a year exploring, practicing and implementing the NHS values. Special attention is focused on the values of **Leadership, Teamwork** and **Accountability**, assuring that we develop strong, impactful leaders that align with our mission and Core Values.

Quality

Social Responsibility

Teamwork





“We got a life
together now.”

Patty
NHS Life Sharing
Program consumer

COMMUNITY LIVING | FAMILY. STABILITY.

Like many other 60-year-old women, Patty is a friendly and sociable person who is happiest when she's relaxing at home or spending time with friends. But Patty is not your typical 60-year-old woman.

Placed at a young age in the Pennhurst School and Hospital, a state institution for the mentally and physically disabled, Patty spent the majority of her early years of life behind locked doors. She slept on a cot in a dorm room with 20 other children, enjoyed no privacy, ate her meals on a sectional tray in a cafeteria and had no exposure to the world outside her four walls. Upon closure of Pennhurst in 1985, Patty was moved to a three-person group home. There, she met Odessa, the Home Manager. Patty had her own bedroom, ate her meals in a kitchen off of nice china and spent her free time relaxing in her living room or visiting neighbors; but Patty longed for more. Patty would tell Odessa, "I want a family."

After almost five years at the facility, Odessa learned that Patty would be moving to a new home. Odessa knew what she needed to do. She **opened her home** and family to Patty through the Family/Shared Living Program. The Family/Shared Living program is designed to offer an alternative living situation to a person with developmental disabilities. Individuals in the program choose a family and/or individual they want to live with in an apartment or house and become part of that family. Each relationship is different and unique, and the program affords optimal opportunities for involvement in the family and community.

Thanks to Odessa and the Family/Shared Living Program, Patty can truly experience life in a home with **a family to call her own**. "I love living here. I have lots of friends in the neighborhood. We go to the salon to get my nails done. We go out for lunch. We go on long trips in the car." Said Odessa, "This is what I always wanted to do."

Their relationship has become the true family that Patty never had, and a large family at that. Just this past summer, Patty traveled with Odessa to North Carolina to attend the Hairston Clan Family Reunion with more than 400 individuals from across the country.

Patty refers to Odessa as "Mommy." They celebrate birthdays and holidays together just as any other close-knit family would. Her life now is a far cry from the life she left behind 25 years ago.

"We got a life together now," said Patty. "I love her."

Finding the right living arrangement is an important component of the NHS continuum of care. NHS offers a variety of living options to individuals. Life Sharing is just one of the four residential programs available to individuals with intellectual and developmental disabilities, including Community Living, Community Homes – Specialized Needs and Intermediate Care Facilities. The programs are designed to support each person's individual needs while supplying the greatest **independence** and choice available.



For Peer Specialists, the NHS continuum of care has come full circle. Once the recipients of services, they are now able to share their experiences to help others. These individuals, who identify themselves as having had a severe mental illness or addiction history, are now employed to aid, teach and support individuals in the recovery process. Peer Specialists are trained to assist with advocacy, building natural community supports, role modelling and service coordination, and their services and supports are an adjunct to additional treatment.

With more than 25 Peer Specialists offering their support, NHS is proud to provide this important link in the NHS continuum of care. Peer Specialists provide hope and help by sharing their own journey to recovery. Their honesty and bravery encourage and motivate those whom they inspire. In turn, they are given the opportunity to reinforce their own commitment to the recovery process. By opening up and sharing their own struggles and successes, they are living examples that recovery is possible.

“I am able to offer people hope and a haircut.”

Rachel

NHS Peer Specialist

Rachel

I have been in “the system” most of my life. I was placed in a foster home by the Department of Human Services as a child and later in life in an adult group home. I have been the victim of rape and abuse. All my life the messages I received from people was that I would never make it. Even when I was on the honor roll and took college courses, I felt like I would never make it because of my mental health challenges.

That changed when I had my daughter. I wanted her to have the life I never had by giving her a meaningful childhood. I began to work on **my recovery** in earnest. I sought help and was able to overcome many of the obstacles I had encountered in my life. My psychiatrist suggested that I apply for the Peer Specialist position at NHS. It was a perfect fit for me. I felt the need to give back as a result of the successes I had experienced on my road to recovery. I am now working at Hollywood Beauty, a beauty shop at the Germantown Recovery Community. I am able to offer people hope and a haircut. I can **share my experiences** and encourage people while I help them to feel better about themselves and teach them how to take care of themselves both emotionally and physically. When people leave Hollywood Beauty, they always feel better. I am blessed to work somewhere that I can offer people hope through my life example.



Patti

I have been involved with NHS for 11 years. The first seven of those I was a consumer of services. I have been through inpatient, outpatient and partial programs. I feel fortunate that I was surrounded by people who never gave up on me. I have been off medications for over four years now. Three years ago, my therapist suggested I apply for a position as a Peer Specialist in the NHS partial hospital program. That was the best decision of my life. I do not consider this a job; it is a blessing to come to work and be with some of the most incredible, beautiful, creative and wise people I have ever known. I don't just model **recovery**; I still learn it every day. I continue to grow and feel fortunate that I can use my experiences to help others.





“The overall goal was always to provide a pathway to permanency for Aaron.”

Ciara Semack
Director of the
NHS Autism School

PERMANENCY PLANNING | TEAM EFFORT

When Aaron came into the NHS Treatment Foster Care service, he had three diagnoses, including autism and a fractured family. Aaron, a very active 7-year-old, needed a special family who could cope with his emotional and behavioral issues. NHS worked extremely hard to place Aaron with a caring foster family who received the specialized training necessary to handle Aaron's unique needs. "The overall goal was always to provide a pathway to permanency for Aaron," said Ciara Semack, director of the NHS Autism School in State College, PA. "A **stable family environment** is so important."

NHS Behavioral Health Rehabilitation Services (BHRS) provided Aaron with the assistance he needed to develop positive, socially appropriate behaviors. Staff created an individualized treatment plan for Aaron and his progress was monitored through the collection and analysis of data. "We wanted to implement a behavioral rewards chart in order to keep consistency across Aaron's environments," said Semack, who worked with Aaron on a daily basis.

Since 2008, Aaron has attended the NHS Autism School in State College, PA, where his teachers have worked on a special education curriculum that gives Aaron the confidence and skills needed to reach his fullest potential. The NHS Autism School also works with Aaron on his social interaction skills, helping him become more comfortable interacting with his peers, his teachers and with others in the community.

In addition to traditional subjects like reading and math, Aaron also receives multiple therapies while at school. His speech therapist has expanded his

vocabulary while his occupational therapist helps him to strengthen his fine motor skills. Along with all of this, Aaron participates in fun, sensory activities, field days and much more.

The partnership and support between his behavioral therapists, school staff and foster family was a winning combination for Aaron. Together, their dynamic team also worked with Aaron's biological family to facilitate a successful transition home. Within a year, he was reunited with his biological father. The team continues to monitor Aaron's progress, meeting regularly to discuss new developments and any changes that could potentially make Aaron more successful, while providing the support Aaron's family requires to understand his needs. "As a result of all the NHS services," said Semack, "Aaron was successfully reunited with his father. He has a full and active life and has made significant educational progress." Aaron's father appreciates the **help and support** they receive. "We couldn't have done it without NHS. We are so pleased with his progress."

Aaron's story is one of hundreds of children who require the team support NHS provides to achieve stability in their lives and the ultimate goal of permanent family living. Through the NHS continuum of care, a unique support system is developed by NHS staff, catering to the individual needs of each child both educationally and emotionally, which in turn ensures success in all areas of their lives and especially, "**a home to call their own.**"



Lou Criden is a physician. Marjorie Hipps is a book-keeper. Douglas Moore is a bank examiner. Frank Rule is an IT director. Pearl Singer is a Gerontologist. Willie Walker is a chaplain. Alyce Walker is a nurse. What do these people have in common? First, they are all retired from their chosen professions. Second, they are all volunteer **peer counselors** for NHS in Delaware County, PA. They are part of the Senior Center Behavioral Health Services program which is funded by the Delaware County Office of Services to the Aging. Every month these amazing volunteers work at eight senior centers throughout the county **providing counseling and support** to the older adults who attend programs there. Last year they served 358 individuals and provided 568 hours of direct counseling, facilitated 35 wellness groups, 58 informal support group sessions and co-facilitated 52 Kitchen Table Stories Groups.

Many of the seniors they encounter are living alone, have no family supports and suffer the physical and emotional issues that come with aging. The Behavioral Health Services program is designed so that seniors can help seniors. The peer counselors share their experiences, their knowledge, but most of all their love and support. They participate in a variety of programs including a positive aging book club and bereavement support groups. A unique program is the Kitchen Table Stories Group which

encourages seniors to reminisce in a positive way about their lives and create a legacy for their family by recording these memories.

Dr. Criden retired after more than 40 years as an OB-GYN specialist. He says that this experience working with other seniors is the best thing he has ever done. "NHS is an amazing organization and this program does so much good. I look forward to coming here. I could have done many things with my time after retirement, but I feel I am making a big difference here."

Marjorie Hipps has been with the program for ten years now! When she moved from Brooklyn to be closer to her family, she was not sure what she would do. She found her niche and loves spending time with her many friends at the senior center in Media, PA. "I get as much out of this program as I give. I am so fortunate to have this opportunity. NHS is doing a great thing for seniors."

Words that people use to describe these **amazing volunteers** who donate hours of their valuable time to help others are wise, compassionate, caring, understanding and knowledgeable. The NHS continuum serves people in all phases of their life. These volunteers help NHS to provide much needed and appreciated care to seniors.

“I could have done many things with my time after retirement, but I feel I am making a big difference here.”

Dr. Lou Criden
NHS Peer Counselor





“I would not be here if it was not for the great people who worked with me while I was at NHS.”

Tara
NHS
Consumer

Tara did not have much growing up. As a child, she was traumatized and abused. She had no adult guidance and was placed in the foster care system at an early age. Tara has multiple diagnoses and behavioral issues which got worse as she got older. She did not fit in well at the residential program where she was living when foster care ended and her acting out was difficult to control. No one seemed to know what to do to help her.

Following an inpatient hospitalization, Tara's clinical team weighed their options to give her the best chance at a good life. Tara was referred to NHS because of our established reputation for dealing with troubled youth and a unique approach to **gender responsive programming**. A team of NHS professionals from different program areas, including mental health, intellectual and developmental disabilities and the NHS Academy, came together to develop a specialized plan for Tara. The goal was to help her develop the skills she needed to be able to live independently in the community. Tara moved into an apartment at Building Bridges, a home for female youth that provides treatment services and behavioral interventions on the Academy campus, where a team created a **family environment** for her and worked to help her develop basic life skills. The team taught Tara how to deal with her anger and self-esteem issues and how to make her own decisions. She learned how to cope when stress seemed to overwhelm her. "Most importantly, she learned how to reach out to ask for help," said

Brian Christiana, NHS Program Director. "This was not easy for her, and there were many setbacks along the way." Eventually, Tara had developed enough self-confidence and the resources to tackle living in a less structured environment and on her own.

Tara has now moved from Building Bridges into a community-living arrangement where she shares a home with another young lady. Tara has learned to trust more and has been able to develop positive and lasting relationships. She continues to receive support from a community agency. Tara observes, "I feel good about where I am now. I would not be here if it was not for the great people who worked with me while I was at NHS. They taught me so much." She is now ready to take another big step forward into the community and is preparing to start volunteer work so she can give back to others who need help.

Tara is just one of the thousands of young people with multiple diagnoses and troubling family histories who must deal with overwhelming challenges on a daily basis. With a cadre of talented and committed professionals available, NHS is able to develop treatment plans that are unique to each individual child, no matter how complicated their situation. The NHS continuum of care offers various clinical programs designed to provide as many supports as a child requires, to get the help they need, to feel safe and find **hope for the future**.



Community development takes on a whole new meaning in Philadelphia, where buildings and lives have been transformed at the Germantown Recovery Community (GRC). The GRC is part of a transformation project initiated by the Philadelphia Department of Behavioral Health to change the way services are delivered to individuals with chronic and persistent mental illness. Recovery transformation represents a **change in philosophy and attitude** and the firm belief that people can and do recover from mental illness. One of the main focus areas of recovery is integrating people back into their own communities rather than isolating them. Program Director Tess Zakrzwski states, "We don't want to be known as that mental health program down the street, but rather as an integral and vital part of the community around us."

Physical development began with two old, abandoned buildings, a movie theater and a candy factory. Members and staff of the GRC worked with architects and NHS Facilities staff to design their own

space catered to their needs and created **an environment where people could heal**, learn and thrive. The once desolate eyesore is now a sunny, colorful building and a home away from home for hundreds of people who participate in daily activities there.

Community members select programs from the following options: Creative Arts, Vocational/Educational, Health and Wellness, Peer Support, or Family and Community. The options provide opportunities for non-verbal communication through art and music, career guidance and skill building for employment, a holistic approach to health, and support from both peers and professional staff to help individuals identify and achieve their own recovery goals to **live full lives in the community**.

Program director Tess Zakrzwski observes, "The key to transformation is the hope and belief that things will change. I am proud to be able to offer that hope every day to members of the Germantown Recovery Community."

“The key to transformation is the hope and belief that things will change.”

Tess Zakrzwski
NHS Program
Director





From left to right, Foundation Board Chairman Mike Mitchell, NHS Human Services Chief Operating Officer Mike Breslin, Foundation Executive Director Frank Gutheridge and NHS Chairman and CEO Senator Joe Rocks present the check for the funds raised at the 2010 Golf Classic.

The NHS Human Services Foundation was created to provide the financial support to those individuals and families dependent upon the critical programs and services provided by NHS.

Through its fundraising activities, the Foundation enables NHS programs a chance to provide the highest quality of care to all consumers despite public funding cuts and the stressed economic climate. The Foundation subsidizes where funding falls short, in an effort to provide seamless, uninterrupted care for the individuals who depend upon NHS services.

The Foundation has many loyal friends that stand behind their mission. Since its establishment in 2000, the Foundation and its Board of Directors have taken on numerous fundraising initiatives to benefit the children and adults entrusted in our care. Over the last decade, the Foundation has sought the support of many friends and they have responded with 9,026 gifts totaling more than \$5,352,000. The two signature events continue to be the Golf Classic and the Leading the Way Gala.

TD Bank Playground

Funded by a unique revenue sharing program between the Foundation and TD Bank, a brand new handmade playground (pictured, right) was constructed at the NHS Woodhaven Campus. The playground features slides, a rope bridge and adaptive swings for individuals with physical disabilities who attend special education schools on-site.

NHS Scholarship Fund

Each year, NHS staff members host an annual golf fundraiser benefitting the NHS Scholarship Fund. Funds raised provide financial assistance to students under the care of NHS programs for post-secondary education and training.

As of 2010, the Foundation has raised \$250,000 for the Scholarship Fund, awarded more than 16 scholarships and disbursed annual scholarships ranging from \$800-\$15,000.

Holiday Party

The Foundation sponsored a holiday party for more than 500 individuals in the NHS Intellectual and Developmental Disabilities programs. Guests were treated to a catered event that included music and dancing to help them celebrate the spirit of the holiday season.

NHS Staff Giving

One of the most loyal groups of contributors to the NHS Human Services Foundation is the NHS Staff. As of September 2010, upwards of 475 dedicated staff have contributed more than \$700,000 to support the individuals they serve every day.

My Guiding Principles with Dick Vermeil

Super Bowl-winning coach and Philadelphia Eagles icon Dick Vermeil shares a smile with NHS consumers Paul Flicker and Thomas Taylor (pictured left) at the "My Guiding Principles" event, held in honor of the dedicated and loyal supporters of the Foundation.





“At NHS, we
are poised to
face the
challenges
of the future!”

Michael J. Breslin
Chief Operating Officer
NHS Human Services, Inc.

A MESSAGE FROM OUR COO | FACING THE CHALLENGES OF THE FUTURE

In our fast-paced world and constantly evolving industry, NHS must always be **looking to the future**. I can confidently say NHS is prepared to meet any challenge with the assistance of a highly trained and dedicated staff. Our staff is our best asset, and developing leadership throughout the organization is an important strategy for our future. This year we have rolled out a Leadership Development Series that provides a year long, intensive course of study. Our goal is to build a cadre of professionals so that the NHS mission and reputation are secure for the future.

Efforts to promote primary and behavioral health care integration are taking hold across the country and will hopefully become a vital part of the behavioral health care system. Recent legislation at the federal level supports this idea, and NHS is working hard to partner with providers so that people can, for the first time, be treated as a whole person in a comprehensive and coordinated way. NHS has opened our first integrated program where primary health care and drug and alcohol treatment services are both available at the same location in Philadelphia. At the NHS Capital Region Program in Harrisburg, a physician is part of the staff, thus making it possible for people to receive all of their health care needs in one location and assuring coordination of services.

In an age where cell phones reign and social media has replaced traditional forms of communication, NHS will **meet the challenge** by implementing a social media strategy that will connect our staff, consumers, families, funders, supporters and other stakeholders through a network of new communication opportunities. Please visit our website (www.nhsonline.org) or our YouTube Channel (www.youtube.com/user/NHSHumanServices) to see NHS in action.

NHS supports the principles of recovery. We are committed to programs that are client-focused and include the consumer in all aspects of planning. In Philadelphia, the Germantown Recovery Community now thrives in an old factory and movie theater that have been renovated to provide consumers with a cheerful, well equipped environment where treatment, support and friendship are seamlessly integrated. Each day, individuals participate in a variety of programs including music, art and horticulture as well as community-based activities that help them become more independent.

Looking forward, NHS is developing new housing options for individuals with special needs. Our programs stress independence and community integration and afford individuals the opportunity to make decisions about their own lives and to live and work in neighborhoods where they can become part of the fabric of everyday life.

At NHS, we are poised to face the challenges of the future!





“The NHS continuum of care is successful thanks to the hard work of our support teams who have utilized cutting-edge technology and state-of-the-art systems.

Senator M. Joseph Rocks
Chairman & CEO,
NHS Human Services, Inc.

Facts At A Glance

More than **3,000 people were hired last year**. 450 staff have been with NHS more than 20 years.

NHS employs more than **13,500 staff throughout 7 states**.

NHS Fleet Management services maintain 900 vehicles, many of which are serviced in our self-staffed garage.

This year, 141 students participated in the newly instituted **Leadership Development Series**, designed to train, educate and prepare the future leaders of NHS.

The **NHS Telecommunications Team** is responsible for the maintenance of more than 3,000 phone lines on 7,500 handsets utilizing 250 separate phone systems.

NHS maintains **672 facilities in 7 states**, adding 39 new sites last year.

NHS Management and Realty transacted 150 real estate transfers last year.

The **Office of Corporate Integrity** received two awards from the Health Ethics Trust for Best Practices in Integrity Education Programs and Best Practices in Responses to Internal Investigations of Improper Conduct and Corrective Action Process.

The **Information Technology Department's** Avatar Team has implemented a Practice Management System that is now in use by over 3,000 clinicians in over 1,000 programs, and servicing almost 5,000 consumers companywide.

More than 371,346 individuals visited the NHS website last year. For more information about NHS, please visit www.nhsonline.org.



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