



Human Service Center

Serving the Human Condition



Year in Review 2009



*Assisting People to Achieve Self-Sufficiency,
Independence and Healthy Lifestyles*

Message from the Board President & Executive Director

Welcome to the Human Service Center's 2009 Annual Report

In this year's annual report, we share with you facts and figures that will give you a quantitative view of our organization. But, we are more than facts and figures. We are a learning and caring organization that places the care of the people we serve as a top priority in everything that we do. Every day, we are touching people's lives and supporting each individual's journey toward hope, health and wellness.

Our vision is to become a leader in implementing best practices that improve services to our consumers and to our community. Our mission is to assist people in achieving self-sufficiency, independence and healthy lifestyles to the maximum extent possible. Our vision and mission remains at the forefront of all that we do and instills a commitment to make a difference in the lives of people we serve and in the lives of their family and friends.



Gary L. Buatte
Executive Director



David M. Holder
Board President

Board of Directors

David M. Holder, President
Mike Liefer, Secretary/Treasurer
Gail Lechter
Diane Schoenbeck

Mike Schmitz, Vice President
Dr. Marc Kiehna
Jeff Luthy

Accreditation, Licensure & Certification

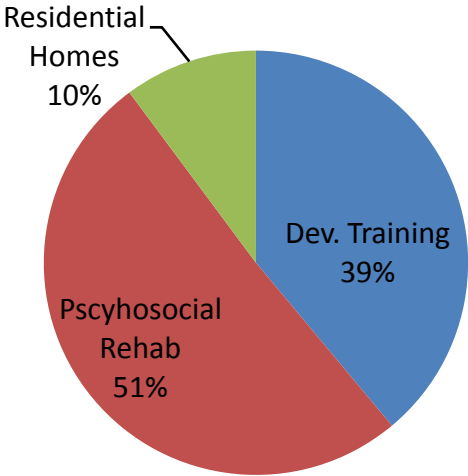
Accreditation	Council on Accreditation (COA)
Licensure	Child Welfare Agency, Substance Abuse Treatment, DUI Services
Certification	Developmental Training, Community Integrated Living Arrangement, Community Mental Health Medicaid Services

Primary Provider Site - Designated by the SIU Regional Alzheimer's Disease Assistance Center

Programs and services are funded in whole or in part by the Illinois Department of Human Services
HSC is an Equal Opportunity Employer

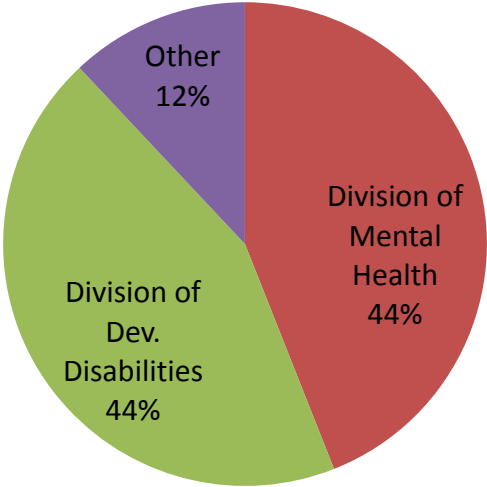
DAY SERVICE DIVISION

- **Developmental Training** – Developing and enhancing daily adaptive living skills and economic self-sufficiency for people with developmental disabilities.
- **Home-Based Services** – Providing individually designed services and personal support for people with developmental disabilities in their home.
- **Psychosocial Rehabilitation** – Providing people with mental illness the supports needed to regain independence, self-esteem and insight into their illness.
- **Group Living Services** – Assisting people with medication monitoring, daily living skills and community integration.
- **Sheltered Employment** – Partnerships with businesses to provide work for people with disabilities and to help businesses reduce their costs by outsourcing work



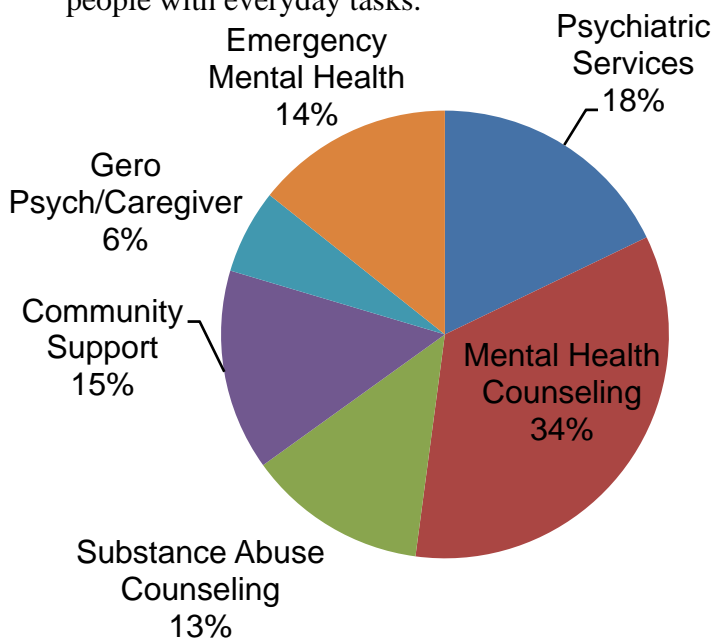
Developmental Training	65
Psychosocial Rehabilitation	85
Group Living	17

Day Services Funding



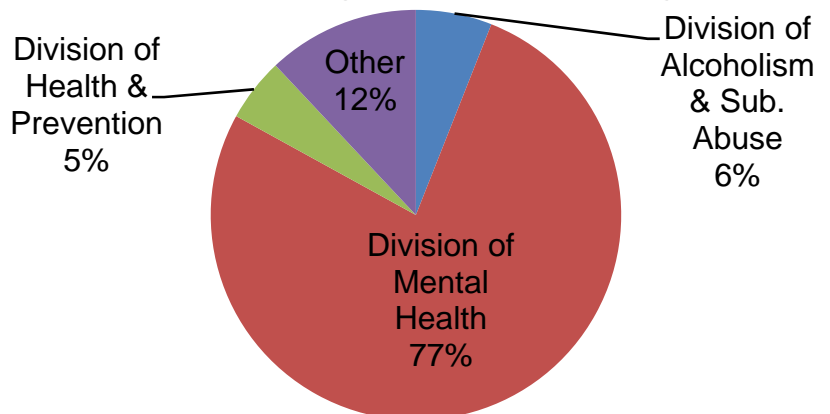
COUNSELING DIVISION

- **Psychiatric Services** – Providing evaluations, medication monitoring and continued consultation by a board certified psychiatrist.
- **Counseling Services** – Providing assistance to individuals, couples and families to help cope with various stages and major challenges in life.
- **Substance Abuse Counseling** – Diagnosing and treating youth and adults with chemical dependency and substance abuse problems.
- **DUI Services** – Providing DUI evaluations, education and treatment for individuals charged with a DUI.
- **Emergency Mental Health Services** – Providing pre-screening for psychiatric hospitalizations, reunifying runaway and locked out youth with their families and assisting with other emergency referrals.
- **Older Adult Services** – Keeping people age 60 and older in the community through an array of supportive services.
- **Divorce Mediation** – Assisting divorcing family members in clearly defining and resolving issues being disputed in a divorce.
- **Children First** – Providing divorcing parents an opportunity to learn about and discuss the effects of divorce on children.
- **Community Support Services** – Linking people to community based services and benefits and helping people with everyday tasks.



Service	Count
Psychiatric Services	267
Counseling	512
Substance Abuse Counseling	194
Emergency Mental Health	214
Gero Psych/Caregiver	91
Community Support Services	217

Counseling Services Funding



Pathways to Improvement

Annual Summary Report - Fiscal Year 2009

Pathways to Improvement is an organization wide process to evaluate, monitor and improve programs, services and operations. The following summary report describes our accomplishments last year.

Clinical Outcomes

Counseling – 65 % of consumers report dealing more effectively with daily problems
Substance Abuse – 74% of consumers reducing or stopping drug/ alcohol use
Community Support – 68% of consumers effectively getting needs met
Psychosocial Rehabilitation – 70 % of consumers report applying skills learned
Psychiatric Services – 80% of consumers report medication concerns being addressed
Developmental Training – 96 % of consumers becoming more independent

Consumer Satisfaction

Day Services Division – 88% of consumers report liking services received
Counseling Division – 85% of consumers report liking services received

Human Resources

Job Retention Reports – 79% of employees being retained annually
Employee Exit Reports – 78% of employees rate HSC as good/excellent organization
Staff Satisfaction Surveys – On a scale of one to five, employees rate that their work provides a sense of accomplishment as a 4.37

Health & Safety

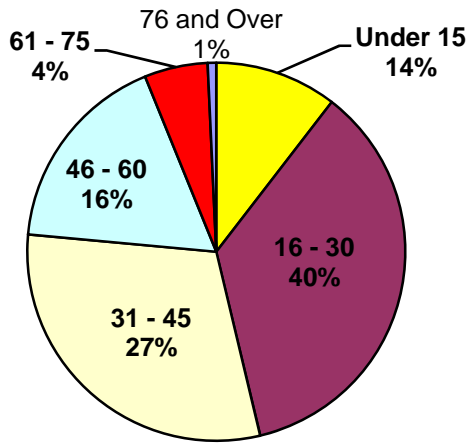
52% reduction in staff incidents and accidents annually
27% reduction in consumer incidents and accidents
80% reduction in vehicle accidents

Compliance Outcomes

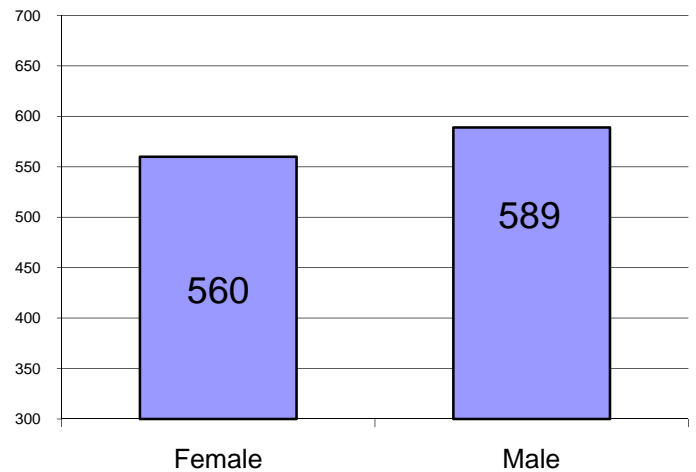
100% compliance in community integrated living arrangements certification
100% compliance in developmental training certification
100% compliance with child welfare licensure
95% compliance with substance abuse licensure
Four year re-accreditation with the Council on Accreditation

Total Agency Demographic Information on All Clients Opened in Fiscal Year 2009

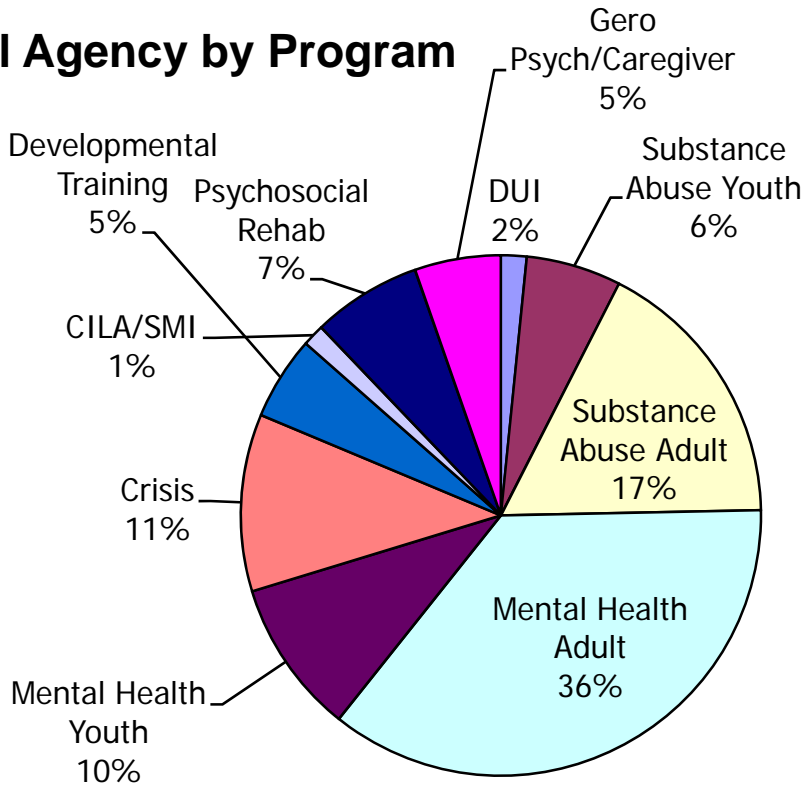
Total Agency by Age



Total Agency by Gender



Total Agency by Program



Total # of Clients Opened by Program for FY2009

DUI	20
Youth Substance Abuse	74
Adult Substance Abuse	215
Youth Mental Health	120
Adult Mental Health	451
Developmental Training	70
Day Treatment	65
CILA/SMI	17
Emergency Mental Health	138
Gero Psych	67

Comparative Statement of Financial Position

June 30, 2009 and 2008

<u>ASSETS</u>	<u>2009</u>	<u>2008</u>
<u>Current Assets</u>		
Cash and Cash Equivalents	\$ 744,606	\$ 170,999
Cash - Endowment Account	\$ 9,893	\$ 4,149
Cash – Representative Payee Funds	\$ 23,084	\$ 16,640
<u>Accounts Receivable</u>		
Client Fees	\$ 105,573	\$ 157,289
Government	\$ 123,580	\$ 56,626
Medicaid	\$ --	\$ 58,005
Production and Commodities	\$ 457,965	\$ 108,714
Vehicle	\$ --	\$ 81,747
Prepaid Expenses	\$ 24,340	\$ 45,177
TOTAL CURRENT ASSETS	\$ 1,489,041	\$ 699,346
 <u>Fixed Assets, net of accumulated depreciation</u>	 \$ 1,112,587	 \$ 1,173,537
TOTAL ASSETS	\$ 2,601,628	\$ 1,872,883
 <u>LIABILITIES AND NET ASSETS</u>		
<u>Current Liabilities</u>		
Accounts Payable	\$ 532,395	\$ 214,421
Accrued Payroll and Benefits	\$ 145,195	\$ 175,961
Interest Payable	\$ 15,708	\$ 85
Representative Payee Fund	\$ 23,084	\$ 16,640
Notes Payable -- Current	\$ 158,886	\$ 67,627
Capital Lease - Current	\$ 4,284	\$ 4,144
Line of Credit	\$ 450,000	\$ --
TOTAL CURENT LIABILITIES	\$ 1,329,552	\$ 479,645
 <u>LONG-TERM DEBT</u>		
Note Payable	\$ 333,836	\$ 399,658
Capital Lease Payable	\$ 30,510	\$ 36,048
TOTAL LONG-TERM DEBT	\$ 364,346	\$ 435,706
 <u>NET ASSETS – Unrestricted</u>	 \$ 907,730	 \$ 957,532
 TOTAL LIABILITIES AND NET ASSETS	 \$ 2,601,628	 \$ 1,872,883



10257 State Route Three
Red Bud, IL 62278

Nonprofit Std.
U.S. Postage
PAID
Red Bud, IL
Permit No.1

Red Bud

10257 State Route Three
Red Bud, Illinois 62278
Office (618) 282-6233
Fax: (618) 282-6220
TDD#: (618) 282-3747

LOCATIONS

Sparta

104 Northtown Drive
Sparta, Illinois 62286
Office (618) 443-3045
Fax: (618) 443-5767

Chester

115 East Stacey Street
Chester, Illinois 62233
Office (618) 826-4547
Fax: (618) 826-4549

www.humanservicegroup.com