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CenClear

2022-23 Annual Board Meeting and Dinner

Wednesday, April 3, 2024



Agenda

5:30-6:00 pm - Networking

Opening Remarks from the CEO

6:00 pm - Dinner

Followed by Program

Guest Speakers:

Glenn “G.T.” Thompson - represents Pennsylvania’s Fifteenth District in the U.S. House of Representatives and is a top speaker on the House floor.

Sally Walker - CEO for the Behavioral Health Alliance of Rural Pennsylvania (BHARP) and currently oversees the Health Choices program for twenty-four rural counties in PA.

Lori A. Francis, Ph.D - Professor of Biobehavioral Health at Pennsylvania State University, Director of Family and Child Health Project and the Healthy Bodies Project.

Ashley - Early Childhood

Wendy - Behavioral Health

Andrew - Behavioral Health



Mission and Vision Statements



Mission:

Improving lives through high-quality early childhood and behavioral health services for all ages.

Vision:

To be the employer and provider of choice in our communities.

HS/EHS/HSSAP Reporting



April 3, 2024

Letter from the CEO:

As I just approached my first year as CEO for CenClear, I want to take a moment to reflect on the incredible journey we've shared. It's been a year of both challenges and triumphs, and I'm deeply proud of what we've accomplished together.

Embracing a New Culture:

One of our key priorities this year was fostering a positive and engaging company culture. Through collaborative efforts, we've made significant strides. We implemented new policies that prioritize work-life balance, employee recognition, open communication, and the impact is undeniable. Employee surveys reflect a marked increase in happiness, engagement and feeling valued. This cultural shift is the foundation for our continued success and will attract and retain top talent as we move forward.

Achieving Financial Stability:

We've also seen progress in our financial well-being. Through careful planning and responsible decision making, we've achieved profitability, debt reduction, and a strong cash flow. This fiscal strength positions us to invest in strategic initiatives and navigate the future market with confidence.

Facing Challenges Head-On:

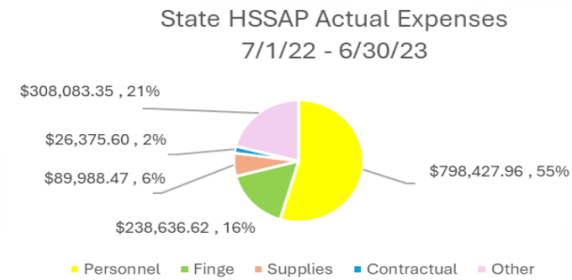
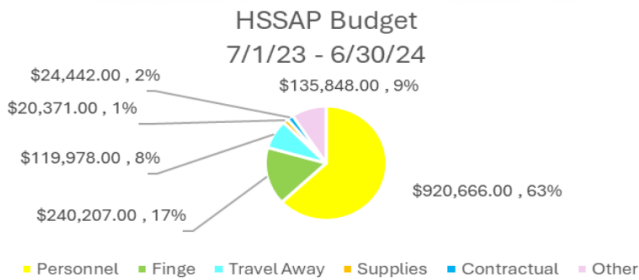
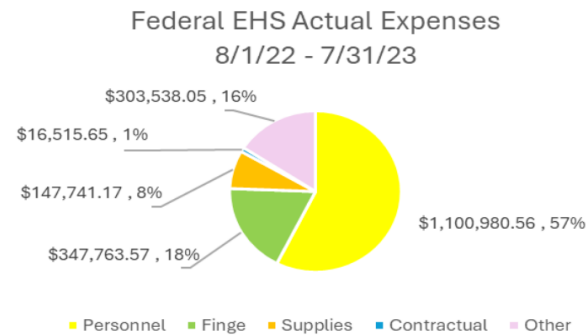
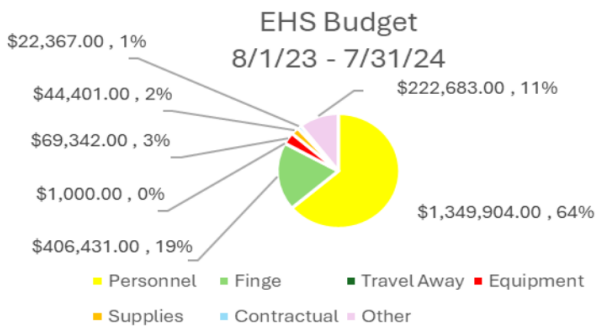
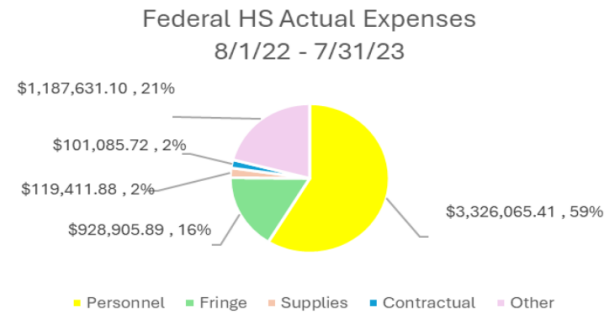
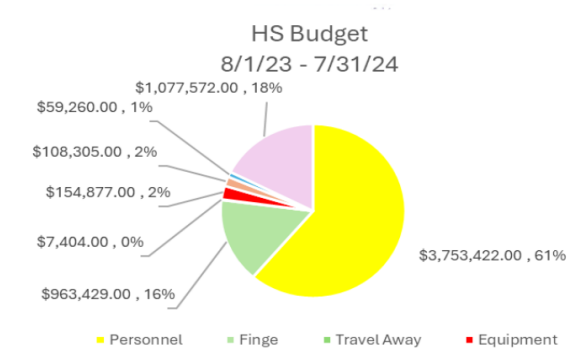
However, it's important to acknowledge that our journey wasn't without its hurdles. Recruiting and retaining talent remains a key challenge, and we're actively implementing strategies to enhance recruitment efforts, improve training and development programs, offer competitive compensation and benefits. Additionally, ongoing technology implementations presented their own set of challenges, but these investments are crucial for streamlining operations and future growth.

Looking to the Future with Optimism:

Despite the challenges, I begin the new year with unwavering optimism. We have a strong foundation, a dedicated senior team, and a clear vision for the future. Our strategic focus in the coming year will be on further improving fiscal/human resource operational efficiency, AI and technology integration, staff retention/recruitment and making fiscally sound decisions for the future of the company's divisions. By leveraging our strengths and addressing our challenges with determination, I am confident that we will achieve even greater heights in the year ahead.

Sincerely,

Chief Executive Officer



Behavioral Health

CenClear’s Behavioral Health division has had a very busy year! We continue to focus our efforts on recruiting and retaining quality staff across our programs. We’ve introduced new competitive salary/benefit packages within our programs, purchased an augmented intelligence software application to help support our direct line staff, as well as remote work options for many positions within the division. We continue to provide a broad spectrum of services ranging from MH and SUD clinic-based services along with our community based therapeutic and support services.

Some highlights from the past year include expanding our Assertive Community Treatment Team in Clearfield/Jefferson counties, added 8 schools for MHOP, increased Wellness Nurse supports across all CCBH contracts to address the social determinants of health, expanded our CSBBH team into a new district while at the same time enlarging teams within some existing schools. CenClear has successfully received full licensures for all programs who completed their audit thus far this fiscal year.

We look forward to working on some exciting initiatives in our Mental Health Outpatient program, Sanctuary recertification, while at the same time building a physical health/behavioral health integrated program. Lastly, on August 1, 2024, the entire MH/SUD division will transition to a new electronic health record called Smartcare.

CenClear remains committed to fostering a culture of healing, resilience, and recovery for all that we serve as well as being the employer of choice!

Fiscal

Budget & Expenditures

In 2022-23 CenClear was in year 4 of 5 for Grant 03CH011197 through DHHS’s Administration for Children and Families. We received \$5,663,100 in Head Start Funds to serve 520 children in Centre and Clearfield Counties. We also received \$1,916,539 to serve 224 Early Head Start children or pregnant moms in the same area. CenClear also received state funds through the Pennsylvania State Head Start Supplemental Assistance Program (HSSAP) to serve an additional 184 Head Start eligible children. As you can see in the Expense charts contained in this report, the majority of expenses for each program come from Wage and Fringe. We did receive COLA funds (Included in the amounts above) to give staff a 3% increase. Through quality improvement funds we were also able to increase our minimum starting wage, give retention payments and increase our disability services. These funds were also used to offset the increased cost of fuel in our transportation department.

CenClear, like many other organizations, received funds as a result of the COVID-19 pandemic for the 2022-23 Fiscal Year. While the timing of these funds did not align with our corporate fiscal year, each opportunity had its own guidelines on what and when expenses needed to occur. The following are a list of funds we received that coincided with the 22-23 fiscal year: Federal COVID CRRSA Funds (4/1/21 – 3/31/23) - \$233,921; Federal COVID ARP funds (4/1/21 – 3/31/23) - \$890,196; Community Care Behavioral Health (CCBH)- \$753,423; Office of Mental Health and Substance Abuse Services (OMHSAS)- \$698,440; Department of Drug and Alcohol Programs (DDAP) Stabilization Funds - \$92,426; Community Care Behavioral Health (CCBH) Blair - \$250,000; Health Resources and Service Administration (HRSA) stimulus payments - \$1,343,124.

Financials:

The following information represents our revenue and expense by category for the fiscal year 8/1/22 - 7/31/23 as reported in our annual audit:

	Revenue	Expense
Dept. of Health & Human Services, HS	\$5,663,100	\$5,663,100
Dept. of Health & Human Services, EHS	\$1,916,539	\$1,916,539
*Federal COVID CRRSA Funds	\$3,534	\$3,534
*Federal COVID ARP Funds	\$104,586	\$111,985
*HSSAP (State HS)	\$1,461,512	\$1,422,703
Non-Cash Inkind	\$15,592	\$15,592
All other Early Childhood Programs	\$5,533,204	\$5,498,913
MH/SUD	\$28,922,513	\$27,720,181
Corporate Funds	\$4,461,242	\$3,888,334
Total	\$48,081,822	\$46,240,881

*These funds do not run on the corporate fiscal year. The grants zeroed as follows:

	Revenue	Expense	Grant Period
*Federal COVID CRRSA Funds	\$223,921	\$223,921	4/1/21 – 3/31/23
*Federal COVID ARP Funds	\$890,196	\$890,196	4/1/21 – 3/31/23
*HSSAP (State HS)	\$1,461,512	\$1,461,512	7/1/22 – 6/30/23

Additional Information

Health Information:

Program	Physical	Dental
HS	97%	86%
HSSAP	100%	100%
EHS	95%	24%

Parent Involvement Activities:

Policy Council sponsored three Autumn festivals: Matternville – 56 children & adults in attendance; Penn Grampian – 46 children & adults in attendance; Bigler – 24 children & adults in attendance. Policy Council sponsored two Bingo for Books events: Bigler – 6 children & adults in attendance, Matternville – 13 children & adults in attendance.

Delgrosso Days held for 2 days in June with 2,491 children & adults in attendance.

Ready Rosie has 1,984 total registered users.

Parents visited classrooms for “Read Aloud Day” and “Read Across America Week”.

Total of 17 parents were recognized for their volunteer contributions.

Audit Information:

Johnston, Nelson, Shimmel & Thomas, LLP – Certified Public Accountants completed a Single audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. The report dated February 28, 2024 contained an unqualified opinion on the financial statements of CenClear. No instances of non-compliance or significant deficiencies were reported.

Staffing:

For the Fiscal Year 8/1/22 – 7/31/23, CenClear processed 888 W-2's in 2022 and 845 W-2's in 2023.

Branding and Marketing

In the ever-evolving landscape of community services, a strategic need was recognized to better promote CenClear. Recognizing this opportunity to clarify and communicate all services, the company embarked on a path of strategic marketing and branding.

First, new logos and messaging were crafted for the Corporate, Early Childhood, and Behavioral Health divisions that will drive higher awareness and recall for all programs offered. Second, to better embrace the digital age, CenClear amplified its presence on social media platforms, engaging with communities and stakeholders like never before. Collaborations flourished, weaving a tapestry of partnerships aimed at elevating the company's reputation.

Transitioning from traditional ‘mom-and-pop roots’ to a better unified and efficient model, CenClear set its sights on becoming the employer and provider of choice. With a commitment to excellence and innovation, the strategic marketing efforts aim to ensure every interaction reflects the dedication to serving the community with compassion and integrity.



Information Technology

The IT Department has seen a steady growth in cloud computing technologies while also prioritizing security of data within the agency. This past year we have faced multiple cyber-attacks and have handled them quickly and responsibly. The investment into IT security became a top goal for us to reach in the department. In addition, with the implementation of multi-factor authentication, employees can rest assured that their email, data and files are protected from cyber threats. The IT department is continuing to expand into the cloud technologies which will greatly improve employee efficiency and data retention. Moving forward, a continued focus on IT security will be a top priority along with improving employee job efficiency with the development of AI and cloud computing in the IT department.

Early Childhood

The Early Childhood Division continues to implement Positive Behavioral Interventions and Supports (PBIS) through the Framework of the Pyramid Model. We are members of the PA PBIS Network and have representation from all Early Childhood programs on our leadership committee. The committee meets twice a month and focuses on improving supports for staff, children, and families to help teach and guide the social and emotional development of children. Support within this system also provides guidance when working with children who present challenging behaviors.

CenClear continues to work towards implementing all PBIS practices with fidelity and has applied for this recognition through the state network. The Early Childhood Division strives to address the needs of all families within our programs. We continue to focus on challenges related to behavior concerns, substance use disorder, family stressors, homelessness and children and adults experiencing trauma.

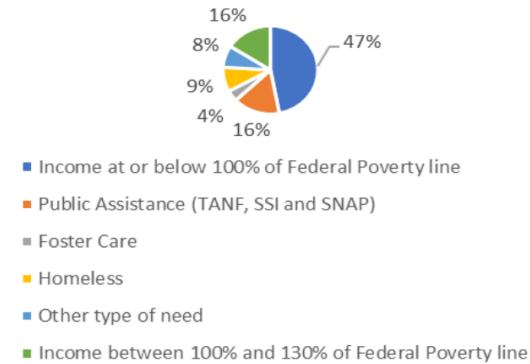
Enrollment

Our funded enrollment for Head Start is 704 children. 184 of these children are funded through the Head Start Supplemental Assistance (state funds) program. In some cases, federal Head Start pays for half of a day for a child and HSSAP funds pay for the other half. These children are only counted one time, so our total number of children served is 564.

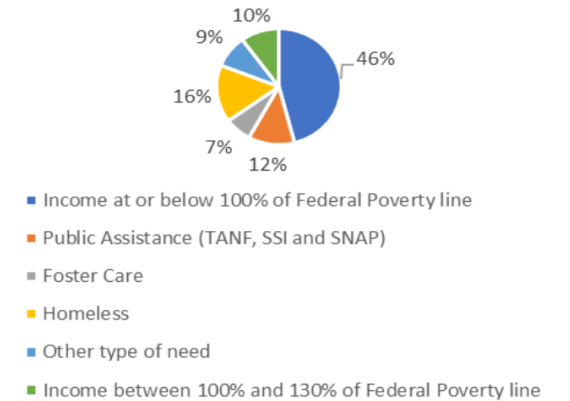
Our average monthly enrollment percentage for Head Start was 91% (federal and state funded)

Early Head Start funds 220 children. Our average monthly enrollment percentage for Early Head Start was 92%

Head Start Enrollment (Federal & State)



Early Head Start Enrollment



The Early Child Division uses a variety of strategies to help prepare children for kindergarten.

A comprehensive approach to school readiness includes the following activities:

- Completion of a School Readiness plan that summarizes child assessment data. This is utilized to guide program practices and professional development.
- Provide a variety of transition activities to help children and families successfully transition from one placement to the next.
- Provide a variety of parent engagement activities and trainings that focus on school readiness goals.
- Provide socialization opportunities within the community *example-Public Library.
- Utilize Class Dojo, a communication data-base, within the Early Childhood division to share information and resources related to school readiness.
- Work closely with families to support kindergarten registration.
- Utilize an approved child assessment.
 - Early Head Start-COR Advantage
 - Head Start-Teaching Strategies GOLD
- Use a curriculum that is fully aligned with the Head Start Early Learning Outcomes Framework
 - Early Head Start-Baby Talks and Partners for a Healthy Baby
 - Head Start-The Creative Curriculum for Preschool