



ANNUAL REPORT ON SERVICES

FISCAL YEAR 2012

Saying Yes...

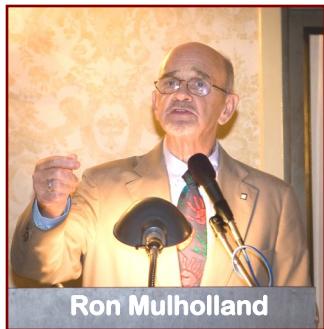
By John Moses

Saying "yes" to a child in crisis, to a family in need, is a commitment that, at times, is challenging. In its deepest meaning, when we say yes, we pledge to persevere and support, especially when it's difficult, especially when there is doubt, especially when that change—that is so wanted—seems so out of reach.

Ron Mulholland knew that, lived that, and inspired others to enter into that uncertainty with him. There are costly social and moral implications in saying no. Saying no is tantamount to passing up the beaten man on the road to Jericho or ignoring Lazarus at the gate. The stakes for children are even more significant.

This annual report is a brief sketch of saying Yes. The tremendous commitment of our staff, their efforts, energy, creativity and compassion are, and always have been, what marks our success.

I can't express enough gratitude for the equal commitment and compassion of our supporters, volunteers, donor, funders, partners; you number in the hundreds. We are privileged to have you with us on this journey.



"The one absolute, the one moral imperative is that we must respond! We must say yes...yes...and yes again. Children cannot survive our failed efforts. Children can no longer be seen as a constituency worthy of only occasional concern.

Children are our future! If their needs, hopes, desires are not addressed with a seriousness that equals the stakes involved, we as a society have failed and will suffer the consequences for years to come."

—Ron Mulholland, YSS founder

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Serving children and their families

Youth Services System offers a range of services to children, to youth and their families. During our past fiscal year—July 1, 2011 to June 30, 2012, YSS programs have served **2475** children or families.

Our emergency shelters protected **220** youth. The Northern Regional Juvenile Center received **161** youth into their care. The Youth Achievement Center welcomed **9** young men into its residential

program.

Tuel Center trained **29** older youth in skills to move into independent adult life.

844 youth benefited from our Professional Services, including **73** for therapy and **33** youth in Hope's Promise—our intensive outpatient program for adolescent substance abuse treatment.

We counseled **448** youth in their schools. **336** youth joined

our job training and employment programs.

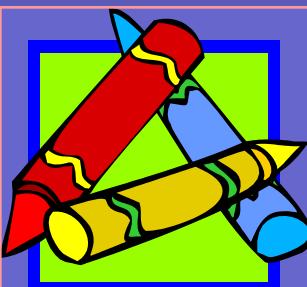
Community Child Care cared for and educated **300** young children in their center or their school programs.

Our Transitional Living Program coached and trained **39** youth living in the community.

Learn more about our programs and services in the following pages.

**"I am not bound
to win, but I am
bound to be true.
I am not bound to
succeed, but I am
bound to live up
to what light I
might have."**

**Abraham
Lincoln."**

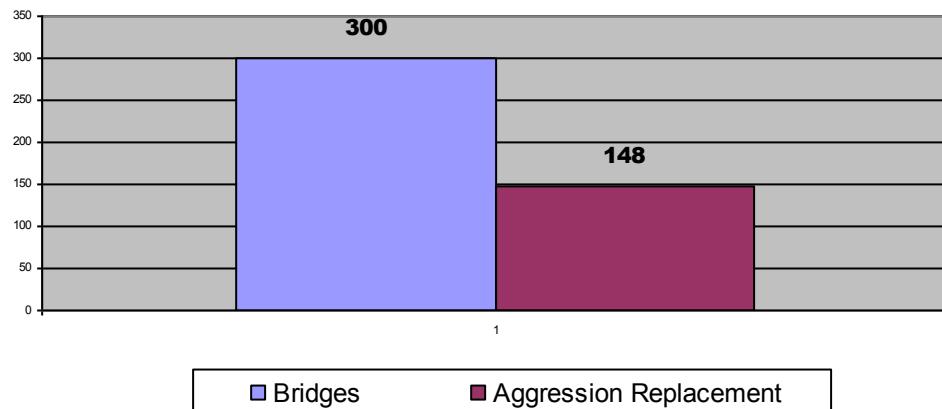


Bridges is a program where youth counselors work in Wheeling Park High School and John Marshall High School. These counselors work with students on drug and alcohol issues, relationships, and conflicts..

The Aggression Replacement Program teaches pro-social skills to make it possible for students to channel their thoughts and emotions and to lower the level of conflict between students. Student groups at Wheeling Park High

School and Ohio County Middle Schools worked to build these skills. Thanks to the Ohio County Board of Education and the Marshall County Board of Education for their support!

School-Based Services



Community Child Care Center

The Wheeling Community Child Center offers early education services to children from 2-12 years old. In addition, Community Child Care provides before and after school programs at Elm Grove Elementary School and after school programs at Steenrod Elementary School.

The Wheeling Child Care Center is committed to serving families, enabling parents to work, or get education and training to create a better future for their families. The

diversity of children at their center has encouraged parents to enroll their children.

The richness of the experience received by these children carries on throughout their lives. Child Care graduates have done well in school, and in life, after graduating from their care.

Linda Edwards, Center director, has seen her students return as parents, a strong recommendation of their work with our youngest.



Serving our community—FY2012

Youth Services System, Inc was organized in 1974 to offer creative options to youth in our communities. Thirty-eight years later, YSS still seeks to serve youth and their families.

During our Fiscal Year 2012 from July 1, 2011 to June 30, 2012, YSS provided services to 2475 youth and/or their families.

Our Residential programs—two emergency shelters: Samaritan House and Helinski Shelter, the Youth Achievement Center, the Northern Regional Juvenile Center,

and our Transitional Living Services welcomed 452 youth through their doors.

Our Professional Services staff: our intake staff, nurse, therapist, case managers, and our substance abuse counselors worked with 844 youth.

The Wheeling Community Child Care served a total of 300 children at their North York Street center and their Steenrod Elementary School after school program and their Elm Grove Elementary Before and After Care Programs.

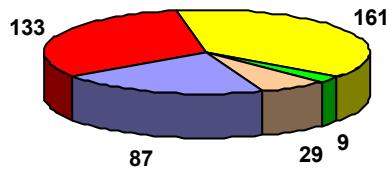
Two school-based programs, Bridges and the Aggression Replacement Program had 488 students participating in Ohio or Marshall County schools.

Our Community-Based services assisted 95 families and their children to improve their skills and comfort level in addressing their child's needs.

Youth In Action! & the Youth Jobs Program trained a total of 336 youth throughout the Northern Panhandle.

YSS's first service was emergency youth shelter—Samaritan House opened in 1974.

Residential Services FY2012



■ Samaritan House ■ Helinski Shelter ■ Northern Regional Juvenile Center ■ Youth Achievement Center ■ Tuel Center

Opening doors—Transitional Living

Where do children go from foster care? Some return to homes where parents guide and nurture them. Some children are adopted, taken into homes by adults who care for them.

For some who turn eighteen in foster care, they need tools and connections to live on their own.

Transitional Living opens doors so an older youth can enter our world with

skills and relationships to succeed. This all begins with understanding the skills each youth brings with them.

Youth Services System helps these youth develop the basic skills they will need as adults—self-care, cooking, budgeting and meal planning, learning about their community.

Each youth in Transitional Living makes a commitment to complete

their education and continue training and additional education. They learn and practice job seeking skills, and each Transitional Youth works to get a job.

At the end of their time in the program, Transitional Living youth have completed their basic education—high school education or GED, has demonstrated their ability to live on their own, and to find and hold a

job. Many continue their education. They know their community, and through other connections, the community knows them.

Transitional Living is a door to the future, not a place for just the night.

Youth Services System Board**FY 2012****Rev. Darrell W. Cummings, Chair****George Smoulder, Vice Chair,****Marc Abraham, Finance****Committee,****Susan Hogan, Secretary****Art Bertol****Geoff Brown****Jim Forbes****Warren Galbreath****Terri Garrett****Larry Jones****Ron Klug****Dennis Madama****Robert Matheny****Denise Penz****Phil Redford****Wayne Smith****Steve Woodburn****Welcome to new****board members !****Darryl Clausell****Ralph Edwards****Rod Lee****Jason Koegler**

Linda Scott with Senator Jeff Kessler at Public Report

How are we doing?

Youth Services System, Inc. is continually interested in improving our services. Our Satisfaction Surveys for our program participants and parent/guardians are a useful tool in assessing our effectiveness.

During the Fiscal Year 2012, 70% of the youth in our care stated that YSS staff are helpful with their problems, 75% would ask YSS for help if they needed it, and 69% are satisfied

overall with YSS

During the Fiscal Year 2012, 89% of our parent/guardians stated that YSS staff was helpful and responded to their concerns, 82% would ask YSS for help if they needed it, and 82% are satisfied overall with YSS.

"We learn from everything with do with the youth in our care," adds John

Moses. "These surveys remind us that we are always learning and improving our services."



Thanks to our funders !

Youth Services System receives funding from: the **West Virginia Department of Health and Human Resources**, Bureau of Children and Families; Bureau of Health and Health Facilities; Bureau for Medical Services; from the **West Virginia Department of Military Affairs and Public Safety**, Division of Juvenile Services.

Also, YSS receives program support from the **US Department of Health and Human Services**, Family and Youth Services Bureau and the Substance Abuse and Mental Health Services Administration; the Northern Panhandle Workforce Investment Board; BB&T West Virginia Foundation, Christian Fellowship Foundation,

Community Foundation for the Upper Ohio Valley; Darden Foundation; Enterprise Holdings Foundation; Hancock County Savings Bank Foundation; Hess Family Foundation; Hoffmann Charitable Foundation; Kohl's Cares; Ohio County Commission; Marshall County Commission; Sands Charitable Trust. and many individual donors.

Northern Regional Juvenile Center Public Report

Thanks to those who attended the September 18 Public Report on our services at the Northern Regional Juvenile Center. Special thanks to Senator Jeff Kessler for his Keynote at the event and for Linda Scott and the NRJC staff and their work.

See the YSS website:

www.youthservicessystem.org



For the NRJC Public Report.



Nate McDonald, Transitional Living Program participant, holds up a key at the opening ceremony for the new McCrary House, with John Moses. Nate spoke at the event.



The Health Plan with a healthy snacks demonstration at Celebrate Youth 2012 festival. Celebrate Youth brought 5000 people out to Wheeling Park.

**Make helping young people your legacy—make a bequest to YSS.
Call 304-233-9627 for information.**

**"When
your work
speaks for
itself, don't
interrupt."**

Henry J. Kaiser

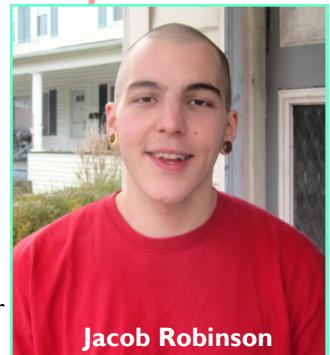
Training & Employment-Jacob's story

Jacob Robinson entered in his second year in the YOUTH IN ACTION! Program—his first year had been quiet—he set goals for himself, but had not reached them. Still, he saw what the program could offer.

That first year, he had taken the GED, but had not passed. In the second year, he passed the GED at the first opportunity. He kept hard at work looking for employment

and he caught a break when Wheeling Island Stadium was looking for young adults to do clean-up after football games. Jacob interviewed for this job the afternoon it became available, and stayed to work 4 hours that first day. His supervisor found during the course of the football season that he was a hard-worker, willing to take direction and get his hands dirty. He was the best worker on the crew. Recognizing that the season would end,

Jacob continued his job search. Between his own efforts and visits with his Employment Skills Specialist., he quickly found a job at Sheetz. Jacob isn't done yet. He is investigating miner training through an Individual Training Account at Workforce West Virginia. Another 86 youth found employment through this program. The Northern Panhandle Workforce Investment Board funds YOUTH IN ACTION! & Summer and fall youth employment through YSS.



Jacob Robinson

Community-Based Services

For families in crisis, Youth Services System offers services tailored to assist them in their homes. Working in every county of our service area, these services are delivered by licensed social workers. In this past year, YSS worked with 95 families through our Community-Based Services

Working one-on-one with parents, they demonstrate how to establish boundaries and teach discipline techniques. They learn about their child's development, get coaching from our staff and build a stronger relationship with their child.

A crisis can be an opportunity to learn and grow, and our community

-based services exist to protect the safety of the child or children. With support, training, and the willingness of the parents or guardians to succeed, families stay together or are reunited.



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Youth Services System



INSPIRING SUCCESS FOR YOUNG PEOPLE, since 1974



Wheeling SleepOut November 9-10

Asking people to help young people who are homeless is one thing. Asking them to build and sleep in cardboard homes in November is another thing altogether. That's what happened again this year at the Wheeling SleepOut.

This YSS Safe Place event had 27 teams building cardboard homes for the night and others sleeping in tents. 200 participants joined us at Wheeling Jesuit University's soccer field. 65 volunteers helped out and 50 more people fed us, entertained us with music and games.

Charlie Schlegal from Ye Olde Alpha grilled up sliders, hot dogs, and more, including chili. Olive Garden and Red Lobster provided us with food as well.

The Wheeling SleepOut supports our work with homeless youth who do not qualify for other assistance.

Visit our event website:

www.wheelingsleepout.org to make a donation,, or see this year's teams and event sponsors.

Thanks to everyone who made this year's SleepOut a success !

Like the Wheeling SleepOut 2012 FaceBook page !



Gumby's North entry, one of five teams from Gumby's. Gumby's, a Sleepout sponsor—expressing why they were participating in the Wheeling SleepOut.