

**Annual Report  
of  
The Executive Director  
Pioneer Counseling Services  
and  
Pioneer Counseling Residential Services  
October 2022**

Professional Care . . . Personal Concern

2022 has been another year of changes and challenges for Pioneer Counseling Services. Restrictions and shortages have become a fact of everyday life in our post-pandemic world. Mental health and wellness have gained a higher profile in the media yet funding for and access to mental health services continue to erode. The Agency remains committed to serving the Evanston community and working to improve the mental health and well-being of all its members through the provision of high-quality mental health and substance abuse treatment services.

Pioneer Counseling Services has maintained operation of its CARF accredited Integrated Substance Abuse and Mental Health Outpatient services (adult and adolescent/child), Intensive Outpatient Services (adult and adolescent), Community Integration, Community Housing and Crisis Stabilization programs. We successfully completed a virtual recertification with CARF and received full three-year accreditation status in all areas. All Agency Offices are open and clients continue to be seen in person or via telehealth as needed or desired. The Agency remains responsive to the needs of individuals with little or no wait time to be seen by a therapist. And we continue to prioritize services to persons with the greatest need regardless of their ability to pay.

The Agency continues to work to improve client access to Agency programs and services. We now offer text reminders for client appointments and will soon have a functional client portal to expedite communication and access to documents. Our website has been updated. We continue to offer services in person and virtually via a secure version of Zoom so that clients can be confident that their services remain confidential.

For fiscal year FY22, including July 2021 through the end of June 2022, Pioneer Counseling provided almost 9,000 billable service contacts to the citizens of Uinta County. The Agency served over 400 clients, including children, adolescents, adults and families. Almost half of these individuals were seen on a sliding fee basis based on their family income and family size.

Pioneer Counseling has partnered with Cowboy Cares to offer Nursing services for medication monitoring and support. We continue to offer two separate psychiatric telehealth clinics, one in-house with our provider Denise Crosson PMHNP, and the other through Cheyenne Regional Medical Center.

The Agency maintains partnerships with a variety of other community providers to enhance integrated care and coordination of treatment with a comprehensive network of services and supports. These include our work with the Wyoming State Hospital, DFS, YAHA, Probation and Parole and clients on waivers with multiple disabilities and needs.

Pioneer Counseling continues to sub-contract with Southwest Counseling Services to provide regional residential services in Uinta County. In 2022 Pioneer Counseling operated two 8-bed group homes, 16 supervised apartment beds, 1 high-need bed and 2 crisis stabilization beds. Although we prioritize services in all of our residential environments for persons living in Uinta County and the Southwest Region of the state, services are available for statewide utilization as need and occupancy rates permit.

Pioneer Counseling Services was able to increase payroll including salaries and hourly wages for all employees. We welcomed new staff including two new case managers for the CLIP program and two Peer Specialists. Peer Specialist is a new category of provider. A Peer Specialist is a person who has personal experience with recovery from mental health or substance abuse problems. After completing a course of training, the Peer Specialist uses their personal journey to help others along their own path of recovery.

The addition of Peer Specialists to our Team has provided a new dimension in services. In addition, we continue to provide training opportunities to students and interns seeking to enter the field of mental health and substance abuse treatment. These individuals help keep our services fresh with new ideas and perspectives.

The Agency continues to maintain and improve the various Agency properties. The City View group home will be repairing and replacing the concrete patio and sidewalks. We continue to replace and upgrade the appliances and flooring at the Independent Living Center apartments. The CLIP office and apartments will also be getting concrete repairs. Our transportation fleet remains accessible and on the road, including two buses, three vans and one car.

Pioneer Counseling thanks its' community partners including members of the Community Advisory Board. We thank those who have taken the time to give us their feedback, suggestions and completed surveys over the past year.

Pioneer Counseling continues to pursue funding resources and to partner with Agencies and organizations to maintain access to all services. We are grateful to the Suicide Prevention Task Force for their support, and to SAFV and the United Way. It is these types of alliances that assure our community will continue to thrive.

As always, I want to express my pride and deep appreciation for the ongoing dedication of the staff of Pioneer Counseling. I thank the Board of Directors, our clients and their families for their continuing support of our work and our shared goal of helping those affected by mental illness and substance addiction. Pioneer Counseling remains strong and committed to working together to face challenges both old and new, to support recovery in all its forms, and to help forge strong individuals and resilient communities.

Respectfully Submitted,

Dorothy R. Conger, LPC, NCC  
Executive Director  
Pioneer Counseling Services  
Pioneer Counseling Residential Services