

Service Access and Management, Inc.



Annual Report 2013

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From the President/CEO

Dear Friends,

We are pleased to offer our Annual Report for Fiscal Year 2012/13. As some of you know, our company was created almost 16 years ago in Berks County as an attempt to move a portion of the Mental Health/ Mental Retardation (MH/MR) Program into the private sector. Since MH/MR was a human service department that had been traditionally operated directly by county government, Berks County faced significant opposition to this inventive new idea.

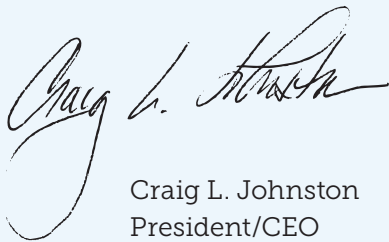
Despite numerous challenges, Berks County had the courage to move forward. Since that time, other counties have seen the advantages presented by this private/public partnership model and SAM has been fortunate to experience significant growth across the Commonwealth as a result.

In this year's annual report, we are very proud to share some of the specifics that will demonstrate how we have positioned our Company to meet the needs of those we serve by expanding our repertoire of services and increasing our service locations. We will continue our evolution by providing the best quality services possible while adapting to our ever-changing service and economic environment.

We also want to take this opportunity to express our gratitude to our staff, our Board, and our community partners who continue to support our work and share in our vision.

Thank you for your interest in our company,

Sincerely,



Craig L. Johnston
President/CEO
Service Access and Management, Inc.





SAM Board of Directors

Back Row (l to r)

Michael C. Malinoski, A. Matthew Dudish (Vice-Chairman), Stacey J. Keppen and George W. Ioannidis.

Front Row (l to r)

Elaine Schaeffer, Dr. John G. Vafeas (Chairman), Dr. Mary Rita Weller and Jeffrey P. Darlington.

Happy Birthday, SAM!

In 2012, Service Access and Management celebrated 15 years of helping people improve their lives every day. SAM, like any child, has grown from a young, fledgling corporation taking tentative steps toward broad goals into a vibrant and dynamic company full of goals, ideas, and promise.

For 15 years, SAM has innovated new and revised existing systems of coordinating and monitoring essential human services for those living with mental health and developmental disabilities concerns. We have developed new programs to address emerging social and behavioral issues. At the same time, SAM expanded again and again into new regions and communities while ensuring that every individual or family that needs our help has maintained the same high level of service.

SAM takes that commitment to service into the future. In the coming years, SAM will strive to be the premier human services company in the areas in which we operate; delivering quality care to all we serve. We will build business relationships in communities within Pennsylvania and among surrounding regions. We will continue to be a flexible and agile company. SAM will continue to reinvent itself wherever and whenever necessary to continue to help those people whom we serve.

These are exciting years for our company. I am honored to be part of a company that works every day to help make lives more rewarding, more independent, more inclusive, and more fulfilling!

*– Dr. John Vafeas
Chairman
SAM Board of Directors*

Shown outside SAM offices in Reading, PA, are President and CEO Craig Johnston, with Treasurer and CFO Mary Ann Kowalonek (left), and Vice President and COO Nan Haver.



Looking Back: SAM at 15

SAM began as a county government agency in 1987 to provide intake, emergency services, and case management services for individuals with mental health or intellectual developmental disabilities. For 10 years, Service Access and Management, Inc., operated as a division of the Berks County Mental Health/Mental Retardation Services Department.

The county decided to transition SAM and approximately 110 county staff members – case managers, administrators, support staff, and others – into a private/non-profit organization in 1997. The county did this to better meet the needs of the consumers by delivering vital services in a more efficient and cost effective manner. The hope was that recreating Service Access and Management as a private, not-for-profit incorporation would allow a greater flexibility in providing services, negotiating contracts, and managing staff. SAM's job as an agency was to ensure that the most effective programs were offered and the most efficient procedures were used so that consumers received the best services possible.

Seven years after SAM's evolution into a private, nonprofit company, SAM began a consulting relationship with Schuylkill County to assist them with budgetary concerns. Later that year, Schuylkill County awarded SAM with a contract to directly manage MH/IDD operations. This marked the beginning of SAM's expansion out of Berks County.

SAM's efforts to assist County agencies since 2005 have included:

- **April, 2005** – SAM begins offering Intensive Case Management and Resource Coordination case management service in York/Adams Counties as a private provider.
- **July, 2008** – Huntingdon, Mifflin, and Juniata Counties select SAM to operate Mental Health, Intellectual Developmental Disability, and Early Intervention Case Management services.
- **August, 2008** – Clearfield and Jefferson Counties contract SAM to assist with managing human services budgets.
- **July, 2009** – Clearfield and Jefferson Counties hire SAM to provide Mental Health (MH) Blended Case Management, MH Forensic Case Management, MH Administrative Case Management, Intellectual Developmental Disability (IDD) Supports Coordination, Early Intervention Service Coordination, Intake Coordination Services, and other human services for county residents.
- **July, 2009** – Clarion County contracts with SAM to provide (MH) Blended Case Management, MH Forensic Case Management, MH Administrative Case Management, Intellectual Developmental Disability (IDD) Supports Coordination, Early Intervention Service Coordination, Partial Hospitalization Programming, MH Outpatient Services, MH Crisis Intervention & Emergency Services, and other human services for the County.
- **April, 2011** - Northampton County hires SAM to provide Intellectual Developmental Disability Supports Coordination services to residents.
- **January, 2012** – SAM begins offering Intellectual Developmental Disability Supports Coordination services to Lehigh County residents.
- **May, 2012** – SAM breaks ground on a new facility in Pottsville, PA, in order to improve accessibility to its services and improve operational efficiency.
- **July, 2012** – Schuylkill County contracts with SAM to assume the administration of Rest Haven, Schuylkill County Home.

New Schuylkill County Facility

Service Access and Management, Inc., opened a new, \$2.3 million, 10,000 square foot facility to house its Schuylkill County and Corporate operations in November, 2012. The new building offers more space, a brighter environment, and a more convenient location for the 2,000 Schuylkill County residents who consume SAM's services, as well as for SAM's 35 Corporate and 67 Schuylkill County employees.

Schuylkill County was the first region that SAM began serving outside of our original region in Berks County, Pennsylvania. From July, 2004, SAM has provided the day-to-day operations for Mental Health Case Management, Early Intervention Service Coordination and Intellectual Developmental Disability Supports Coordination services in the county. In that time, SAM has earned a stellar reputation as a service provider within the community and with the county administration.

Schuylkill County Commissioner Frank Staudenmeier said that his confidence in SAM has grown hugely during the years of collaboration

between Schuylkill County and SAM. Referring to the new building, he continued, "When SAM is willing to put that much capital investment into Schuylkill County, it shows me that SAM has a vision for Schuylkill County and a confidence in its future."

Schuylkill County Commissioner George Halcovage described SAM's unique blend of human services and business savvy saying, "SAM understands budgets. They understand marketing. They understand patient care and quality of care. They understand business. That makes a really potent combination."

SAM continues to create opportunities to serve Schuylkill County by becoming involved in local initiatives such as the county's Make-a Difference-Day and annual Dog Walk to raise funds for the local animal shelter.

Commissioner Halcovage said, "Once SAM moves into an area to provide service, they also become part of that community. They look to hire good, local talent and run the services as a business."



Master Case Manager Program

In the fall of 2012, SAM's Master Case Manager (MCM) Program enrolled its third class of candidates. Since the program's inception, six staff members have completed the program and received the MCM designation. The MCM Program was conceived in 2010 as a way, among other goals, to recognize exceptional staff members, provide a professional enrichment opportunity to interested staff, and improve job satisfaction.

Julie Blankenbiller, an MCM graduate, said that she was gratified to see that expertise in the field, as proven by the MCM program, is recognized and acknowledged. Colleen Witman, another MCM alumna, said that the extra training that the program required, especially the material outside her main field, was very interesting.

The MCM Program is a year-long, voluntary system of training and evaluation. MCM candidates complete additional training beyond the minimum required of case managers. This extra training is in a variety of disciplines both within and outside the staff member's current

department. Candidates are evaluated through a case presentation to MCM committee members, surveys of their consumers, peers, and service providers, and a review of randomly-selected records.

MCM Program Administrator, Licensed Psychologist, and SAM's Director of Clinical Programs, Jeffrey Marks, said that the Master Case Manager program provides an opportunity for case managers to demonstrate, assess, and enhance their skills, strengths, and opportunities for career enrichment.

The program received a singular honor in January, 2013, from the Commission on Accreditation of Rehabilitation Facilities (CARF). After an accreditation survey that CARF conducted on SAM programs, CARF acknowledged the MCM Program specifically, saying that it "demonstrated exemplary conformance to the standards."

Plans are underway to expand the Master Case Manager Program into the areas of Crisis Intervention Services and management/supervision in the forms of Master Crisis Interventionist and Master Supervisor Programs, respectively.



Statement of Net Assets

	Fiscal year ending June 30,		
	2012	2011	2010
Assets:			
Cash and cash equivalents	\$ 9,186,763	\$ 8,923,303	\$ 6,083,121
Due from Commonwealth of Pennsylvania, Medical Assistance	2,568,270	2,178,856	1,157,973
Accounts receivable	2,275,323	1,927,838	7,318,549
Prepaid expenses	283,401	500,120	404,141
Investments	895,135	–	–
Capital assets, net	8,248,303	6,772,282	4,508,977
Total assets	\$ 23,457,195	\$ 20,302,399	\$ 19,472,761
Liabilities:			
Notes payable	\$ –	\$ –	\$ 375,000
Accounts payable	4,056,216	4,407,366	6,725,080
Advances from counties	488,850	1,456,737	2,188,787
Other payables and accrued expenses	373,365	204,198	372,532
Accrued salaries	1,356,276	1,101,430	1,221,634
Compensated absences payable	1,971,257	1,586,020	1,337,241
Deferred compensation payable	877,054	–	–
Long-term debt	8,523,813	5,679,940	3,538,573
Total liabilities	\$ 17,646,831	\$ 14,435,691	\$ 15,758,847
Net assets:			
Invested in capital assets, net of related debt	\$ –	\$ 1,092,341	\$ 970,404
Restricted:			
Berks County	1,798,988	2,073,906	1,730,551
Schuylkill County	653,315	537,589	478,153
Clearfield/Jefferson Counties	377,396	288,126	161,673
Clarion County	44,837	41,891	34,515
Unrestricted	2,935,828	1,832,855	338,618
Total net assets	\$ 5,810,364	\$ 5,866,708	\$ 3,713,914

Statement of Revenue and Expenses

	Fiscal year ending June 30,		
	2012	2011	2010
Revenues:			
County contracts	\$ 31,978,658	\$ 33,185,936	\$ 35,266,493
Interest income	23,296	31,235	70,357
Medical assistance	21,367,675	19,676,888	17,000,675
Other	6,447,150	3,824,711	4,184,662
Provider earned revenue	4,622,604	4,565,898	3,328,051
Total revenues	\$ 64,439,383	\$ 61,284,668	\$ 59,850,238

Expenses:			
Direct program services	\$ 35,600,274	\$ 29,605,545	\$ 25,246,300
Purchased program services	24,857,356	25,790,699	28,207,910
General and administrative	4,083,097	3,735,630	4,117,801
Total expenses	64,495,727	59,131,874	57,572,011
Increase (decrease) in net assets	(56,344)	2,152,794	2,278,227
Net assets – July 1	5,866,708	3,713,914	1,435,687
Net assets – June 30	\$ 5,810,364	\$ 5,866,708	\$ 3,713,914

SAM Services by County

	BERKS	CLARION	CLEARFIELD & JEFFERSON	FRANKLIN & FULTON	HUNTINGDON, MIFFLIN & JUNIATA
Mental Health Blended Case Management					
Mental Health Forensic Case Management					
Mental Health Administrative Case Management					
Mental Health Intensive Case Management					
Mental Health Resource Coordination					
Intellectual Developmental Disability (IDD) Supports Coordination					
Early Intervention Service Coordination					
Intake Coordination Services					
Crisis Intervention and Emergency Services					*
Mental Health Outpatient Services					
Housing Assistance					
Representative Payee					
Mental Health Veterans' Coordination Services					
Mental Health Psychiatric Rehabilitation					
Certified Peer Specialist					
Truancy Remediation Program					
Fiscal/Administration Services					
Joint Planning Team					

* Daytime Emergency Services only

Highlighted regions indicate services provided by Service Access and Management, Inc.

LEHIGH	MONTGOMERY	NORTHAMPTON	REST HAVEN (LONG-TERM CARE)	SCHUYLKILL	LUZERNE/SCHUYLKILL WORKFORCE INVESTMENT BOARD (WIB)	YORK/ADAMS

** Offered in York County only

New Joint Planning Team in York County

During the summer of 2011, Service Access and Management's York site won a contract to establish a Joint Planning Team for York County. The SAM York Joint Planning Team (JPT) is a system of activities and a coordination of effort designed to help families, children, and youth with complex behavioral healthcare needs. The broad function of the JPT is to help children and young people avoid significant levels of mental and behavioral health services including inpatient mental health services, residential treatment facilities, or placement in foster care or a group home.

Kenneth Watts, former Director of Program Development for the York/Adams HealthChoices Management Unit, said there was a great amount of confidence in awarding the JPT contract to SAM. He said that SAM staff members have always had a knack for working with families and developing their independence.

The JPT uses a support and planning process to help families develop and use resources and skills in order to return and sustain the youth in the home community.

Mr. Watts said that the JPT model that SAM York developed falls into the same line as the York/Adams HealthChoices Management Unit's own system of care. He explained that the JPT model wraps holistically around a family, offering support to all family members and building off of each individual's strengths to build self-reliance.

Members on a JPT include a Facilitator to help the consumers and their families through the JPT process, Family and Youth Support Partners – peers familiar with raising and living with someone with severe emotional or behavioral challenges, a qualified mental health Supervisor, and a Coach to provide direct support for Facilitators, Family Support Partners and Youth Support Partners.

Site Director of Franklin & Fulton Counties and Supervisor/Coach of the Joint Planning Team-York County. Natasha Kara praises the JPT program saying that it has done a good job of getting community support from family and friends of consumers, as well as bringing all of the providers together for brainstorming options for the youths and families.



Back Row (l to r)
Amber Myers (Youth Support Partner), Stephanie Hall (Family Support Partner) and Shawn Delp (former Facilitator).

Front Row (l to r)
Megan Fondarvest (Facilitator) and Dr. Natasha Kara (Supervisor/Coach).

New Berks Truancy Remediation Program

During the spring of 2011, Berks County Children and Youth Services distributed a Request for Proposals to develop a program to assess truancy throughout the county and engage individual students and their families to restore the students to school attendance. Service Access and Management, Inc., won the contract and developed a Truancy Remediation Department in the fall of 2011 and launched the program at the beginning of 2012.

Sue Dopsovic, Intake Supervisor at Berks County Children and Youth Services (CYS) and Educational Liaison, said that she is thrilled with SAM's Truancy Remediation Program. "I have been very pleased. The [SAM] Truancy Remediation Program staff has been great! Very responsive to everything needed and willing to go wherever necessary to get the job done!" she said.

Ms. Dopsovic added that SAM's Truancy Remediation Program allows the Berks County CYC staff to focus on the more egregious cases, while still addressing the truancy issue. She said that they've found that families who might not be willing to work with Children Youth and Services are more willing to work with SAM. "CYS has an authority that can put off some families. SAM's Truancy Remediation Program is a buffer in between that authority and the families, occasionally

making it easier to get the job done," she said.

The program follows a Case Management system of support of the children and their parents or guardians. As a provider of case management services for children, youth and families, SAM has a long history of accessing a variety of supportive resources. The Truancy Remediation Program will try to identify any barriers related to school attendance, determine the student's and family's needs, and work with local resources to improve the likelihood of school success.

The goals for the students participating in this program include reducing absenteeism, decreasing tardiness, and decreasing recidivism. The program is structured to serve approximately 275 students per year.



(l to r)

Maria Zabala (Truancy Specialist), Stephanie Farrante (Truancy Manager), Claritza Rivera (Truancy Manager), Rich Ford (Site Director York/Adams Counties and Truancy Operation).

CARF Accreditation

Human Services companies, such as SAM, hold themselves to high standards of effectiveness and efficiency in their programs to ensure that their consumers receive the best services possible. When a human services agency wants to prove those high standards beyond a shadow of a doubt, they go through a survey by the internationally-recognized Commission on Accreditation of Rehabilitation Facilities.

Every three years since 2006, CARF has evaluated SAM's core programs, policies, and governance. This accreditation is one of the highest recognitions that health and human service agencies can receive. In January, 2013, CARF awarded SAM its third-straight, three-year accreditation – the highest accreditation available.

The CARF survey team listed no recommendations, which means that they found no faults, in SAM's core programs that were in review. The following SAM services were evaluated and accredited:

- Mental Health Case Management
- Early Intervention Service Coordination
- Developmental Disability Support Coordination
- Mental Health Outpatient Counseling
- Mental Health Crisis Intervention

The head surveyor for SAM's CARF survey team, Jeff Bergbauer, praised our organization and its programs, saying that "although there has been tremendous growth and expansion in the company since 2004, services continue at the highest quality".

Mr. Bergbauer said, "The SAM Staff works in a creative way to maintain an environment that challenges participants to take responsibility for addressing and managing problems in their personal and family lives, while being compassionate and focusing on treatment success."

He continued summarizing the CARF survey results, saying, "Case management staff members utilize a wide array of community resources to meet the immediate and long-term needs of adults, children, and families they serve. They are active and well respected in their collaborative relationships and affiliations in the communities served. To them this is not just a job. They truly care about the outcomes for each person served. A genuine spirit of teamwork and warmth is evident throughout the organization."

To top it all off, CARF International took special note of SAM's Master Case Manager Program calling all the aspects of the MCM program – training, staff development, recognition, and retention – exemplary!



NACM Board Participation

The National Association of Case Management (NACM) is a national member organization that exists to promote, both locally and nationally, the vital work of case managers and support and service coordinators. NACM also offers case managers, service coordinators, supervisors, and program administrators opportunities for professional growth and recognition. NACM is one of the only national advocates for case managers, service coordinators, and supports coordinators in the country. SAM's President and CEO, Craig Johnston, and Treasurer and CFO, Mary Ann Kowalonek, were selected by NACM in the fall of 2012 to participate on the organization's Board of Directors.

There are several benefits to being involved on an organization's board at a national level. Board participation allows SAM to participate in the advancement of case management as a profession throughout the country. Additionally, we can help protect case management from budget cuts by helping ensure the local funding entities understand the value of our service.

By being a part of a national voice for case management in the country, SAM will be exposed to a broad national audience. Such exposure can create opportunities to promote SAM programming, such as the Master Case Manager program. During the NACM national conference in October, 2012, SAM staff members presented six workshops on a variety of case management topics. Titles of these workshops included the Master Case Manager program, Case Management 101, Productivity and Efficiency, Model

for Truancy Remediation, Community Mental Health and Veterans: Making Connections, and Strength-Based Supervision. All of the workshops were well received by attendees from across the country. Ultimately, SAM's hope is that the Master Case Manager program will be adopted and endorsed by NACM as a credentialing program for case managers.

Each fall, NACM hosts a national conference for agencies and individuals working in case management, mental health, developmental disabilities, and other human services. It is one of the largest national conferences catering to this industry. SAM has agreed to co-sponsor and help coordinate

this year's NACM national conference in Atlantic City.

Craig and Mary Ann sit on the National Conference Committee and the Special Projects Committee. The Conference

Committee plans and coordinates all activities related to the annual conference. The Special Projects Committee is currently revising the NACM National Standards of Practice for Case Management. These Standards of Practice dictate the functions and procedures that all NACM member organizations should follow relating to case management. This project is expected to be completed for presentation at the NACM Conference in October, 2014.

Through its position on the NACM Board of Directors, SAM is positioned to influence the direction of our industry. We hope that our efforts will help secure the future of the professionals in our field and the consumers whom we serve!





SAM Partnership with Rest Haven, Schuylkill County Home

Rest Haven Schuylkill County Home, is a long-term nursing and rehabilitative facility that has served Schuylkill County and the surrounding counties for decades. In July, 2012, Schuylkill County Commissioners recognized the opportunity to improve the fiscal health of Rest Haven and the service it offers. They contracted with Service Access and Management, Inc., to assume the administration of the well-regarded facility. SAM's function was to make operational efficiencies to ensure the home remains a viable resource for the region.

SAM, a private, not-for-profit company, has greater flexibility to adapt to changing service environments

and has been partners with Schuylkill County in providing human services to residents since 2004.

Schuylkill County Commissioner George Halcovage said, "The unwavering level of service that SAM has offered the county for all these years made me confident in the company's ability to administer Rest Haven".

As part of the assumption of management, a total of nine Rest Haven staff members transitioned to SAM staff in the fiscal year. Other fiscal initiatives included moving Rest Haven's Accounts Payable in house from the county offices. SAM quickly made improvements in the operations of the Purchase Order and Payroll processes and also assumed management of Human Resources and Information Technology for the entire facility.

Since the summer of 2012, SAM has initiated and supported a variety of efforts aimed at promoting Rest Haven's "goodwill" and "brand" within the community. SAM and Rest Haven staff partnered to develop a new company website, billboard and local print advertising, a new logo design, and standardization of correspondence. The SAM and Rest Haven staff also supported various community initiatives such as Relay for Life, blood drives, hosting of an onsite health fair and has even





hosted several lectures for community healthcare professionals.

SAM has also lent its core strengths to Rest Haven. SAM's Schuylkill County site in Pottsville, PA, and Rest Haven staff members created a team to look in depth at the mental health of the residents. The team meets to formulate and review individual plans to address dementia, behavioral issues and the mental

health of Rest Haven's residents, ultimately improving the care provided to them. According to Rest Haven staff, early results of the program look promising.

SAM's collaboration and partnership with Rest Haven has been an effective means of increasing the operational efficiencies of the home while also being able to become a more viable healthcare resource for the region.

New SAM Veterans Outreach Program for Clearfield/Jefferson Counties

Clearfield and Jefferson County Administrators and SAM staff collaborated in the fall of 2011 to create a new coordination program that specializes in assisting veterans in Clearfield and Jefferson Counties.

The SAM Veterans Outreach and Coordination Program exists to aid veterans with their recovery from mental illness and to provide holistic support in other areas of need as well.

"Lori Hartman [SAM's Director of Program Integrity and Development] and I took extreme care in developing the program and in writing the job description for the coordinator," said Ray Snyder,

Director of Service/Supports Coordination Services/Veterans Coordination. "We knew that the program coordinator needed to be a combat veteran because only someone who has seen combat can fully relate to some of the issues that veterans face."

Jon DeSantis, Iraq War Veteran and Former US Army Ranger-Special Forces, was selected to be the program's coordinator. Jon's work with the Veterans Outreach and Coordination Program has been invaluable to vets in the region. The program has been well received in the community, with several collaborations between the program and with regional hospitals and

universities within the program's first year. The Pentagon itself has recognized, acknowledged, and praised the work being done by the program. The program is available to any veteran residing in Clearfield and Jefferson Counties.

The Veterans Outreach and Coordination Program can help veterans identify the challenges unique to veterans re-entering the civilian community.

The veteran coordinator will help the vets capitalize on their strengths and work on methods and goals to achieve improved self-sufficiency and independence.



(l to r)

Jon DeSantis (Veterans Mental Health Coordinator) and Ray Snyder (Director of Service/Supports Coordination Services/Veterans Coordination).

SAM Locations

Corporate Office

19 North Sixth Street
Reading, PA 19601
Toll Free 1-855-737-2223

Berks County

Berks County

19 North Sixth Street
Reading, PA 19601
Phone: 610-236-0530
Toll Free: 877-236-4600
Fax: 610-236-4894
TTY: 610-236-0361

Clarion County

Clarion County

214 South Seventh Avenue
Clarion PA 16214
Phone 814-226-1095
Toll Free 800-756-5953

Clearfield & Jefferson Counties

Clearfield County

216 N. 2nd St.
Suite 3
Clearfield, PA 16830
Phone 814-765-1820
FAX 814-765-1824

Clearfield County

375 Beaver Dr.
Suite 200
DuBois, PA 15801
Phone 814-372-7020
FAX 814-372-7025

Jefferson County

82 Barnett St.
Brookville, PA 15825
Phone 814-715-7141
FAX 814-715-7146
TTY 610-236-0361

Huntingdon, Mifflin, & Juniata Counties

Huntingdon County

710 Mt. Vernon Ave.
Huntingdon, PA 16652
Phone 814-643-6100
FAX 814-644-0796

Mifflin County

100 E. Market St.
Lewistown, PA 17044
Phone 717-242-0351
FAX 717-242-8575

Juniata County

287 Industrial Dr.
Mifflintown, PA 17059
Phone 717-436-8600
FAX 717-436-9574

Lehigh & Northampton Counties

Lehigh & Northampton Counties

701 W. Broad St.
Suite 110
Bethlehem, PA 18018
Phone: 610-419-9102
Fax: 610-419-0978

Montgomery County

Montgomery County

1566 Medical Drive
Suite 300
Pottstown, PA 19464.
Phone: 484-624-5528
Toll Free: 1-888-963-8133
Fax: 484-624-5636

Schuylkill County

Schuylkill County

590 Terry Reiley Way
Pottsville, PA 17901
Phone: 570-621-2700
Toll Free: 1-877-216-5035

York & Adams Counties

York & Adams Counties

1305 E. Market St.
York, PA 17403
Phone 717-848-8744
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FAX 717-848-8799
TTY 610-236-0361

Franklin & Fulton Counties

Fulton County

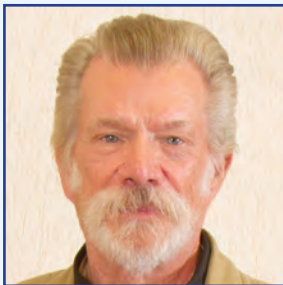
292 Buchanan Trail
McConnellsburg, PA 17233
Phone 717-264-2184
Fax 717-485-5147

Franklin County

1061 Lincoln Way East
Chambersburg, PA 17201
Intensive Case Mgmt. 717-261-1555
Resource Coordination &
Administrative Case Mgmt.
717-264-5387
Fax 717-264-6297

Contact Us

Please contact us if you have any questions regarding any of the services that Service Access and Management offers.



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Nan Haver

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Treasurer & Chief Financial Officer

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