

Carbon-Monroe-Pike Mental Health & Developmental Services

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Serving our Community since 1967

With a new year upon us, it feels like 2021 flew by! Even with the pandemic, or maybe because of it, we were busier than ever in Mental Health, Developmental Services, and Early Intervention. We certainly have become very adept at using technology for meetings, trainings, and visiting those we serve.

Throughout the past year we have applied for, and been awarded, seven grants which include one-time funding opportunities. This has allowed us to provide safety devices to the community, and to improve and expand services during this current year and next year.

We continue to advocate for an increase in state funding (State Base Funds). The needs of the community for mental health, intellectual delay, Autism, and early intervention services are only increasing; however, our State Base Funds have not increased in over 10 years. In fact, there was a 10 percent cut to our funds in 2012. Without at least a cost of living increase to our budget, our ability to pay providers at competitive rates or maintain the standard of salary and benefits we want for our staff has fallen behind. To ensure services in the counties are adequate to meet the needs of those of us who live here, we need to be funded at the proper rate. Administrators across the Commonwealth have been, and will continue, to advocate for an increase to these State Base Funds. We ask that if you have the ability, speak with your senators and representatives to advocate for this.

We have been involved in numerous community events, committees, and work groups over the past year. Involvement in these activities are at both local and state levels, and include development of services, advocacy, service improvement, and collaboration. We are working with the criminal justice system, Drug and Alcohol Commission, Area Agency on Aging, Child Welfare, hospitals, local providers, and many other organizations to ensure collaboration and to eliminate duplication of services.

An internal goal that we have been working on is developing self-awareness and an openness to the experiences of others through our Urgency of Awareness Training series with Ms. Jodi Pfarr. This process is helping us embrace the differences and similarities with each other within our organization; with individuals and families we serve; and with the community. For instance, we have developed a Diversity Committee in addition to other committees to look at our office environment and some of our internal policies. We will be continuing this effort into the new year.

We are also beginning the process of 360 Degree Reviews for our management staff. This will include input from coworkers during performance reviews and in the development of self-improvement plans. The information included in these reviews will help us move forward with our Leadership Academy for managers. We hope to expand these leadership development efforts to include all staff in the future.

During the first half of the year, most of our staff worked from home, but we have been increasing our time in the office and community. We expect to be back to full office capacity in January 2022. We have been conducting in-person intakes, visits, and meetings as requested, and expect this to return to full time in-person whenever allowed by state organizations in January 2022. We will accommodate virtual options upon individual request.

Similar to most other fields and organizations, we are experiencing a high level of staffing issues. I am incredibly impressed with our staff who graciously cover vacant positions and do everything in their power to ensure that the families and individuals we serve continue to have their needs met in spite of their heavy workload. The main concern of our staff continues to be the people we serve. The level of caring, compassion, and skill they demonstrate is exceptional. I am so proud to be part of this team.

I want to express my thanks to our Advisory Board Members and the County Commissioners for their continued support and guidance.

Finally, I would like to share a message of hope by sharing two quotes:

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"May we make the world a little kinder and more compassionate by reminding ourselves that often it is the random acts of kindness that most benefit all of us."

- Anonymous

"We don't have to do all of it alone. We were never meant to."

-Brené Brown

Take care of yourself and know that you are not alone.

Sincerely,

Tina



Developmental Services



Like many other industries, the Developmental Service Department experienced staff turn-over this past year. We welcomed many new faces to the Supports Coordination Organization while continuing to provide quality case management to individuals with Intellectual Disabilities and/or Autism Spectrum Disorder. Remaining true to our priorities, we expanded by creating a SCO Quality Assurance Specialist position. This position focuses on program compliance, analyzing trends, and the overall functions of incident and risk management. This has allowed us to detect individuals impacted by the Fatal Four (aspiration, dehydration, constipation, and seizures). As a result, we can assist teams by recommending strategies to mitigate risk.

The Administrative Entity received increased capacity in the Community Living Waiver to support individuals on the waiting list who need services immediately. We are also in a position to support, at minimum, nine of our 2022 graduates with Person/Family Directed Support Waivers upon graduation.

Across all areas of the department, referrals continue to come in at a higher volume than usual. Many of the individuals that we register have complex needs that must be met by multiple systems working together. We've identified a Complex Case Lead within the DS Department to act as a resource for case managers, providers, and family members.

Finally, the department celebrated many successes and accomplished identified goals. Supports Coordinators successfully linked interested individuals to a COVID vaccination clinic. They've also worked closely with teams to identify available services and supports during the pandemic that not only met individual needs, but kept them safe as well. Our Regional Collaborative celebrated Down Syndrome Awareness month in October. Various sing-a-longs took place over the year to offer social activities for those who are not yet comfortable with attending activities in the community. The Employment Coalition remained strong by providing advocacy and training to employers about the benefit of hiring an individual with a disability. Developmental Services looks forward to another year of helping



Early Intervention



Similar to other departments, EI Management was busy writing and rewriting COVID protocols for staff and sharing the guidance provided by the Office of Child Development and Early Learning (OCDEL), the CDC, and the PA Department of Health with our providers. Service Coordinators

became more comfortable with their remote role as they continued collaboration with Early Intervention professionals and families, participating in evaluations, arranging services for qualifying children, and providing many resources and virtual opportunities for families to connect with other families. The department continues to be dedicated to the PA Coaching Initiative, which is the preferred method of providing services to Early Intervention families. This initiative involves a commitment of time for education and practice of coaching with parents/caregivers, videotaping their sessions, and participating in professional development by attending various learning opportunities with other coach trainers across the state. This year a Special Instructor reached fidelity in coaching and will soon begin training other providers to bring them to fidelity as well. Additionally, five new interventionists will be entering the program, starting with the Installation Phase.

The department served 1,098 children this year. Referrals are currently at an all-time high. Prior to COVID-19, the department considered a high volume of referrals to be approximately 60 per month. This year referrals exceeded 70 per month, especially during the Spring and Winter seasons.

As the year came to an end the department said good-bye to Ellen Erb. Ellen dedicated the last 15 years to supporting Early Intervention families and interventionists. She held many roles within the department, most recently as the EI Program Coordinator. Our Agency wishes Ellen a very happy retirement. We are pleased to welcome Linda Migneco as our new EI Program Coordinator.



Mental Health

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Community Hospital Integration Projects Program

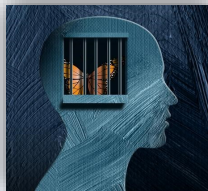
The CHIPP Department continues to serve those needing admittance and discharge from our higher levels of care, which includes state and community hospitals. They've worked diligently to maintain our state hospital bed census at our cap of 11, since 2020. The team collaborates with other CMP Departments to assist with complex cases and works in the EIM (Enterprise Incident Management) system on a daily basis to ensure we are in compliance with OMHSAS.

Child & Adolescent Service System Program

Our CASSP team works with youth and young adults to provide appropriate, independent and least restrictive out of home placements. The number of requests for out of home placements, planning meetings, and system collaboration meetings have continued to increase significantly over the past year. The SAP (Student Assistance Program) has seen an increase in referrals, consultations, and interagency meeting requests. Our Monroe office welcomes Keri DeNora as our new CASSP Coordinator. She has begun working on building rapport and connections with school districts, and will be SAP trained in December of 2021.

Forensic Case Management

Our Forensic Case Managers made adjustments during COVID to meet the needs of incarcerated consumers, by completing intakes and provide case management virtually. More recently they have begun to enter the facilities for in-person visits. The Cognitive Behavioral Therapy group, "Taking Control of Thoughts, Feelings and Behaviors" is up and running in the Pike County Correctional Facility as a virtual group with Preventive Measures. We are working to return this program in Monroe and Carbon counties. Our Forensic Coordinator has been working with the specialty courts in Carbon County. He collaborates with our system partners by participating in meetings for complex cases. This coordinator also leads our efforts with The Stepping Up Initiative and the new Assistive Outpatient Treatment Project.



Community Outreach

During 2021, Community Outreach sustained a little different look as we continued to navigate the COVID-19 pandemic. Our CIT (Crisis Intervention Team) Trainings in the community moved to a virtual model where we conducted 6 6-hour CIT trainings spanning across all 3 counties. We were able to train almost 70 law enforcement officials, first responders and MH professionals. Our quarterly CIT meetings in both Monroe and Carbon have been operating on a virtual platform and will continue to do so.

Our Consumer Supports Program (CSP) continues to operate monthly meetings via ZOOM. CSP offered community based trainings such as Self-Care, WRAP Toolkits, and Supporting LGBTQ People in the Mental Health System, as well as other topics to support those in our CSP community. CSP plans to continue operating virtually until further notice.

During the month of May the MHDS Awareness Committee collaborated with Systems of Care by turning Monroe, Carbon, and Pike Counties **GREEN** in support of MH Awareness. Billboards, tear-off pads, yard signs and other marketing materials were displayed throughout the 3 counties to spread awareness. Pins were distributed to county stakeholders, LEO, judges and other MH professionals to wear throughout the month of May. Public Service Announcements were aired on WBRE/WYOU throughout the month supporting our efforts, as well as the efforts surrounding Suicide Prevention, encouraging the importance of Self-Care.



Disaster Crisis Outreach & Referral Teams/Emergency Behavioral Health (DCORT/EBH) Credentialing Registry is now live, with much excitement regarding the use of the system! The next step is to ensure all EBH Coordinators and Responders are entered into the system and have access to the trainings and qualifications needed to remain EBH members and part of our team.

Targeted Case Management

Over the past several months our Case Managers have begun face to face visits with consumers in the community and continued to utilize telehealth when needed. Bi-weekly telephone contacts have continued to provide support during these challenging times. Our number one priority is consumer's safety while ensuring their needs are being addressed.

The BHHP program met the goals of their 2020 contract and are on track to meet the goals of the current 2021 contract. The focus of this years' contract was screening for diabetes, high blood pressure and smoking cessation along with continued collaboration with consumer's Primary Care Physicians.

CMP HealthChoices



Fiscal Year 2021 continued to pose unique challenges to the CMP HealthChoices (CMP HC) Program on many levels. The continuation of the ongoing COVID-19 pandemic continued to present us with challenges for both our internal operations and for our provider network.

We continued to offer Alternative Payment Arrangements (APAs) to our entire provider network throughout the year, with some minor adaptations in June 2021. These APAs have been critical in keeping our provider network viable and accessible to our Members. We are happy to report that through these APAs, no providers in the network have gone out of business. The provider network continues to bounce back and deliver more face-to-face services and depend even less on the APA funding.

The biggest challenge for the provider network is to address vacancies – the same challenge to all businesses throughout the pandemic. We are working collaboratively with Community Care to establish supports for the provider network to enhance their ability to recruit and retain staff. We have been taking financial steps to increase rates in June 2021 and are looking at a statewide learning collaborative model to offer more ongoing support.

We began the first year of our new contract with the Department of Human Services (DHS) in January 2021. In starting the contract, we have continued to focus on addressing the Social Determinants of Health (SDoH); implementing Community Based Care Management (CBCM); engaging with the Pocono Mountain United Way as our Community Business Organization (CBO); Value-Based Purchasing plans; and working collaborative on the state's Regional Accountable Healthcare Council for the Northeast part of the Commonwealth.

HealthChoices Department Data

July 1, 2020-June 30, 2021

Total Membership	67,413
Total Expenditures for all BH Services	\$ 53,143,007
Adult Expenditures for BH Services	\$ 25,596,506
Child Expenditures for BH Services	\$ 27,546,501



Standing L-R: Tina Clymer, MS, LPC - Administrator; Jennifer Williams - Deputy MH Administrator; Jeff Hartzell, RN - HealthChoices Administrator; Kristy Trautman - Deputy DS Administrator

Sitting L-R; GeorgeAnna Ferrara, PHR, SHRM-CP - Human Resources Director, Kathleen Peterson, CPA - Chief Fiscal Officer, Sheryl Shay - Information Systems

Mission Statement

Facilitate access to quality behavioral health and developmental services that empower individuals and families on their journey toward independence and wellness.

Vision Statement

Promote an environment where all community members receive the supports they need to be self-sufficient and to maintain quality of life in a community that fosters acceptance and embraces recovery.

C-M-P MH/DS Advisory Board

recognized the following recipients for their **Outstanding Community Service Award** at our meeting held on October 19th.

Andrea Bajek
Community Vocational Svcs.

Angela Chromiak
Access Services

Cheryl Berry
Fitzmaurice Community Svcs.

Emma Furiosi
CMP DS SC Supervisor

Beth Bingaman-Lutz
CMP DS Administrative Assistant