



# People Helping People



## CARBON-MONROE-PIKE MENTAL HEALTH AND DEVELOPMENTAL SERVICES



Issue 14  
Winter 2017

It is hard to believe that 2017 has come and gone! As I reflect back on the year, it occurs to me how fortunate I am to work in a field that enables me to meet many interesting people and be involved in projects that help our communities to become healthier. I have attended many meetings, conferences and trainings; had the privilege to speak with staff, providers, family members, and the individuals we serve; interacted with people from diverse backgrounds and situations including individuals experiencing homelessness, those living in institutions, elected officials, people with developmental delays, youth, adults, elderly, as well as people of varying ethnicity and culture. Every person added something to my life.



What has affected me most is interacting with people who have endured many challenges, but persevered and fought through their dark days. Those who love life in spite of (maybe because of) the challenges they face. I recently read the quote, "You are always one decision away from a totally different life." It speaks to how we can transcend our current reality based on our thoughts, perceptions, and attitudes. To me, it speaks of HOPE! I believe our staff can help

Recently I attended several agency events that enabled me to interact with staff. I energy, compassion. moments proud to be team and have given me hope that we will be successful at meeting our agency's Mission and Vision.



the MH/DS observed positivity, and Those make me part of this

C-M-P MH/DS is moving forward in many aspects. We continue making great strides in our efforts to become "paperless" with electronic files and processes. The majority of our staff work in a "virtual" environment with laptops and cell phones, visiting the people they serve at their homes or in a public location rather than at our offices. We have developed social marketing with public service announcements at the movies in Stroudsburg; on pharmacy bags in Milford; and on Zimmerman's Diet Iced Tea in the near future! We hope these small steps will tell the community who we are, what we do, and how to reach us. We have created an ongoing newsletter and Facebook page to keep the community informed. Please see our links below.

Our departments have been busier than ever over the past year, so I hope you enjoy reading the department highlights shared inside our newsletter.

All my best for a happy and healthy 2018!

Sincerely,

*Tina*

### Inside This Issue

- ◆ Developmental Services Overview..... 2
- ◆ Advisory Board Honorees ..... 2
- ◆ Pay for Participation Project..... 3
- ◆ Forensic Dept..... 3
- ◆ Housing..... 3
- ◆ HealthChoices Membership..... 4
- ◆ CMP HC Mission and Vision Statements..... 4

people find that hope. We can help them find the supports and services necessary to transform their hopes and dreams into a new reality, and our staff is prepared to do that.



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# DEVELOPMENTAL SERVICES

The Developmental Services Department is proud to share our many accomplishments over the past year. Overarching our success is reacting to the sweeping changes implemented by the Office of Developmental Programs (ODP).

Some of these changes include interpreting and implementing the Consolidated and Person/Family Directed Services (P/FDS) Waiver renewals, as well as expanding opportunities to access waiver services through the newly approved Community Living Waiver.

There is now expanded eligibility for ODP services for individuals with Autism and children beginning at birth which includes the opportunity for people with Autism to receive Targeted Services Management which was previously unavailable.

In 2017, two Administrative Entity (AE) staff members were trained as facilitators for the Provider Orientation and Training Initiative to assist new providers with the enrollment process to provide ODP services. Our AE staff train providers from across the state in the new Provider Applicant Orientation twice a year. The department also sponsored a staff member in the State's Certified Quality Management Training Program.

We participated as a member of the Project Search Committee at Kalahari Resort, partnered with the Mental Health Department as participants in the Training Collaborative on Dual Diagnosis and partnered with Monroe, Pike and Wayne Counties' Aging and Disability Resource Centers to develop SHARE (Shared Housing and Resource Exchange) whereas seniors and individuals with disabilities are partnered to offer an affordable housing choice. As a Regional Collaborative in the Communities of Practice Initiative and with a grant from Communities of Practice, we developed a resource card for individuals and their families with intellectual disabilities and/or autism. The card lists community services and supports that are not funded by taxpayer dollars.

As per the ODP Benjamin Settlement of 2014, individuals with intellectual disabilities previously segregated in state-operated facilities are given a choice to transition to a community residence if they so choose. We recently successfully transitioned a Benjamin Class member from The Selingsgrove Center to the community. We will transition another individual into the community from The Hamburg Center around January 5, 2018.



On May 16<sup>th</sup>, The Early Intervention Department hosted a Day of Training at Northampton County Community College focusing on "The Effects of Opiates and Other Drugs on Infants/Toddlers and Their Families". The presenters were Subhasri Sangam, M.D., Neonatology and Jeanna Newell, R.N., Neonatology, both from Lehigh Valley Hospital – Pocono.



## 2017 Advisory Board Award Recipients

- ◇ **Masthope Mountain Community** - Recognized for their extraordinary contribution to our communities and for many years of service to individuals with disabilities.
- ◇ **Jen Duggan** - Recognized for her outstanding service to the consumers of Advocacy Alliance and our communities.
- ◇ **Patricia Elsayed** - Recognized for many years of advocacy, dedication, and service to providing support to individuals with disabilities.
- ◇ **Norma Swint** - Recognized for many years of service with CMP MH/DS.

# MENTAL HEALTH

Page 3

## *Behavioral Health Home Pay for Performance Project with CCBH*

We have successfully completed Phase One, Two, and Three of a Pay for Participation Program. The Wellness Nurse continues to work collaboratively with our Targeted Case Management Department (TCM) to promote wellness for the consumers they serve. We are in Phase 3 Performance Project with Community Nurse and TCM Supervisor presented at Phase 3. They also attended a Wellness certified trainers for conducting our booster sessions throughout the year. Diabetes, Obesity, Hypertension, and smoking cessation, improved sleep, increased physical activity. The nurse has also worked with high risk consumers and their medical providers to help integrate care. We have been seeing some great outcomes for those who have participated and will continue this project. An additional benefit of this project is that we have been able to contract with a Certified Peer Specialist to assist and to participate in the quality assurance team.



of the Behavioral Health Home Pay for Care Behavioral Health. Our Wellness the Population Management Kick Off of Coaching Train the Trainer event to be internal wellness coaching training and They hope to improve symptoms of COPD, Metabolic Syndrome. They have worked on healthier eating, stress reduction, and

## Forensic Department

Over the past year, we joined forces with the Carbon County Veteran's Treatment Court. As a member of the treatment team we provide case management services to those with MH diagnoses.

Our CIT program has grown to now include all 3 local police departments in Monroe County, in addition to the departments in Carbon and Pike Counties.



## Housing

We have expanded and enhanced our housing resources through a reinvestment plan. CMP HealthChoices in collaboration with the Monroe County Homeless Advisory Board (MCHAB) selected a provider to master lease or provide bridge funding for up to 12 apartments throughout Carbon, Monroe and Pike Counties with the goal of providing safe and affordable housing opportunities for Medical Assistance-eligible adults with a mental illness and/or a substance abuse disorder who are: homeless; at risk for institutionalization; at risk for homelessness and/or temporarily unable to secure adequate income to maintain decent and affordable housing. In addition, the provider will provide for contingency funds to assist members to remove financial barriers to assist them in being successful.

## MH Walk

This year's slogan was "Together we recover!" This event has been going on for 17 years and has grown each year (Rain or shine). It is attended by people of all ages and backgrounds. This year we had a record number of participants, just shy of 900 people in attendance. Speakers included commissioners, state representatives, consumers, and agency staff. We had information tables set up consisting of

24 community entities, agencies, and resources including behavioral health providers, insurance companies, hospitals, and community businesses. This was followed by a picnic lunch, sharing of recovery stories, and dancing.



## CMP HEALTHCHOICES

Fiscal Year 2016/2017 was a year when membership for the Carbon-Monroe-Pike HealthChoices Program (CMP HC) saw a leveling off. Previous years' membership had seen significant growth as a result of the Medicaid Expansion in Pennsylvania. The total, unduplicated number of HealthChoices Members in CMP for the fiscal year was 55,598. This total number of Members was comprised of 39,952 "core" individuals and 15,646 who became eligible as a result of Medicaid Expansion.

Of the total number of Members, 7,550 adults received a behavioral health service during the fiscal year. The value of these services was \$20,723,752. The total number of Members under the age of 21 was 4,328. The value of these services was \$25,291,769.

This year was a milestone year for the HealthChoices Behavioral Health Program in Pennsylvania and in Carbon, Monroe and Pike Counties. The Program first rolled out in the southeastern counties of Pennsylvania in July of 1997. These "legacy" counties paved the way for successful implementation of the model in Pennsylvania. Their success in leveling off the uncontrolled growth in Medical Assistance spending in their region was paired with significant improvements in quality of services demonstrated that counties could manage the Medicaid Program successfully. These early successes helped the Commonwealth with their decision to continue to roll out the HealthChoices program across Pennsylvania.



Ten years later in 2007, CMP HC was part of the final group of counties to enter into the HealthChoices Program. We entered the HealthChoices program along with our selected managed-care partner, Community Care Behavioral Health (CCBH) with slightly less than 30,000 Members. Together, we have successfully operated the program for ten years and successfully grown the program to where we are today.

We continue to work to improve the HealthChoices program in CMP. Our continuing priorities are an adequate network delivering quality care; good fiscal stewardship; and the continual development of evidence-based models for our Member.

### CMP HC Mission Statement

*Creating opportunities for recovery and resiliency through quality behavioral healthcare*

### CMP HC Vision Statement

*The vision of Carbon-Monroe-Pike HealthChoices is to provide an environment for Members to receive the behavioral healthcare services and supports that meet their needs. This is accomplished through a collaboration with all stakeholders that promotes accessibility, choice, accountability and responsibility. Quality management is critical in ensuring effective outcomes for Members and must always recognize the individual's inherent resiliency and ability to work toward recovery at their own pace. It is only through effective management of the HealthChoices Program that the larger behavioral healthcare network can be improved for all citizens of Carbon Monroe and Pike Counties.*

- ◇ Total Membership for FY2016/2017: 55,598
- ◇ Core Membership: 39,952 Members
- ◇ MA-Expansion Membership: 15,646 Membership
- ◇ 7,550 Adult Members received Behavioral Health Services totaling \$20,723,752
- ◇ 4,328 Child Members received Behavioral Health Services totaling \$25,291,769

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Front L to R—Jeff Hartzell HC Director, Tina Clymer Administrator, Fred Beltz DS Director. Back L to R—Sheryl Shay IT Director, Jennifer Williams MH Director, Kathleen Peterson CFO, GeorgeAnna Ferrara HR Director.