I have the honor and privilege of being in my 23rd year of employment with Carbon-Monroe-Pike Mental Health and Developmental Services. Believe it or not, I am not the person with the longest employment history here! I work with some of the most amazing people including our staff, providers, government officials, consumers, and family members and am very grateful that my life path has brought me to this agency and position. With that being said, 23 years is a long time to do ANYTHING, but here is the thing...the MH and DS worlds are always changing, expanding, improving, and morphing! It is a beautiful thing. Sometimes it is frustrating; sometimes it is scary; sometimes it is stressful; but always beautiful.

One of the biggest changes in our system during my time here has been the advent of HealthChoices in 2007. This is often referred to the "Behavioral Health Carve Out". It is a little complicated, but essentially this allowed Counties the opportunity to manage Federal Medicaid dollars. We were thrilled to have this opportunity because we knew we could make things better for our fellow community members. To accomplish this, we partnered with Community Care Behavioral Health, a managed care company, to develop and manage our system of care. It was a fantastic decision!

We grew from one outpatient provider (with a 6-10 month waiting list) to five outpatient clinics and more individual providers than I can keep track of for therapy. The types of services we can offer to individuals also expanded. Having begun with Medicaid only reimbursing for Outpatient, Partial, Inpatient, Intake, and certain case management, it now includes Assertive Community Treatment, Psych Rehab, Certified Peer Specialist, and many other supplemental services.

This has allowed Medicaid to fund a number of services that had previously required state funding for reimbursement. That state funding now pays for things like expanding mental health housing; additional services for people without insurance; expanding crisis services; increasing social rehabilitation; expanding services in correctional facilities; and training for both the community (e.g. Mental Health First Aid and Suicide Prevention) and staff.

The Behavioral Health Carve Out has been politically threatened in past years, but we believe it is essential to maintain and to improve/expand Mental Health and Drug and Alcohol services in Carbon, Monroe, and Pike Counties and across the state of Pennsylvania. I hope you will support us in letting your local Representatives and Senators know that you support continuing the Behavioral Health Carve Out! It supports integrated behavioral and physical health care and addresses the social determinates of health.

There are still many unmet needs in our systems. CMP MH/DS Program Directors and I attend local and state meetings to develop new ways to meet the needs of our communities. One of the many things we have done this year is assisted our crisis provider in becoming Lifeline Certified so that eventually all calls from our counties made to the National Crisis Hotline, will be routed to our local crisis department. In addition, we received grant funding to unify and improve services for youth in our three counties. Our DS Department is deeply embedded in Communities of Practice, an approach to involve the community and families of individuals with intellectual delays and/or Autism in planning for a fulfilling life with a rich array of natural supports - not just put on a wait list for waiver funding.

There are so many great things going on. I hope you will take some time to read about our specific departments in the following articles.

You are important; take care of yourself! Best wishes for 2019.

Sincerely,

Tina
Fiscal Year 2018 has been another productive year for the CMP HealthChoices (CMP HC) Program. One of the biggest changes to happen has been the ability of our staff to have a dedicated office space again. We relocated to Suite 103 in the 724 Phillips Street building along with the CMP MHDS Information System Department. The space has allowed us to accommodate the staffing changes that have occurred in our program.

In FY2018, CMP HC was able to add a part-time, Clinical Director to the program staff. We successfully added Zaayda Martinez as the Clinical Director in September. The timing of her arrival has been especially helpful as we have faced changes in the HealthChoices grievance process and as a triennial review by the Department of Human Services (DHS). We are excited for the way Ms. Martinez’s expertise and experience will positively impact the overall HealthChoices Program in our three counties.

FY2018 was a year where reinvestment dollars were able to improve the provider network and services/supports for our members. We, in conjunction with Community Care, rolled out three, two-day trainings on the American Society of Addiction Medicine’s (ASAM) level of care protocol for all CMP providers of Substance Use Disorder (SUD) treatment. We were also able to fund the Flexible Housing Fund program that is operated by Resources for Human Development. This program provides financial assistance to maintain individuals and their families in stable housing.

In 2018, CMP HC has also launched on several projects with DHS to improve the quality of services and outcomes for our members. In conjunction with Community Care, we have responded to add and expand on Value Based Purchasing. Overall, our work with Community Care programmatically and financially is working toward improving and adding to evidence-based and promising practice programming for our members.

<table>
<thead>
<tr>
<th>HealthChoices Department Data</th>
<th>Fiscal Year 2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Membership</td>
<td>58,851</td>
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<tr>
<td>Core Membership</td>
<td>42,167</td>
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<tr>
<td>MA-Expansion Membership</td>
<td>16,684</td>
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<tr>
<td>Adult Expenditures for BH Services</td>
<td>$22,318,552</td>
</tr>
<tr>
<td>Child Expenditures for BH Services</td>
<td>$27,299,583</td>
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</tbody>
</table>

C-M-P MH/DS Advisory Board recognized the following award recipients for their Outstanding Community Service at the annual dinner held on October 17, 2018.

- Jennifer Fuente
- Ernest Roundtree
- Judge Jonathan Mark
- Charles Cahn

Front L to R—Kathleen Peterson CFO, Jeff Hartzell HC Director, GeorgeAnna Ferrara HR Director. Back L to R—Kimberly Chern DS Director, Sheryl Shay IT Director, Jennifer Williams MH Director, Tina Clymer Administrator.
The Developmental Services (DS) Department has experienced many exciting changes over the past year. The changes include a new waiver, providing services for more people, an additional position in the department, and a regional collaborative.

The Center for Medicare/Medicaid Services (CMS) added a Community Living Waiver in January, 2018. This additional waiver has a cap of $70,000 and it has been very beneficial in offering needed supports and services to consumers in both the home and the community.

Our DS Department has expanded to now serve those diagnosed with Autism and have deficits in adaptive functioning. Previously we could only serve individuals diagnosed with both Autism and Intellectual Disabilities (ID), but our agency is now able to serve individuals with Autism only. We are training our staff in learning more about Autism resources in the community so we can do our best to assist each person to succeed in their life journey.

An additional position was added to our DS Department in order to centralize the intake process. We created an Intake and Eligibility (I & E) Coordinator so that all intakes for Developmental Services and Autism are received through one member of our staff. This helps with consistency in communication, eligibility determination, and knowledge of resources that are shared with individuals and families. The I & E Coordinator also facilitates trainings on the LifeCourse Tools which helps individuals and families develop a strategy and discover choices that will enable them to live their lives as they choose. The LifeCourse focuses on where they are now and provides a vision on how to plan for an inclusive and productive future.

We have expanded our Regional Collaborative to include other stakeholders such as providers, Mental Health staff, individuals and family members. The purpose of the collaborative is to build awareness and connect families to resources in their communities. They are being educated on utilization of those local resources and how they can benefit from them.

**Early Intervention** continues to participate in several community outreach programs and events in order to bring awareness of our services to the individuals and families in the Tri-County area. One of the results of the continued outreach is the increase in referrals that the department has seen over the past year. We are averaging 50 referrals per month which is substantially more infants and toddlers that we are able to support as compared to previous years.

**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.

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

Our Community Outreach Coordinator collaborated with local law enforcement agencies to help enhance the relationship with our communities. April 30, 2018 through May 4, 2018, a 40 hour Crisis Intervention Training (CIT) Program was held at Northampton Community College, Monroe Campus, in Tannersville. Trainees included two Stroud Area Regional Police (SARP) Officers, one Pocono Mountain Regional Police (PMRP) Officer, one Jim Thorpe Detective, two Pike County Correctional Treatment Counselors, one Bushkill Emergency Medical Technician, and one Carbon-Monroe-Pike Mental Health Developmental Services (CMP MH/DS) Forensic Case Manager. We also held several 6 hour CIT Programs in September & October in which Carbon County Adult Probation Officers and Police Officers from SARP Department, PMRP Department, and Pocono Township Police Department (PTPD), were also trained.

Our agencies Mental Health First Aid (MHFA) Trainers held 22 MHFA trainings in 2018 to include youth, adult and public safety, having trained 369 attendees. The participants included police officers, local school district staff, Children and Youth staff, correctional facilitates staff and other community supported agencies in Carbon, Monroe and Pike counties.

Our Consumer Supports Program (CSP) was able to provide both CSP groups in Carbon and Monroe Counties with a brief presentation and overview of how the Community Hospital Integration Projects Program (CHIPP) started, what (CIT) is, and hear testimonies from police on the benefits these programs have provided to their communities. Carbon County CSP attendees had the opportunity to speak with Chief Joe Schatz of Jim Thorpe Police Department, while Monroe County CSP attendees had the opportunity to speak with Lieutenant Kris Vogt of Pocono Mountain Regional Police Department. Both officers delivered a testament to how CIT and community policing have come together to better serve those with mental health needs.

The Behavioral Health Home Plus (Wellness Program) has completed another year of the contract and this year focused on tobacco use reduction and reduction of blood pressure. Our TCM’s acting as wellness coaches are completing wellness assessments for every adult consumer we intake and monitor wellness goals on-going. We had our first “Wellness Week” for MH/DS employees which was a success. This included yoga demonstrations, how to stay active while in the office, deep breathing techniques for relaxation and a staff walk. Additional topics included: Hydration, Stress Relief, Healthy Eating, Blood Pressure Screening and Physical Activities.

Ellen Siegel and Maureen Southern attended Pat Deegan’s 6 month, Common Ground Academy. They studied and learned about topics such as Developing Empathy for the Lived Experience of Psychiatric Disability, Moving beyond Compliance to Alliance and Managing Sigma in Medical Settings.

Mike Bamford and Ellen Siegel presented CMP’s 2017 BHHP outcomes at CCBH’s Quality Care Management Meeting.

The ACM Department continues to work diligently on assisting consumers with intakes, obtaining benefits and linking consumers to mental health and community resources.

We would like to congratulate ACM supervisor Jennifer Fuente for receiving the: “Outstanding Community Service Award”

We would also like to congratulate Jordan Hutson Monroe TCM, for receiving the; “Above and Beyond Award”.

Our TCM’s are fully complemented now after an irregular amount of staff turnover. Our new TCM’s have stepped right in and are proving to be successful case managers. There has been an increase in Targeted Case Manager referrals over the past year and 125 over the last 4 months, just for Monroe County.