



Issue 16
Winter 19/20

People Helping People

CARBON-MONROE-PIKE MENTAL HEALTH AND DEVELOPMENTAL SERVICES



The end of another year has come. 2019 was a busy one! Our agency expanded to 122 employees. Our staff have worked hard to meet the needs of the individuals and families we serve.

They advocate with providers, employers, state organizations, community organizations, government agencies, and sometimes even within our own agency to ensure needs are met. Most times, they are successful. They feel satisfied that they are doing a good job. When they are not able to get people what they need, our staff are greatly affected.

They have so much compassion and empathy for the families they work with. While they cannot truly know what it feels like to be in that person's or family's shoes, they experience frustration and feelings of defeat, sadness, and anger when resources are not available.

We take this very seriously and try to help our employees practice good self-care. We provide a monthly internal newsletter with safety and wellness tips, in addition to support through our managers and supervisors and the Employee Assistance Program. We try to let staff know how much their work is appreciated. This year during our Annual Wellness Week, we provided flu shots; hosted a blood drive; provided healthy snacks; and had group walks in each office during lunch time to let our staff know how important they are and to help them take care of themselves. We will continue our wellness efforts for our staff and for the individuals we serve.

Good self-care and "personal medicine" are important, for all of us. It is truly a personal choice. If you like music, make sure you have your favorite tunes on your phone or have a radio you can tune in. If you like art, keep paper and pencils, crayons, or paint on hand. Take a walk. Call a friend. Bake a cake or cookies.

Whatever makes you feel good, tap into it. There are so many free and inexpensive ways to bring joy to our lives, but sometimes with the hustle and bustle of the world and our stressors,

we forget about them or think we don't have the time. We are important. You are important. Make the time for yourself! You deserve it.

Our efforts to support our staff; build leadership skills; and promote good self-care seem to be paying off. Our staff retention has improved greatly and we hope to continue this trend. Forty-one percent of our staff have been with the agency for 10 years or more. Sixty-three percent have been with us for five or more years. Many with the agency less than five years are in newly developed positions or vacancies created by promotions and/or retirements.

As the new year begins, we at Mental Health and Developmental Services look forward to advocating for additional funding to help us meet the needs of the community. With increased funds, we anticipate adding additional staff and new programs; reinstating some programs that closed; providing much needed increases to residential provider budgets; and expanding our community resources as much as possible. If you have a chance to speak with your local Senators and Representatives, please advocate for an increase of state funding for Mental Health and Developmental Services. These funds are necessary to meet

the needs of the community and to help us recover from the 10 percent budget cut and level funding from prior years. We always welcome your advocacy and support.

Celebrate the good in life and be kind to yourself and others!

Sincerely,

Tina



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DEVELOPMENTAL SERVICES

The Developmental Services Department provides supports and services to individuals with an Intellectual Disability as well as individuals with an Autism diagnosis. We continue to expand the number of individuals served and the number of individuals enrolled in the Office of Developmental Program (ODP) waivers. We have been fortunate to receive additional allocations from the state, which enabled our agency to enroll ninety more individuals in waiver services over the past year, and we are in the process of enrolling forty more by the end of the calendar year. Waiver funded services offer individuals the opportunity to participate in several programs that include employment supports, community behavioral, In Home and Community Supports, and transportation. Carbon-Coordination services to all individuals who are accepted, and works to link



individuals to local community resources. We have focused our efforts on reaching stakeholders in order to provide them aware of opportunities that can ships we have engaged in include; The PA Regional Collaborative, LifeCourse Tools training with ODP, and outreach to local schools and businesses. The goal of empowering individuals and families is at the forefront of our mission as we provide person-centered services and work with them to build a life that leads to success and happiness. We continue to work on improving the effectiveness of our services from the front door at Intake and Eligibility, through Supports Coordination, Employment and Self Advocacy.

out to individuals, families and community information, education and support to make potentially enrich their lives. The partner-Family Network, Communities of Practice

Training is an important component in the DS Department's outreach. We coordinated trainings for individuals on self-advocacy, sexual abuse awareness and ODP waiver services. Employment is another important initiative that the Developmental Services Department is actively promoting. We have an Employment Coalition that meets regularly to discuss strategies that may possibly increase employment for individuals with intellectual disabilities and autism. The coalition also hosts community events such as business card exchanges and reverse job fairs. We work closely with schools to assist students in the transition process from graduation planning through to post graduate employment and other activities that are of interest to the individuals we serve.



C-M-P MH/DS Advisory Board

recognized the following recipients for their

Outstanding Community Service Award

at the annual dinner held on
October 14, 2019.

- ◇ **Denise Kovalovsky**
Access Services Team Leader
- ◇ **Sue Ann Jacobs**
Area P Special Olympics
- ◇ **William Balester**
CMP TCM 20 yrs. of service



The Early Intervention (EI) Department falls under Developmental Services, and similar to the individuals served that have an Intellectual Disability or Autism, the EI Department continues to expand in serving individuals from birth to three years of age. They have received increased referrals and served an additional one hundred infants and children over the past year. The referrals originate from a variety of sources that include pediatricians, hospitals, children and youth, and day care programs. As a result of Carbon-Monroe-Pike community outreach efforts, parents also contact the Early Intervention Department on their own.

The EI Department is moving to a coaching model which will empower parents to be more involved in the supports provided, and will incorporate skill development in their daily living.



HOUSING

Monroe Co. Housing Authority has been the recipient of 14 MS 5 vouchers specifically for those who are disabled; have been in an institution and are homeless; criteria also covers prevention of institutionalization and/or prevention of homelessness. As of 11/15/19, MCHA has indicated they will be receiving 11 additional vouchers as well.

Carbon Co. Homelessness Task Force working together with other community programs are planning to open a shelter in 2020, specifically for women. Task force members and volunteers are gearing up for their annual homeless PIT (point of time) count mid-January, in hopes to get a more realistic count of the homeless who exist in the area.

This year has seen the startup of Pike County LHOT (Local Housing Options Team) monthly meetings to address the continued housing issues in Pike County. Multi agency representatives are promoting awareness, sharing ideas and resources along with looking for funding opportunities to expand affordable and accessible housing for those in need.



CHILD & ADOLESCENT SERVICE SYSTEM PROGRAM

The Carbon CASSP Coordinator working with the PA Care Partnership Systems Of Care started the implementation process of Handle with Care. A presentation was given to the school district superintendents and police chiefs in October 2019. A stakeholders meeting is expected to be held in early 2020.

In Monroe, our CASSP Coordinator worked with the PA Care Partnership System Of Care and the Children's Roundtable to bring Trauma Trainings to schools and corrections disciplines.

The Pike CASSP coordinator represents MH/DS at many meetings and community initiatives, some of which are the National Suicide Prevention Initiative; the Grief and Crisis Project with the PA Care Partnership System of Care and the school districts; the Child Death Review Team; and the Multidisciplinary Interagency Team.

All our CASSP Coordinators are part of the Student Assistance Program in their respective school districts, attending weekly meetings and completing mental health assessments.

MH CASE MANAGEMENT

TCMs continue to work with our SPMI (Serious & Persistent Mental Illness) population in the community helping our consumers find resources and become as independent as possible. TCMs continue to face challenges as we now see many individuals involved in the legal system, who are homeless, or affected by the opiate crisis.

The CMP MH/DS BHHP (Wellness Program) has met all their goals for last year's contract and have assisted many individuals with smoking cessation and on-going blood pressure monitoring. The TCMs, in their role as wellness coaches, have seen many success stories in regards to wellness goals. In 2020, the BHHP will also be adding screening for diabetes.

The CMP MH/DS ACM Department is at full staff in all three counties. They are working hard to ensure everyone who walks through our doors is seen by a live person. The ACMs continue to assist those who are uninsured or underinsured find appropriate resources and apply for benefits.



COMMUNITY OUTREACH

During 2019, Community Outreach took on many tasks to support our local law enforcement agencies, and their relationship with our communities. CIT (Crisis Intervention Team) and Community Outreach has been partnering with our New Perspectives Crisis Team to conduct Meet and Greets throughout Monroe and Carbon County, to establish the connection between MH/DS and Crisis Services. Tablets have been distributed to nine local departments at this time throughout Monroe and Carbon. The community outreach to the individual departments has allowed for additional buy-in to the tablet program as well as the opportunity for education for those departments. CIT is looking to hold a 40-hour training as well as multiple six hour trainings in 2020. In 2019, 40 officers and trained professionals received 4-6 hour CIT trainings. Officers were trained from the following departments: PTPD, PMRPD, SARPD, A Pocono Country Place, MHDS staff, and Lehigh Valley Pocono Staff Personnel.



CMP HEALTHCHOICES

Fiscal Year 2018-19 has been another productive year for the CMP HealthChoices (CMP HC) Program. We have worked successfully to continue to expand our work with Community Care to meet ongoing program changes and demands.

- Significant efforts this year have gone on with regard to our triennial review by the Department of Human Services (DHS) that occurred in the spring of 2019. The Performance Evaluation Process (PEP) assesses how both the primary contractors and their managed care partners are delivering the program. We are assessed against the requirements of the Medicaid program by both the DHS and the Commonwealth. The feedback from DHS was very positive and minimal changes will need to be made as a result of the PEPs process.

Additionally, we have worked very closely with Community Care on the continued expansion of value-based purchasing and ongoing efforts with the Integrated Care Plan project. We are excited that our efforts with the latter have resulted in incentive payments for meeting our goals. These funds will be especially helpful in the current fiscal year operations.



Fiscal Year 2018-19 also allowed CMP HealthChoices to bring our Clinical Director position to full-time. Zaadya Martinez has operated very successfully in the role on a part-time basis. As the year progressed, it was clear that we needed to expand the hours to better meet the needs of our department. That transition became effective right at the end of the fiscal year.

- Lastly, CMP HealthChoices incorporated a value-based purchasing requirement into Community Care's contract. The purpose was to incentivize Community Care to expand evidence-based services in CMP. Community Care successfully made efforts during the year that resulted in training of Outpatient Mental Health treatment staff in Trauma-Informed Cognitive Behavioral Therapy (TI-CBT). We are very pleased with the opportunity this will provide for our members.

HealthChoices Department Data Fiscal Year 2018-19

◆ Total Membership	\$53,850
◆ Core Adult Membership	\$9,576
◆ Adult MA-Expansion Membership	\$16,250
◆ Adult Expenditures for BH Services	\$20,178,671

Carbon-Monroe-Pike
Mental Health and Developmental Services

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Newsletter Sign-up:

<http://eepurl.com/cNPv09>



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Mission Statement

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



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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.

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.