

HUMAN SERVICES ADVISORY BOARD
JANUARY 12, 2022
SHARWELL BUILDING

CALL TO ORDER:

A meeting of the Human Services Advisory Board was Called To Order at 5:00 p.m. by Keith Wagner, Joinder Executive Director.

Members: Carol Sides; Pete Smeltz; Commissioner Richard Mirabito; Ben Green; Emily Powell Hodges; Commissioner Jeffrey Snyder; and Susan Newcomer. **Staff:** Keith Wagner – Executive Director/MH-ID Administrator; Matt Salvatori - CYS Administrator; Kathy Lynn – County ID Director; and Cathy Bennett - Administrative Assistant. **Guests:** Chad Riley

INTRODUCTIONS:

Mr. Wagner welcomed everyone to the first meeting of calendar year 2022. He introduced Susan Newcomer who was appointed at the December Joinder Board meeting as a member of the Intellectual Disability Sub-Committee. He also introduced Chad Riley whose name appears on the January Joinder Board agenda for appointment to the CYS Sub-Committee.

ELECTION OF HSAB OFFICERS:

Mr. Wagner noted that the Election of Officers for the calendar year is to occur at the January meeting. At present, the Chairman's seat is vacant; however, the Vice Chairman's seat is currently filled by Carla Mitcheltree and the Secretary is Carol Sides. He noted that Carla and Carol were contacted and they both agreed to remain in their current roles if re-elected. Carla did indicate that she did not wish to move up into the role of Chairman. He asked if there were any nominations for the Chairman's position. After a brief discussion, Pete Smeltz indicated he would serve in that role if elected. Commissioner Mirabito Moved and Carol Sides Seconded a Motion that:

Robert (Pete) Smeltz be appointed as Chairman; Carla Mitcheltree be reappointed as Vice Chairman; and Carol Sides be reappointed as Secretary of the Lycoming-Clinton Human Services Advisory Board for calendar year 2022."

The Motion passed unanimously.

OVERVIEW OF ADMINISTRATIVE ENTITY MANGEMENT QUARTERLY REPORT AND IM4Q UPDATES:

Kathy Lynn, the Joinder's ID Director, provided the HSAB with a required update of Administrative Entity Quality Management Plan Objectives and IM4Q reporting information. She noted there were four ongoing objective areas for review in the second quarter of FY 2021-2022 (10/1/21 - 12/31/21): Individual to Individual Abuse; Employment; Restraints; and IM4Q. She provided a brief review of each objective which is summarized on the handout she distributed. This document will be retained as an attachment to these minutes (Attachment A). Ms. Lynn also distributed a 2021-2022 IM4Q Program Monthly Reporting Form (Attachment B). She noted that the MH/ID Agency has a contract with Advocacy Alliance to conduct evaluations with consumers to determine their level of satisfaction with services and they plan to interview 58 individuals during the contract period of 7/1/21 to 6/30/22. As of the second quarter they have interviewed one individual and the number to be interviewed will increase in the coming months.

ADMINISTRATIVE UPDATES:

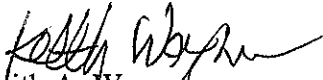
Mr. Wagner noted that at the November meeting he had updated the HSAB that the Joinder was in the process of transitioning their mental health crisis services to a contracted provider agency – Center For Community Resources (CCR). He noted that a grant had been obtained to help offset the start up costs and plans are to initially have a 24 hour on site service in Lycoming County, to include a residential component sometime in the future. Since the last meeting, CCR has located a potential site in the downtown Williamsport area to house their facility and it does have the capacity for a short term residential component. Thoughts were to have them providing services by May 1st; however, the time frame for start up may need to be extended until they are able to secure a site. He noted that CCR will also be providing services in Clinton County and we will be signing a sublease agreement with them to rent two office spaces in our current Lock Haven Satellite Office. Services in Clinton County will be provided during the work day, with on call services available after hours, weekends, and holidays.


In regard to the provision of crisis services (including child abuse and neglect investigations) for Lycoming County Children and Youth Services, Mr. Salvatori noted that Agency staff are required to provide these services. Once CCR assumes the provision of mental health crisis services for the Joinder, plans are to have a CYS Supervisor and 4 staff working second shift (2:00 p.m. to 10:00 p.m.) during the week and then the remaining hours will be covered by on call services. Plans are underway to coordinate these services and it is felt that these additional hours will allow greater access for families who work during the day. Mr. Salvatori also updated the HSAB on the Family Engagement Initiative. He noted that a letter of interest had been submitted to the Office of Children and Families in the Courts for Lycoming CYS to be considered for participation in Phase 4 of the State Roundtable’s Family Engagement Initiative (FEI). He was pleased to report that the Agency has been accepted and that he and other CYS staff, as well as Judge Tira, joined a WebEx on 12/16/21 to receive an overview of the FEI. Plans are to eventually train all staff in this initiative which will focus on improving and enhancing services provided by the Agency. He noted that there are currently 38 children in foster care with 44% of those children placed with a family member. It is the goal of the Agency, whenever possible, to maintain children in a setting with individuals they are familiar with.

OTHER BUSINESS, NEXT MEETING AND ADJOURNMENT:

It was noted that the next meeting of the Human Services Advisory Board is scheduled to be held on Wednesday, April 13, 2022 at 5:00 p.m. at the Sharwell Building. Instructions on how to join the meeting by Zoom or telephone call in will be sent out with the meeting notice. With no further business before the HSAB, the meeting was adjourned at 6:10 p.m.

Respectfully Submitted,


Keith A. Wagner
MH/ID/EI Administrator


Matthew Salvatori
CYS Administrator

Review Period: 10/01/2021 to 12/31/2021

Focus Area: Individual to Individual Abuse

Data Review: The goal for this objective is to reduce incidents by 10% for FY 21/22 from 49 incidents to 39 incidents of Individual to Individual Abuse. During the first quarter of FY 21/22, there were a total of 14 incidents of Individual-to-Individual Abuse incidents filed (July=1, August=5, September=8). Trends and patterns noted were roommate occurrences within several group homes as noted in seven of the eight incidents. One person has moved to a different home due to COVID staffing issues. Incidents for this home has decreased.

During the second quarter of FY 21/22, there were a total of 7 incidents of Individual-to-Individual Abuse incidents filed (October-1; November-3, December 3). Trends and patterns noted housemates seem to be annoying each other and reacting. Five of the incidents were housemates upset with each other. Staff within the home have met to discuss how to better support the housemates. One incident was behavioral, and remediation was completed.

Identification of Barriers and Strategies to Overcome Them: First quarter of FY 21/22: Staffing patterns have been adjusted to have better supervision between housemates. Plans of support have been developed.

Second quarter of FY 21/22, staff continue to have debriefing meetings to discuss what occurred prior, during and after to determine if anything could have been done differently to prevent the incident. Staff will continue to complete remediation within the home to prevent future occurrences.

Focus Area: Employment

Data Review: The goal for this objective is to increase unduplicated individuals employed in Competitive Integrated Employment to 95, 10% over the baseline number of 86 by 6/30/2023. The first quarter of FY 21/22 four people lost their jobs and six people gained employment. Some employment was lost due to individuals concerns about being exposed to COVID. Others found that they did not like the job they were doing and quit their job. People had an easier time getting employment because the job market at this time needs workers, especially in food service. There is a total of 82 people employed at this time.

During the second quarter of FY 21-22, one person had two part-time jobs. She decided to quit one part-time job and increase hours at the other job. Two people quit their jobs. No explanation was given to this reviewer. Three people quit jobs and either returned to their old jobs or obtained new employment. There are currently 82 people employed.

Identification of Barriers and Strategies to Overcome Them: First quarter of FY 21/22: At this time, team members will assist those who are interested in working on how to find a job and how to apply. Supports can be obtained to help the person be successful.

Second quarter showed that people were not willing to stay at a job that where they were not happy or fulfilled. Staffing shortage to assist individuals to develop jobs and offer support at the job site is a

barrier. This reviewer will be discussing employment at provider meetings. This will hopefully keep employment in the forefronts so that those who desire employment can work.

Focus Area: Restraints

Data Review: The goal for this objective is to maintain incidents of Restraints at 2 restraints for the year. During the first quarter of FY 21/22, there were four Restraints filed. Restraints that are approved Restrictive Procedures was one. Three restraints were Provider Emergency Restraints. The team felt that either the individual or the staff were in danger. Restraints were used as a last resort after trying to utilize de-escalation techniques. One individual's team is working with a Behavior Specialist to develop a plan to support him.

During the second quarter of FY 21/22, there were two restraints filed. One was Provider Emergency Protocol, and one restraint was a Human Rights Team approved Restrictive Intervention. Individuals have a Behavior Specialist who was notified after each restraint.

Identification of Barriers and Strategies to Overcome Them: One barrier was identified in that the individual is new to the home. Staff are learning his triggers. The team will be working with a Behavior Specialist to develop a plan to support him. The goal for this objective will be modified to maintaining restraints at no more than four for fiscal year 21-22.

Identified Second Quarter Barriers, No Barriers identified. The goal for this objective will be modified to maintaining restraints at no more than six restraints for fiscal year 21-22.

Focus Area: IM4Q

Data Review: The goal for this objective is to review and track to 86% completion of filed IM4Q considerations monthly. No considerations were completed during the first quarter of FY 21/22.

No considerations were completed during the second quarter of FY 21/22.

Identification of Barriers and Strategies to Overcome Them: No barriers are identified at this time.

9/1/2021

2021-2022 IM4Q Program Monthly Reporting Form

Please complete and submit this two-page form the 1st week of each month reporting the previous month's activity to the appropriate IM4Q Regional Coordinator, and AE office(s). If AAW surveys have been completed this month, please also copy the appropriate BSASP IM4Q Coordinator and attach screenshots of the finished AAW surveys.

Contact Person: Katie Connolly

Date: 1/7/2022

Program Name:

Telephone Number:

E-mail: kc@theadvocayalliance.org

County/Joinder(s): Lycoming/Clinton

Please Provide the Following Information – Thank You:

A. Total number of individuals to be monitored for this contract year:	58
a. Number of individuals to be interviewed for the Core Indicators:	7
b. Number of individuals to be interviewed for the IM subset:	49
c. Number of individuals to be interviewed for the AAW subset, if applicable:	2
d. Number of individuals to be interviewed for the State Center subset, if applicable:	0
e. Number of individuals to be interviewed in person	N/A
f. Number of individuals to be interviewed via Zoom	58
B. Total number of individuals monitored in this month's reporting period:	1
a. Number of Core Indicator interviews this month:	1
b. Number of IM interviews this month:	0
c. Number of individuals interviewed for the AAW subset, if applicable:	0
d. Number of State Center interviews this month, if applicable:	0
e. Number of individuals to be interviewed in person	N/A
f. Number of individuals to be interviewed via Zoom	1
C. Total number of individuals monitored so far this contract year:	1
a. Number of interviews that were Core Indicators:	1
b. Number of interviews that were IM:	0
c. Number of individuals that were AAW, if applicable:	0
d. Number of interviews that were State Center surveys, if applicable:	0
e. Number of individuals to be interviewed in person	N/A
f. Number of individuals to be interviewed via Zoom	1
D. Number of consumers refusing to be interviewed this month:	0
a. When contacted before the actual interview:	0
b. At the time of the actual interview	0
E. Number of individuals who could not be interviewed for reasons other than refusal (death, not meeting residency or other requirements, etc.) this month:	0
F. Number of legal guardians, including parents of minor children, refusing on behalf of the person to be interviewed this month:	0
G. Number of individuals who were unable to be contacted or who did not respond to requests this month:	0
H. Are there a disproportionate number of refusals from a specific agency, program, or setting? If so, please explain: Click or tap here to enter text.	
I. Total number of surveys data-entered into ODESA in this month's reporting period:	0
a. Number of Core Indicator surveys entered:	0
b. Number of IM surveys entered:	0
c. Number of AAW surveys entered (if applicable):	0
d. Number of State Center surveys entered, if applicable:	0
J. Total number of surveys data-entered into ODESA so far this contract year:	0
a. Number of Core Indicator surveys entered:	0
b. Number of IM surveys entered (include AAW surveys, if applicable):	0
c. Number of AAW surveys entered (if applicable):	0
d. Number of State Center surveys data-entered, if applicable:	0
K. Total number of pre-surveys entered into HCSIS in this month's reporting period:	1
L. Total number of pre-surveys entered into HCSIS so far this contract year:	1
M. Number of postcard evaluations received this month:	0