

**LANCASTER COUNTY CHILDREN AND YOUTH AGENCY  
CITIZENS' ADVISORY COMMITTEE  
MINUTES**

February 22, 2022

**Board Members Present:** Brian Klugh, Carrie Bair, Shanon Solava, D'Arcy Crocker, Angela Eichelberger, Theresa Stauffer, Cathy Ginder, Mary Ellen Gerber, Angela Keen, and Ellen Hurston

**Staff Present:** Crystal Natan, Executive Director, Kelley Zipp, Family Support Director, Amy Campbell, Quality Assurance Director, Robin Boyer, Intake Director, Betsy Frame, Permanency Director and Jenna Horita, Executive Secretary

**Community Present:** None

**Excused:** Crystal Martin

**Call to Order:** Board Chair D'Arcy Crocker called the meeting to order at 8:03 A.M. The meeting was held through Lifesize, a virtual platform, due to the COVID-19 restrictions of in-person gatherings.

**Approval of Board Minutes:** Brian Klugh made a motion that the minutes from the May 2021 Board meeting be accepted as presented. Cathy Ginder seconded. Motion passed.

**Old Business:**

**New Business:** Patience Buckwalter was introduced to the Board as founder and CEO of Grapeleaf Empowerment Center

Crystal Natan notified the board of John Trescot being elected as the new County Commissioner. She stated he will be the Children and Youth Agency liaison.

**Director's Report: Staffing/Vacancies**

- Crystal Natan discussed the Agency's return to regular office and mobile hours which consist of 50% office based.
- Crystal Natan stated the Agency began utilizing retention and hiring bonuses in November 2021.
- Amy Campbell discussed there are several more employees applying with the hiring bonuses, but many individuals are not responding to offers made. Amy stated the hiring process is moving quickly with offers being made within five to six days.
- Crystal Natan stated CYA is still at a 37 percent vacancy rate. There has been a slight increase with the hiring bonus, but it is not very significant.

- Crystal Natan discussed how some County offices are making more money causing it to be challenging to retain employees within the Agency. Several employees have moved to other County offices where they are being paid more.
- **Agency Goals and Initiatives**
  - Crystal Natan stated the Family First Prevention Act is currently underway. Crystal Natan and Amy Campbell are working to implement new preventative programs.
  - Crystal Natan discussed how a Request for Proposal is necessary for any entity. Crystal Natan stated the entity will apply and then a small group of County employees will look through submissions and then one of the entities will be selected to assist with evidence-based programs and preventative services.
  - Crystal Natan stated CYA is utilizing a new Youth Intervention Center case review. The review was created to establish better communication between CYA and YIC staff.
  - Crystal Natan stated a representative from BHDS, JPO, CASA, and GALS sitting in on the meetings.
  - Crystal Natan discussed that all CYA staff have been trained in the Dual Status Youth Initiative between JPO and CYA.
  - Crystal Natan discussed the continued working with Work Wisdom. She addressed the next generation program where Supervisors are being trained in the event anyone from the Management Team retires.
  - Crystal Natan discussed changes occurring in the office. She cited office sharing and alternative ways to save space.
  - Crystal Natan discussed the annual audit will be occurring in two weeks, March 2022.
  - Crystal Stated the audit results are returned to the Agency within about two weeks.
- **Court System**
  - Crystal Natan stated there have been a lot of changes requested from the Courts.
  - Crystal Natan stated it can be challenging to stay true to the job duties and follow through on their requests.
  - Crystal Natan addressed CYA is struggling with the Courts in their view of the Agency's work. There seems to be a harsher view of the Agency.
  - Crystal Natan stated CYA is working to implement the changes requested by the Court.

**Upcoming Events:** None

**Announcements:** None

**Public Comment:** None

Meeting was adjourned at 9:08 A.M.

**NEXT MEETING: May 16, 2022**  
**8:00-9:30 a.m.**  
**via Lifesize and In Person**  
**Join the meeting: <https://call.lifesizecloud.com/6014008>**

Respectfully submitted,

Jenna Horita