

hLANCASTER COUNTY CHILDREN AND YOUTH AGENCY
CITIZENS' ADVISORY COMMITTEE
MINUTES
May 19, 2025

Board Members Present: Commissioner Alice Yoder, Kurt Miller, Phil Berkheiser, Brian Klugh, Angela Keen, India Folk, Cathy Ginder, Cathy Bender, Katherine Walke, Ramonita O'Maille, Bertha DeJesus-Saldana, Ryan Kuener, Stacey Spangenburg, Madeline Mitchell, and Crystal Martin

Staff Present: Crystal Natan, Executive Director, Kara Davis, Intake Director, Jen Smith, Permanency Director, Kelley Zipp, Quality Assurance Director, and Lindsey Brenna, Executive Administrative Coordinator

Community Present: Tom Lisi, LNP, Jacquelyn Pfursich, Lancaster County Solicitor

Excused: Christopher Wenden, Ashlee Rineer, Deb Jones, Rebecca McMinn, Family Support Director

Call to Order: Board Chair Angela Keen called the meeting to order at 8:04AM

Approval of Board Minutes: Phil Berkheiser motioned to approve the February 2025 meeting minutes; Kurt Miller seconded.

Old Business:

Angela Keen board chair asked if there was any old business to discuss.

- Katherine Walker asked about the solicitor situation, Crystal Natan responded that two new solicitors were hired, Christine Wilson and Carolyn Garneau. There will be one more position open.

New Business:

- Board elections: Chair-Kurt Miller. Vice-Chair-Phil Berkheiser
 - Crystal Natan opened the floor for votes on Chair and vice-chair. Director Natan explained the voting process. The slate was Kurt Miller, Chair and Phil Berkheiser as vice-chair. The vote was taken.
 - Kurt Miller-Chair
 - Phil Berkheiser, vice-chair
- Introduction of Director of Permanency--Jen Smith
 - Director Natan introduced Jennifer Smith. DSS Smith updated the board on her professional experience and background.
- New Audit-Bureau of Audit
 - Director Natan explained the new audit we've been selected to participate in with the Office of Budget/ Bureau of Audits (BOA). BOA will be auditing selected Children and Youth Agencies—4 in total. They did not provide us a specific reason how and why we were selected. Initially, there was some confusion about what the audit would entail. They will be auditing us the Title 55 regulations (Human services). DHS/ OCYF already conducts an annual specific to Title 55 regulations of our Agency and all County Children and Youth Agencies. After several meetings and conversations are waiting for clarification about the release

of confidential information. BOA is not a covered entity and is not authorized to have access to any CPSL case information. Director Natan is uncertain how this audit will go since there is not a defined audit list. Most likely it will be a time-consuming audit for Directors and supervisors.

- Kurt Miller asked if the other counties were questioning the validity of this audit. The audit is valid and permissible according to the DHS/OCYF.
- Bertha DeJesus asked if this has anything to do with our budget
 - Director Natan explained that they are not going to be auditing our budget. The auditor General's office conducts budget/financial audits.
 - Solicitor Jacquelyn Pfursich reported we have to comply, and we will be cooperating with them as long as we receive a letter explaining the specifics of the audit.
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 - Director Natan said that this audit will take roughly six months to complete.

Needs Based Budget Preparation

- Director Natan explained that her and DSS Zipp will be attending training next week to learn any new updates for budgets this year. Director Natan further explained how the budget is produced and what will be awarded for the 2026-2027 budget.
- Family treatment court is a focus of this year's NBB. Director Natan explained she will be attending a meeting at the end of the week to discuss next steps to implement Family Treatment Court. This has the potential to provide significant support/ oversight to help families involved with the agency connect with community support.
- Kurt Miller asked if the STEPS program is assigned to a specific caseworker. - DSS Davis responded that not necessarily.
- Director Natan explained part of the budget planning process is to review and renew contracts yearly to help keep track of funding and that there are adequate programs to support the families affiliated with the agency.
- Director Natan explained that she will have more details on the NBB at the August meeting.

Executive Director's Report:

- Director Natan discussed the steering committee for Family Treatment Court. She said she will keep the board updated and she will share the model with the board. Director Natan explained that York County previously use a similar model, there are many other counties that use this model.
- Director Natan explained that DSS Davis is making a very positive impact on the Intake Department since she took over in December. She's been an impactful addition to Children and Youth leadership.
- Board Chair Angela Keen asked about the annual the OCYF audit.
 - Director Natan provided an update on the citations noted. All were technical citations related to paperwork time frames, signatures etc.
 - Director Natan explained our continuation work with CQI (Continuous Quality Improvement) to work on how to improve our practice and enhance internal processes and office culture. This is led by our Practice Improvement Specialist

with CWRC (Child Welfare Resource Center) - Kurt Miller gave an example of training that counties can participate in to help teach case workers to develop a plan with a family. This is done through the CWRC (Child Welfare Resource Center).

- Angela Keen asked about our interns starting in June. DSS Zipp explained they will start in June and attend Foundations, the required training for all caseworkers through CWRC. They will shadow current staff and meet with their supervisor. By the late fall the interns will be able to be assigned a few cases. Director Natan reported we have 4 paid intern positions this year.
- Angela Keen asked about caseloads and staffing. DSS Davis responded that intake experiences ups and downs during the spring and summer. Intake caseworkers are carrying about 20-30 cases. Intake supervisors are working to make sure cases are evenly distributed and the complexity of cases is fair. DSS
- Director Natan explained we are seeing an increase in the number of children in out of home placement. We currently have 25 more placements this year than last year at this time. The reason for the increase is length of stay in care and achieving permanency.
- Kurt Miller offered to the board that he would be willing to do a mini training on different Children and Youth terms or areas that are unclear. We could provide this mini training during a future advisory board meeting.
- Director Natan mentioned Keystone Family Alliance that has been doing a lot of outreach and they have been helping with many family situations. They are a wonderful support to our staff and recognizing the work they do. Keystone Family Alliance has provided breakfast and gift bags at the last two staff meetings to show their support.

Upcoming Events: None

Announcements: None

Public Comment: None

The meeting was adjourned at 9:12 A.M.

**NEXT MEETING:
August 18, 2025
November 17, 2025**

**8:00-9:30 a.m.
via TEAMS and In Person
Join the meeting: [TEAMS Link to follow](#)**

Respectfully submitted,
Lindsey Brenna