

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

August 15, 2022

Board Members Present: Brian Klugh, Shannon Solava, D'Arcy Crocker, Angela Eichelberger, Theresa Stauffer, Cathy Ginder, Mary Ellen Gerber, Angela Keen, and Ellen Hurston, Kurt Miller, Phil Berkheiser, Katherine Walker

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, Lindsey Brenna, Executive Secretary

Community Present: None

Excused: Crystal Martin, Carrie Bair, Patience Buckwalter

Call to Order: Board Chair D'Arcy Crocker called the meeting to order at 8:05 A.M. The meeting was held through Lifesize, a virtual link and in person.

Approval of Board Minutes: Brian Klugh made a motion that the minutes from the February 2022 Board meeting be accepted as presented. Commissioner Trescot seconded. Motion passed.

Old Business: None

New Business: Introducing new members.

Catherine Walker- Resource parent, Kurt Miller, Professor of Social Work, Phil Berkheiser, Lancaster City police Department.

Director's Report: Staffing/Vacancies

- Crystal Natan discussed the continued staffing issues and 40 % vacancy rate.
 - The County recent approved a \$3.00/hr. salary increase raises for all staff.
- The Agency conducts exit interviews and reviews for common themes of reasons for resignation. Common themes are the amount and critical level of work and the low salary in comparison to the job expectations. Caseworkers feel they cannot keep up with their caseload demands.
- Retention and hiring bonus's, did not really make an impact with hiring.
- The Agency recently added two new QA positions in Amy Campbells unit. A program planner and a program specialist to

- meet the increased requirements for contracted program monitoring and IV-E.
- Kurt Miller asked Crystal Natan if the state is trying to help with this ongoing staffing issue that is state-wide.
 - Crystal Natan reported that the state is not doing anything specific to assist counties. They have been willing to approve budget increases for increased salaries. PCYA has advocated for the state to create and run a statewide media campaign to recruit child welfare staff. Thus far, the State has not been willing to move forward with that request. Currently they doing a campaign focused on the teacher's crisis.
 - Kurt Miller talked about the CWEL program/ not being a good retention.
 - Angela Keen asked if there are other organizational models we could use, to help retain staff? Is there a different way to structure the organization.
 - At this time the state regulations do not permit a different organization structure or lowering of job qualifications.
 - Amy Campbell did report that we did reclassify some casework positions to a Casework trainee positions. Casework trainees do not need a social work degree.
 - Overall, it takes about two years for an employee to become an independent, skilled caseworker.
 - The training schedule for staff was reviewed.
 - Training includes a series on SUD (substance use disorder). Human trafficking, trauma, autism etc.
 - The Agency's Needs Based Budget was sent to the state on 9/1/22. The executive summary of the NBB was provided to the board for review.
 - The state child protective services annual report data for Lancaster was reviewed.
 - Lancaster continues to the 4th highest in annual received child abuse reports. Our substantiation rate is 14% for 2021.
 - Kurt Miller asked if these cases add to our placements. Robin Boyer answered we are able to frequently safety plan those cases and we do not need to remove and place in all of these cases.
 - Crystal Natan referred to the handout the state of child welfare out of Philadelphia. Crystal talked about complex kids and not having adequate placement for youth that have complex needs. We are fortunate to have YIC to utilize as a short-term placement for our complex kids in cases.
 - Crystal also reviewed the YIC case review process that included JPO Chief, Cheri Modene, YIC Director, Drew Fredricks the Agency DSS's, BH/DS representatives, youth's GAL, JPO officers, CYA caseworker and supervisor. . this process allows timely, frequent review of children placed at YIC to ensure their needs are being

met, placements referrals are being pursued and problem solve as a team.

- YIC is 16 children due to staffing. There are 24 beds all together of the shelter side.
- Kurt Miller brought up how many preventative services that are now offered by CYA. Justice Works and the Academy are intensive community-based services that are used frequently.
 - Caseworker and JW worker work together.
 - The homebuilder's program has commenced. This is an evidence-based program. The contract was awarded to Bethany Christian Services. This is a very intense in-home program. The master's level staff meet with the family daily. This program is for the more high-risk families that are accepted for services. This program is 8-10 weeks only per family.
 - TBRI -Trust based relational intervention is for resource parents. This is a skill building program that will help these families learn how to deal with children with trauma and related behavioral issues. Initially this will be an elective training but plan to make it mandatory program for resource parents in the next year.
 - We are planning another RFP, for Triple P (Positive parenting program). This is an evidence based in-home parenting program.
- Crystal Natan talked about the national clearing house for evidence-based programs for child welfare.
 - Amy Campbell will send the link to the clearing house.
- Crystal Natan discussed we now have 5 different judges handling our cases.

Upcoming Events: None

Announcements: None

Public Comment: None

Meeting was adjourned at 9:29 A.M.

NEXT MEETING: November 21, 2022

8:00-9:30 a.m.

via Lifesize and In Person

Join the meeting: <https://call.lifesizecloud.com/6014008>

Passcode: 1116#

Respectfully submitted,

Lindsey Brenna