

**Children's Service Center
Community Residential Rehabilitation Services
Luzerne/Wyoming Counties**

Introduction:

In FY 2015-2016, our **CRR Home** at CSC served 23 adolescents. We can project serving approximately 15 – 30 adolescents in January 1, 2017 to June 30, 2017 and July 1, 2017 to June 30 2018.

CSC's Plan for development of a resiliency oriented system:

System Indicators:

1. Affirmative Action hiring policy that supports accommodations:
Children's Service Center's hiring policy is one of affirmative action; in addition, our HR department has an established track record of providing accommodations for staff that request them, both for physical as well as mental health needs.
2. Resiliency oriented mission statement:
Children's Service Center continues to review our mission statement to ensure a resiliency oriented mission statement drives our services.
3. Board Representation:
Children's Service Center is proud that consumers have representation on our Board. A significant officer on our Board of Directors is a consumer of services here at CSC. We are planning to increase consumer participation on our Board.

1. Soundness of Approach:

A. Project Description:

The CRR Group home is a therapeutic milieu program for a maximum of 10 consumers within a group home setting located in Nanticoke, PA.

The program provides a therapeutic environment and treatment services for adolescents who manifest emotional, social, and/or behavioral patterns that are a function of mental illness and/or traumatic events within their lives. Emphasis is on recovery/ resiliency and all interventions are based on The Sanctuary model developed by Dr. Sandra Bloom. The CRR Group Home is a Sanctuary Certified site.

The program consists of a trauma specific skill building component; life skills component; recreational component; expressive therapeutic activities; psycho-

education; psychiatric/trauma symptom management interventions; safety skills; feelings and stress management; pre-vocational component; family work component; grief work; controlled exposure interventions; communication skills; and emancipation readiness skill development.

Treatment includes individual, group, family, and collateral interventions and case management services. Adjunct activities include expressive art programming, therapeutic recreation and community based activities.

B. Description of Target Population:

Male and female adolescents, age 12-17, who meet the medical necessity criteria for this level of care, are eligible for this program. These youth have serious mental health needs with a DSM V Diagnosis in addition to or as a result of trauma exposure. They may exhibit such issues as inappropriate sexual behaviors, flashbacks, attachment issues, etc...Consumers will be open in the Mental Health system, are not emancipated, are enrolled in school, grades 6-12, and have treatment needs that are considered specialized to psychiatric and/or trauma. These youths will be able to benefit from this individualized setting with community participation and can be safely maintained in a supervised setting in the community. Youths must be able to participate in a cognitively based program.

C. Statement of Need:

Children's Service Center has been requested by the County Children and Youth and Mental Health and Developmental Services offices to provide such services for the youth in our area that could benefit from a less restrictive level of care than an RTF. This service serves as a less restrictive level of care in that youth have more freedom than in an RTF; it also provides a step down level for youth coming from an RTF level of care.

D. Project Outcomes:

The program's outcomes are based on the following:

1. Symptom improvement as measured through discharges to less restrictive settings.
2. Stability within the program as measured through number of hospitalizations per year.
3. Consumer satisfaction through periodic surveys addressing how we can better address their needs.

E. Potential for Success:

Our target goals for the upcoming year include:

1. 85% require no hospitalizations during their stay at CRR.
2. 70% discharged to a less restrictive setting.
3. Consumer satisfaction of 75% or higher every quarter.
4. A rejection/ejection rate less than 5% in accordance with OCYF guidelines.

For Fiscal year 2014-2015, 74% remained out of the hospital; 72% of discharged youth returned to less restrictive settings; consumer satisfaction with the program scored in the highest ranking in surveys conducted by the Advocacy Alliance. The semiannual Children's Service Center satisfaction survey indicated 83% very satisfied. During this fiscal year there were no complaints registered with CCBH. No appropriate referrals were rejected. The average length of stay was 8.5 months.

2. Overall Qualifications of the Agency:

Children's Service Center is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and is Sanctuary Certified. Children's Service Center has an extensive history of providing quality behavioral health care to the youth in our community and is committed to the highest standard of availability and continuity of care. We have been committed to the needs of children, adolescents and families for 154 years and currently serve over 5,000 individuals.

A. Experience with this service:

Children's Service Center has been providing group home programs for the community over the past 20 years. We have enhanced our capacity to serve the youth of our community with serious mental health and trauma issues through trauma specific evidence based trainings and ongoing trauma supervision.

Our staff are experienced and accomplished in handling this level of care. Our outcomes are reflected in the fact that our local C and Y agency has described our group home program as having the best outcomes of all the services they work with.

B. Experience working with proposed population:

Children's Service Center is a Community Mental Health Center that has a long history of working with children and adolescents with severe mental health

and trauma issues. The agency dates back to 1862 in addressing a wide range of needs for children and adolescents.

C. Experience coordinating community resources:

Children's Service Center has been a community-based agency working with local, county, and state resources since it began. This program was developed as a collaborative effort between Children and Youth and Mental Health services.

D. Current, valid license or certifications:

This program is an approved MA Descriptor; the program is approved under the 3800 licensing; it is also part of the agency's JCAHO compliance program. The CRR Group Home is a Sanctuary Certified site.

3. Qualifications of Individuals Performing the Service:

This program operates under the overall direction of the Director of Residential Services who has a Master's degree with several years of experience in residential treatment.

One Child Care Supervisor: A Bachelor's degree with 2 years group home experience

One Therapist: a Master's level clinician

One Casemanager: A Bachelor's level staff

10 Full time Residential Program Workers

12 hours of Psychiatric coverage per month

Nursing support for medication administration training, quality assurance of medication practices, consultation related to infection control.

4. Budget:

A. Overall analysis of budget

Please see attached