Berks County
Area Agency on Aging
Mental Health and Developmental Disabilities Program
HealthChoices Program

Annual Report
2016-2017

Administrator/Executive Director
Edward B. Michalik, Psy.D.

Berks County Board of Commissioners
Christian Y. Leinbach, Chair
Kevin S. Barnhardt
Mark C. Scott
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August 17, 2018

Dear Citizens of Berks County,

On behalf of the Berks County Area Agency on Aging and MH/DD/HealthChoices Programs, I am pleased, once again, to present our combined annual report for Fiscal Year 2016-2017.

As is customary, this report provides not only routine financial and consumer service data but also gives you a snapshot of progress on several ongoing and new initiatives that I believe are of interest to our community and those whom we serve. Our combined expenditures for the human services described within this report equal approximately $139.5 million dollars.

It has been a busy year for our Area Agency on Aging insofar as reports and subsequent investigations of elder abuse continue to rise; to respond to this issue, two new Protective Services Unit staff positions were added in FY16/17. We continue to address the growing service needs of our senior population in Berks County as they continue to age.

In this report, you will also read about the Promoting Positive Pathways to Adulthood Conference, the Suicide Prevention Task Force activities, and the Warm Hand-off program and Centers of Excellence Initiative. The last two significant programs are funded through or monitored by the HealthChoices Program, in collaboration with the Council on Chemical Abuse, to combat the opioid crisis plaguing our nation and our County.

In closing, as I often have noted, it literally takes an army of caring and competent staff, providers, Advisory Board and Advisory Committee members, consumers, family members, in close collaboration with other county officials, department heads, and our Board of Commissioners, to manage our services. I sincerely thank all of you for your support, help, and encouragement as we collaboratively strive to serve our fellow citizens with integrity, compassion, and excellence.

Sincerely,

Edward B. Michalik, Psy. D.

County Services Center       633 Court Street, 8th Floor       Reading, PA 19601
(610) 478-3271 MH/DD/HealthChoices    (610) 478-6500 Aging
Area Agency on Aging

Management

Edward B. Michalik, PsyD
Executive Director
Jessica Jones, BSW
Deputy Director
Tracy Evans
Administrative Coordinator
Patricia Cortez, BA
Assessment Supervisor
Ann Barlet, BS
Community Outreach and Education Manager
Todd Reinert, BSP
Contract Manager
Toby Smith, MBA
Fiscal Manager
Rochelle Wanner, MA
Intake Supervisor
Tina Wise, BSW
Protective Services Supervisor

Staff

Chad Addison
Lynn Allen
Mae Bennett
Susan Boyer
Paul Brown
Betty Bruestle
Judy Druckenmiller
Ed Folk
Dianne Glass
Desiree Dundore
John Graham
Josh Hartman
Sharon Haeusler
Dawn Iezzi
Dave Kampe
Beth Mears
Lisette Menendez
Matthew Menet
Jeffrey Reichart
Jamie Schmidt
David Shields
Dylan Spang
Judy Squitiere
Brunilda Torres

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Robert Kreitz
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James Miller
Karen Miller
John Vogel
Eric Wolf

Mental Health, Developmental Disabilities, and HealthChoices Programs

Management

Edward B. Michalik, PsyD
Administrator
Mary Hennigh, RN-BC, BS
Deputy Administrator-Adults
Michele Ruano-Weber, MA
Deputy Administrator-Children
Lydia Singley, LSW
HealthChoices Program Director
Tracy Evans
Administrative Coordinator
Tiffany Hunter, BA
Fiscal Manager
Mary Ertel, BS
Fiscal Officer
Sheila Bressler, LSW
CASSP Coordinator
Rebecca Dorsey, MPA
HealthChoices Quality Officer
Lauren Heydt, LSW
Healthy Transitions Program Manager

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Rev. Msgr. John B. McCann, STL, MSW
James P. Miller, MSW
Chief Christopher Neidert
Cathy Pilat
Alicia Reid
Zylkia Rivera, MPH
Brian G. Wlazelek, PhD

HealthChoices Advisory Committee

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Michelle Billups, BS, CRS
Sheila Bressler, LSW
Patty Ferry, LSW
Jim Hehn, MHS
Michele Jones, RN-BC, ACRN
Jennifer Miller, BS
Kathy Noll, MBA
Cathy Pilat
Jeff Steltz, BS
Barbara Werner, BSN, MSN
**Mission**

The mission of the Berks County Area Agency on Aging is to provide services, based on need, to all older Berks County residents and those with disabilities; empowering self-determination; advocating for their rights; and promoting the highest possible level of independence.

The Berks County Area Agency on Aging serves county residents with comprehensive services for our over 60 population. As your area agency on aging, we provide a variety of services and programs to assist families and individuals over 60 achieve independence and to be self-sufficient. Whether you require senior center services, in-home services, a comprehensive assessment, information and referral services, care management, caregiver support services, protective services, adult day care centers we are here to help you acquire those services. We are proud to be here to serve our aging community.

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**Intake Unit**

**Unit Description**

The intake unit provides assistance for consumers seeking resources, assistance, or general information. The unit serves consumers by phone, email, and when consumers walk into the agency. Intake workers connect with individuals to reach the best possible resolution for their presenting needs.

The intake unit is the hub of the Berks County Area Agency on Aging. Although direct funding is limited to adults over age 60, the unit receives and screens calls from a wide variety of callers. The caller’s relationship to the older adult can vary from being a concerned neighbor, family member, or direct service provider.

The unit screens and records all abuse, neglect, and exploitation reports for individuals age 18 and older to complete reports of need. We work diligently to gather accurate information from mandated and non-mandated reporters from facilities, agencies, the general public, and any other sources. Through an agreement with the Pennsylvania Department of Aging and the Department of Human Services, all Area Agencies on Aging are required to receive alleged reports of abuse, neglect, and exploitation of individuals ages 18 to 59. These reports are documented and forwarded to a Department of Human Services contracted entity for investigation. During fiscal year (FY) 2016-17, 540 reports of need for adult protectives services were received; this number accounted for 33% of the total reports received by the unit in the fiscal year.

**Reports of Abuse Received for Individuals Ages 18-59**

<table>
<thead>
<tr>
<th></th>
<th>FY 2015-16</th>
<th>FY 2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>719</td>
<td>540</td>
</tr>
</tbody>
</table>

The intake unit also completes assessments and provides care management and Ombudsman referrals. The unit handles legal referrals for seniors, who qualify for assistance, with power of attorney, wills, and other applicable issues. In FY 2016-17, the intake unit continued to manage the Cooling Program, as well as the Senior Farmers’ Market Nutrition Program. We are always focused on improving and evolving our services by obtaining new skills and information through training opportunities and applying these with consumers, agencies, and other entities within Berks County.

**Top Call Topics**

1. In-Home Services
2. Other (may relate to Reports of Need, or a variety of other topics)
3. Home and Community-Based Service Programs
4. Institutional Care
5. Public Benefits
**Assessment Unit**

The Berks County Area Agency on Aging assessment unit serves as the gateway to the Medicaid system. The assessment unit staff is responsible for conducting level of care assessments to determine individuals’ current functional needs. Level of care assessments are conducted in Berks County’s consumers’ homes or in institutions where the individuals reside. Once the assessments are completed, individuals may be eligible for the following programs:

- Home and community-based services through Medicaid waiver programs
- Home and community-based services available through the Area Agency on Aging
- Medicaid payment assistance for nursing facility admissions
- Supplemental income assistance for individuals residing in personal care homes

Level of care assessments are also completed annually for individuals who received home and community-based waiver services and require recertification to maintain their eligibility for in-home support.

On January 1, 2016, a revision to the Pennsylvania Preadmission Screening Resident Review Evaluation (PASRR-ID), resulted in a significant increase in the number of OBRA (Omnibus Budget Reconciliation Act) Level II assessments for individuals who are seeking admission to a Medicaid certified nursing facility. As a result, more individuals are deemed eligible for specialized services, while living in nursing facilities. These assessments continue to be addressed as priority, to reduce extended stays during hospitalizations. There continues to be an upward trend of OBRA Level II assessments.

In FY 2016-17, the assessment unit completed 238 OBRA Level II assessments, compared to 170 OBRA Level II assessments completed in FY 2015-16.

<table>
<thead>
<tr>
<th>OBRA and Level of Care Assessments FY 2013-14 through FY 2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed OBRA Assessments</td>
</tr>
<tr>
<td>FY 2013-14 - 57</td>
</tr>
<tr>
<td>FY 2015-16 - 170</td>
</tr>
<tr>
<td>FY 2016-17 - 238</td>
</tr>
</tbody>
</table>

**Intake Unit cont.**

**Senior Farmers’ Market Nutrition Program**

The Senior Farmers’ Market Nutrition Program is funded by the Pennsylvania Department of Agriculture. The program was developed to provide fresh produce to low-income seniors from June through September. In FY 2016-17, we distributed 12,755 vouchers; these vouchers gave each qualifying senior $20 to purchase fresh fruits and vegetables. The redeemed vouchers provided $51,640 in revenue for local farmers.

**Cooling Program**

In FY 2016-17, the Berks County Area Agency on Aging used funding to purchase air conditioners for 45 older adults who met eligibility requirements. These requirements included having low-income and a qualifying health issue, such as a heart or lung condition.

**Emergency Assistance Program**

The goal of this program is to assist older adults to maintain their residences and to support healthy home environments. During FY 2016-17, the Berks County Area Agency on Aging provided $6,682 for utility assistance to older adults. This funding enabled older adults to remain in their homes by ensuring they had adequate heating fuel and other necessary utilities. The program also assisted with rental and general living expenses.
Assessment Unit cont.

We anticipate that level of care assessments will soon be funded through a grant agreement with the Department of Human Services and Aging Well. To be a viable contractor, the Area Agency on Aging assessment unit must consistently meet and maintain a 95% compliance of the mandated 15-day time frame for completion of all referrals received by the agency.

As of September 2016, Berks County Area Agency on Aging consistently met or exceeded the 95% compliance with the mandated time frames for completing all referrals. Compliance requires a full assessment with a registered nurse, and supervisory sign off must occur within 15 calendar days of the date the assessment is received. We expect the Berks County Area Agency on Aging will be a viable contractor as these changes to the funding source occur, beginning in FY 2018-19.

Protective Services Unit

Older adult protective services are authorized under Pennsylvania Act 79 of 1987, which was enacted to prevent and reduce abuse, neglect, exploitation, and abandonment of persons age 60 years or older. Protective services investigations identify risks, assess the needs of consumers, and reduce any identified risks. The Berks County Area Agency on Aging protective services unit receives reports and investigates allegations of abuse, neglect, exploitation, and abandonment. Investigations are conducted for older adults in all levels of care, as well as for those living in the community, 24-hours per day. Multiple standards set forth by Act 79 govern the unit’s response to identified concerns. Six full-time investigators, one full-time clerical support person, and one supervisor comprise the protective services unit. The unit reached full staff complement in January 2017.

Outcomes are designated as either substantiated or unsubstantiated or are identified as not having need for protective services if the initial call determines a person does not meet the regulatory criteria. Substantiated cases generally receive a care plan that addresses the risks identified during investigations. Care plans are short-term; once risk areas are reduced, cases are closed or transferred to other supportive services for ongoing case management.

Protective services workers conduct investigations into allegations for all older adults over age 60. Consumers come from all walks of life and socioeconomic backgrounds. Self-neglect is the most prevalent substantiated allegation; this trend is consistent with statewide reports. Financial exploitation of the elderly is the fastest growing form of elder abuse. Protective services workers must be skilled in reviewing bank records and financial statements, in addition to conducting lengthy investigations into the physical and emotional needs of the older adult. At times, the protective services unit works closely with law enforcement, and routinely refers cases to local law enforcement or the District Attorney’s office for investigations into criminal misconduct.

Guardianship is always a last option when working to reduce risks to vulnerable and incapacitated older adults. Protective services workers coordinate all aspects of guardianships, including preparing and reviewing petitions, coordinating hearing attendance, assisting with transporting consumers to hearings, and contacting and identifying a guardian. In FY 2016-17, the unit petitioned for 33 guardianship appointments.

Protective Services Activity

<table>
<thead>
<tr>
<th>Activity</th>
<th>FY 2014-15</th>
<th>FY 2015-16</th>
<th>FY 2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports of need</td>
<td>941</td>
<td>876</td>
<td>1,112</td>
</tr>
<tr>
<td>Number of investigations</td>
<td>644</td>
<td>749</td>
<td>869</td>
</tr>
<tr>
<td>Substantiated cases</td>
<td>164</td>
<td>177</td>
<td>242</td>
</tr>
<tr>
<td>Guardianships appointed</td>
<td>28</td>
<td>25</td>
<td>33</td>
</tr>
</tbody>
</table>
Elder Abuse Task Force
In February 2016, the Berks County Area Agency on Aging reorganized its Elder Abuse Task Force. The task force educates its task force members, as well as the larger community, about elder abuse and works to improve relationships among its partners. The task force meets quarterly. Discussion topics have included Temple University’s Institute on Protective Services, Older Adult Protective Services, and dementia.

Members of the task force are representatives from various community agencies. These agencies include the Berks County Area Agency on Aging, the Berks County District Attorney’s office, the Berks County Detectives, Safe Berks, the Berks County Solicitor’s office, ElderCare Solutions, the Berks County Veterans Affairs office, Berks County Emergency Services, Southern Berks Regional Emergency Medical Services, Service Access Management, Inc., the Berks County Mental Health/Developmental Disabilities Program, Reading Police Department, Fleetwood Police Department; Mogel, Speidel, Bobb & Kershner, Berks County Courts, Embrace the Challenge, and the Berks County Coroner’s office.

On June 5, 2017, the task force held its first World Elder Abuse Awareness Day event at the DoubleTree by Hilton Hotel. Fifty-nine community representatives attended the event. The keynote speaker was Philip Marshall, whose grandmother, Brooke Astor, made national news when it was discovered she had been the victim of financial exploitation. There was also a panel discussion, which included Denise Getgen, Director of the Protectives Service Division for the Pennsylvania Department of Aging; Detective Robert Heiden of the Berks County Detectives; Christine Sadler, Solicitor for Berks County; Kristen Sandel, Associate Director of the Reading Hospital Emergency Department; and Tina Wise, Protective Services Supervisor for the Berks County Area Agency on Aging.

The Berks County Area Agency on Aging Elder Abuse Task Force also launched its Elder Abuse Awareness poster campaign at this event. Posters were distributed to event attendees and continue to be distributed to community partners throughout Berks County. The posters are available in both English and Spanish.

To report suspected Elder Abuse
Call PA’s 24-hour hotline
1-800-490-8505

Public Advocacy and Outreach Unit
Ombudsman, Outreach, and Health and Wellness Services

Ombudsman Program
The Older Americans Act (OAA) of 1965 established the Long-Term Care Ombudsman Program. In 1978, the law mandated that every state have an Ombudsman program for nursing home complaints. Further expansion of the law mandates Ombudsman activity in personal care homes and assisted living residences in addition to skilled nursing facilities. Advocacy also occurs for individuals attending older adult daily living centers. The Berks County Area Agency on Aging receives funding for the Long-Term Care Ombudsman program through the Aging Block Grant.

The Ombudsmen are trained individuals who help protect the rights of older Pennsylvanians living in long-term care facilities. Ombudsmen are dedicated to enhancing the lives of individuals residing in personal care, assisted living and skilled nursing homes and serve as advocates, negotiators, educators, communicators and offer assistance to resolve resident issues and concerns about the quality of care or treatment provided to them as a resident.

There are two full time staff Ombudsmen, one staff Ombudsman Supervisor and 10 volunteer Ombudsmen. On-going volunteer recruitment is conducted via outreach opportunities. In addition, the Ombudsman program encourages residents at long term care facilities to become trained PEERs (Pennsylvania’s Empowered Expert Residents) to help assist other residents to address questions or concerns. There were 9 trained PEERs at three facilities.
Public Advocacy and Outreach cont.

Ombudsman Program Activities and Statistics

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>FY 2015-2016</th>
<th>FY 2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information &amp; Consultation to Individuals</td>
<td>483</td>
<td>435</td>
</tr>
<tr>
<td>Consultations to Facilities</td>
<td>122</td>
<td>46</td>
</tr>
<tr>
<td>Facility Coverage Visits</td>
<td>346</td>
<td>251</td>
</tr>
<tr>
<td>Facility Survey Participation</td>
<td>41</td>
<td>44</td>
</tr>
<tr>
<td>Resident Rights Training</td>
<td>47</td>
<td>27</td>
</tr>
</tbody>
</table>

Outreach
Outreach are activities that promote the Berks County Area Agency on Aging, its programs, services and resources throughout Berks County.

Community Outreach
- Monthly educational show on Berks County Television (BCTV) and Public Service Announcements on BCTV
- Home delivered meals
- Participation in five Aging Parent Fairs throughout Berks County, targeting adult children of aging parents and the older adult
- Participation in Resources Fairs and Expositions offered by community, agency and government organizations throughout Berks County
- Educational presentations on agency programs, services, and resources
- Numerous articles in the Reading Eagle and the Merchandiser newspapers

Special Events
- Angel Tree program – 50+ older adults received Christmas gifts provided by St. Stephen’s Polish National Church members and other community volunteers. The gift recipients were adults either being served through the Protective Services unit of the Berks County Area Agency on Aging, or who were receiving care management.
- Christmas Day Dinner, December 25, 2016 - 167 seniors attended the dinner at the DoubleTree by Hilton hotel in Reading. An additional 83 meals were delivered to seniors to enjoy at their homes. Supports for the dinner came from DoubleTree, numerous volunteers, Redner’s Markets, RM Palmer Candy, as well as financial donations from individuals and community providers. This was the first year the dinner was held at the DoubleTree.
- Annual Legislative Breakfast Meeting – 43 people attended this event. Providers and legislators were in attendance to discuss the needs of aging consumers in Berks County and across the Commonwealth.
- 6th Annual Centenarian Luncheon - 34 centenarians attended the lunch along with 103 family members and guests. The luncheon was held at the Inn at Reading. Our oldest centenarian was Mr. Glauner who celebrated 107 years, has participated in the luncheon every year since its inception.

Health and Wellness
The Health and Wellness program promotes disease and injury prevention education for adults. Through Title IIIID funding, health and wellness educational programming focused on providing specific evidence-based educational workshops in FY 2016-17. Evidence-based health and wellness programs included Healthy Steps for Older Adults (HSOA), Chronic Disease Self-Management (CDSMP), Diabetes Self-Management (DSMP), and A Matter of Balance (AMOB). In addition to scheduled workshops, on-going health and wellness general educational opportunities were provided at senior community centers along with health screenings, exercise classes, and other activities.

Healthy Steps for Older Adults (HSOA) is a fall prevention workshop for adults. The workshop provides a fall risk assessment, education for awareness regarding risks for falls, ways to reduce risk for falls, and exercise to improve strength, balance and flexibility.
Public Advocacy and Outreach cont.

Chronic Disease Self-Management (CDSMP) is a workshop to improve the health status of individuals with chronic health conditions, by providing practical skills for better management of their chronic health conditions.

Diabetes Self-Management (DSMP) is a workshop that helps individuals living with diabetes to better manage their condition. The workshop provides strategies and tools to aid in improving overall health status for those living with diabetes.

A Matter of Balance (MOB) is a workshop that provides strategies to reduce fear of falling, as well as ways to increase activity levels. The goal is to reduce fall risk factor by improving activity and exercise levels.

<table>
<thead>
<tr>
<th>Workshop</th>
<th>HSOA</th>
<th>CDSMP</th>
<th>DSMP</th>
<th>CDSMP/DSMP lay leader training</th>
<th>Matter of Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6 workshops</td>
<td>1 workshop</td>
<td>3 workshops</td>
<td>1 training</td>
<td>3 workshops</td>
</tr>
<tr>
<td></td>
<td>55 participants</td>
<td>7 participants</td>
<td>35 participants</td>
<td>9 participants</td>
<td>32 participants</td>
</tr>
</tbody>
</table>

PA Link to Aging & Disability Resources – Berks-Lancaster-Lebanon Service Area
The Berks County Area Agency on Aging is a partner in the Pennsylvania Link to Aging and Disability Resources – Berks-Lancaster-Lebanon Service Area. Its mission is to take a seamless approach in the way we link individuals, age 60 and older, those living with disabilities, and veterans with available programs, services, resources, assistance, and education.

In FY 2016-17, Berks County offered seven Link Partner Meetings and two special projects. The Partner meetings included presentations by community organizations that offer programs and services for the target populations. At the end of the fiscal year, there were 58 Link Partners.

Two projects were offered and sponsored by the Link in Berks County. The first project, Inclusive Services for LGBT Older Adults, targeted long-term care facilities, home care and home health agencies, and other entities providing care, services, and assistance. The other project was the Landlord Forum, offered in conjunction with the Permanent Housing Sub-Committee of the Berks Coalition to End Homelessness.

Care Management
Care management offers three programs to eligible Berks County residents: OPTIONS Home and Community-based Services Program, the Caregiver Support Program, and the Grandparents Raising Grandchildren Program. These services assist consumers in maintaining their independence in the community and support the care-giving efforts of Family Caregivers and Grandparent Support Programs. In FY 2016-17, staff included six care managers, one registered nurse care manager/nurse consultant, a manager, a clinical coordinator, clerical support, and volunteers. A total of 281 new consumers were referred to care management in FY 2016-17. Below are utilization and referral statistics for the fiscal year.

<table>
<thead>
<tr>
<th>Consumers Served in FY 2016-17</th>
<th>FY 2016-17 OPTIONS Service Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPTIONS Care Management</td>
<td>415 Personal Care</td>
</tr>
<tr>
<td>Caregiver Support Care Management</td>
<td>78 Home Support /Homemaking</td>
</tr>
<tr>
<td>Grandparent Support Care Management</td>
<td>16 Adult Day Care Services</td>
</tr>
<tr>
<td>Total # of Consumers Discharged</td>
<td>238 Personal Assistance Services</td>
</tr>
<tr>
<td>Assessment/Reassessments</td>
<td>418 Personal Emergency Response System</td>
</tr>
</tbody>
</table>
Care Management Unit cont.

In addition to OPTIONS, consumers may also receive home delivered meals, legal service, transportation, or OPTIONS supplemental services. Consumers in the OPTIONS program cost-share by paying a portion of the cost of their care plan. There were no consumers placed on a waiting list for services for the OPTIONS Care Management Program, the Caregiver Support Care Management Program, or the Grandparents Raising Grandchildren Program in FY 2016-17.

Care managers monitor services listed within each consumer’s individual service plan, as well as assist with assessment, reassessment, enrollment, and service provision in the Caregiver Support and Grandparents Raising Grandchildren programs. Care managers verify consumers' incomes and assets to determine cost sharing responsibility. Care managers offer support to consumers by completing benefits and program applications (i.e. housing, long-term care placement and relocation support), and providing education, advocacy, long term planning and supportive counseling. Caregivers and Grandparent consumers receive reimbursements for out-of-pocket expenses for care giving services, supplies, assistive devices, and home modifications.

Fiscal Unit

The fiscal unit provides operational support in planning, developing, coordinating, monitoring and evaluating services, projects, programs and fiscal compliance. The unit also provides oversight of fiscal documentation, programmatic documentation, and reports to ensure state and federal rules, regulations, and requirements are met. The Aging Block Grant is the primary funding source for the agency. This fiscal year’s allocation was $7,379,805, which consisted of Regular Block Grant, State Caregiver Support Program (SCSP), Federal Caregiver Support Program (FCSP), Nutrition Services Incentive Program (NSIP), APPRISE, Health Promotion, and other categorical funds. The Regular Block Grant allows the Area Agency on Aging some flexibility to allocate funds to where the need is greatest. In FY 2016-17, the Berks County Area Agency on Aging had 47 contracts with 39 vendors to provide $9,681,064 in services for older adults and individuals with disabilities in Berks County.

Aging Initiatives and Specialized Services

- **$123,323** in funding allowed bilingual interpreters to accompany 199 Spanish-speaking seniors to 1,127 medical appointments so they could better understand their medical conditions and manage their health more efficiently.
- **$12,150** was used to purchase 150 snowy weather boxes for Home Delivered Meal and senior community center consumers. These boxes consisted of non-perishable foods, blankets, and other items to keep consumers warm during winter months.
- **$86,999** provided a 2% increase to contracted vendors providing nutrition services and vendors providing direct services, such as care management and personal care assistance.
- **$128,272** assisted 30 households eligible to receive weatherization services through Low-Income Home Energy Assistance Program (LIHEAP) or the Department of Energy, but whose homes required modifications to meet codes which made them eligible to receive the services.
- **$6,682** assisted 27 consumers who had exhausted their emergency fuel assistance through the LIHEAP or were ineligible for the program.
- **$6,499** was used to purchase 50 air conditioners that were distributed to eligible elderly consumers.
- **$239,884** was allocated to the agency’s protective services unit to address the rising number of complex cases requiring extensive investigations and interventions on behalf of vulnerable older adults.
Aging Statistics

**Adult Day Care**
- Average - 4.08 consumers per month served
- Average - 10 days per consumer per month provided

**In-Home Services**
- Average - 154.42 consumers per month served
- Average - 19.35 hours per consumer per month provided

**Congregate Meals**
- Total - 127,070 congregate meals provided

**Personal Emergency Response Systems (PERS)**
- Average - 64.83 consumers per month served

**Personal Assistance Service**
- Average - 10.33 consumers per month served

**Home Delivered Meals**
- Total - 1,344 consumers served 181,762 home delivered meals

**Contracts**
- Total - 47 contracts with 40 providers
Berks County Mental Health and Developmental Disabilities Program

Our Mission
To provide quality care as well as the delivery of efficient public services and supports for individuals with mental illness and developmental disabilities so that they can increase their opportunities and abilities to lead lives of dignity and independence. Acknowledging that recovery is an ongoing process, MH/DD is committed to promoting personal growth, choice, and inclusion of consumers in their community.

Fiscal Year 2016-2017 Expenditures and Consumers Served
Mental Health Program

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Number Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>$774,026</td>
<td></td>
</tr>
<tr>
<td>Administrative Management</td>
<td>$741,605</td>
<td>2,991</td>
</tr>
<tr>
<td>Community Employment</td>
<td>$82,583</td>
<td>58</td>
</tr>
<tr>
<td>Community Residential Services</td>
<td>$2,348,122</td>
<td>48</td>
</tr>
<tr>
<td>Community Services</td>
<td>$521,564</td>
<td>679</td>
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<tr>
<td>Community Treatment Teams</td>
<td>$5,775</td>
<td>7</td>
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<tr>
<td>Crisis/Emergency Services</td>
<td>$2,641,515</td>
<td>3,076</td>
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<tr>
<td>Day Treatment</td>
<td>$55,756</td>
<td>15</td>
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<tr>
<td>Family Support Services</td>
<td>$4,880</td>
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<tr>
<td>Housing Support</td>
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<td>77</td>
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<tr>
<td>Inpatient</td>
<td>$14,652</td>
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<tr>
<td>Targeted Case Management</td>
<td>$672,238</td>
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<td>Outpatient</td>
<td>$224,730</td>
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<tr>
<td>Social Rehabilitation</td>
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<td>Vocational Rehabilitation</td>
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<tr>
<td>Psychiatric Rehabilitation</td>
<td>$755,602</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$10,320,215</strong></td>
<td><strong>10,182</strong></td>
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</table>

Developmental Disabilities Program

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Number Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator's Office</td>
<td>$1,353,571</td>
<td>N/A</td>
</tr>
<tr>
<td>Supports Coordination</td>
<td>$410,120</td>
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<tr>
<td>Community Residential</td>
<td>$915,969</td>
<td>14</td>
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<tr>
<td>Community Based Services</td>
<td>$1,086,185</td>
<td>217</td>
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<tr>
<td>Other</td>
<td>$68,840</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$3,834,685</strong></td>
<td><strong>927</strong></td>
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Early Intervention

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator's Office</td>
<td>$85,132</td>
<td>2.11%</td>
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<tr>
<td>Early Intervention Service</td>
<td>$2,874,638</td>
<td>71.13%</td>
</tr>
<tr>
<td>Service Coordination</td>
<td>$1,081,763</td>
<td>26.76%</td>
</tr>
<tr>
<td><strong>Total Net Expenditures</strong></td>
<td><strong>$4,041,533</strong></td>
<td><strong>100.00%</strong></td>
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</table>
Berks County CASSP Vision Statement

“To assess, develop, improve, and evaluate a comprehensive, coordinated and collaborative system of services for children, adolescents and their families with multi-system needs.”

CASSP Core Principles

Pennsylvania’s Child and Adolescent Service System Program is based on a well-defined set of principles. These six core principles guide the delivery of services to children and families and operate simultaneously and not in isolation from each other.

- Child-Centered
- Community Based
- Culturally Competent
- Family-Focused
- Multi-System
- Least Restrictive/Least Intrusive

Healthy Transitions Grant

The 2016-17 fiscal year marked the third year of the Substance Abuse and Mental Health Services Administration (SAMHSA) Now is the Time - Healthy Transitions grant, for which Berks is a local laboratory. Administered by the Pennsylvania Healthy Transitions Partnership, the grant is overseen by the Berks County MH/DD Program and the Healthy Transitions Leadership Team. The Leadership Team is comprised of family, youth and system partners, and meets monthly. The Leadership Team falls under the auspices of the CASSP Advisory Committee. The grant funding is expected to end September 30, 2019.

The grant is focused on three populations:
- Youth and young adults (ages 16-25) who have been diagnosed with a serious mental health condition
- Youth and young adults (ages 16-25) who are at risk for developing a serious mental health condition
- Community at large

Healthy Transitions Grant Fiscal Year Spending
October 2016 – September 2017
(Grant operates on a Federal Fiscal Year)

Total Amount: $354,675
Two-hundred seventeen people attended the Promoting Positive Pathways to Adulthood conference on April 28, 2017. Forty-two youth and young adults from ten different school districts and four different colleges and Universities attended workshops about recovery, wellness, mindfulness, LGBTQ and boundaries and ethics.

Awareness

STRIKE OUT THE STIGMA! There were 6,335 attendees at the mental health awareness event held at the Reading Fightin’ Phils stadium on April 28, 2017. In partnership with the RUOK Berks Suicide Prevention Task Force, the event featured information tables, a free raffle, a dunk tank, and free giveaways. A Public Service Announcement (PSA) competition was held throughout the 18 school districts and the winning PSA was shown on the video board at the baseball game and the winner was recognized.

Screening

This kiosk, which screens for nine different mental health and substance use conditions, was recently placed on the campus of Kutztown University to be utilized by students, faculty and community members who want a “Check-up from the Neck-up.” Immediately following the completion of the brief questionnaire, individuals see their results, recommendations, and key resources that are available to address any areas of concern.

Youth Voice and Leadership Building

On June 27, 2017, The PA Healthy Transitions Partnership held its kickoff event for the Healthy Transitions PA Youth Network. Youth from Berks, Bucks, and Washington counties participated in a day-long event in Mechanicsburg to identify: successes and challenges they have faced during their transition to adulthood, their life values, and opportunities for leadership roles within their counties. The PA Youth Network has continued to meet monthly either in person or virtually. Several youths who are receiving services from our Healthy Transitions providers have chosen to participate in this leadership opportunity.
**Homeless Assistance Program (HAP)**

The Berks County Mental Health/Developmental Disabilities (MH/DD) Program continued to provide programmatic and fiscal oversight of HAP funds during the 2016-17 fiscal year. Locally, the money is given to the Berks Coalition to End Homelessness, a private nonprofit organization that is the lead agency for the U.S. Department of Housing and Urban Development (HUD) Homeless Services in Berks County.

HAP is administered by the Pennsylvania Department of Human Services (DHS) for individuals that are experiencing homelessness or at risk for becoming homeless. DHS expects that counties will select the necessary components for creating a HAP that meets the following objectives:

- provide homelessness prevention services that assist clients to maintain affordable housing.
- help people experiencing homelessness find refuge and care.
- assist people experiencing homelessness or near homelessness in attaining economic self-sufficiency.

### HAP Expenditures
**FY 2016-17**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Number Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bridge Housing</td>
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<td>88</td>
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<tr>
<td>Case Management</td>
<td>$151,510</td>
<td>650</td>
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<tr>
<td>Rental Assistance</td>
<td>$206,951</td>
<td>561</td>
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<tr>
<td>Administration</td>
<td>$43,272</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$453,558</strong></td>
<td><strong>1,299</strong></td>
</tr>
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</table>

### Human Services Block Grant

Berks County continues to reap the rewards of participating in the Pennsylvania Department of Human Services Block Grant Program. This program has allowed flexibility to target community needs. In FY 2016-17, the Block Grant was used to:

- continue the Berks County Suicide Prevention Task Force efforts to raise awareness about suicide.
- fund cable public service announcements targeting suicide education and where to receive assistance.
- collaborate with the Healthy Transitions grant to educate the community at large regarding mental wellness.
- sponsor Suicide Theatre presentations in local high schools to provide educational outreach.
- develop a comprehensive network of forensic services which will serve as a support to individuals involved in the criminal justice system and the mental health system. Our subcontracted provider delivered and coordinated services to match individuals' needs.

For more information, contact Michele Ruano-Weber at mruanoweber@countyofberks.com
Human Services Development Fund (HSDF)

The Berks County Mental Health/Developmental Disabilities (MH/DD) Program continued to provide programmatic, fiscal, and monitoring oversight of HSDF funds. HSDF is administered by the PA Department of Human Services (DHS) for low income individuals. DHS relies on Counties to target funding toward gaps within the human services system.

Services Funded in Berks County

Aging Services
• Information and referral services relating to the senior population

Generic Services
• Service planning and case management
• Counseling services
• Home visitation program for first time, low income families

Adult Services
• Transportation to vocational rehabilitation programs
• Case management/budget counseling
• Homemaker services
• Adult day care
• Home-delivered meals

Specialized Services
• Forensic interviewer services for child sexual abuse cases
• On-site wellness programs at low-income high rises
• Youth Prevention and Life-Skills training programs at school districts

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Number Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Services</td>
<td>$65,475</td>
<td>254</td>
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<tr>
<td>Generic Services</td>
<td>$99,031</td>
<td>211</td>
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<tr>
<td>Specialized Services</td>
<td>$84,811</td>
<td>1,098</td>
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<tr>
<td>Aging Services</td>
<td>$41,000</td>
<td>1,707</td>
</tr>
<tr>
<td>Administration</td>
<td>$29,613</td>
<td>N/A</td>
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<tr>
<td>Interagency Coordination</td>
<td>$2,500</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$322,430</td>
<td>3,270</td>
</tr>
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</table>

Berks County Suicide Prevention Task Force

www.ruokberks.com

“Community Leaders collaborating to reduce suicide in Berks County through advocacy, education and the reduction of stigma surrounding mental illness and suicide.”

The Berks County Suicide Prevention Task Force continues to advocate for reducing the stigma surrounding mental illness through its participation in awareness events and health fairs. A series of Cable advertisements were targeted on specific stations in Berks County, as a means of offering hope and providing resources for assistance within the County.

In collaboration with our Healthy Transitions Grant, the program held its 2nd Mental Health Awareness Event at the Fightin’ Phils. There were informational tables and Public Service Announcements produced by youth at this event.

Visit our web site to learn about our partners, national and local resources as well as statistics, or to request a presentation for your school or community organization.
Crisis Services

The Berks County Crisis Intervention Department is licensed by the Office of Mental Health and Substance Abuse Services (OMHSAS) to provide Crisis services in three modalities: telephonic, mobile outreach, and walk-in crisis intervention services. This is a contracted service provided by Service Access & Management (SAM).

Crisis intervention is available to the community 24-hours per day, and 365 days per year. Twenty-four staff, including managers, crisis interventionists, and support staff, comprise the department. During FY 2016-17, the department made 12,953 contacts with approximately 4,310 individuals, and average of 3 contacts per person. Multiple contacts per person reflects the department’s efforts to provide follow up with individuals to ameliorate their crisis situation and connect them with community service agencies.

The Crisis Intervention Department receives referrals from a variety of sources, including community organizations and agencies, schools, physicians, law enforcement personnel, and families. Over the past few years, we have focused on collaborating with law enforcement agencies to assist individuals who may benefit from behavioral health services. During FY 2016-17, the Crisis Intervention Department responded to over 414 calls received from law enforcement officials.

The relationships developed with law enforcement personnel continue to be reciprocally beneficial and have allowed the department to assist individuals who need services, as well as offer individuals follow-up and ongoing community support resources.

During FY 2016-17, crisis interventionists fielded over 3,500 text messages to serve 344 distinct individuals. Using texting as an additional access point to crisis services increases the likelihood that individuals will reach out for assistance. Texts regarding depression, anxiety, and loneliness are among the most prevalent text topics.
The Berks County HealthChoices Program

HealthChoices is Pennsylvania’s mandatory managed care program for Medical Assistance (MA) consumers. The program is designed to improve access to and quality of care for MA consumers throughout Pennsylvania.

The Pennsylvania Department of Human Services (DHS) has contracted directly with Berks County to manage the HealthChoices behavioral healthcare services to County residents since October 2001. The County, in turn, sub-contracts with a managed care organization (MCO), Community Care Behavioral Health (CCBH), to manage behavioral healthcare services on behalf of the County HealthChoices Program. The MCO's responsibilities include provider network development, utilization management, quality management, claims management, information systems, reporting, member services, and prevention and outreach.

HealthChoices Eligibility by Fiscal Year

HealthChoices members are eligible to receive in-plan services and are offered their choice of at least two service providers, as well as additional services that have been approved for use by the Berks County HealthChoices Program.

Mental Health Services
- Behavioral Health Rehabilitative Services for Children and Adolescents (BHRS)
- Community Residential Rehabilitation Host Home (CRR)
- Crisis Intervention
- Family Based Mental Health Services
- Inpatient Psychiatric Hospitalization
- Laboratory and Diagnostic Services
- Medication Management and Clozapine Support
- Multi-Systemic Therapy (MST)
- Outpatient Mental Health Counseling including Mobile Mental Health Treatment and Telepsychiatry
- Peer Support
- Psychiatric Evaluation and Psychological Testing
- Psychiatric Partial Hospitalization Services
- Psychiatric Rehabilitation/Clubhouse/Mobile Psychiatric Rehabilitation
- Residential Treatment Facilities for Children and Adolescents (RTF)
- Targeted Case Management (Blended and Intensive Case Management, and Resource Coordination)

Drug & Alcohol Services
- Certified Drug & Alcohol Recovery Specialist
- Drug & Alcohol Buprenorphine Treatment
- Drug & Alcohol Intensive Outpatient
- Drug & Alcohol Level of Care Assessment
- Drug & Alcohol Partial Hospitalization
- Drug & Alcohol Targeted Case Management
- Hospital-Based Drug & Alcohol Detoxification and Rehabilitation
- Methadone Maintenance
- Non-Hospital Drug & Alcohol Detoxification, Rehabilitation, and Halfway House
- Outpatient Drug & Alcohol Counseling

Other Services
- Assertive Community Treatment Team
- Children’s Services enrolled as Program Exceptions
- Dual Diagnosis Treatment Team (DDTT)
Warm Hand-off Program (WHO)

As drug overdose fatalities continue to soar, hospital emergency rooms have been identified as a critical point of intervention. The goal of the Warm Hand-off Program (WHO) is to ensure that drug overdose patients and individuals with substance use disorders who present to the emergency room are connected to treatment services immediately.

The Berks WHO, initiated as a partnership of the Council on Chemical Abuse, Community Care Behavioral Health, Tower Health Reading Hospital, and Treatment Access and Services Center, utilizes the 24/7 services of hospital-based Certified Recovery Specialists. The former three entities have funded the WHO. The role of the Recovery Specialists is to motivate overdose survivors to accept treatment referrals. During FY 2016-17, 212 consumers received WHO services. Due to its success, plans are underway to expand this program to the Penn State/St. Joseph’s Hospital in 2018.

Pennsylvania Opioid Use Disorder Centers of Excellence (OUD-COE)

The Department of Human Services (DHS) created Centers of Excellence (COE) to improve treatment for addiction to opioids. These 45 COEs are Governor Wolf’s efforts to combat the opioid crisis and are based on the Health Home concept that has proven successful in other areas in Pennsylvania.

The COEs focus on Medication Assisted Treatment to coordinate care for Medicaid recipients with opioid use disorder. Treatment is team-based and whole person focused, with the goal of integrating behavioral health, primary care, and substance use treatment. The purpose of the project is for providers to develop care management teams to work with consumers diagnosed with an Opioid Use Disorder and facilitate treatment engagement.

This project started during FY 2016-17 when the Governor allocated $34 million to the 45 COEs. DHS has allocated $500,000 per year to individual providers; therefore, COEs are not funded through HealthChoices. The providers are required to track and report outcomes data to DHS. Berks County has two COEs: one on the behavioral health side, New Directions and one on the physical health side, Reading Hospital. Berks HealthChoices, Community Care Behavioral Health, and the Council on Chemical Abuse have had quarterly meetings with the two providers to review progress. Since New Directions is on the behavioral health side, they have submitted outcomes data to Berks HealthChoices and Community Care as well. From January through June 2017, New Directions served 163 consumers.
Berks County HealthChoices Program

HealthChoices Utilization

Demographics - 20,995 Served; $82,078,820 Paid**

Gender

- **Female**: 10,561 (50.3%)
- **Male**: 10,434 (49.7%)

Age Groups

- Female
  - Age 0-5: 536 (2.6%)
  - Age 6-12: 3,568 (17.0%)
  - Age 13-17: 2,746 (13.1%)
  - Age 18-20: 1,043 (5.0%)
  - Age 21-44: 7,627 (36.3%)
  - Age 45-64: 5,056 (24.1%)
  - Age 65+: 419 (2.0%)

- Male
  - Age 0-5: 536 (2.6%)
  - Age 6-12: 3,568 (17.0%)
  - Age 13-17: 2,746 (13.1%)
  - Age 18-20: 1,043 (5.0%)
  - Age 21-44: 7,627 (36.3%)
  - Age 45-64: 5,056 (24.1%)
  - Age 65+: 419 (2.0%)

Race/Ethnicity

- **White**: 9,894 (47.1%)
- **Hispanic**: 5,221 (24.9%)
- **Black**: 1,702 (8.1%)
- ***Other/Multi-Racial***: 4,075 (19.4%)
- **Native American**: 32 (0.2%)
- **Asian**: 71 (0.3%)

*Other race category includes individuals who report being of multiple racial/ethnic origin. ** Does not include $500,000 alternative payment arrangement for crisis services. Detail may not sum to totals due to rounding.
**HealthChoices Utilization - Level of Care**

Total Served: 20,995
Total Paid: $ 82,078,820**

** BHRS 1,502 4.8%**

** Community Support Services 2,585 8.3%**

** Inpatient and Non-Hospital Drug & Alcohol 1,322 4.3%**

** Inpatient Mental Health 1,436 4.6%**

** Other 4,043 13.0%**

** Outpatient Mental Health 17,444 56.1%**

** Outpatient Drug & Alcohol 2,653 8.5%**

---

**HealthChoices Utilization - Mental Health Diagnosis**

<table>
<thead>
<tr>
<th>Mental Health Diagnosis</th>
<th>Distinct Members</th>
<th>Amount Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjustment Disorders</td>
<td>2,334</td>
<td>$ 2,261,938</td>
</tr>
<tr>
<td>Anxiety Disorders</td>
<td>3,340</td>
<td>$ 2,799,944</td>
</tr>
<tr>
<td>Attention Deficit/Hyperactivity Disorders</td>
<td>3,806</td>
<td>$ 7,759,462</td>
</tr>
<tr>
<td>Autism Spectrum Disorders</td>
<td>1,233</td>
<td>$ 7,832,617</td>
</tr>
<tr>
<td>Bipolar Disorders</td>
<td>2,750</td>
<td>$ 8,309,023</td>
</tr>
<tr>
<td>Conduct/Oppositional Defiant Disorders</td>
<td>1,717</td>
<td>$ 4,129,133</td>
</tr>
<tr>
<td>Depressive/Mood Disorders</td>
<td>7,226</td>
<td>$ 17,213,856</td>
</tr>
<tr>
<td>Other Mental Health Disorders</td>
<td>3,557</td>
<td>$ 7,422,950</td>
</tr>
<tr>
<td>Schizophrenia/Psychotic Disorders</td>
<td>1,509</td>
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</tr>
<tr>
<td><strong>Total</strong></td>
<td>18,828</td>
<td>$ 68,107,030</td>
</tr>
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</table>

**HealthChoices Utilization - Drug & Alcohol Diagnosis**

<table>
<thead>
<tr>
<th>Drug &amp; Alcohol Diagnosis</th>
<th>Distinct Members</th>
<th>Amount Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol</td>
<td>1,059</td>
<td>$ 2,244,232</td>
</tr>
<tr>
<td>Cannabis</td>
<td>866</td>
<td>$ 1,296,983</td>
</tr>
<tr>
<td>Cocaine</td>
<td>348</td>
<td>$ 979,842</td>
</tr>
<tr>
<td>Opioid</td>
<td>1,953</td>
<td>$ 8,164,473</td>
</tr>
<tr>
<td>*Other Substance Use Disorders</td>
<td>517</td>
<td>$ 1,286,260</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,968</td>
<td>$ 13,971,790</td>
</tr>
</tbody>
</table>

*Other Mental Health/Drug & Alcohol Disorders include dementia, drug or alcohol psychosis, drug or alcohol withdrawal, delirium, organic psychotic or non-psychotic conditions, personality disorders, eating disorders, sleep disorders, tic disorders, child abuse, Developmental Disabilities, mental disorders due to unknown causes, transient organic mental disorders, amphetamine abuse/dependence, hallucinogen abuse/dependence, inhalant abuse/dependence, sedative-hypnotic/anxiolytic abuse/dependence, polysubstance abuse/dependence. Counts and amounts exclude Crisis alternative payment arrangement services. Detail may not sum to totals due to rounding.

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Berks County Aging, Mental Health, Developmental Disabilities, and HealthChoices Programs  22
HealthChoices Youth* Utilization
Demographics - 6,702 Served
$34,892,910 Paid

Gender
- Male: 4,067 (60.7%)
- Female: 2,635 (39.3%)

Race/Ethnicity
- White: 2,742 (40.9%)
- Black: 499 (7.4%)
- Hispanic: 2,101 (31.3%)
- *Other: 1,329 (19.8%)
- Native American: 11 (0.2%)

* Other race category includes individuals who report being of multiple racial/ethnic origin.

Level of Care
- Outpatient Mental Health: 6,176 (60.6%)
- Inpatient Mental Health: 321 (3.1%)
- Inpatient and Non-Hospital Drug & Alcohol: 53 (0.5%)
- Other: 764 (7.5%)
- Outpatient Drug & Alcohol: 119 (1.2%)
- BHRS: 1,632 (16.0%)
- Community Support Services: 1,012 (9.9%)
- RTF: 122 (1.2%)

*Includes members under the age of 18 or members up to age 21 who utilized RTF or BHRS. Detail may not sum to totals due to rounding.
### HealthChoices Utilization - Youth Mental Health Diagnosis

<table>
<thead>
<tr>
<th>Mental Health Diagnosis</th>
<th>Distinct Members</th>
<th>Amount Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjustment Disorders</td>
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<tr>
<td>Anxiety Disorders</td>
<td>677</td>
<td>$851,771</td>
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<tr>
<td>Attention Deficit/Hyperactivity Disorders</td>
<td>3018</td>
<td>$7,106,456</td>
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<tr>
<td>Autism Spectrum Disorders</td>
<td>969</td>
<td>$7,550,900</td>
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<tr>
<td>Bipolar Disorders</td>
<td>183</td>
<td>$1,362,678</td>
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<tr>
<td>Conduct/Oppositional Defiant Disorders</td>
<td>1566</td>
<td>$4,025,688</td>
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<tr>
<td>Depressive/Mood Disorders</td>
<td>1051</td>
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<td>Other Mental Health Disorders</td>
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<td>$5,315,069</td>
</tr>
<tr>
<td>Schizophrenia/Psychotic Disorders</td>
<td>35</td>
<td>$216,982</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6,666</strong></td>
<td><strong>$34,430,596</strong></td>
</tr>
</tbody>
</table>

*Other Mental Health/Drug & Alcohol Disorders include dementia, drug or alcohol psychosis, drug or alcohol withdrawal, delirium, organic psychotic or non-psychotic conditions, personality disorders, eating disorders, sleep disorders, tic disorders, child abuse, Developmental Disabilities, mental disorders due to unknown causes, transient organic mental disorders, amphetamine abuse/dependence, hallucinogen abuse/dependence, inhalant abuse/dependence, sedative-hypnotic/anxiolytic abuse/dependence, polysubstance abuse/dependence. Counts and amounts exclude Crisis alternative payment arrangement services. Detail may not sum to totals due to rounding.

### HealthChoices Utilization - Youth Drug & Alcohol Diagnosis

<table>
<thead>
<tr>
<th>Drug &amp; Alcohol Diagnosis</th>
<th>Distinct Members</th>
<th>Amount Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol</td>
<td>9</td>
<td>$12,167</td>
</tr>
<tr>
<td>Cannabis</td>
<td>96</td>
<td>$416,978</td>
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<tr>
<td>Opioid</td>
<td>2</td>
<td>$375</td>
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<tr>
<td>Other Substance Use Disorders</td>
<td>10</td>
<td>$32,794</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>106</strong></td>
<td><strong>$462,314</strong></td>
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</table>

*Other Mental Health/Drug & Alcohol Disorders include dementia, drug or alcohol psychosis, drug or alcohol withdrawal, delirium, organic psychotic or non-psychotic conditions, personality disorders, eating disorders, sleep disorders, tic disorders, child abuse, Developmental Disabilities, mental disorders due to unknown causes, transient organic mental disorders, amphetamine abuse/dependence, hallucinogen abuse/dependence, inhalant abuse/dependence, sedative-hypnotic/anxiolytic abuse/dependence, polysubstance abuse/dependence. Counts and amounts exclude Crisis alternative payment arrangement services. Detail may not sum to totals due to rounding.

### HealthChoices Utilization - Five-Year Trend**

**Members Served by Fiscal Year 2011-12 through 2016-17**

<table>
<thead>
<tr>
<th>Year</th>
<th>Members Served</th>
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</thead>
<tbody>
<tr>
<td>2012-13</td>
<td>17,121</td>
</tr>
<tr>
<td>2013-14</td>
<td>17,253</td>
</tr>
<tr>
<td>2014-15</td>
<td>17,809</td>
</tr>
<tr>
<td>2015-16</td>
<td>20,037</td>
</tr>
<tr>
<td>2016-17</td>
<td>20,995</td>
</tr>
</tbody>
</table>

**Expenditures by Fiscal Year 2011-12 through 2016-17**

<table>
<thead>
<tr>
<th>Year</th>
<th>Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-13</td>
<td>$65,557,060</td>
</tr>
<tr>
<td>2013-14</td>
<td>$69,717,438</td>
</tr>
<tr>
<td>2014-15</td>
<td>$72,493,756</td>
</tr>
<tr>
<td>2015-16</td>
<td>$77,045,619</td>
</tr>
<tr>
<td>2016-17</td>
<td>$82,078,820</td>
</tr>
</tbody>
</table>

** Does not include alternative payment arrangement costs for crisis services.
HealthChoices Reinvestment Funds

At the close of each fiscal year, Berks County is permitted to retain capitation revenues and investment income, which were not expended during the contract year, to reinvest in programs and services in the County. These funds, called reinvestment funds, must be spent in accordance with Office of Mental Health and Substance Abuse Services (OMHSAS) approved reinvestment plans.

Reinvestment funds are financial incentives used to reward sound financial management practices and allow counties to creatively use funds to fill identified gaps in their treatment systems, test new innovative treatment approaches, and develop cost-effective alternatives to traditional services. Reinvestment funds are just one strategy the Commonwealth uses to achieve continuous quality improvement within its comprehensive treatment system that supports recovery for persons and families with mental health, drug and/or alcohol treatment needs.

2001-2002 - $1,234,679
Access to Residential Drug and Alcohol Treatment Services
Community Outreach to High Risk Populations
Room and Board for CRR Host Home Services
Mental Health Respite Care
Mental Health and Drug and Alcohol Outpatient Expansion

2002-2003 - $3,908,445
Assertive Community Treatment Team for Transitional Age Youth
Autism Collaboration
Crisis Intervention
Intensive Case Management and Resource Coordination Expansion
Student Assistance Program Revitalization Project
Respite Care
Room and Board CRR Host Home Services
Transitional Housing
Outpatient Treatment for Sex Offenders
Drug and Alcohol Housing - Easy Does It
Case Management Support

2003-2004 - $3,286,458
Access to Outpatient Mental Health
Respite Care
Therapeutic Community - Project Transition
Treatment Services at the Community Re-Entry Center
Community Treatment Team
Mental Health Substance Abuse (MISA) Outpatient Services

2004-2005 - $440,727
Respite Care
Room and Board for CRR Host Home Services
Housing - Flexible Funding

2005-2006 - $4,807,475
Permanent Supportive Housing
Recovery-Based Therapeutic Environment
Student Assistance Program Revitalization
Buprenorphine Care Coordinator
Drug and Alcohol - Targeted Case Management
Drug and Alcohol - General
Outpatient Drug and Alcohol Treatment - Specialized
Mental Health Outpatient Practitioner
Housing for Transition-Aged Youth

2006-2007 - $1,909,439
Respite Care
Drug & Alcohol Residential
Transitional Re-Entry Support Program

2007-2008 - $0
No funds available for reinvestment

2008-2009 - $884,959
Respite Care
Enhanced Recovery Support Services
Benefit Application Specialist

2009-2010 - $844,692
Consumer Advocacy Center

2010-2011 - $2,475,562
Permanent Supportive Housing
Early D&A Recovery Support Services - Camp Joy

2011-2012 - $1,006,026
Drug & Alcohol Recovery Specialist Services
Physical Health/Behavioral Health Project

2012-2013 - $1,971,953
Permanent Supportive Housing
Dual Diagnosis Treatment Team (MH/DD)

2013-2014 - $0
No funds available for reinvestment

2014-2015 - $0
No funds available for reinvestment

2015-16 - $1,159,665
Permanent Supported Housing

2016-17 - $2,406,642
Respite
Youth and Young Adult Transition to Independence Pilot
Drop-in Center

To-date, $26,336,722 reinvestment funds have been allocated to enhance human services programs in Berks County.
A special thanks to the following individuals who have contributed articles and statistics for this year’s Annual Report:

Ann Barlet, Community Outreach & Education Manager, AAA
Tracy Evans, Administrative Coordinator, AAA
LeeAnn Evans, Early Intervention Supervisor, SAM, Inc.
Pat Cortez, Assessment Supervisor, AAA
Amy Groh, Director of Crisis Intervention Services, SAM, Inc.
Jolynn Haney, Consultant, Deerfield Data Management
Mary Hennigh, Deputy Administrator, MH/DD
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Todd Reinert, Contract Manager, AAA
Michele Ruano-Weber, Deputy Administrator, MH/DD
Terri Salata, Director of AE Support Services, SAM, Inc.
Lydia Singley, Program Director, HealthChoices
Toby Smith, Fiscal Manager, AAA
Madeline Vega, Office Manager, SAM, Inc.
Rochelle Wanner, Intake Supervisor, AAA
Tina Wise, Protective Services Supervisor, AAA
Steven Young, Director of Berks County Fiscal Operations, SAM, Inc.

We also would like to acknowledge all service providers for their efforts in delivering quality services to the residents of Berks County.
Berks County
Area Agency on Aging
Mental Health and Developmental Disabilities Program
HealthChoices Program

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