Chester County
Department of Drug and Alcohol Services

Government Services Center, Suite 325
601 Westtown Road, P.O. Box 2747
West Chester, PA  19380-0990
(610) 344-6620

VISION

Promote alcohol and other drug policies and programs that improve the quality of life and reflect the cultural and economic diversity of the community.

MISSION

Ensure that quality alcohol and other drug intervention and treatment, as well as alcohol, tobacco and other drug prevention programs are provided for citizens in an efficient and cost-effective manner.

GOALS

The service delivery system for county residents has been designed to provide comprehensive and accessible care for both adolescents and adults in need of treatment or intervention services and assistance to communities trying to prevent addiction. There are several overriding goals that the Department tries to achieve in the design and delivery of prevention, intervention, case management, and treatment services as listed below:

- Assist communities in becoming their own change agents.
- Increase community recognition of alcohol and tobacco as drugs.
- Prevent the continuation of intergenerational family dysfunction due to substance use disorder.
- Promote understanding of the disease concept and the hereditary risk factors associated with substance use disorder.
- Assist clients in creating self-sufficient lives.
- Continuously evaluate the services provided to ensure that they are accessible, high quality, effective, cost efficient and best meet the needs of the citizens of Chester County.
BACKGROUND

The Department of Drug and Alcohol Services was established by the Chester County Commissioners as a Public Executive Commission. The Department serves as the Single County Authority (SCA) for Chester County, responsible for the planning, coordination, and administration of community alcohol and other drug prevention, intervention, and treatment services. The Department also provides case management services.

The work of the Department is accomplished with the assistance of the Chester County Advisory Council, whose members are appointed by the Commissioners. Members are community volunteers who advise the Department on community needs, planning and management of resources and services. FY 2018/19 Advisory Council membership was:

Cindy Wanamaker, Chairperson
Robert Strauber, Jr., Vice Chairperson
Darlene Wherney, Secretary
John Gailey, Member-At-Large
Cynthia Seigafuse, Member-At-Large
Kevin Kelly, Member-At-Large

Catherine O'Donnell, Member-At-Large
Barbara Dery Paul, Member-At-Large
Christina Snyder, Member-At-Large
Elizabeth Dean, Member-At-Large
Norman Pine, Member-At-Large

The three (3) persons Board of Commissioners is the governing entity responsible for oversight of the Department. The Department is part of Chester County’s human services departments, overseen by Human Services Director, Kim Bowman.

The majority of prevention, intervention and treatment services are provided via subcontracts developed and monitored by the Department. The Department also conducts regular needs assessments and develops plans for services.

In addition to planning and administrative activities, the Department also provides some direct case management and prevention services. Case management services include initial assessment for incarcerated individuals and ongoing case management for all residential clients. Prevention services include, but are not limited to, information dissemination and environmental strategies. The staff of the Department was:

Vincent H. Brown, Executive Director
Jamie Johnson, Deputy Director

<table>
<thead>
<tr>
<th>Administrative Unit</th>
<th>Case Management Unit</th>
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<tbody>
<tr>
<td>Todd Bender, Program Specialist II</td>
<td>Megan Dunn, Case Manager</td>
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<tr>
<td>Kathy Collier, Program Specialist II</td>
<td>Joanne Dzus, Treatment Court Specialist</td>
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<tr>
<td>Kaitlyn Genthert, Prevention Specialist</td>
<td>Kathryn Kinsley, Case Management Supv.</td>
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<tr>
<td>Mary Jo Nickel, Fiscal Technician</td>
<td>Mathew Mentzer, Case Manager</td>
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<tr>
<td>Heather Revere, Fiscal Officer II</td>
<td>Crystal Robertson, Case Manager</td>
</tr>
<tr>
<td>Leomarys Torres, Fiscal Officer III</td>
<td>Sheila Romero, Case Manager</td>
</tr>
<tr>
<td>Cathy Vaul, Program Specialist II</td>
<td>Amy Swider, Case Manager</td>
</tr>
<tr>
<td>Betty Wade, Administrative Officer I</td>
<td>Vacant, Data Entry Operator</td>
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SCA CASE MANAGEMENT SYSTEM

Striving to ensure ease of access, Chester County has a decentralized system for entry to funded treatment, regardless the level of care needed. The primary points-of-entry for funded treatment are our five (5) subcontracted outpatient providers located in Coatesville, Exton, Kennett Square, Phoenixville and West Chester. Each of these providers will screen for emergent needs upon initial contact and then see the individual to conduct an assessment to determine, with the individual, the type of treatment (level of care) most appropriate.

For those individuals in need of residential treatment, the program will work with our Case Management Unit to determine the most appropriate program and arrange for treatment funding. Following admission to residential treatment, our Case Management Unit will follow the individual to assist with case management needs and ensure continuity of care.

In addition to entry via our outpatient providers, individuals can be assessed at the Chester County Prison with recommendations for level of care made to the presiding criminal justice agency.

For individuals in need of emergency care, detoxification admission can happen prior to assessment as appropriate. While in detox, the individual will be assessed to determine the appropriate treatment referral.

DEPARTMENT ACCOMPLISHMENTS

In addition to the ongoing management of prevention, intervention and treatment system for Chester County, some of the Department’s other accomplishments include the following:

Administrative

- Continued the multi-system County/community Overdose Prevention Task Force with a goal of developing strategies to address the opiate and overdose epidemic in the County. The Task Force was responsible for providing over 40 overdose prevention community presentations and the development of a community resource website.

- Maintained over 70 provider contracts for prevention, intervention and treatment services, and enjoyed a strong working relationship with contracted providers to ensure quality service provision.

- Participated on the Advisory Board for the veterans’ apartment complex at Whitehall Apartments.

- Engaged as a key member of the Peer Support Expansion Initiative, which will enhance peer support for both mental health and substance use disorder within the community.

- Received and managed over $797,961.25 of Federal and State opioid specific funds, providing and/or enhancing prevention, intervention, treatment and recovery support services, to residents suffering from an opioid use disorder.
Hosted a conference, Beyond the Opioid Epidemic: Building Resilience and Recovering Hope, in May 2019. Included were Keynote speakers, opportunities for networking and morning and afternoon break-out sessions on relevant topics. Over 130 people attended the conference representing numerous organizations/systems, including, but not limited to, criminal justice, health care, mental health, drug and alcohol and children’s services.

Hosted and participated in numerous opioid specific, and other training topics and presentations to County staff, community organizations, schools, township officials and others.

Expanded and enhanced the Community Outreach, Prevention and Education (COPE) program, which provides 24/7 outreach, engagement and personal support, referrals for treatment services, and the distribution of Narcan®, to overdose survivors and their families in local hospital emergency departments. Services were expanded from two (2) to all five (5) of the in-County hospitals and from specifically opioid overdoses, to those involving any substance.

As of the end of FY 18/19 the COPE team had:
- Received and responded to 237 referrals
- Engaged 228 individuals in the hospitals
- Referred 166 individuals to SUD treatment services
- Provided 221 doses of Narcan® to survivors and their loved ones
Worked collaboratively with the Chester County Health Department to purchase and distribute Narcan®. Over 3,701 units of Narcan® were distributed to individuals, community organizations, County staff, first responders and others throughout the year, including during the Statewide Naloxone distribution days, where over 492 units of Narcan® were handed out.

Participated in the planning and management of the fourth annual Color 5K Run/Walk; a County initiative to promote awareness of the opioid epidemic and raise funds to support “warm hand-off” services to overdose survivors in the five (5) local hospital emergency departments.

Treatment

Provided a full continuum of treatment services through over 75 contracted providers throughout Pennsylvania, to meet the individual needs of our clients.

Continued to support Creative Health Services and Gaudenzia Coatesville Outpatient in maintaining and enhancing their Maternal Dependency Program (MDP).

Case Management

Completed over 800 assessments in the Chester County Prison and facilitated the referral and placement of approximately 390 inmates in residential treatment.

Continued the cost reimbursement plan to fund Administrative Case Managers at each of the five (5) contracted outpatient points-of-entry. The Administrative Case Managers
assist clients with Medical Assistance applications, collateral contacts, life skills, developing goals and other case management duties, thereby allowing the clinical staff to offer more direct treatment and assessment services.

Recovery Support

- The SCA and its managed care partner (Community Care Behavioral Health Services) continue to work with The Council of SEPA, the provider of Certified Recovery Specialist Services in Chester County to ensure program viability and delivery of quality service. The following data reflects the programming for FY 18/19:
  - 38 different referral sources
  - 301 individuals referred to CRS services
  - 201 clients engaged
  - Staff from the SCA, DHS and CCBH continues to work with this provider as the program stabilizes and grows its service delivery.
  - Expansion of specialized CRS staff (CYF families and youth) began during the spring of the fiscal year.

- Participated in the national Recovery Month along with the Chester County Commissioners.

- Initiated Recovery Rapid Re-Housing, a collaborative effort with the Chester County Department of Drug and Alcohol Services, Department of Community Development and Human Services, Inc. to deliver Rapid Re-Housing services for individuals with Opiate Substance Use Disorder. This project was launched March 2019. Services include Housing Case Management and funding to assist with security deposits/move-in costs and up to 6 months of rental assistance for those who apply and qualify for assistance. To date the program has received 49 referrals, engaged 37 individuals working towards housing stability, approved 19 individuals to participate in the program and authorized rental funding for 8 households. The Recovery Rapid Re-Housing program is expected to stabilize and grow, offering services to individuals in need. One goal is to increase the numbers actually housed with these funds.

Prevention/Intervention

- Over 20,000 Chester County residents were provided current, factual and culturally sensitive information about issues surrounding substance use disorder and how it affects individuals, families and communities. Additionally, knowledge and awareness of the publically funded prevention, intervention and treatments systems available to county residents was provided. This information was disseminated through the following activities: health fairs, presentations and the information and referral line.
The SCA has partnered with Good Fellowship Ambulance service to provide trainings to first responders, treatment providers and the general population on effectiveness of Narcan® in preventing fatalities from opiate overdoses as well as the proper manner in which to administer the medication. Additionally, Good Fellowship Ambulance has taken the lead to train and distribute Naloxone to County and community agencies.

On December 13, 2018 the SCA participated in a Naloxone distribution day coordinated through the PA Department of Health with 492 doses distributed to Chester County residents.

The Overdose Prevention Task Force provided more than 40 trainings to schools, community groups, provider agencies and other key stakeholders on opioid/overdose related topics. Trainings were conducted in conjunction with the Health Department, District Attorney’s Office and other community partners, reaching over 1,000 community members, professionals, first responders, and students. Trainings provided participants with information on current issues, ways the problem is being addressed and how they can access services for themselves or others.

CHALLENGES/OPPORTUNITIES FOR ENHANCEMENTS

In addition to the many accomplishments achieved by the Department, there were also various challenges faced throughout the year. The following is a list of the “greater” challenges faced and steps taken to address them, or suggestions for addressing those not resolved.

- **Staffing:** The Department and contracted prevention, intervention and treatment providers continued to face turnover and understaffing.

  **Implemented/Suggested Resolution:** The Department and providers were actively hiring during this fiscal year. An ongoing analysis of the workforce issues, and subsequently actions to resolve the problem, needs to occur at the local, State and national levels.

- **Prison Assessments:** During FY 18/19, the Department and contracted provider completed over 800 separate prison assessments; a continuing increase in comparison to previous years. These assessments were completed without additional SCA staffing.

  **Implemented/Suggested Resolution:** The Department has and will continue its communications with relevant criminal justice-related departments and the court system in Chester County, and continue to review the options to meet the growing number of prison assessment referrals (e.g. hiring additional case management staff at the County or Prison level, modification of forms and processes). The Department will continue to utilize Holcomb Behavioral Health Systems to assist in conducting prison assessments.
PA State WITS: The Department along with its provider system had to fully implement and utilize the Pennsylvania Web Infrastructure for Treatment Services (PA WITS) system for all clients receiving services through DDAP funds.

Implemented/Recommended Resolutions: Department staff provided onsite training and technical assistance as well as communication through phone calls and emails. Furthermore, Chester County SCA partnered with several other local SCAs from the Eastern Region to provide a one-day WITS database training for all contracted providers. Chester County SCA remains in contact with the other regional SCAs to work on identifying areas where providers are not fully compliant with WITS and methods to assist said providers to come into compliance.

Opioid Funding: The Department received a significant amount of funds for opioid related services, with eligibility criteria and limitations on its use. This created challenges in providing and enhancing relevant services, while still ensuring that individuals not using opioids received complete and quality care.

Implemented/Recommended Resolutions: Regular “funding” meetings were held with all relevant department staff participating, to monitor all revenues and expenses and make decisions on the most effective use of all funds.
A YEAR IN REVIEW

TRENDS

The following are some Countywide trends identified through data related to Department funded and/or contracted services.

- Chester County has seen a decrease in the number of clients reporting opiate/ opioid use upon admission to treatment for FY 18/19; however there has been an increase in the use of psychostimulants within the same timeframe while alcohol rates use have remained constant.

- The opiate abuse and overdose epidemic continues in the County, as does the efforts to respond to this crisis. Our Department is involved in numerous activities, many of which focus on public awareness and education on overdoses/deaths and the availability of Naloxone; ensuring clients can access appropriate treatment services; and participation in various collaborations with other community agencies and organizations, including the Overdose Prevention Task Force.

- The Department’s Case Management Unit has continued to conduct a large number of prison assessments. Contributing to this trend is: the use of all substances and subsequent illegal activities; the increase in the County’s criminal justice system efforts towards having appropriate clients referred to treatment instead of incarceration, or reducing lengths of incarceration; other changes to criminal justice related protocols, such as an increase in urine testing.

- Chester County has seen a slight downturn in calendar year 2018 (112 overdose deaths) Chester County, like other counties in PA and across this country, continues to struggle with overdose-related deaths and the numbers for 2019 appear to be going down as well.

CLIENT STATISTICS

Included below, are client statistics for the 2018/19 fiscal year:

**As a result of the Affordable Healthcare Act, the Medicaid Expansions and older children remaining on their parents’ health insurance, the client numbers for the ’18-’19 fiscal year continue their downward trend from prior years.**
- Number of unduplicated clients who received funded drug and alcohol services for all levels of care and activities: **1,785**

- Number of unduplicated assessments: **791**

- Number of unduplicated admissions to detoxification: **162**

- Number of unduplicated admissions to residential treatment: **354**

- Number of unduplicated admissions to halfway house: **13**

- Number of unduplicated clients funded in outpatient, intensive outpatient and partial hospitalization treatment (all services): **1,224**

- Number of unduplicated clients who received methadone maintenance services: **27**

## TRAININGS

Below is a list of training needs identified by the Chester County SCA in collaboration with its stakeholders and provided by Chester County SCA for FY 18/19.

- Assessor Training for Chester County
- Addictions 101
- Medication Assisted Treatment
- Narcan®/Naloxone Training
- American Society of Addiction Medicine (ASAM)

## FISCAL INFORMATION

Total Revenue for the Chester County Department of Drug and Alcohol Services for FY 2018/19 was **$5,213,046**. Revenue Sources included federal funding streams, PA State Base, PA Commission on Crime & Delinquency (PCCD), Human Service Block Grant Fund (HSBG), Chester County matching funds, and other miscellaneous sources (Interest, OMBH, Drug Court and Criminal Justice).
These services are made possible by the Chester County Commissioners, Pennsylvania Department of Drug and Alcohol Programs, and the United States Department of Health and Human Services. Some data for use in this report were obtained through the county's contract with the Department of Drug and Alcohol Programs. The Pennsylvania Department of Drug and Alcohol Programs specifically disclaim responsibility for any analysis, interpretations, or conclusions therein.

Tom Wolf, Governor
Commonwealth of Pennsylvania

Jennifer Smith
Department of Drug and Alcohol Programs

Subcontracting agencies also receive contributions from local United Way chapters, foundations, and private donations.