

CHESTER COUNTY



CHESTER COUNTY, PA

ANNUAL REPORT
FY 2019/20

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 2019/20 Advisory Council membership was:

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

Catherine O'Donnell, Member-At-Large
Anthony Paul, Member-At-Large
Christina Snyder, Member-At-Large
Elizabeth Dean, Member-At-Large
Norman Pine, Member-At-Large
Mark Evans, 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

Administrative Unit

Todd Bender, Program Specialist II
Kathy Collier, Program Specialist II
Kaitlyn Genthert, Prevention Specialist
Mary Jo Nickel, Fiscal Technician
Heather Revere, Fiscal Officer II
Leomarys Torres, Fiscal Officer III
Cathy Vaul, Program Specialist II
Betty Wade, Administrative Officer I

Case Management Unit

Megan Dunn, Case Manager
Joanne Dzus, Treatment Court Specialist
Kathryn Kinsley, Case Management Supv.
Rita McGuane, Case Manager
Crystal Robertson, Case Manager
Sheila Romero, Case Manager
Amy Swider, Case Manager
Carletta Raison, Administrative Clerk

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

- ❖ In response to the Coronavirus pandemic, converted department operations from on-site to remote, beginning in March. Most continue to be performed remotely as of mid-August.
- ❖ Collaborated with numerous County departments and community based organizations throughout the year in our continued work to address the opioid and overdose epidemic. Efforts included:
 - Participation in the planning and management of the County's annual Color 5K Run/Walk, to raise community awareness and funds to support the County's "warm hand-off" services in local hospitals.
 - Co-chair and other staff participation in the County's Overdose Prevention Task Force.
 - Hosting and participation in community based Narcan®, trainings, as well as collaborating with the County Health Department to purchase and distribute Narcan®,
 - Participation and support of various events including International Overdose Awareness Day.
 - Continued providing "warm hand-off" services to overdose survivors, with a focus of referring them directly to treatment services from the local hospital emergency rooms.
- ❖ Expanded our provider network to meet the diverse needs of the individuals we serve, including the addition of 2 new Recovery Houses for men and women.

- ❖ Hosted and/or participation in over 200 community outreach events throughout the County involving a broad range of substance use disorder prevention, intervention, treatment and treatment related topics.
- ❖ Received and managed \$637,656.42 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.
- ❖ Participated on the Advisory Board for the veterans' apartment complex at Whitehall Apartments.
- ❖ Engaged as a key member of the Peer Support Expansion Initiative (PSEI) to develop peer recovery specialists to assist those individuals with mental health and substance use disorders. The PSEI team provided both a "core" and "enhanced" training for the Certified Peer Supports (CPS) students and was able to place them with mental health providers as part of an extended learning/mentoring process. Furthermore, the PSEI team organized job fairs with mental health providers to meet the students and determine which student and agency may work best together. Training for the Certified Recovery Specialist is scheduled to begin in early fiscal year 20/21.
- ❖ 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 all five (5) local hospital emergency departments (Chester County Hospital, Brandywine Hospital, Paoli Hospital, Jennersville Hospital and Phoenixville Hospital). Services were expanded to include all substance use overdose episodes.

As of the end of FY 19/20 the COPE team had:

- Received and responded to 315 referrals.
- Engaged 307 individuals in the hospitals.
- 203 individuals were admitted to Substance Use Disorder treatment services.
- Provided 104 doses of Narcan® to survivors and their loved ones.

**** Note: The COVID-19 pandemic impacted service delivery for the months of March through June, 2020 as local emergency departments did not permit COPE staff on-site. Services were provided via tele-health.**

Treatment

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

Case Management

- ❖ Completed 596 assessments in the Chester County Prison and facilitated the referral and placement of approximately 279 inmates in residential treatment. Note: the COVID-19 pandemic affected service delivery for the months of March through June, 2020. Due to

Covid-19 individuals were expedited out of custody to decrease the amount of individuals arrested and/or incarcerated. In order to accommodate the assessments during COVID-19, tele-health communication and assessments has been utilized.

- ❖ Continued to fund Administrative Case Managers at each of the five (5) contracted outpatient points-of-entry. The Administrative Case Managers assisted 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 Southeastern Pennsylvania (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 FY19/20:
 - 41 different referral sources.
 - 211 individuals referred for CRS services.
 - 29 individuals/family members referred by CYF for specialized/enhanced CRS services.
 - 8,335 units/2,084 hours of recovery coaching and mentoring delivered in the community.

**** Note: The COVID-19 pandemic impacted service delivery for the months of March through June, 2020. Referrals were down and most services were provided via tele-health.**

- ❖ Participated in the national Recovery Month, hosting and participating in various events.
- ❖ Successful continuation of the Recovery Rapid Re-Housing Program. This is 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.

The data below reflects FY 19/20:

- 66 referrals were received from the contracted network.
- 49 individuals received Case Management Services, assisting with linkages/budgeting/child care/employment/resources to prepare for housing.
- 24 individuals were approved for housing subsidy.
- 15 individuals were successfully housed. An additional 3 individuals are actively looking for housing.
- \$67,830 was expended for housing costs.

**** Note: The COVID-19 pandemic impacted applicant referrals as well as number of units available March through June, 2020.**

Prevention/Intervention

- ❖ Over 25,000 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 treatment 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 went through a comprehensive, six-phase Prevention Needs Assessment process, in partnership with community groups, schools, providers and other drug and alcohol professionals to develop an expansive, inclusive and responsive Prevention Plan for FY 20-21.
- ❖ Beginning in November 2019, the SCA began a full Request for Proposal (RFP) process for new and existing prevention services (based on the results of the Needs Assessment and the Prevention Plan developed). By June 2020, providers were selected and contracted for Information Dissemination, Evidence-based Programming, Alternative Activities, Student Assistance Program, Community-based Processes and Environmental Strategies.
- ❖ The 2019 Pennsylvania Youth Survey (PAYS), conducted in the fall included more than 17,000 Chester County students from public, private, parochial and cyber/charter schools.
- ❖ Providers continued services virtually despite the change of circumstances brought by the COVID-19 closures.

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.

- ❖ **COVID-19:** Due to the unprecedented situation facing our County, the nation and world, services have been directly and drastically impacted by the COVID-19 pandemic.

Implemented/Suggested Resolution: The SCA, in conjunction with Chester County and the State of Pennsylvania has worked hard to ensure that clients can continue to access services and treatment in a safe and healthy manner to reduce the potential exposure to COVID-19. The SCA assisted providers in developing tele-health services and eased restrictions on providers that would otherwise create barriers to clients in need of services. Chester County SCA offered temporary financial relief to its in-county outpatient and assessment providers in order to keep the “front door” to treatment open as well as aftercare treatment for those individuals returning to their communities from residential treatment.

- ❖ **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.

- ❖ **Pennsylvania Web Infrastructure for Treatment Services (PA WITS):** Due to staff turnovers at both the County and provider level it has been difficult to complete all required fields in WITS for SCA-funded clients.

Implemented/Recommended Resolutions: Department staff provided on-site training and technical assistance as well as communication through phone calls and emails. 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 providers to come into compliance. Furthermore, the SCA compares data from the WITS system and its own internal database and sends out reports to treatment providers as a means of ensuring compliance as well as incorporating WITS reviews during the monitoring process.

- ❖ **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. Due to funding requirements, additional reporting was needed which in turn resulted in increased staff time.

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.

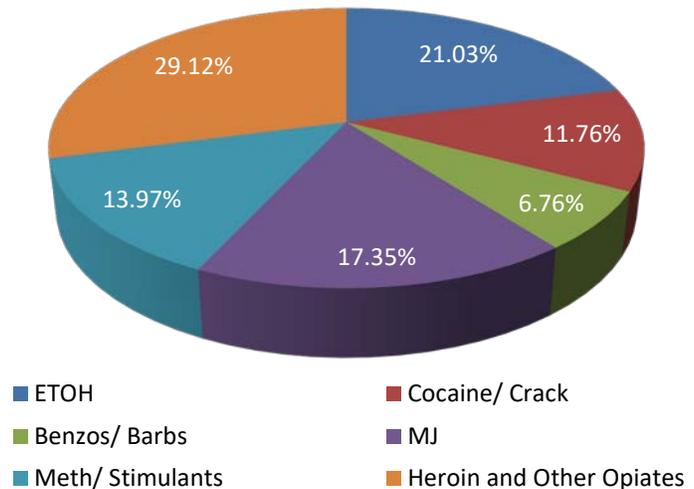
A YEAR IN REVIEW

TRENDS

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

❖ Chester County has seen a slight decrease in the number of clients reporting opiate/opioid and alcohol use upon admission to treatment for FY 19/20 (Chart 1 on next page). There has been an increase in the use of psychostimulants which includes methamphetamines within the same timeframe (Chart 2 on next page). The red line on Chart 2 shows the upward trajectory of psychostimulant use.

FY 19/20 Substance Use



- ❖ 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 provided over 40 presentations and trainings to various community organization, first responders, residents, and others.
- ❖ 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 continued to see a slight downturn in accidental overdose deaths in calendar year 2018 (112 overdose deaths) and calendar year 2019 (104 overdose deaths). However, like other counties in PA and across this country, Chester County continues to struggle with overdose-related deaths as the statistics are of epidemic proportions.

Chart 1

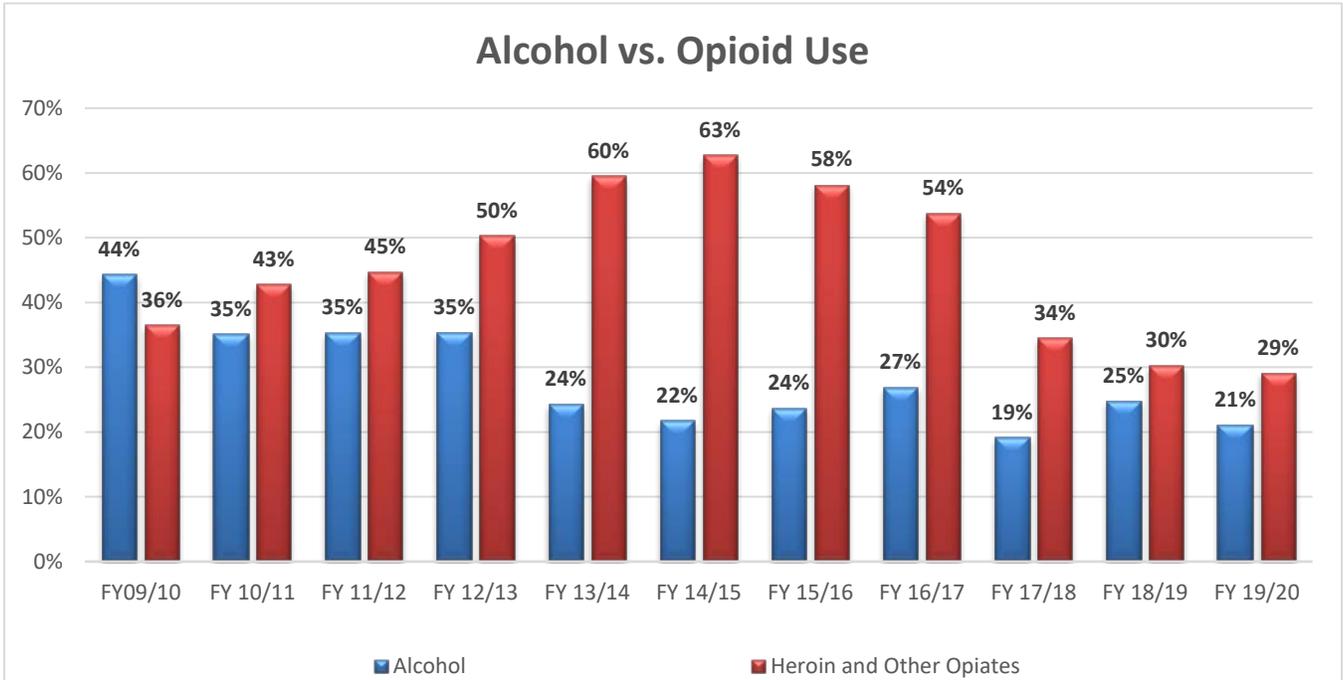
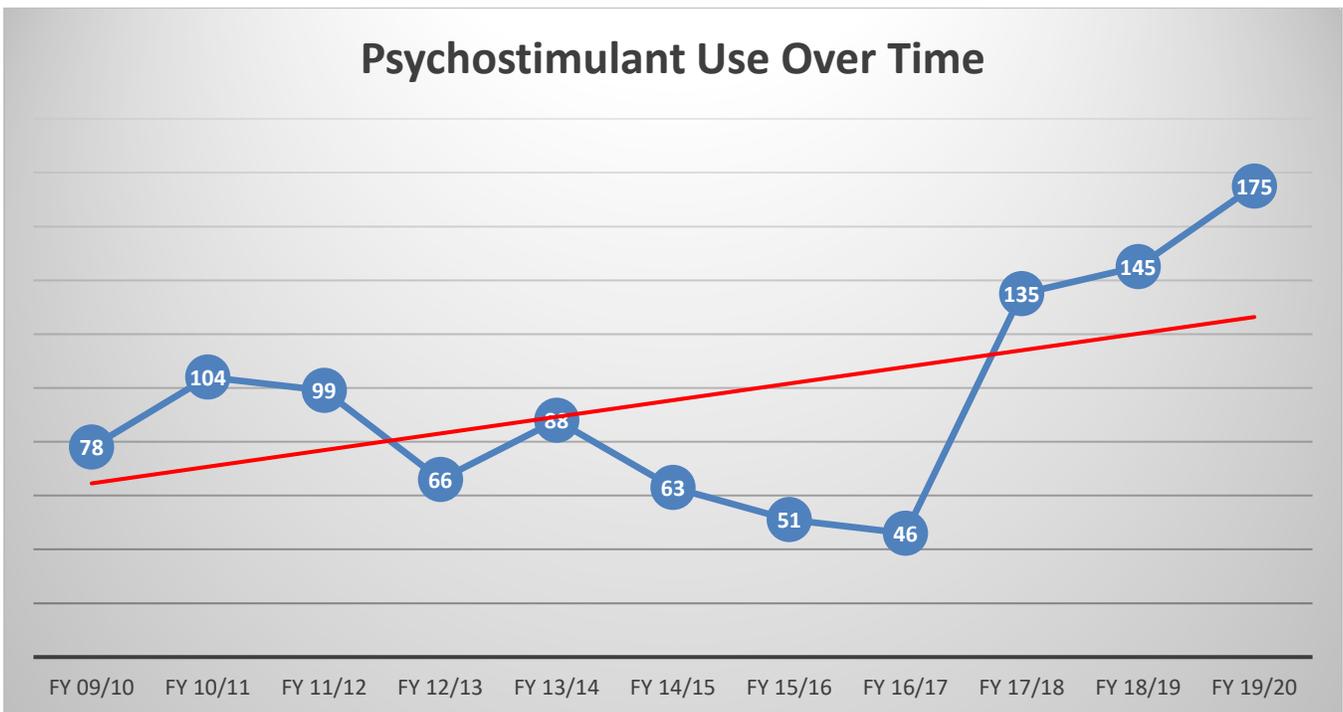


Chart 2



CLIENT STATISTICS

Included below, are client statistics for the 2019/20 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 '19-'20 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:	1,444
• Number of unduplicated assessments:	531
• Number of unduplicated admissions to detoxification:	110
• Number of unduplicated admissions to residential treatment:	324
• Number of unduplicated admissions to halfway house:	9
• Number of unduplicated clients funded in outpatient, intensive outpatient and partial hospitalization treatment (all services):	545
• Number of unduplicated clients who received methadone maintenance services:	28

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 19/20.

- ❖ 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 19/20 was **\$5,761,100**. 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).

CHESTER COUNTY COMMISSIONERS 2019

*Marian D. Moskowitz, Chairperson
Josh Maxwell
Michelle Kichline*

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.