

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

May 16, 2022

Board Members Present: Brian Klugh, Carrie Bair, D'Arcy Crocker, Theresa Stauffer, Cathy Ginder, Mary Ann Gerber, Angela Keen, Ellen Hurston, and Patience Buckwalter

Staff Present: Crystal Natan, Executive Director, Kelley Zipp, Family Support Director, Amy Campbell, Quality Assurance Director, Robin Boyer, Intake Director, Betsy Frame, Permanency Director, and Lindsey Brenna, Executive Secretary

Community Present: None

Excused: Angela Eichelberger, Crystal Martin

Call to Order: Board Chair D'Arcy Crocker called the meeting to order at 8:02 A.M. The meeting was held through Lifesize, a virtual platform, due to the COVID-19 restrictions of in-person gatherings.

Approval of Board Minutes: Brian Klugh made a motion that the minutes from the May 2021 Board meeting be accepted as presented. Mary Ann Gerber seconded. Motion passed.

Old Business:

New Business: Membership:

- Crystal Natan talked about nominating new members to the Board. Possible members include Kurt Miller Lancaster Bible College, and someone from the law enforcement community. She also reached out to Jason Doyle to find another resource parent to replace the current member leaving.
- Crystal Natan would like to have a hybrid meeting in August.
- Angela Keen asked what type of members we would like from the business sector.
- D'Arcy Crocker called the nomination for Board Chair and Board Vice Chair positions. Brian Klugh motioned to re-elect D'Arcy Crocker as president, Mary Ann Gerber seconded the motion. All members voted that hat D'Arcy Crocker is the re-elected Board Chair.
- D'Arcy Crocker nominated Angela Keen as Vice Chair. Ellen Hurston motioned, and Cathy Ginder seconded the motion. Angela Keen was approved as Vice Chair.

Director's Report:

Staffing/Vacancies

- Amy Campbell talked about the staffing issue. We have been using group posting, for flexibility to make supervisory decisions.
- Some postings we have not had any interest. We had 19 interviews this past quarter.
- Amy Campbell talked about the loss of applicants between the initial offer and time of hire. People accept positions and then leaving within a few weeks of starting. DSS's have been very supportive and willing to participate in all scheduled interviews and assist with hiring needs.
- Salaries are the largest obstacle in hiring currently.
- Crystal Natan said there is some flexibility for people who have experience. There is a pay structure that the county has us follow.
- Crystal Natan talked about how Commissioner Trescot has been very helpful in advocating for salary increases for CYA staff.
- Commissioners did agree to a \$3.00 per hour raise for SEIU union members. The bargaining unit should be voting on this proposal sometime this week.
- Crystal Natan discussed extremely high caseloads. Robin Boyer's staff in Intake are carrying around 40 cases per caseworker. These workers only have 60 days to investigate. Caseworkers cannot do the due diligence when caseloads are so high.
- Family Support caseworkers are averaging 25 cases each and should only have around 15 cases.
- Permanency is helping Family Support by taking some cases, that would normally stay with the Family Support Unity.
- Crystal Natan explained that PA Counseling gave notice to end their contract and will no longer be working as a CYA contractor. These positions were taken to Salary Board and were approved to become County positions.
- Crystal Natan stated the Commissioners are starting to realize the gravity of the staffing situation.
- Crystal Natan stated next year will be full union negotiations for 2024.
- D'Arcy Crocker asked when the salary increase would take effect. Crystal Natan said it would take effect with the start of the July 4, 2022, pay period.
- Crystal Natan talked about how positions must be taken to Salary Bboard, and how salary board works.
- Crystal Natan stated that the idea that public awareness for the need for caseworkers has been taken to the state, and the state has not acted yet to help deal with this staffing crisis.
- Crystal Natan talked about the recent audit and the plan of correction.
- Patience Buckwalter asked what kind of thing the agency do for the employees, like incentives. Why do people want to work at your agency?
- Crystal Natan followed by saying that this is an area that as a County/Agency we need to look further into.
- D'Arcy Crocker ask how many staff are in the office at one given time.
- Crystal Natan followed up that Monday- Thursdays are the busier office days.

- Crystal Natan is going to reach out to work on arranging therapy dogs to come to 150 for staff.
- Carrie Bair shared other ways to support the staff's mental health.
- Crystal Natan talked about Child Welfare Worker awareness week in the beginning of June.
- Angela Keen asked if there are flexibility with mental health days.
- Crystal Natan explained that HR has brought up working on this, staff does earn 5 sick days per year. You can use four of your sick days as personal days.
- Angela Keen talked about selfcare and how important it is to support staff. Angela would like the Agency to look into Trauma informed care, to better support the CYA casework staff.
- Crystal Natan will follow up with Michelle our HR director.
- D'Arcy Crocker asked if vacation time increases with seniority.
- Crystal Natan explained how vacation is earned. Also, Crystal said the county is looking into restructuring some of the time earned schedule.
- We will discuss the 23-24 budget at our next meeting.
- D'Arcy Crocker asked where we stand with placements?
- Betsy Frame stated that placements are holding steady at around 330, Robin Boyer said a number of teens/adolescents have been coming into care due to drug and alcohol problems, and parents are just done. Mental Health and extreme truancy are concerns.
- Youth Intervention Center can only take up to 15 children, due to staffing. Capacity is 24 at YIC. We currently have 12 or 13 Children at the Youth Intervention Center.

Upcoming Events: None

Announcements: None

Public Comment: None

Meeting was adjourned at 9:15 A.M.

NEXT MEETING: August 15, 2022
8:00-9:30 a.m.
via Lifesize and In Person
Join the meeting: <https://call.lifesizecloud.com/6014008>

Respectfully submitted,

Lindsey Brenna