MESSAGE FROM THE PRESIDENT/CEO

Dear Friend,

On behalf of the Pennsylvania Council of Children, Youth, & Family Services, I am delighted to welcome you to our 2023 Annual Conference. Our conference planning committee and staff are looking forward to offering you a conference unlike one we’ve ever held.

This year, we have over 18 sponsors, and 33 speakers representing 21 different agencies with 18 unique workshops and session topics. We sought to bring you the most innovative, thought-provoking, and relevant topics to advance your professional development. We are also excited to offer new ways for everyone to connect, through a trivia event on Tuesday night, and a wine tasting on Wednesday, sponsored by emkompas Technology Solutions.

We hope you will be encouraged and enthused by our offerings and leave our conference feeling refreshed to inspire Pennsylvania’s children and families. We appreciate you and your commitment to our shared goals and vision. Thank you for being here with us.

Sincerely,

Terry L. Clark, MPA
President and CEO
Local People. Powerful Solutions.

Emily Reiter, CIC
Executive Producer & Risk Management Advisor
emily.reiter@bbrown.com
Direct: (610) 694-1903

John F. Ehresman, AAI
Senior VP Insurance & Risk Management Consultant
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Direct: (610) 694-1884

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### Session 1
**10:30 to noon**

**Becoming a Data Driven Organization: Leveraging the Power of Business Intelligence to Drive Organizational Performance - Central Room E**
Speakers: Nicholas Riehl & Scott Bachik

**The Use of Key Quality Indicators to Achieve Better Outcomes for an Organization - Central Room D**
Speaker: Dominick DiSalvo

**Connection is Key! Supporting Older Youth Transitioning from Foster Care - Heritage Room**
Speaker: Heather Miller, (1.5 CEUs)

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### Session 2
**1 to 2:30 pm**

**Recognizing and Responding to Adverse Religious Experiences and Religious Trauma - Central Room E**
Speaker: Rose Shepley, (1.5 CEUs)

**Committing to Abuse Prevention - Central Room D**
Speaker: Lisa Bellis

**Managing Difficult Conversations with Challenging Employees - Heritage Room**
Speaker: John Amato, (1.5 CEUs)

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### Session 3
**3 to 4:30 pm**

**Combatting Commercial Sexual Exploitation of Children: Examining the Landscape of Trafficking in Persons and Frameworks for Prevention on a Global, Federal, State and Local Level - Heritage Room**
Speakers: Sarah Patschke & Sarah Sechrist, (1.5 CEUs)

**Precision Analytics: Conquering the Digital Divide in Behavioral Health - Central Room E**
Speakers: Kate Ryan & Kristen Gay

**Oral and Written Presentation by Service Providers: Insights from a Juvenile Court Judge and a Chief Juvenile Probation Officer - Central Room D**
Speakers: Robert Tomassini, Angela Work, Scott Weller, Hon. David R. Workman, Andrew Benner Stephanie Jirard, (1.5 CEUs)

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### Evening Events
- **5 to 6 pm**: Board Meeting
- **6 pm**: Dinner on Your Own
- **6:30 to 9:30 pm**: Wine Tasting, Heritage Room, **Sponsored by enkompas**
- **6:30 to 11 pm**: Networking Mixer, Sunken Lounge, **Sponsored by enkompas & Binti**
KEYNOTE William Kellibrew

ACTIVIST & EXPERT ON ANTI-VIOLENCE METHODOLOGY

William Kellibrew IV is an international advocate for civil, human, women, children, and victims’ rights. He is a sought-after speaker on violence, trauma, trauma-informed care, and children exposed to violence. At age six, he was sexually abused by his mom’s neighbor and at age ten, he watched helplessly as his mother and twelve-year-old brother were shot in their living room by his mother’s estranged boyfriend.

In 2015, Kellibrew was nominated by U.S. Congresswoman Eleanor Holmes Norton to receive the U.S. Congressional Victims’ Rights Caucus Eva Murillo Unsung Hero Award for exemplifying and embodying the movement for victim rights through outstanding efforts in victim advocacy, allied professional advocacy, public policy and public awareness. He is currently a faculty member for SAMHSA’s National Center for Trauma Informed Care, and a consultant for the Department of Justice’s Office for Victims of Crime Training and Technical Assistance Center, as well as The William Kellibrew Foundation. In 2011, he was recognized by the White House as a Champion of Change for his work to end domestic violence and sexual assault.

Kellibrew has appeared on Oprah, In Session, Andrea Mitchell Reports, MSNBC, HLN, Newsmakers with Robert Traynum, BBC Worldwide, BET, and NPR, and in Newsweek, The Washington Post, and countless other media outlets worldwide. He has also blogged for the White House.
Bethany Children’s Home is celebrating our 160th anniversary throughout 2023!

Bethany has served youth since 1863, when our journey began. Since that time, we have helped more than 13,000 children along their healing journeys.

Here’s to another 160 years!

Visit bethanyhome.org for a list of upcoming events.

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THURSDAY/April 27

7:30 to 9 am  Breakfast, *Sponsored by Brown & Brown*
8:30 to 9 am  Opening Remarks
9 to 10 am  **KEYNOTE - Freddy Jackson,** (1 CEU) *Sponsored by Binti*
10 to 10:30 am  Break, Please visit our exhibitors

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**Session 1**

**10:30 to noon**

**Identifying the Predictors of Turnover Intentions and the Impact of the COVID-19 Pandemic on Caseworkers Based on a Statewide Workforce Assessment Survey** - Central Room E

Speakers: Yoon Mi Kim, George Kovarie & Soohyoung Rain Lee

**Improving Youth Outcomes through Data-Driven Decision Making** - Central Room D

Speakers: Shawn Peck & Stacey Wellman

**The Intersection of Brain Injury and At-Risk Youth: Implications for Professionals and Providers** - Heritage

Speakers: MJ Schmidt & Erika Pae, (1.5 CEUs)

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Noon to 1 pm  Lunch, “Legislator of the Year” award Rep. Kate Klunk, Raffle prizes

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**Session 2**

**1 to 2:30 pm**

**A Journey of Hope: My Path from Pain to Purpose** - Central Room D

Speaker: Frank Leonardis

**Growing up Trans+ in the United States of America** - Central Room E

Speaker: Lisa Fritz, (1.5 CEUs)

**Creating Equity for Formal and Informal Kinship Families** - Heritage

Speakers: Evette Clarke & Dr. Rosalind Lee, (1.5 CEUs)

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2:30 to 2:45 pm  Break, please visit our exhibitors

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**Session 3**

**2:45 to 4:15 pm**

**Cultural Diversity and Color-Blind Racism**

Speaker: Bonnie Marsh, (1.5 CEUs) - Heritage

Close
A message and philosophy for all ages, “Love... No Ego, The Courage to Be You” captures, creates, and promotes an environment in which the human intuition and spirit is ignited and pushed into greatness. Greatness is a space where collaboration, creativity, and clarity naturally flows, creating a team and culture of individuals who are able to live and work from a conscious space of freedom and inclusion, having a self and communal practice that promotes the awareness of, and then the diminishing of, biases, judgment, and fear. Thus, creating and establishing consistent and optimal performance!

Via the pillars of Spirituality, Education, Exercise, and Community, “Love...No Ego” ignites the human intuition of young people as well as educators, while improving awareness of the egotistical, worldly influences that promotes overly self-centeredness and fear, helps to naturally excel participants beyond their challenges, commit to being their best selves, and live in and on purpose.
Since 2017, Binti has been on a mission to ensure every child has a fair chance at life.

Developed through thousands of hours of research with social workers, families, and youth, our mobile-friendly tools are used by more than 12,000 social workers across 34 states, supporting over 140,000 youth in child welfare.

Binti has facilitated more than 60,000 foster family licensures while saving 20-40% of time spent on administrative work, increasing the availability of safe, loving homes and enabling more focus on serving youth and families.

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For more information, reach out to info@binti.com

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**WEDNESDAY PRESENTERS**

**10:30 - noon**

**Becoming a Data Driven Organization: Leveraging the Power of Business Intelligence to Drive Organizational Performance**

Speakers: Nicholas Riehl & Scott Bachik

The presentation will highlight how Community Alternatives (a managed partner of ncgCARE) leveraged the power of Business Intelligence (BI) to become a data-driven organization and gain insights on financial data, cost information related to delivery of services, staff productivity, and client service activity. The presentation will outline their journey from the organization’s initial state through the transformation to having a functional Decision Intelligence System with timely data updates. They will review how the journey started, what implementation approach was taken, the technology infrastructure that was implemented, and how the information is used to improve decision making and advance the organization forward. They will share what worked, what did not work, and outline the keys to success.

**Using Quality Benchmarks and Key Indicators to Improve Clinical Outcomes of Youth who Survived Complex Trauma**

Speaker: Dominick DiSalvo

Corporate Key Quality Indicators are benchmarks identified to see if a program is providing care at the level of quality and safety that is defined by a program. Programs should utilize Key Quality Indicators so they can ensure effectiveness and efficiency, building trust with customers and payors, and provide a tested benchmark to allow the organization to make data-based decisions to improve care and evaluate progress in a quantifiable manner to help bring opportunity for rate increases. In this presentation, I will give an overview of our Organization’s dedication to the use of Key Quality Indicators and identify at least one example of how the use of data has led to an increase in rates from payors.

**Connection is Key! Supporting Older Youth Transitioning From Foster Care**

Speaker: Heather Miller  (1.5 CEU’s)

Human beings have an inherent need for connection. So often, this need goes unmet for youth transitioning from the foster care system. Many of the over 17,000 young adults transitioning from foster care in the United States do so without the necessary family and social supports. This is of considerable concern to social work professionals, as these youth require greater supports, services, and safety nets than their peers who have not been involved in the child welfare system. Research suggests that social connections are significant and critical for a youth to successfully transition from foster care, as youth need adults that they can trust to help navigate real life situations and circumstances.

Social supports, emotional supports, relationships, and permanent connections are important factors in a youth’s well-being, enhances resilience, and decreases the probability of poor outcomes. There is growing body of research on interdependence, rather than independence, for youth aging out of care. Interdependence honors a need for, and supports engagement with, trusted adults, while independence pushes for less connectedness. Child welfare policies and practices need to address the needs of youth transitioning from foster care, with attention given to the development of relationships and to providing safety nets and resources to this population. This presentation will offer information based on the research noted above and will engage participants in discussion around strategies to support the development of relational connections for older youth in foster care and creating programs that support the notion of interdependence.
Recognizing and Responding to Adverse Religious Experiences and Religious Trauma

Speaker: Rose Shepley  (1.5 CEU’s)

Case managers, social workers, educators, and spiritual care providers are invited to a conversation on how to recognize and respond to Adverse Religious Experiences (ARE’s) and Religious Trauma (RT). Many of the youth we serve come to us with these adverse experiences and traumas and have not received adequate psychospiritual care to help them heal and recover.

Participants will gain awareness of ARE’s and Religious Trauma and their intergenerational impacts. We will also explore a variety of faith doctrines and beliefs that can lead to trauma or re-traumatization and identify common trauma responses. Professionals will consider how to develop a therapeutic recovery plan that addresses key areas of childhood ARE’s and RT to provide youth with the greatest chance possible for holistic healing and recovery.

Managing Difficult Conversations with Challenging Employees

Speaker: John Amato  (1.5 CEU’s)

In this presentation, we will explore some of the reasons that having these conversations may be difficult. We will also discover methods for increasing our confidence and competence in having these difficult conversations in a way to promote a positive outcome. We will also understand the relationship these conversations have with an accountable team.

Committing to Abuse Prevention

Speaker: Lisa Bellis

When it comes to abuse prevention, it’s important to know whether your organization is complacent, compliant, or committed. During this presentation, our experts will teach you how to become committed by bridging the gaps in your current abuse prevention program, developing formalized policies and procedures, conducting sound screening and selection, effectively training employees, conducting high-level monitoring and supervision, developing an internal feedback system, engaging consumer participation, and formalizing consistent administrative practices.

Has your organization found it difficult to find abuse insurance? Have you received a non-renewal notice or has the carrier made your renewal conditional on their requirements? We will discuss how these strategies will elevate your organization as committed to preventing abuse. This will have a profound impact on negotiating appropriate abuse insurance at your next renewal.
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3 - 4:30

**Combatting Commercial Sexual Exploitation of Children: Examining the Landscape of Trafficking in Persons and Frameworks for Prevention on a Global, Federal, State and Local Level**

Speakers: Sarah Patschke & Sarah Sechrist  
(1.5 CEU’s)

The presentation will focus on trafficking of persons, specifically on the commercial sexual exploitation of children (CSEC). We will begin with a high-level overview of trafficking in persons globally, and then dive deeper into trends in the United States. Utilizing the Shared Hope framework, we will explore the state of CSEC prevention in Pennsylvania, offering insight as to how providers can further the work of prevention and healing through approaches tailored for team members, youth in care and the larger community.

**Precision Analytics: Conquering the Digital Divide in Behavioral Health**

Speakers: Kate Ryan, Pete York & Sarah Kline

In September 2021, Gemma Services and BCT Partners shared the impact of a data analytics tool they developed based on real time and historical data, called the Insight Generator. The Insight Generator is currently being used in Gemma’s Psychiatric Residential Treatment Program (PRTF).

This year, the team from Gemma will share updated outcomes from their use of the tool, how they are using the tool in a new, specialized program within the PRTF, and their newly developed tool for use in their Outpatient Program to help clinicians pinpoint needs and interventions for each youth.

**Oral & Written Presentation by Service Providers: Insights from a Juvenile Court Judge and a Chief Juvenile Probation Officer**

Speakers: Robert Tomassini, Angela Work, Scott Weller, Hon. David R. Workman, Andrew Benner & Stephanie Jirard  
(1.5 CEU’s)

This session will be tailored towards service providers who appear before the juvenile court. The presentation will introduce some best practices in writing thorough and professional documents commonly used by juvenile courts throughout Pennsylvania. Additionally, best practices regarding the oral presentation of said documents and other court testimony in the juvenile court will be presented. The presenters will include a juvenile court judge, Hon. David R. Workman; a professor from Shippensburg University, Dr. Stephanie Jirard; a chief juvenile probation officer from Cumberland County, Andrew Benner; a representative from a service provider; and the staff at the Juvenile Court Judges’ Commission who will offer their perspective on specific content, knowledge, skills, strategies, and tools that service providers may use to best inform the court and help juvenile court judges make the soundest judicial decisions possible.

Pennsylvania Council of Children Youth & Family Services (PCCYFS) #SWPR004114 is approved by the Pennsylvania State Board of Social Workers, Marriage and Family Therapists and Professional Counselors to offer continuing education for social workers, marriage and family therapists and professional counselors. PCCYFS maintains responsibility for the program(s).
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**Cyber Risk Assessment**

Assess vulnerabilities to a cyber attack and what you can do to protect your company.

¹ Source: Cybersecurity Ventures
NETWORKING EVENTS

Tuesday night, PCCYFS will welcome early arrivals with an evening of trivia at the hotel bar/restaurant, O’Reilly’s Tap Room & Kitchen. Enjoy a tasty dinner and a casual game of general trivia with your conference colleagues. Prizes will be awarded. Trivia starts at 7pm.

Wednesday, April 26 from 2 to 3:30 pm, there will be an Ice Cream Social for all attendees to enjoy a sweet treat while talking to colleagues and exhibitors. The event, sponsored by Cove Prep and Children’s Home of Reading, will be held in the area by registration.

That evening, starting at 6:30 pm, there will be a wine tasting in the Heritage room, sponsored by enkompas and a networking mixer in the sunken bar, sponsored by enkompas Technology Solutions and Binti. These events offer a relaxed atmosphere to talk and visit with exhibitors. There will be light refreshments and live music.

On Thursday, April 27, a networking luncheon will take place from noon to 1 pm.
EHR Management Consulting

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Identifying the Predictors of Turnover Intentions and the Impact of the COVID-19 Pandemic on Caseworkers Based on a Statewide Workforce Assessment Survey

 Speakers: Yoon Mi Kim, George Kovarie & Soohyoung Rain Lee

Child welfare workers in Pennsylvania have experienced significant changes in their work duties after the new Child Protection Services Laws and then sudden changes in their work environments due to the COVID-19 pandemic. Adopting both quantitative and qualitative analytic approaches, we examined the intent to leave among caseworkers and their work experience regarding COVID-19 related changes.

This presentation will discuss the turnover problem in the child welfare system and reviewed caseworkers’ challenges and suggestions based on a state-wide workforce assessment survey of both public and private agency caseworkers. Presenters will show the recent turnover trends and the results of quantitative and qualitative analyses to inform retention strategies. The qualitative analysis will include the impact of the COVID-19 pandemic on caseworkers’ turnover intention. Implementing management practices that reduce and control factors that may cause or contribute to caseworker’s turnover will be discussed.

The Intersection of Brain Injury and At-Risk Youth: Implications for Professionals and Providers

 Speakers: MJ Schmidt & Erika Pae (1.5 CEU’s)

Brain injury is over-represented and frequently undiagnosed in at-risk populations, including youth involved in the juvenile justice system. The neurocognitive challenges associated with brain injury include problems with memory, executive function, and emotional/behavioral regulation. These problems can create problems in school, work, and relationships.

They also increase risk for justice involvement and decrease the likelihood of success in conventional treatment. This workshop will define brain injury; discuss issues specifically related to brain injury in children; introduce a validated tool for screening for history of brain injury and assessments that can be used to identify neurocognitive issues; and describe resources available in PA.

Improving Youth Outcomes Through Data-Driven Decision Making

Speaker: Shawn Peck

Child-serving systems are overcoming the barriers to data-driven decision making through the use of technology. Agency-specific data is often compartmentalized and difficult to operationalize to inform decision-making. Within child-serving systems, it is typical for a youth to cycle in an out of treatment programs multiple times. When excluding detention and shelter facilities, youth average two placements at residential facilities, with roughly one-in-four kids sent to three or more residential placements.

1. Youth who are removed from their homes spend an average of over three years under court supervision; one-in-four spend four years or longer.

2. When youth cycle through multiple placements it has a significant impact on their social, emotional, and physical well-being. Unnecessary and repetitive placements result in a youth spending more time away from their families and communities, the disruption to those family and societal bonds can result in a youth developing an “institutionalized” mentality; which would make their transition back into their community likely to be unsuccessful. Youth inevitably experience more trauma when cycling through placements; hindering the efforts of true trauma informed practices. Their physical and mental health may be affected; their education is interrupted, special education needs may not be immediately recognized and credit transfer issues are not uncommon for youth moving from placement to placement. Multiple placements is also costly to the system.
1 - 2:30

“A Journey of Hope: My Path from Pain to Purpose”
Speaker: Frank Leonardis

I will be discussing my story, “A Journey of Hope: My Path from Pain to Purpose” (which is the title of my presentation and my book). I will talk about how to deal with bullying and I how dealt with it, grief and loss and what it meant to me when I lost my mom at 6 and my father at 15, physical and emotional abuse from my father, the cycle of violence and how I fell in to the trap, the foster care system/kinship care, and overcoming the odds despite the hardships and how one can still follow their goals and dreams.

Creating Equity for Formal and Informal Kinship Families
Speakers: Evette Clarke & Dr. Rosalind Lee
(1.5 CEU’s)

Kinship caregivers often assume responsibility for their relative children to prevent out of home placement. Yet, the resources afforded to children in relative placements pale in comparison to children in foster care homes. This interactive workshop will explore: the plight of kinship care families, the inequity in resource and training distribution, and the necessary changes to effectively support thriving kinship families.

Growing Up Trans+ in the United States of America
Speaker: Lisa Fritz
(1.5 CEU’s)

The Trans+ community in the United States has historically experienced prejudice and exclusion in their families, their schools, their workplaces, and their social spheres. Political debate has surrounded bathroom freedom of choice, participation in athletics, utilization of preferred names and pronouns, and more. This experience has intensified in the political climate of the past few years as laws have been implemented based on falsified information and fear. This presentation will review how the personal, social, and political environments have affected the Trans+ community in the past and present, with an eye to the potential for harm and growth in the future.

2:45 - 4:15

Cultural Diversity and Color-Blind Racism
Speaker: Bonnie Marsh
(1.5 CEU’s)

Dr. Marsh will discuss how the growing diversity in America requires social service agencies and practitioners to examine how this will impact their clients and provide services that recognize and include all cultures. Participants will be asked to examine their own implicit biases to understand how they may be sending unintended messages to others. A historical presentation of racist policies in America will be examined before participants will learn how being “color-blind” can impact how our biases may unintentionally perpetuate practices that can negatively impact others.
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— Michael Whitney, Administrator of Intake and Placement Services, Erie County Office of Children and Youth
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Conference Landing Page

Session Evaluations
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PCCYFS STATEMENT OF VALUES

The membership of PCCYFS is committed to high quality, flexible, and innovative services for children, youth, and families that are easily accessible and support personal independence. In pursuit of this goal, we recognize a shared value base and foundation of practice that supports professional development and education, advocacy, and efforts to influence the funding environment.

WE VALUE:

Children and Their Families
We support a strength-based approach in our work, recognizing the value and worth of each child and family.

Respect for Each Other
We hold that each individual and agency is a valuable part of our common work and worthy of respect.

Strength in Cultural Diversity
We promote the strength of our cultural, racial, and historical diversity.

Unity of Voice and Action
We know the value of speaking with a united voice and common language derived from our shared experiences and are committed to acting decisively and collectively.

Integrated and Coordinated Services
We value a full array of services delivered through an integrated systems-of-care delivery process.

Multi-Level Involvement
We encourage active participation and leadership in Council committees, workgroups, and activities from administrative, management, and program staff within member agencies.

Quality
We support continuous quality improvement and best standards of practice within our collective system of services.

Achievement of Positive Outcomes
We strive to provide responsive services that reflect best practices and support achievement of positive safety, permanency, and well-being outcomes.

Professional Development
We work to establish and sustain culturally competent services and are committed to sharing professional expertise and resources.

Mutual Support
We value statewide support on local and regional issues.

Integrity and Accountability
We work to maintain credibility and accountability in our interactions with regulatory offices, purchasers of service, the communities in which we work, and especially the families that we serve.
As thought leaders, PCCYFS supports continuous improvement within our collective system of services and strives to identify best practices that will achieve the most positive outcomes for the safety and well-being of children and families. PCCYFS offers member-driven solutions, education and professional development, and advocacy to its members in order to advance our field.

Workgroups and Committees
Each of our members has valuable insight to contribute as we identify issues, develop data-informed solutions, and promote best practices. PCCYFS members find great value in statewide and regional workgroups that address critical issues pertaining to agency operations and viability. These communities of practice provide excellent opportunities to elevate our field and develop solutions to benefit our agencies and the clients they serve. PCCYFS uses these discussions, proven solutions, and quality data to advise state and local decision makers.

Networking
Members network and learn from one another both regionally and statewide. Through special events, workgroups, trainings, committees, regional councils, meetings, e-mail groups, and our members-only website, our members know they are never alone when facing a challenge. These forums also allow members to share unique solutions.

Communication
Through relationships with state and local officials, PCCYFS keeps members abreast of the latest developments in the field. Our staff and members have a voice at workgroups and task forces that ultimately influence the operations and direction of Pennsylvania’s child serving system. PCCYFS diligently maintains consistent communication with members through regular e-communications such as a newsletter, regional meetings and a members-only website.

Professional Support
Through our sizable network of non-provider vendor members, agencies also have access to a pool of services, often at a discount, to support their agency business functions.

Congratulations to PA State Rep. Kate Klunk, PCCYFS Legislator of the Year!

Chosen for her tireless advocacy in ensuring the longevity of children’s services as a champion and primary sponsor of House Bill 2214.

Her award will be presented Thursday, April 27 at lunch.
PCCYFS is proud to announce a very special guest to appear at our Annual Conference Thursday during opening remarks.

Laval Miller-Wilson was recently named the Deputy Secretary for the Pennsylvania Department of Human Services (DHS), Office of Children Youth and Families (OCYF), which supervises the county-operated child welfare and juvenile justice systems. Miller-Wilson, an attorney, is deeply committed and passionate about ensuring that vulnerable populations get the care they need and deserve.
BECOME A MEMBER

For more than 45 years, Pennsylvania Council of Children, Youth and Family Services has been working to improve the quality of life for Pennsylvania’s at-risk children and youth and their families.

PCCYFS works on behalf of its members to break down barriers and build relationships between counties and service providers. PCCYFS identifies system efficiencies to enhance services and service delivery in ways that make the client’s experience more seamless. When special needs and issues arise, PCCYFS leverages the resources of its provider members to quickly identify the best resources to address the challenge and achieve successful resolution.

Memberships are available in the categories of provider, supporting and individual. More information and membership applications can be found at pccyfs.org.