



HOFFMAN

• PROGRAMS FOR HEALING •

Together toward tomorrow

PRTF

Quality Improvement Report

July 2023 - June 2024

Prepared and Submitted by
Abby Weaver
Quality Assurance &
Compliance Specialist

815 Orphanage Road
Littlestown, PA 17340
P: 717-359-7148
F: 717-359-2600





Accredited by The Joint Commission

Introduction

Located in South Central Pennsylvania, Hoffman Homes (HH) has been a part of Adams County history for over 100 years. As a psychiatric residential treatment program for youth/young adults we provide comprehensive psychiatric care, treatment, and education to emotionally and behaviorally troubled youth/young adults and their families.

Mission Statement

To be committed to promoting personal growth and achievement of those we serve through continuous quality improvement, education, staff development, and the use of evidence-based practices.

Vision Statement

The vision of Hoffman Homes is to be the leading choice for providing innovative human services to the communities we serve.

Quality Improvement

In the on-going effort to provide the highest quality services and assure stakeholders have information regarding Hoffman Homes, the Quality Assurance and Compliance Specialist develops this Quality Improvement report. This individual manages an interdisciplinary process designed to assure quality treatment services to improve healthy outcomes for individuals and families, system processes, and professional development. This process includes healthcare professionals, individuals and their families, and agencies/MCOs. Hoffman Homes strives for excellence and continuous quality improvement in all areas of service delivery to include:

- Ensuring that each youth/young adult and their family are engaged as partners in their care, and being respectful and responsive to their individual needs.
- Promoting effective communication and coordination of care.
- Providing efficient and timely services that reduce the cost of quality health care for individuals, their families, and the government.
- Implementing a healing centered framework for treatment through the use of trauma centered trainings and Trauma-Focused Cognitive Behavior Therapy (TF-CBT)

Trauma Informed Care

In July 2020 former Governor Wolf passed the Trauma Informed PA (TIPA) plan. As part of this plan, the Department of Human Services (DHS) is working with providers to ensure that organizations, and their staff, are trauma informed. The first phase of this plan was to ensure that providers are trauma-aware. This required providers to complete a self-evaluation and submit this to the identified department within DHS. Hoffman Homes participated in this survey and received recognition as being trauma-aware. The next phase of this plan is to ensure providers are trauma-sensitive. This phase required another self-audit which identified specific areas in which the State would like providers to be compliant. Hoffman Homes completed this audit and submitted it to the State. Hoffman Homes was recognized by the state as being trauma-sensitive. Hoffman Homes continues to provide trauma training for all staff members employed at Hoffman Homes. Every month, a different trauma training topic is trained to all the staff members working on campus. These logs range from trauma specific topics, to how trauma impacts the brain, to the importance of self-care for individuals. Additionally, with the shift to the Relias Training system, Hoffman Homes has been able to identify 4 seminars that focus on Trauma Informed Care for all direct care staff to complete upon new hire. Indirect care staff complete 2 of the seminars upon hire. There were two additional trauma seminars identified as refresher seminars for 2024 that are completed by direct care staff. Indirect care staff complete one of the trauma seminars for 2024.

Stacy Parsons, MA, NCC
VP of Residential and Clinical Programs





Accredited by The Joint Commission

Demographics Admissions 7/1/23 – 6/30/24

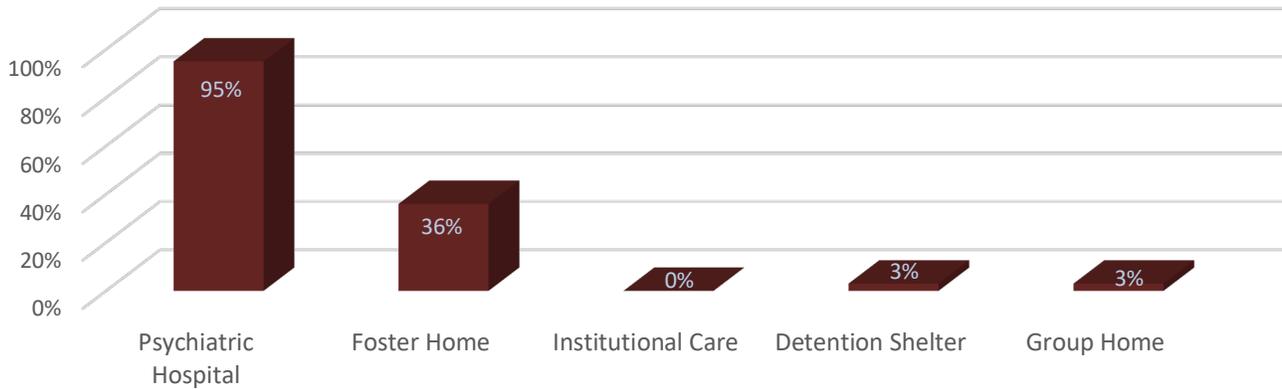
<i>Race</i>	<i>Male</i>	<i>Female</i>	<i>Total</i>	<i>Percentage</i>
Caucasian	5	33	38	57%
African American	4	7	11	17%
Hispanic	0	7	7	11%
Bi-Racial	1	9	10	15%
Asian	0	0	0	0%
Not Reported	0	0	0	0%
Total	10	56	66	100%

<i>Referral Source</i>	<i>Youth/Young Adults Admitted</i>	<i>Percentage</i>
Children & Youth	0	0%
Juvenile Probation	0	0%
Mental Health	57	86%
Hospital	8	12%
Private	1	2%
Total	66	100%

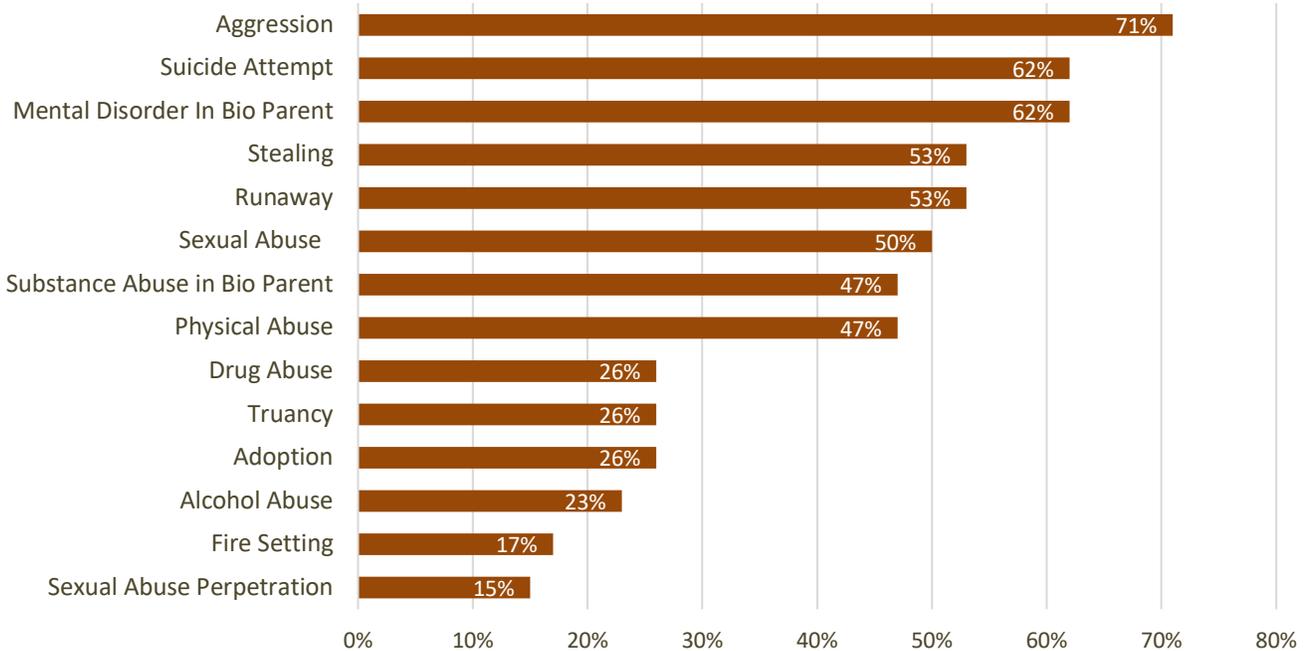
Average age at Admission	13
Oldest Admission	17
Youngest Admission	7

<i>Admissions by MCO/Other Sources</i>		
<i>MCO</i>	<i>Total</i>	<i>Percentage</i>
Magellan	10	15%
Carelon	8	12%
CBH	11	17%
CCBH	25	38%
PerformCare	12	18%
County	0	0%
PA/MA	0	0%
Private	0	0%
Total	66	100%

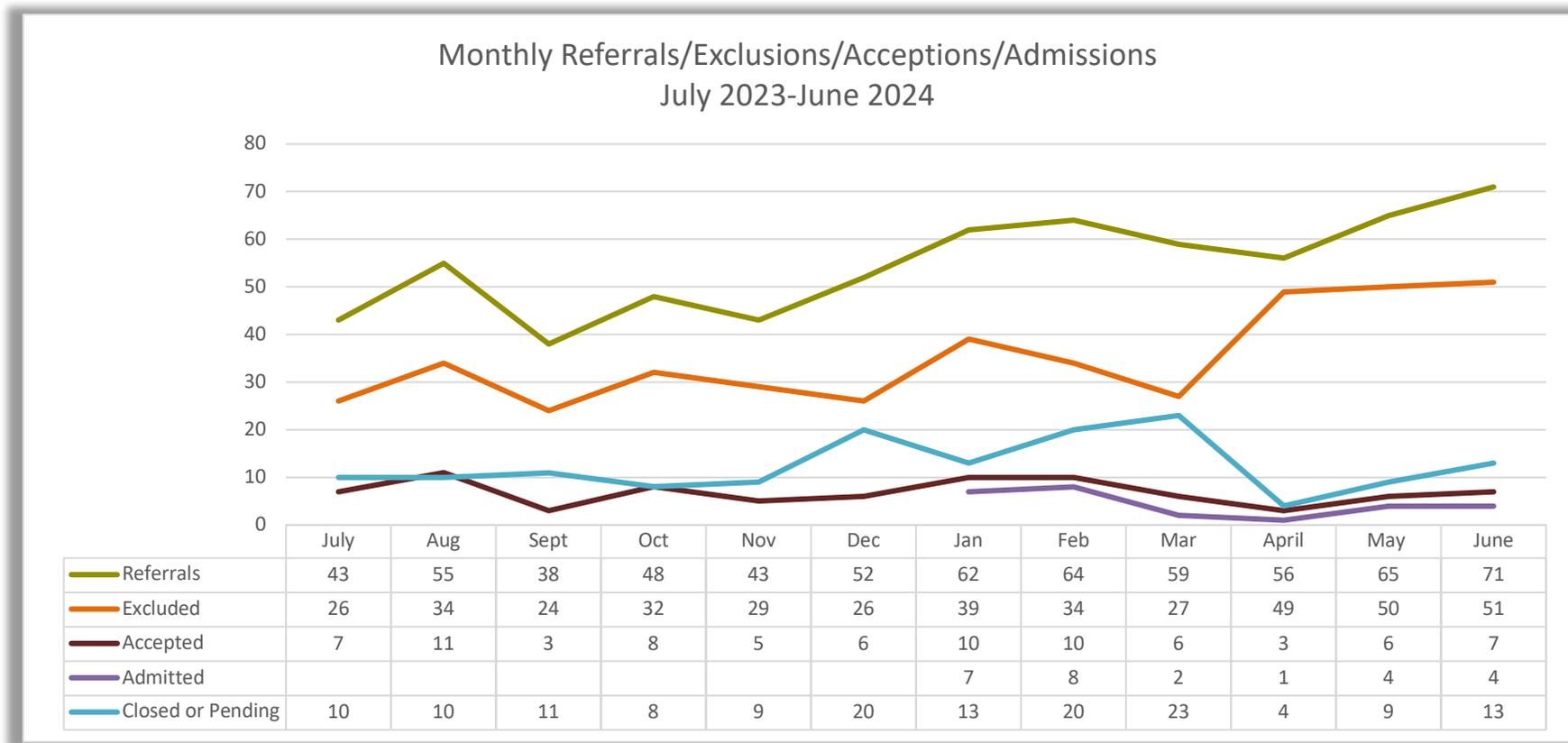
History of Prior Placements (July 2023-June 2024)



Histories of Youth Admitted July 2023-June 2024

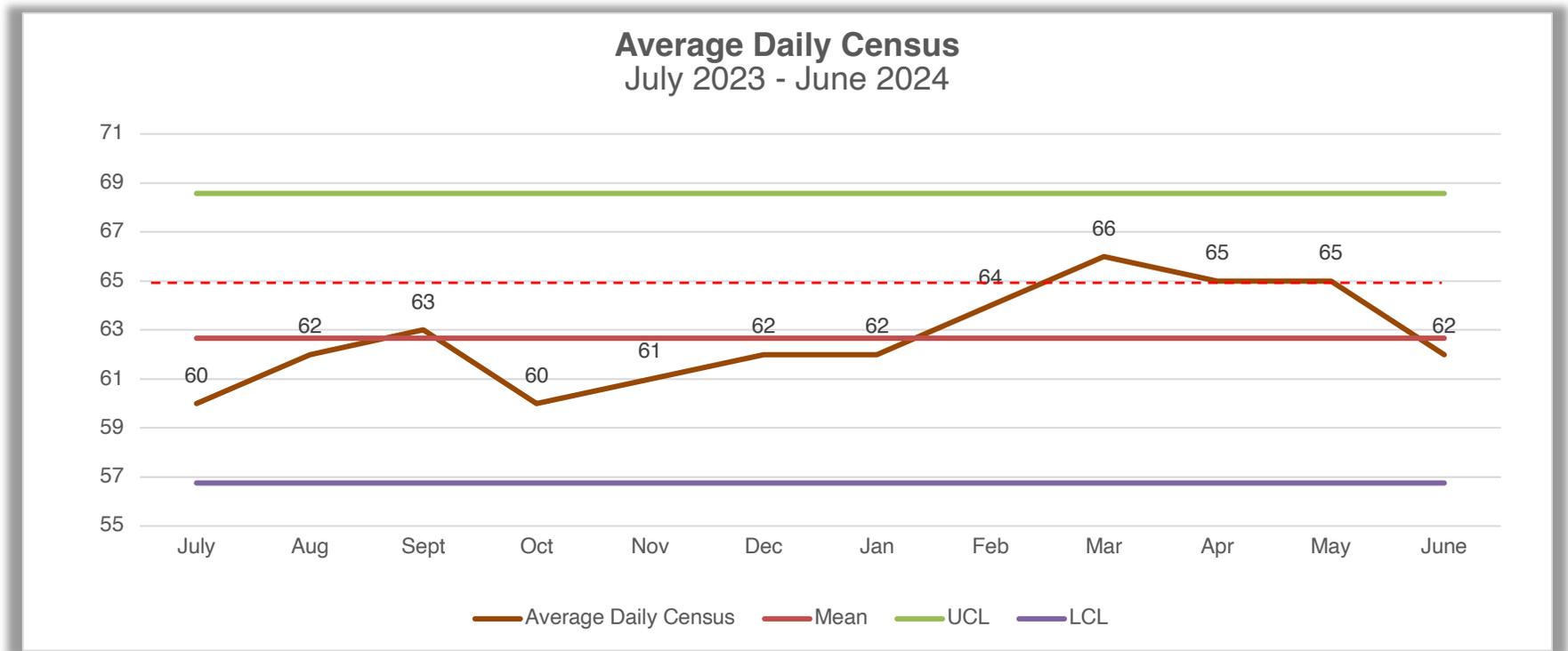


Referral Numbers for July 2023 – June 2024



*Number of youth/young adults re-admitted this year: None.

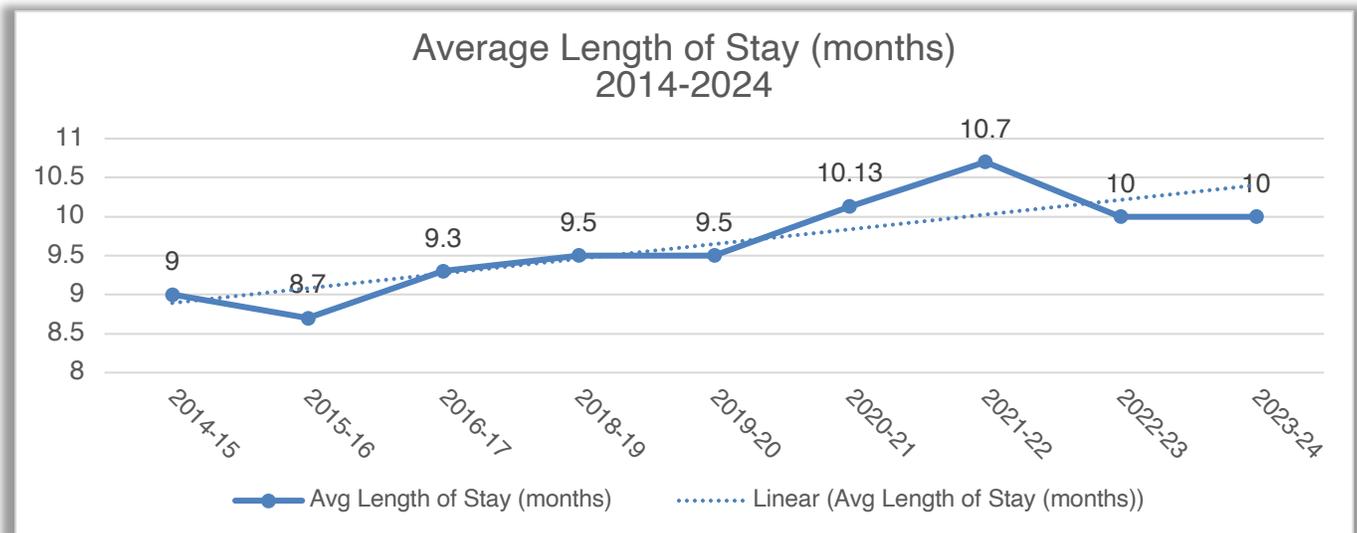
Census – (Budgeted census was 65 for the 2023/2024 fiscal year as indicated by red dashed line on chart)





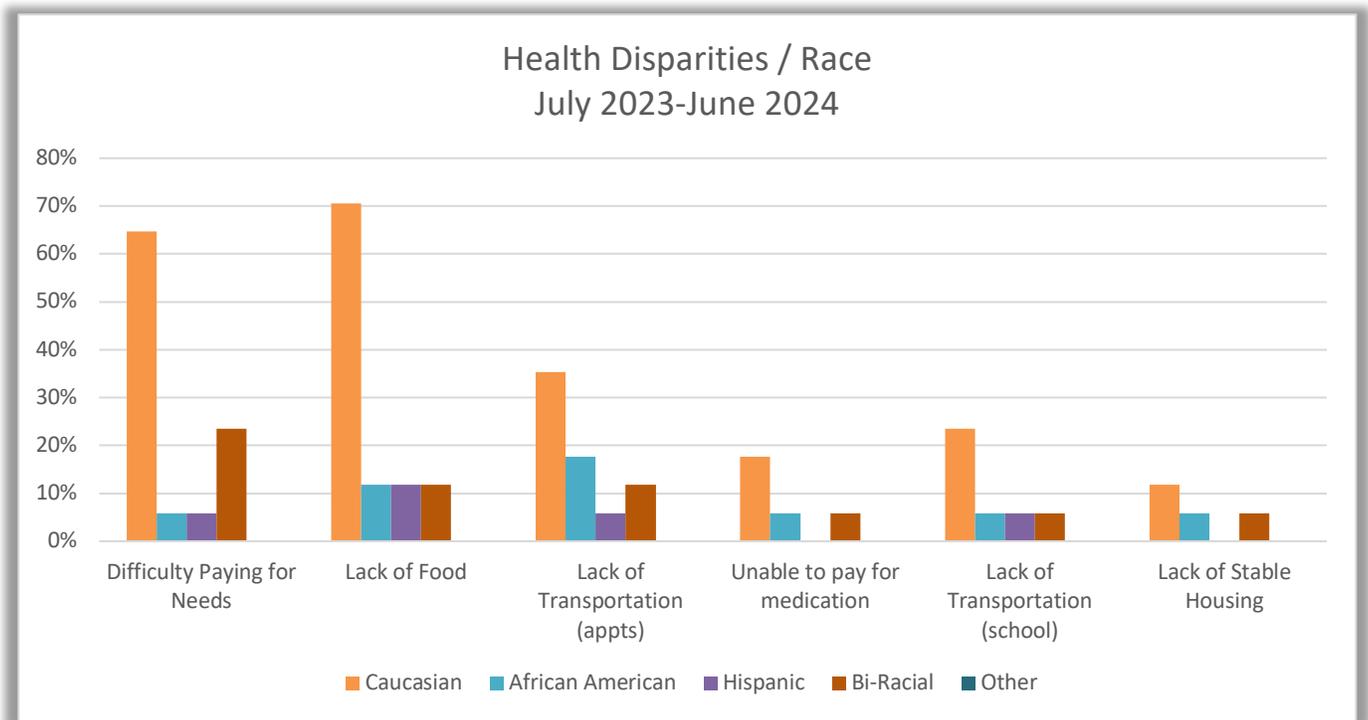
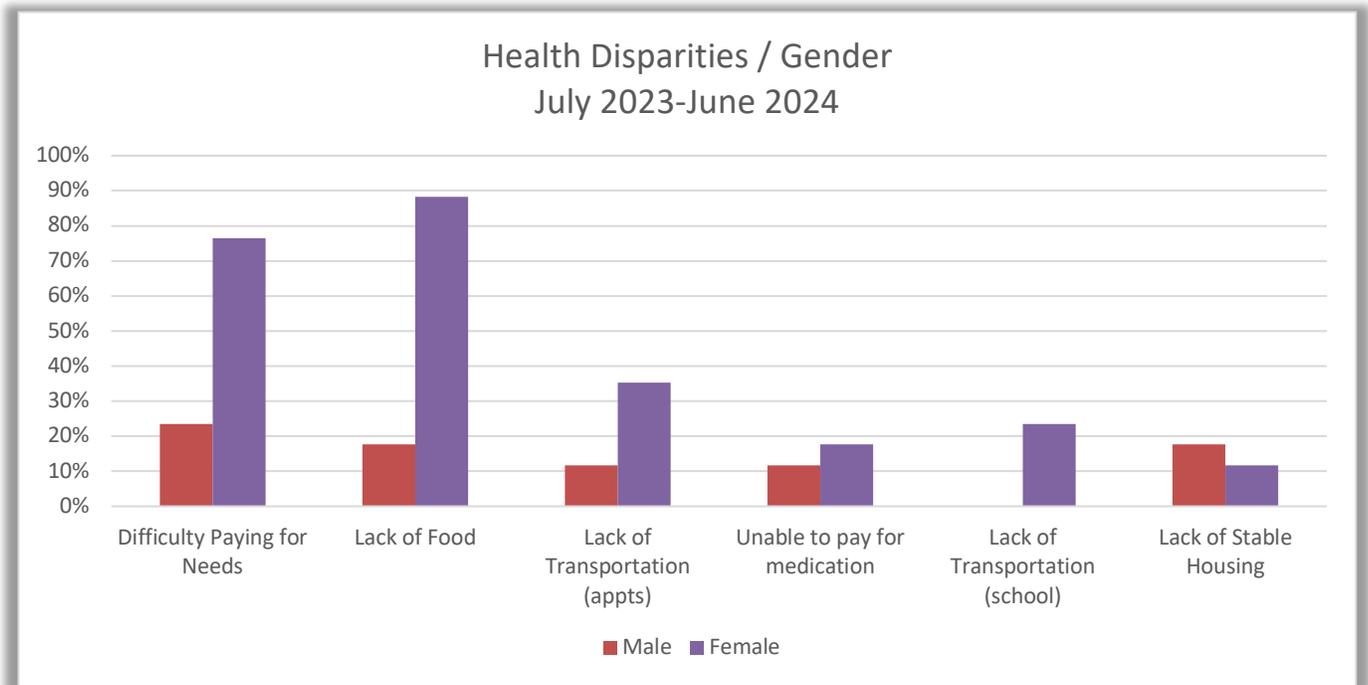
Length of Stay

Average Length of Stay	Months
July through September	8.9
October through December	8
January through March	12
April through June	10
Total Average Length of Stay	10 Months



Health Disparities

From July 2023 – June 2024, data was gathered on the health disparities of youth admitted to Hoffman Homes. This data was gathered in regard to gender and race.



Utilization Review

From July 2023 – June 2024 an average of 15 youth/young adults/week went through the utilization review process.

Youth/young adults are kept on the Utilization Review schedule prior to discharge until an after-care Medication Management appointment is set up for the youth/young adults within seven days of discharge.

Youth/Young Adults Successfully Discharged

From July 1, 2023, through June 30, 2024, 69 youth/young adults were discharged from our program.

Zero (0) youth were excluded from this success data because the reasons for discharge were beyond our control (i.e. court decision, family relocation, child refusing to return to Hoffman Homes from therapeutic leave, etc).

Over the past year, 62 youth/young adults (90%) successfully discharged from the Hoffman Homes' program. 7 youth (10%) were unsuccessfully discharged.



Therapy

Family Therapy - Approximately 97% of the youth/young adults have therapy sessions each month with their identified resources.

Individual Therapy – Youth/young adults meet with their therapist for an individual session at least once a week.

Group Therapy – In the residence, group therapy sessions are held Monday – Friday with the following focuses.

- Mondays – Anger Management
- Tuesdays – Self-Esteem
- Wednesdays – Social Skills/Life Skills
- Thursdays – Coping Skills
- Fridays – Relaxation

Once a month, the youth/young adults also participate in an anti-bullying group therapy session.

Creative Therapies

From 7/1/23 – 6/30/24 there were 924 Animal-Assisted Therapy (A-AT) sessions, 599 Equine Assisted Therapy (E-AT) sessions, 894 Art Therapy sessions, and 1,180 Drama Therapy sessions for a total of 3,597 sessions. During these individual/group sessions there was one incident of self-harm during an Art Therapy session in April.

Animal Assisted Therapy

- Sessions continue to focus on growth, development, bonds, attachments, safety, security, self-awareness, mastery, self-confidence and self-esteem, and grief and loss.
- Many groups have listened to readings and affirmations focusing on “healing” as it relates to self-compassion, mindfulness and empowerment, coming from a trauma-informed perspective.
- Fall 2023 brought a beautiful rescue bunny to the A-AT program, donated by one of our very own. We had “Stormy” for a just a few short weeks before she passed away due to natural causes. She made an excellent addition to the program, allowing youth to get to know her, learning a little about her life story while holding and snuggling her. In her short time with us, she taught us about adversity, resilience, and second chances. Stormy’s journey to us was celebrated, a testament to her spirit of resilience.
- We just recently welcomed a young male long-haired Syrian hamster to the program. He is acclimating to his new environment while adjusting to being handled and meeting many new friends as he embarks on his new chapter as a beloved therapy hamster. Youth/young adults in the program offered suggestions for names, and settled on “Humphrey”, named after a famous hamster with his very own book series.
- The CT supervisor has provided many tours of the A-AT program over the past year and has also graciously accepted many donations from the community and our dedicated and cherished supporters.
- CT stars of the week continue to be identified each week whereby various youth/young adults are awarded with a “star” as they stand out for demonstrating leadership, addressing their treatment, engaging in high levels of participation, safely utilizing coping skills, taking responsibility, offering support, etc.) are selected.

Animal Assisted Therapy *(continued)*

- Within the past year, the CT supervisor interviewed, hired and trained the new E-AT professional, the drama therapist and the art therapist.
- The CT supervisor assisted the drama therapist with developing and starting the drama therapy program.
- Revamped the Creative Therapy sign up process with help from the art therapist to create a more streamlined and simplified approach
- The A-AT program has offered more youth the opportunity to work on and complete community service hours.
- During the past year, the CT supervisor assisted the school with a music program start up
- Worked with each CT on specific goals and projects
- Assisted the VP of CP/RS with creating a PowerPoint for A-AT for the board retreat
- Collaborating with the drama therapist to co-facilitate CT sessions using A-AT and drama therapy techniques.

Current A-AT Projects/Upcoming Plans for 2024-25:

- Seek additional opportunities for A-AT trainings to support in ongoing learning of interventions and techniques
- Seek opportunities for animal-related outings in the community
- Collaborate with the drama therapist to co-facilitate CT sessions using combined efforts of A-AT and drama therapy techniques
- Bolster the program with additional therapy animals as opportunities arise. The program will have another rabbit joining us in the very near future.

Equine Assisted Therapy

- E-AT Professional has completed Phase 1 for Certification in Therapeutic Horsemanship
- We have brought in two new horses to the program. One is an American Saddlebred mare age 22 and the other is a Shetland pony mare, age 22.
- Strawberry, the miniature horse in the program, was let go from the program due to lameness issues. She now resides with our Farrier.
- New design to the indoor arena. More dressage letters have been placed; arena is now opened to utilize the entire arena, not just half.
- There have been five more riding sessions added to the schedule. There can now be up to 15 riding and 5 horsemanship sessions
- There has been a purchase of a Pasture Blade. This helps remove manure from the paddocks and aids in fertilization. By doing this we are growing more nutritious and thicker grass that will last into the winter.
- The paddocks are now getting mowed at a height of 6 inches. This will help eliminate the clumping of grass and give the horses more grass to eat.
- E-AT has purchased three winter blankets, fleece cooler, fly masks, helmets, gloves, and boots sizes kids 13 to women 1
- A synthetic western saddle, half chaps, and a pair of boots have been donated to the program.

Current E-AT Projects/Upcoming Plans for 2024-25:

- Completion of Phase 2 and 3 for Certification in Therapeutic Horsemanship
- Researching and writing proposal for the purchase of a round pen so we may be able to ride and work horses outside

Art Therapy

- The art therapy program was reinstated with the hire of the current art therapist in August 2023.
- Art therapist obtained Board Certification licensure (ATR-BC).
- New mediums and projects introduced to the studio by popular request of the youths (graphic design apparel; ceramics; costume-making; slime-making; scrapbooks; resin art; etc.)
- A “Discharge Wall” was started in the art studio. Discharging youths may put handprints on the wall to aid with termination and closure.
- Art therapist provided face painting to youths as part of Campus Council’s Summer Carnival.
- There have been two individual ceramics slots added to the art therapy schedule.
- Art therapy has purchased clay, glazes, tools, and work boards for ceramics sessions.
- Artwork from five different youth has been featured in the Administration Lobby.
- Art therapist has worked collaboratively with Hoffman Academy’s art teacher to fire ceramics pieces created during art classes.
- A studio management group was created to provide opportunities to obtain community service hours.
- Art therapist participated in the Adams County Career Fair at Gettysburg College.
- Art therapist helped to re-vamp Creative Therapies sign-up process to be more accessible and streamlined.

Current Art Therapy Projects/Upcoming Plans for 2024-25:

- Exploring options for arts-focused outing in the community.
- Researching interdisciplinary approaches to collaborate across modalities.
- Exploring potential for expanding the ceramics program into small groups.
- Planning a collaborative group with the drama therapist.
- Looking into mild renovations to improve the cleanliness and safety of the studio.
- Obtaining Pennsylvania state counseling license (LAC).
- Participating in 2025 Adams County Career Fair at Gettysburg College.
- Implementing collaborative group planning and facilitation with drama therapist.

Drama Therapy

- The drama therapist was hired, onboarded, and a suitable space for drama therapy to be held was identified and remodeled to suit the needs of the practice
- The Drama Therapist worked alongside the creative therapies supervisor to develop and implement a suitable drama therapy program to meet the needs of Hoffman Homes for Youth
- Clinical staff and residential leadership were educated on the nature of both drama therapy and therapy blended tabletop role-playing games as used by the drama therapist

Drama Therapy *(continued)*

- The screening and construction of drama therapy groups underwent exploration and fine tuning over the course of multiple creative therapy cycles to achieve suitable efficacy, consistency, and opportunity for the participation of youth
- The drama therapist worked with the creative therapies supervisor to create and implement form-fillable digital versions of the creative therapy group notes, resulting in increased efficiency and accuracy
- The implementation of therapy blended tabletop role-playing groups has expanded to provide opportunity for younger youth to engage in developmentally appropriate games and session times
- The drama therapist (currently provisionally registered) has completed their application for the full Registered Drama Therapist (RDT) credential from the North American Drama Therapy Association (NADTA)

Current Drama Therapy Projects/Upcoming Plans for 2024-25:

- Undergoing the final process in receiving the RDT credential
- The drama therapist is working alongside individual therapists to increase involvement in and team-based approaches to complex client cases through individualized drama therapy structures/engagement
- The drama therapist is beginning discussions with the creative therapies team to explore the development and implementation of collaborative group structures
- Coordinate and implement a trial execution of the above-mentioned collaborative group structure consisting of individually selected youth
- Complete the process of receiving the RDT credential
- Continue to develop working collaborative relationships with individual residence therapists to provide drama therapy services to youth that may feel hesitant/unable to participate in group sessions

Creative Therapy Success Stories

When one young lady joined A-AT in October 2023, she presented with a very tough exterior, and while she easily connected with the animals, she had a difficult time connecting with the group. She struggled to let her guard down and identify, share and process her feelings. She remained closed for some time, little by little opening up, allowing herself to become a part of the group process. While establishing bonds with various animals, namely the cats and gecko, she found the pet room to be a safe space where she could relax and be present. She was able to connect with herself and her peers; peers that she felt supported by, and animals that conveyed acceptance and full unconditional love. She slowly began to process family issues related to guilt, shame, blame, abandonment and loss, and she found herself practicing self-forgiveness and forgiveness of others as she learned to heal some very deep wounds. As the weeks and months passed, her progress was coupled with turmoil as she addressed treatment related issues but in the spirit of resilience, she showed up every week and utilized this space, and these animals to heal. She learned that in offering support, advocating for and offering acceptance to her peers, she was also helping them heal.

Jennifer Sepic, MA
Creative Therapies Supervisor/Animal-Assisted Therapist

Creative Therapy Success Stories *(continued)*

In E-AT this past year, a young lady who recently discharged, made great strides in the program. She started with Horsemanship sessions. When she first came to the barn, she was frightened and would not pet or stand next to the horses. We engaged in “hand-over-hand” to pet and groom them. By taking things slowly, starting with a pony and moving up to the larger horses, she was able to handle the horses safely and confidently at the end of the 10-week cycle. After participating in Horsemanship, she started riding and completed two cycles before being discharged. During the first cycle of riding, she rode our very beginner horse and stuck to walking, but during her last and final cycle, we worked on gaining self-confidence, balance, and steering abilities, and moved up to trotting. Her hard work, dedication, and willpower shown through, and it was not only moving, but quite powerful to observe.

Erica Harvey, BS
Equine-Assisted Therapist

In art therapy this past year, a young lady who was recently discharged made great gains in art therapy that aligned closely with her treatment goals while at Hoffman Homes. When this therapist first started working with her, this youth struggled a great deal with impulse control, effective communication, and healthy outlets for expression of feelings. This culminated in a discussion facilitated by this young lady’s therapist and house supervisor to assist this therapist with setting expectations in the studio space. Since that intervention, this youth’s efforts to communicate with this therapist effectively and respectfully improved drastically. Not only was she communicating in positive and effective ways, but her willingness to participate in meaningful processing and the instances of demonstrating insight also increased greatly during sessions. She continued to participate in art therapy until her discharge and she successfully utilized her time in the studio to explore new mediums for artistic expression. She has demonstrated creativity, ingenuity, and problem-solving skills. The projects she chose to put her energy into reflected what’s are important to her; including her identity, family, overcoming adversity, and planning for her bright future. She was even instrumental in creating the “discharge wall” in the studio. During her last session, this youth expressed needing a cathartic release, and she came up with the idea to put paint handprints on the wall... thus the wall was born! It was inspiring to watch this young lady’s growth over the past 10 months, and this therapist has also learned a lot from working with her.

Paige Owings, MA, ATR-BC
Art Therapist

A youth that recently underwent a successful discharge began engagement in drama therapy and therapy blended tabletop role-playing groups four months before their discharge date. When they began drama therapy, they verbalized experiencing hopeless in their treatment, having little to no control in their life, and a significantly diminished sense of self-worth and identity.

Early in the process, the client was unable to attend multiple sessions due to engagement if unsafe and/or harmful behaviors outside of drama, however verbalized feeling that attending drama therapy served as motivation to maintain safety within the residence and school environments.

Creative Therapy Success Stories *(continued)*

Over time, in drama therapy the youth worked with the drama therapist to explore and deconstruct their problem-saturated narrative, then effectively identified and externalized a notion of “trauma”. Through this externalization, the youth was provided opportunities for the development of narratives in which they, themselves, are not problematic and to recognize moments of unique outcome, achieve the instillation of hope, and maintain a solution-focused mentality.

Within tabletop role-play, the youth created a character with the archetype of “young provider”, which they expressed and reflected the caretaker roles they often found themselves playing out in their daily life. The youth engaged in role-play, exploring the responsibilities within this role. Throughout, they displayed significant emotional buy-in and meaningful catharsis through their encounters with trauma, grief/loss, trust, acceptance, and self-worth through the safety and distance of the narrative play.

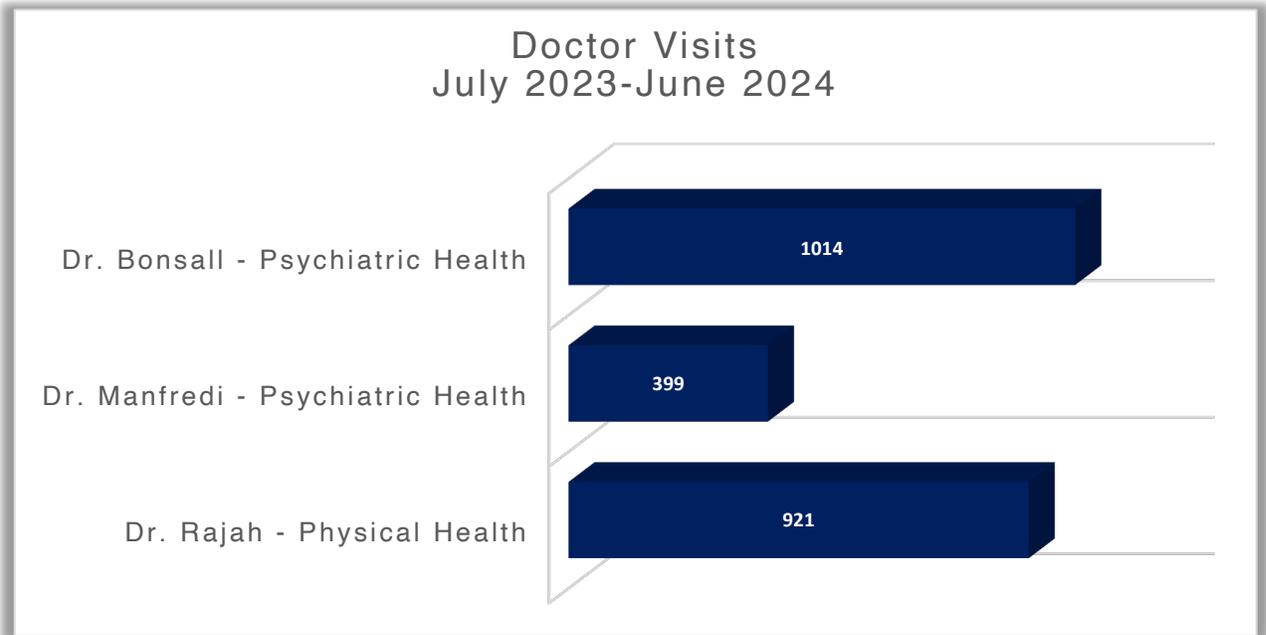
On the day of their discharge, the drama therapist encountered the client in a state of emotional dysregulation. Despite the heightened escalation of the situation, the youth was able to achieve attunement with the drama therapist through meaningful rapport and effective grounding/coping strategies developed in drama. The client was able to recognize the presence of “trauma” and implement suitable and effective tactics to achieve feelings of safety and control without escalation, aggressiveness, and/or the blaming of others before saying goodbye and leaving with their father.

Jared Adams, MA, P-RDT
Drama Therapist



Psychiatric and Physical Health

In the months of July 2023 – June 2024 there were a total of 1413 psychiatric appointments with the psychiatrists, Dr. Bonsall and Dr. Manfredi and 921 visits with the somatic doctor, Dr. Rajah.



Medications (July 2023 – June 2024)

From July 2023 – June 2024 the administrative medication error percentage was .0004% (Number of errors/total number of bed days).

The Pharmacy Committee, which is comprised of the Psychiatrist, Pharmacy Director, VP of Medical Services, Quality Assurance & Compliance Specialist, Director of Clinical Services, and Psychiatric Coordinator, reviews information on a quarterly basis to discuss protocols, medication errors, adverse reactions, physician's orders, medication refusals, MAR's, insurance, and medication costs.



Accredited by The Joint Commission

Educational Services

Hoffman Academy is a small Private Academic Licensed School (PAL). It serves students in first through twelfth grades. Until June 2019, Hoffman Academy served students with Individualized Education Plans for Emotional Support Services. In June 2019, the academy was granted a supplemental license allowing the enrollment of elementary students without special education needs in grades one through six. Then, in June 2023, the academy was granted an additional license to enroll students without special education needs in grades seven through twelfth. In addition to emotional support and general education, the academy started a living skills program during the 2023-2024 school year with a comprehensive alternative curriculum. An additional classroom with a kitchenette was built to accommodate this program of 8 students. Due to the success and demand for this new program, a second classroom will be opening for the 2024-2025 school year. The vision statement of Hoffman Academy states, "Empowering individuals to make positive change, encourage growth, and reach their goals." The leadership of the academy emphasizes opportunities for growth & transformation not only for its students, but its staff as well.

The 2023-2024 school year was a year of expansion and growth for Hoffman Academy. The enrollment in June 2023 was more the 20 additional students than June 2022. The framework of the academy continues to be built on Restorative Practices with a School-Wide Positive Behavior Intervention and Support Plan. The academy will be receiving recognition in November 2024 for Tier II SW-PBIS accreditation. The Restorative Support Team, consisting of a team of 6 individuals, leads the academy in restorative practices and maintaining fidelity in SW-PBIS through data driven meetings, interventions, restorative conversations, and conflict resolution. This team successfully completed a rigorous assessment at the end of the 2023 school year, earning a proficient score of 96.67% for Tier I and 80.77% for Tier II, exceeding a minimum required score of 75%.

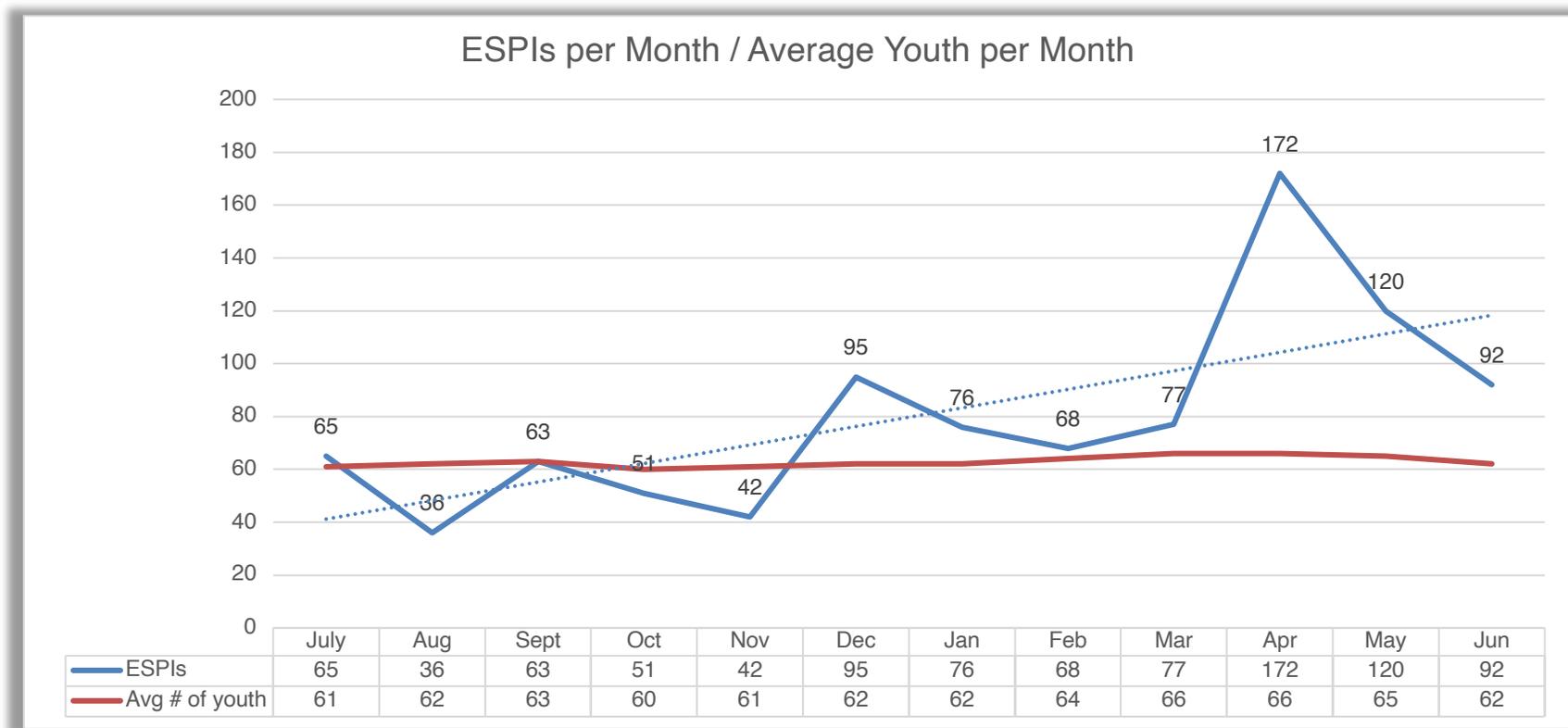
There have been no teacher or staff resignations over the summer of 2024. As of July 2024, all teachers, teacher aides, and restorative support team aides plan to return for the 2024-2025 school year. There have also been 2 teachers, 2 teacher aides, and 1 RST hired over the summer of 2024 for the upcoming school year. The addition of general education teachers and elective teachers have continued to provide opportunities for increased enrollment and expanding opportunity to serve a more diverse student population through a blend of general education and special education services. The academy was able to contract with several staff over the summer of 2024 to provide recreation groups, basketball camp, and horticulture groups for residential youth. These programs have been a huge success, with a ton of positive feedback from staff and youth.

In conclusion, Hoffman Academy continues to excel in meeting the needs of the students in the Hoffman Psychiatric Residential Treatment Facility and our community districts. The Academy consistently implements new ways to empower students and educators to make positive change and reach their optimal potential. The Academy strives for excellence in academic instruction, social-emotional learning, and trauma-informed education. This past year has been one of exponential growth and we are excited to serve even more students and districts for the 2024-2025 school year!

With sincerity and gratitude,
Dr. Stacy Mae Taylor, Ed.D.
Vice President of Education

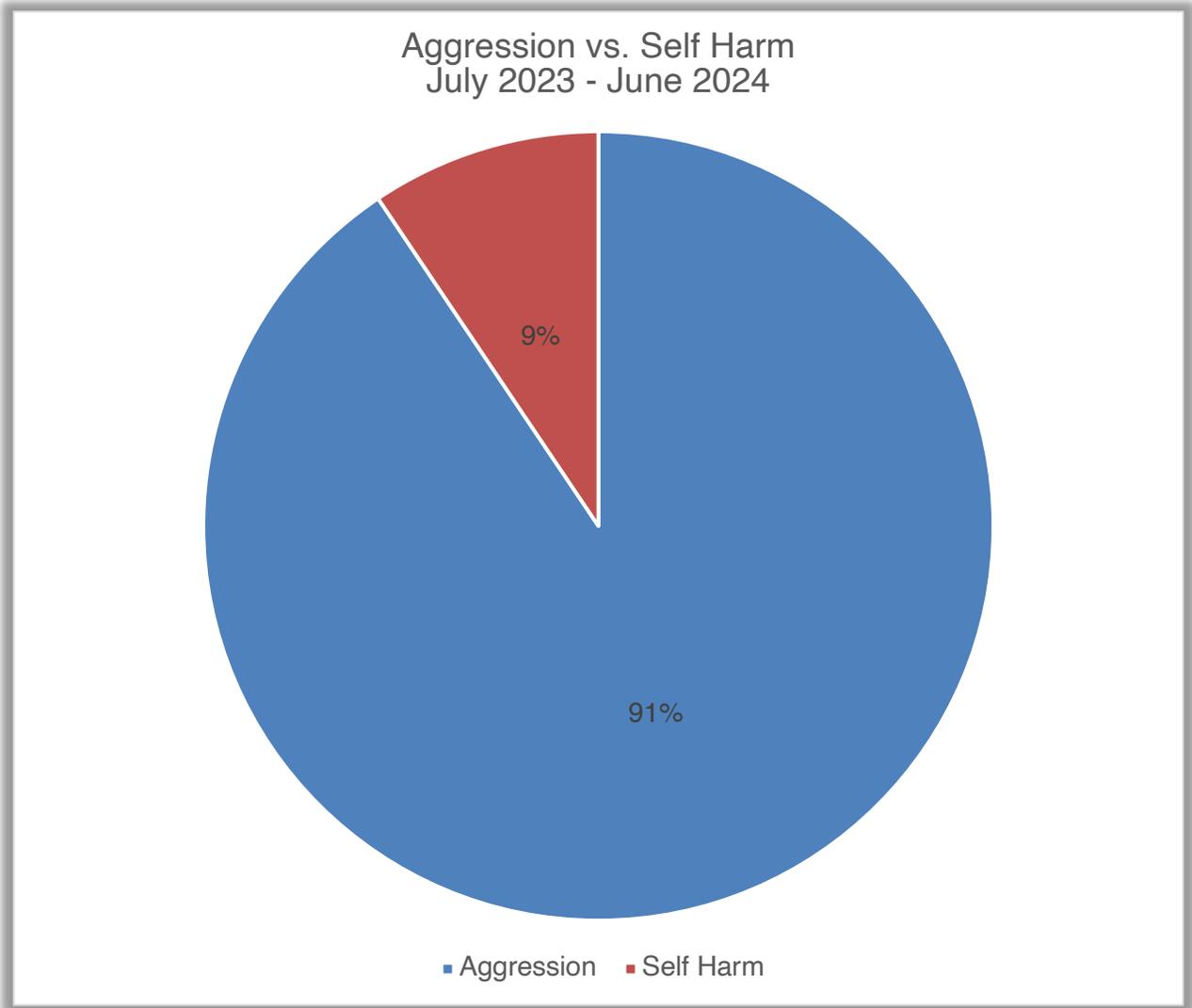
Emergency Safety Physical Interventions (ESPIs)

Extensive ESPI data is collected and analyzed monthly to identify trends to minimize risks regarding ESPIs. Individualized workplans were developed for any youth/young adult that had more than two ESPIs in a given week. The ESPI Taskforce (comprised of MCOs, agencies, youth/young adults, staff) shares ideas/concerns regarding the reduction of ESPIs.



Emergency Safety Physical Interventions (ESPIs) *(continued)*

From July 2023 – June 2024 91% of the ESPIs were due to aggression and 9% were due to self-harm.





Accredited by The Joint Commission

Hoffman Homes for Youth Success Stories

Recently, we celebrated the discharge of a youth who has experienced some significant difficulties in their life. The youth endured past loss and trauma. They struggled with symptoms associated with anxiety and depression, engagement in treatment, and self-harmful behaviors and suicidal ideations.

Initially, the youth appeared to have difficulty engaging in their treatment at Hoffman Homes. They presented as quite protective and often expressed that they did not feel that this placement was necessary. They would raise their voice or refrain from speaking at times. The youth's Therapist, family, and staff continued to extend their support to the youth. With such continued support and resources, the youth appeared increasingly open and demonstrated improved safety in therapy sessions and in their overall treatment. They began to thrive in group therapies, as well as Animal-Assisted Therapy and Art Therapy.

This youth had the opportunity to be in a residence on campus that offers an increased family component in treatment. This consists of in-home family therapy sessions, as well as increased family visitation. This allowed the youth and their family to see one another in person more frequently throughout the placement. It fostered an environment in which the youth and their family could process presenting concerns face-to-face and practice transference of learned safety skills in the home environment more frequently. Upon discharge, the youth identified the following as sources of hope and motivation: to remain out of placements; obtain a part-time job; and complete school.

Lisa Koontz, MA
Psychotherapist

Prior to admission to Hoffman Homes' Psychiatric Residential Treatment Facility (PRTF), this youth struggled with suicidal ideations and previous suicide attempts. They were then able to come to Hoffman Homes to receive treatment at this level of care to support them.

During this placement, the youth reported that they were struggling with their gender identity. They were able to explore this further in a safe and gender affirming setting. They also had the opportunity to receive psychoeducation about their diagnoses, process past loss and trauma, and establish safe emotional management skills in order to work toward hope and healing.

Eventually, with a deeper understanding of their diagnoses, as well as the way that trauma works in the mind and body, this youth was able to have improved insight into their presenting concerns. They were able to practice their learned safety skills during therapy sessions and transfer such skills into real life situations. They were able to demonstrate increased openness and trust to those around them.

Upon discharge, this youth expressed being grateful to the staff and Therapists for helping them learn who they are; a strong and resilient individual who can overcome challenges.

Kathleen Sibley, MA
Psychotherapist



Accredited by The Joint Commission

Quality Care (July 2023 – June 2024)

- On 10/1/23, new signature sheets for ITP meetings were implemented that identifies where Registered Nurses sign.
- On 10/1/23, the bi-monthly meeting sheet and agenda were revised to include prompts to gather feedback from the youth in regard to safety concerns, schedule/activity ideas, and positive feedback from youth.
- On 1/1/24, Residential Supervisors began participating in a year-long series of training on Leadership.
- On 2/1/24, all Direct Care Staff were issued locks to lock up their personal items to include their cell phones.
- On 4/1/24, a new transport location was established closer to Philadelphia County for the youth that live in that county to have more opportunities to go home.

Record Reviews

Quality Assurance reviews of records are conducted on a weekly basis using the medical records audit tools. Findings are reported weekly. Areas of focus include:

- Agency and Guardian Contacts
- Day Passes/Therapeutic Leaves
- Individual and Group Therapy Documentation
- Daily Note Documentation
- Youth/Young Adult Completion of Trauma Assessment Tool
- Documentation of Time Outs
- Self-Harm Logs
- Treatment Plans

Staff continue to be trained in the processes and documentation in these areas to ensure compliance with MCOs and regulatory agencies. They also give input into streamlining the processes and making the documentation more user friendly for staff.

The Medical Records Committee reviews and has final approval on all changes made to any Hoffman Homes' documentation that goes into the youth's/young adult's charts.

Accreditation/Licensure/Audits

Hoffman Homes operates under the auspices of many MCOs (CCBH, PerformCare, Magellan, CBH, and Carelon) as well as numerous regulatory agencies (Department of Health, Bureau of Program Integrity, Office of Children, Youth, and Families, and the Office of Mental Health and Substance Abuse Services). The MCOs and regulatory agencies survey the physical plant, youth's/young adult's records, and staff's records during site visits. They identify our strengths and areas for growth and development regarding our program, documentation, and facility.

The Office of Children, Youth, and Families surveyed Hoffman Homes and each one of our residences received renewal of licensure for the 2024/2025 year. Our last licensing renewal resulted in zero citations for all Hoffman Homes programs.

Hoffman Homes was re-accredited by The Joint Commission on November 5, 2022.



Accredited by The Joint Commission

Credentialing/Clearances/Staffing

All positions meet or exceed the requirements stated by the PA Chapter 3800 regulations. All personnel have the Pennsylvania Child Abuse History Clearance, PA Criminal Record Check, and the FBI Fingerprint Clearance processed prior to starting at Hoffman Homes, Inc., regardless of their role within the organization. Furthermore, every employee is on schedule to have these records re-processed every three years.

During the 23/24 fiscal year, the acquisition of talent continued to be competitive within the area. Wage increases continued with the intent of boosting applicants and retaining personnel. A weekend shift for Mental Health Workers was implemented to provide support during Saturdays and Sundays. Turnover for 2023 remained on par with 2022 numbers.

Jason Detter
Vice-President of Human Resources

Trainings

Staff completed all required trainings and acquired the mandated hours of training during the 2023-2024 training year. Licensure law requirements mandate that new staff complete 30 hours of training within 120 days of employment. All other direct care staff must complete 40 hours of continued training each year.

The organization utilizes both in-person and online trainings through Relias to ensure staff receive their required trainings. Staff are currently completing the Voluntary Resolution Agreement trainings in accordance with OCR and DHS.

Twelve staff received SCM Instructor Training through JKM, and three staff have CPR/First Aid Instructor certification through the American Heart Association.

