

FALL 2018



CHI St. Joseph Children's Health

# Along the Road

The CHI St. Joseph Children's Health Journey to a Healthier Lancaster Community



# The WHY Issue

At the heart of  
everything is hope.



My daughters like to ask what I do for a living – as I am sure all children do with their parents. Maya, who's three, believes that I work on television because her Grammy showed her an interview I had done about the St. John Neumann School for Children and Families that we had just announced. Now she's convinced whenever she catches a glimpse of a man with dark hair on the television screen that daddy is making another appearance – thankfully for everyone that's not the case. Elena, who is seven, isn't so sure what I do. I tell them that I work to make sure kids can grow up healthy and happy. It's an abstract concept to them but the reality is even harder to grasp – even for adults.

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***“We provide hope. Hope for every family, for every child, for every parent. Hope for health. Hope for education. Hope for community.”***



In many ways what we do at CHI St. Joseph Children's Health is about more than any single action we take or do. It's more than a dental visit, or psychiatric evaluation. It's more than the presentation we provide or the support we offer. What we do sounds simple but is powerful. We provide hope. Hope for every family, for every child, for every parent. Hope for health. Hope for education. Hope for community. In reality, hope



is the most powerful of things. The staff at CHI St. Joseph Children's Health have heard me say this a million times, while we bring particular skills and talents to our work, I like to believe that we work not in healthcare, or childcare, or education but rather at the heart of it, at its very core working at CHI St. Joseph Children's Health is to work in hope.

I'm not sure how I, or anyone of our team at CHI St. Joseph Children's Health, explain that to our children. I'm not even sure how I explain that to my friends, to my wife or to my own parents. How do you explain that each day you are blessed with the opportunity to work with and create the most powerful element on Earth? How do you explain that God has entrusted you, and the talented people around you, with the task of bringing hope to the Community and with that has granted you the privilege of watching the world around you spectacularly transform?

The other month I stumbled across a New York Times story on Harris Rosen. Mr. Rosen made millions in the Orlando hotel and hospitality industry. Rather than keeping his fortune he decided to invest in his community. Investing in the community, he assured that every child in the Tangelo Park neighborhood in

Orlando had access to free, high-quality pre-K and childcare and offered scholarships to every child graduating from the local high school. Since he began his quest, property values have gone up, crime has gone down and the community has been transformed. Yet, Mr. Rosen doesn't credit his millions with transforming the community. Rather, what he credits with creating this miraculous transformation is the grace of hope that he has instilled in the community. Without hope his financial investment would have been meaningless. It seems like such a simple concept yet the power of hope is immense and at times hope can seem so elusive.

Ultimately, answering Maya and Elena's quest to determine what daddy does, is not about telling. Telling could never adequately describe what we are



called to do at CHI St. Joseph Children's Health. It's about the doing – the engaging of children, the embracing of families, the welcoming of communities – and through these encounters planting the seeds of hope from which health, happiness and goodness can flourish.

Someday I believe my children will understand the wonder and beauty with which I am blessed to work each day. As Elena and Maya grow up in this spectacular Lancaster Community my wish is that they, along with every child and every member of our community, are filled with hope. What a wonderful gift that would be. And, maybe, just maybe, CHI St. Joseph Children's Health will have played a small part along the way.

Phil Goropoulos  
*President, CHI St. Joseph Children's Health*



## Childcare

# Why Childcare?

## *As a Healthcare Organization, Why has CHI St. Joseph Children's Health Begun a Venture in Childcare?*

In late June, CHI St. Joseph Children's Health purchased the building at 401 Locust Street in Columbia that has housed our Columbia Dental Center since January 2016. Immediately people in the community began to speculate as to what we could be planning. What started to come to light in the community with the publication of the real estate transaction was the culmination of an 18-month planning and discernment process during which the board of directors and the staff of a non-traditional health organization determined that our calling included the development of a new type of childcare center for children and families in our local community.

Our journey to childcare began with an exploration of the question "Does a health organization have a role in cultivating a positive early childhood experience for children in the community it serves?"

CHI St. Joseph Children's Health recognizes that an individual's early childhood experience shapes his or her journey throughout life. An essential part of that experience for many children is their early educational and developmental experiences within childcare centers. As an organization, we have long supported the development and enhancement of quality early childcare centers and programs throughout the Lancaster Community. Yet, we do a disservice to children and families if our focus is solely on the classroom and the child's academic performance.

We have recognized that a new family-focused approach to childcare is essential. That the curriculum must incorporate health and social-emotional development as the central focus of activities and learning. We believe that this new approach offers children the best opportunity to be successful now and in the future – not just academically but in everything they do.

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This health and family-focused approach to childcare and "family care" is what we intend to bring to the St. John Neumann School for Children and Families in Columbia. We believe the school is a home and a support not just to the children who will be entrusted to our care but to their families as together we work to create strong, happy and healthy children and families in Columbia Borough and throughout the Lancaster Community.



Families whose children attend the school will benefit from having access to:

- An on-site family wellness coach to support the development of healthy family dynamics.
- A family wellness case manager who assists families in accessing support services and programs throughout the community, including but not limited to the CHI St. Joseph Children's Health Dental Centers and Behavioral Health Center.
- Daily meals and snacks for children accessing the Center that are freshly prepared on-site from locally sourced fruits, vegetables and meats.
- A tuition discount program for residents of Columbia which makes childcare affordable through a sliding-fee discount determined by household income levels.


The building site is currently completing a land development study. Construction on the expansion of the building will start in early 2019 with the school opening for



children and families in early 2020. Please note that the Columbia Dental Center will remain open throughout the construction of the St. John Neumann School for Children and Families.

Visit the website [www.CHISTJosephChildrensHealth.org](http://www.CHISTJosephChildrensHealth.org) for updates and follow the St. John Neumann School on Facebook at [facebook.com/StJohnNeumannSchoolforChildrenandFamilies](https://facebook.com/StJohnNeumannSchoolforChildrenandFamilies)





## Children's Dental Services

# Why Dental?



### *With Many Health Challenges Facing Children and Families, Why Provide Dental Care?*

#### **19,000 children.**

In 2003, when CHI St. Joseph Children's Health first began our journey in providing dental care to children, estimates projected that as many as 19,000 children in Lancaster County had never seen a dentist. The 19,000 was not including children who had skipped their last dental appointment, had not had a cleaning or exam in the past year or whose parents couldn't afford more than an initial exam some years before – otherwise the number may easily double or even triple. No, national data and estimates from the American Dental Association were projecting that as many as 19,000 children had never been seen by a dentist at any time in their lives.

Think about that for a moment.

What we found was the gap in children receiving care was not just about awareness but was mostly about access. Families couldn't find dentists that worked with their hectic schedules or provided care that they could afford or accepted the dental insurance that covered their children's care. Over the years we found the problem to be even more complex. Despite the best intentions of the local dental community there just weren't enough providers to meet the needs of children in Lancaster. Too many kids with dental needs, too few dental appointments available.

Recognizing the challenges with which many families were facing, we began our journey in children's dental care; a journey which continues to this day.

While we've transitioned from the mobile dental clinics that started the program in 2004 to dental centers that first launched in 2016 in Columbia and now are offering care in both Lancaster and Columbia, our goal for the children and families has remained consistent and true. We provide dental services for children to assure that every child in the Lancaster Community has access to a dental home who will care for them regardless of their insurance status or their ability to pay.

Oral health is an important part of a child's health and well-being. Failing to recognize the importance of good oral hygiene and on-going, consistent, quality dental care can have lasting impacts well beyond childhood.

The Dental Centers of CHI St. Joseph Children's Health are committed to working with all families and children to help every child have a healthy smile. We strive to be the dental service provider of choice for all children throughout the Lancaster Community, especially for those children and families living with special needs and facing unique life challenges.





## Children's Health Education

# Why Health Education?



***In a world obsessed with quick results, why provide a service focused on lifelong learning and healthy choices?***

The health and wellbeing of children rests not just in what we do today but in the skills and knowledge we provide them for the future. For CHI St. Joseph Children's Health, Health Education has always been the foundation upon which we build our programs and services. Education programs take the long view – offering children and families an understanding and the skills to make healthy choices. Our programming isn't about a quick fix or immediate return but rather are about the slow and steady progress of lasting behavior changes and positions those we reach for a healthy and happy future.

In 2014, CHI St. Joseph Children's Health created a new education department. We had been doing oral health education programs for years both directly and through partnerships but always in the context of our dental services. With the creation of the new department, we began to place appropriate emphasis on Children's Health Education and its essential role in our efforts to positively impact the lives of children and families. The dental services we provided at the time were essential to the children we served but lasting impact and change depended upon our ability to inspire children through our educational efforts.

We also recognized that children and families needed more from our health education programs. While oral health education is essential and remains an important part of our educational offerings, families needed factual, accurate and engaging health education programs that could help parents and caregivers develop lasting healthy habits in their children while cultivating strong well-ness-driven decision making skills. Both parents and children were hungry for programming that engaged them in new, innovative and empowering ways.

Today, from a Hank's Story Time about nutrition or teeth to our capacity building project for childcare centers – the Labyrinth Project, our education programs tackle the difficult challenge of planting the seeds of change and growth essential to the success and well-being of children and families. With time, the concepts they present and the habits they strive to form will yield healthy and happy individuals and a healthful community.

Education Programs offered by CHI St. Joseph Children's Health now include presentations and activities for Toddlers, Preschool and School-Age Children as well as families addressing: Oral Health, Behavioral Health and Community Health and Wellness Topics.



## Children's Behavioral Health

# Why Behavioral Health?



*With a great need for behavioral health services in the community, why implement a new model?*

In 2015, the journey of CHI St. Joseph Children's Health in the world of children's behavioral health began with a simple question, 'what if we could actually do something about it?' From there the planning, discussions and debating leading to the creation of the CHI St. Joseph Children's Health Behavioral Health Center began.

The question was prompted by a newly released study on children's behavioral health services by the Lancaster Osteopathic Health Foundation. The study found that, among other behavioral health challenges facing families in the local community, children in need of psychiatric evaluations and care often waited in excess of three to six months to have an initial appointment and often these appointments were outside of the local area. That, to us, was not acceptable.

What we found, as our journey began and our vision for behavioral health began to take shape, was a larger need. There were and are the obvious gaps in our local children's behavioral health system. Our community is far from

having the number of behavioral health providers we need to adequately serve the children and families of the Lancaster Community. This is especially true in psychiatry.

As we learned more and began to form our vision for the care and services that we believed would serve children

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*...children in need of psychiatric evaluations and care often waited in excess of three to six months to have an initial appointment...*

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best, we found ourselves at odds with much of the system and many of the structures we discovered. We found a system focused on the symptom but ignoring the cause.



A treatment model intently focused on the patient yet missing the world impacting him or her.

There are real and significant behavioral health challenges facing children and families in our community. We recognized that and we started out intent on adding to the community's capacity for children's psychiatric care. Yet, we were being called to do much more. With the support of Catholic Health Initiatives and the blessings provided to CHI St. Joseph Children's Health through the sale of St. Joseph Hospital in 2000, we were and are uniquely positioned to change the approach to children's behavioral healthcare in Lancaster.

Embracing our calling and the need for something "different" in the community, we adopted a system of care and supports not driven by what an insurance company may pay or the financial resources of a family but rather by the best interests of the child; we embraced an approach to care that recognized the importance of the family and the impact the environment has on the health and well-being of a child. From our vision of what a children's behavioral health system could be emerged a new approach to care, an approach inspired by the work of the Center for Children and Families at the University of Vermont Medical School that we call our family-focused approach – a strategy that works as much to prevent the development of behavioral and emotional problems as to treat existing challenges children are experiencing.



What we have come to realize is that as a community, we cannot treat our way out of the growing mental health crisis. The answer is not in a prescription. There is no magic pill. Instead the path forward to improved mental well-being is to prevent the challenges from emerging in the first place. We believe this is the path forward, that this is the path to a thriving, successful and fulfilling community and at its heart is the family.





## Healthy Columbia

# Why Create Healthy Communities?

*With so much individual need for healthcare, why focus on community health?*

With the founding of Catholic Health Initiatives, congregations of Sisters each with their own hospital system came together to form not a larger hospital system (the obvious option) but rather to create a new approach to healthcare. To do so, the Sisters instilled something transformational in the mission of Catholic Health Initiatives; a concept upon which the new organization would build and grow.

It would have been easy in 1996 to make a pledge to be the best hospital system or to provide exceptional medical care to all who sought our help and assistance. Yet, the sisters sought to do more and cemented as a core of our purpose the desire not simply to be a hospital or a medical office but to be the creators, the caretakers and the leaders of healthier communities in towns, cities, counties and states throughout the country.

At CHI St. Joseph Children's Health, as our programs and services evolve, we reflect upon the rich heritage in Lancaster County and the legacy of the Sisters of St. Francis of Philadelphia and their commitment to improving the community around them for everyone, especially for

the poor and vulnerable. With that as our beacon, we recognize that we must seek to create, support and sustain

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the systems and services needed to enhance the health of every member of our community.

Out of that spirit emerged the Healthy Columbia Project.





Consistent with the mission and purpose of CHI St. Joseph Children's Health, Healthy Columbia works to transform the health of Columbia Borough through community-directed activities, programs and investment intended to instill healthy habits, behaviors and environments throughout the community. Through improving the health of the community, looking beyond just addressing individual's needs and creating a culture of health and well-being throughout the Borough, we provide the best opportunity for every child in Columbia to grow-up happy and healthy.

Our Healthy Columbia Project community-transformation work began in July 2017. In just one year, the impact upon the community can already be felt. A local foundation director noted the positive energy and "can do" attitude that has emerged in the Borough since the start of the Project.

**We embrace a collaborative and interdisciplinary approach, resulting in the development of strong partnerships between government, non-profits and business to address inequity and challenges in our community, including work on:**

- **Eliminating food insecurity for children**
- **Promoting healthy eating and improved nutrition**
- **Increasing vaccination rates**
- **Preventing lead poisoning through public, private, governmental partnerships**
- **Enhancing the experiences and opportunities for children and families**
- **Creating greater opportunities for all residents to access healthy foods and activities**

The Healthy Columbia Project and a healthy communities focus does not eliminate the need for quality and accessible clinical services in our communities but does start us on a path to preventing the development of chronic emotional, behavioral and physical health conditions.



# Creating Healthy Communities

## *An Evening with Former Secretary Julian Castro*

Former Secretary of Housing and Urban Development to speak about creating healthy and thriving communities in Lancaster County



Join Julian Castro as he shares his experiences creating positive changes in communities as a local and national figure, and how his faith influenced his passion for improving the lives of individuals and families in the communities he has served.

**TUESDAY, OCTOBER 23, 2018**

**VIP Dinner and Reception**

5:00pm, Carr's Restaurant  
50 W Grant St, Lancaster

**Public Lecture**

7:15pm – 9:15pm, The Ware Center  
42 North Prince St, Lancaster

VIP Tickets (includes reception, dinner and lecture) \$125 per person

General Admission Tickets (lecture only) \$50 per person

To purchase tickets and more information visit [www.chistjosephchildrenshealth.eventbrite.com](http://www.chistjosephchildrenshealth.eventbrite.com)  
or call 717.397.7625

*All proceeds from the ticket sales will support the programs and services provided by  
CHI St. Joseph Children's Health throughout Lancaster County.*





## Family Wellness Case Management

# Why Case Management?



### *What's the point of family wellness case management?*

Our lives are hectic. There's no mistaking the increasing pace and pressures in today's culture. Within this pressure chamber families are trying to navigate an increasingly complex and often disjointed healthcare system to meet their child's preventative and acute medical, mental and oral health needs. No one has time for one more person asking questions and inserting themselves in our already jam-packed schedules.

In that light case management has gotten a bad reputation throughout the years. It's not that case management is a bad concept, rather it's how the "system" uses case management that is problematic. You get a case manager when there's something wrong. You have a chronic illness and are struggling to regain your health- you get a case manager. You are struggling to stay in control, not always remembering to come to your appointments or to take your medication – you get a case manager.

At CHI St. Joseph Children's Health we like to think of case management differently.

A voluntary service embedded within our programs and offered to everyone including members of the community

not seeing a doctor, therapist or dentist at CHI St. Joseph Children's Health, Family Wellness Case Management isn't an "add on" or another means of making sure our patients are "compliant." To us, the creation and addition of case management to our program was essential as we watched families struggle to access care and basic services.

For CHI St. Joseph Children's Health, family wellness case managers play a unique and vital role in our service to the Lancaster community. In a world that has become almost entirely transactional – especially in healthcare, Family Wellness Case Managers forge relationships. In our view that changes everything – sharing the burden, altering the experience, and enhancing the result. The strength of our relationships with the families that entrust us with their care makes all of the difference.



CHI St. Joseph Children's Health



# Simplicity Parenting

## Lecture and Workshop

*with Author Kim John Payne*

*Using the extraordinary power of less to raise calmer, happier & more secure kids.*

**Simplicity Parenting®** by Kim John Payne offers a simple, orderly, and effective pathway to simplify the home, which reduces stress on children and their parents, and allows room for connection, creativity, and relaxation.

### **LECTURE & WORKSHOP**

Join us as we host a Lecture and Workshop with international parenting expert and best-selling author, Kim John Payne, to speak about using less to raise calmer, happier and more secure kids.

#### **Simplicity Parenting: an evening lecture with Kim John Payne**

Saturday Sept. 29 from 7:00 to 9:00 p.m.

#### **Simplicity Parenting Workshop with Kim John Payne**

Sunday Sept. 30 from 8:30 a.m. to 12:30 p.m.

Individuals are encouraged to attend both the lecture on Saturday evening and workshop on Sunday morning; however, participants may register for either session – the lecture or the workshop – individually and are not required to attend both.

**Location:** Pennsylvania College of Health Sciences  
850 Greenfield Road  
Lancaster, PA 17601

Admission to both events is FREE; however, registration is required for each session. More information and Tickets are available at <http://chistjosephchildrenshealth.eventbrite.com/> or call 717.397.7625.







## The Board of Directors

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## The Staff

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Mary Jo Hanley, CRNP – Psychiatric Nurse Practitioner  
Lindsey Baker, LPC – Therapist  
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Rebecca Edwards, MEd – Family Wellness Coach  
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Kimberly Nettleton, MSW – Program Manager

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Kathleen Bierbower – Family Wellness Case Manager  
Angelique Gebhard – Family Wellness Case Manager  
Kerri Schaaf – Family Wellness Case Manager  
Leah Yarnell – Family Wellness Case Manager  
Aimee Clement, MSW – Director of Case Management

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Sherry Hosler, PHRDH – Dental Hygienist  
Mayra Bonilla-Perez – Expanded Function Dental Assistant  
Kiauna VanHook – Expanded Function Dental Assistant  
Arianna Christian – Dental Assistant  
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Lizzy Krajan Pardo, MPH – Education Coordinator  
Matt Martsof – Education Coordinator  
Kate Huhn – Program Manager  
Lori Albert McCracken, MSS – Director of Education

### *Healthy Communities*

Kelsey Miller, MSW, LSW – Program Manager

### *Patient Support Services*

Melanie Alexander – Patient Support Associate  
Olivia Fisher – Patient Support Associate  
Rose Sachs – Program Manager

### *Administration*

Ruth Fellabaum – Executive Assistant  
Beth Grossmann – Vice President  
Phil Goropoulos – President

## *Join Us for these Upcoming Events:*

**TUESDAY, OCTOBER 23, 2018**

**AN EVENING WITH**

**Former Secretary  
Julian Castro**

**7:15 PM – 9:15 PM**

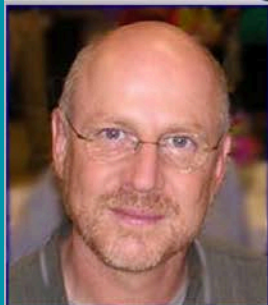
## **Simplicity Parenting**

*with #1  
Best Selling Author  
Kim John Payne*

**LECTURE & WORKSHOP**

Saturday Sept. 29 from 7:00 to 9:00 p.m.

Sunday Sept. 30 from 8:30 a.m. to 12:30 p.m.



*To Purchase Tickets, Please Call 717.397.7525  
or Visit [www.chistjosephchildrenshealth.eventbrite.com](http://www.chistjosephchildrenshealth.eventbrite.com)*