

## ❖ SPECIAL FEATURE

### RCPSO Becomes ProVantaCare in Rebranding Initiative: A Message from Susan Blue, Board Chair



## ❖ MEMBER CONTRIBUTOR CORNER

### Workplace Stalking: An Increasing Reality for Employers

*Thanks to Brown & Brown for this informative article!*

According to the Bureau of Justice Statistics, "14 out of 1,000 persons age 18+ are victims of stalking, 46% of victims experienced unwanted contact from their stalkers on a weekly basis, 11% of victims have been stalked for 5 or more years, 44% of stalking incidents turn into incidents of workplace violence, and nearly 3 out of 4 victims knew their stalker" ([www.bjs.gov](http://www.bjs.gov)). So, what is stalking? Stalking is an intense form of harassment and can occur both inside and outside the workplace. It is a pattern of behavior that can include:

- Following the victim
- Lying in wait
- Threatening to harm the victim or their friends, family, or pets
- Sending unwanted gifts or packages
- Defaming the victim's character
- Lying to others to obtain information about the victim



Stalking can also be carried out through technology. This is referred to as 'cyberstalking,' and it can be especially challenging because the victim never actually sees their stalker. [View full article.](#) ◀



## NEW MEMBER INFORMATION

June 2021

### BUSINESS MEMBERS

#### **Streamline Healthcare Solutions**

1 Trans Am Plaza Dr, Ste 520  
Oakbrook Terrace, IL 60181  
Cristina Prince  
Marketing Manager

### PROVIDER MEMBER

#### **Scranton Primary Health Care Center, Inc.**

959 Wyoming Ave  
Scranton, PA 18509  
Joseph H. Hollander, CEO  
Northeast Region

### CONCERN

1 W Main St  
Fleetwood, PA 19533  
Gordon May, President/CEO  
Northeast Region

## About RCPA:

With well over 350 members, the majority of who serve over 1 million Pennsylvanians annually, Rehabilitation and Community Providers Association (RCPA) is among the largest and most diverse state health and human services trade associations in the nation. RCPA advocates for those in need, works to advance effective state and federal public policies, serves as a forum for the exchange of information and experience, and provides professional support to members. RCPA provider members offer mental health, drug and alcohol, intellectual and developmental disabilities, children's, brain injury, medical rehabilitation, and physical disabilities and aging services, through all settings and levels of care. Contact **Tieanna Lloyd**, Membership Services Manager, with questions about membership.

[View Benefits of Membership](#)

[Join RCPA or Renew Your Membership](#)



## STAFF

### **Richard S. Edley, PhD**

*President and CEO*

### **Allison Brognia**

*Event Planner/ Accounts Payable Manager*

### **Melissa Dehoff**

*Director, Rehabilitation Services Divisions*

### **Sarah Eyster, MSW**

*Director, Mental Health Division*

### **Carol Ferenz**

*Director, Intellectual/Developmental Disabilities Division*

### **Cindi Hobbes**

*Director, International Pediatric Rehabilitation Collaborative*

### **Tieanna Lloyd**

*Accounts Receivable/Membership Services Manager*

### **Tina Miletic**

*Assistant to the President/CEO, Finance Manager*

### **Sharon Militello**

*Director, Communications*

### **Jack Phillips, JD**

*Director, Government Affairs*

### **Jim Sharp, MS**

*Director, Children's Division*

### **Jason Snyder**

*Director, Drug & Alcohol Division*

### **Joan Martin, XtraGlobex**

*Consultant, Physical Disabilities & Aging Policy Director*

### **Fady Sahhar, XtraGlobex**

*Consultant, RCPA Acting COO*

## ❖ DIVERSITY

### Diversity, Equity, & Inclusion Survey Deadline Extended to June 30

When the RCPA Diversity, Equity, & Inclusion (DEI) Committee was formed in July of 2020, the committee determined three initial areas for focus:

1. Create a resource repository on the RCPA website for DEI materials;
2. Compile and collate resources and guidance for member organizations creating DEI policy; and
3. Collect program information/diversity demographics association-wide to guide initiatives and serve as a baseline.

To address the third and final target, the DEI Committee launched a two-part survey last month requesting information from RCPA members. The survey has two goals: to help the committee better understand the educational and resource needs of association members and to document the racial and gender diversity represented by the individuals that RCPA members serve, employ, and view as leaders. The survey requests geographic information and organization size to help us better stratify the data and decipher trends among like organizations.

All information generated in this survey is confidential, and all data will be shared in aggregate form only. Your organization's participation in this survey is extremely helpful to better understand the needs represented across the association. The survey deadline is extended to June 30. We appreciate your participation and look forward to a robust response! ◀

**PART I (Current Practices/Educational Assessment)**

**PART II (Organizational Demographics)**



## ❖ TELEHEALTH

### Telehealth Gains Support and Momentum at Federal and State Levels

As the utilization of telehealth continues its vertical projection, the 117th Congress has introduced numerous legislative bills related to expansion of telehealth. A review of the [Federal Telehealth Legislation Tracker](#) indicates support for the currently-relaxed telehealth standards across a spectrum of human services' continuums of care. States, including Pennsylvania, are watching closely how these bills move as they develop their own telehealth standards.

On the home front, OMHSAS has reengaged the Statewide Behavioral Telehealth Steering Committee to begin reviewing the proposed recommendations of the Steering Committee's previous work and its application to build best practices. RCPA remains at the center of PA telehealth, and continues its work on this DHS/OMHSAS initiative, with the hope that the Pennsylvania Telehealth Bulletin will be released at the end of the year. To see the steering committee report, use this link: [OMHSAS 2020 Behavioral Health Telehealth Report](#).

During the RCPA Annual Member Meeting, DHS Acting Secretary Meg Snead articulated that, as we move forward, providers should continue their telehealth current practices until further notice and the release of the PA Telehealth Bulletin in the future. Concerns had been raised recently regarding the viability of telehealth moving forward with or without the pandemic emergency declaration, but Secretary Snead's comments confirm the previous guidance from DHS/OMHSAS.

More Telehealth at top of Page 4

## Commercial Telehealth Insurance Update

RCPA continues its efforts with the PA Department of Insurance and providers to address equity and parity issues for the coverage of telehealth services in the commercial insurance sector. In several meetings with Commissioner Altman and her team, we reviewed a set of recommendations that included telehealth access and payment parity with public sector, PHE standards, and consumer choice for telehealth practitioner practices.

Right now, continued coverage across most private companies runs from no limit to month-by-month coverage. If a provider continues to have difficulties reaching agreements or resolving telehealth coverage issues, we have been directed to have members contact the PA Department of Insurance at [File a Complaint \(pa.gov\)](#). ◀

## RCPA Member Telehealth Survey Outcomes Report

### *Pandemic Era Use of Telehealth Procedures in Pennsylvania*

To gain Pennsylvania-specific information regarding the use of telehealth procedures, RCPA, in partnership with Woods Services, surveyed members that utilized telehealth as part of their behavioral health and consumer engagement strategies during the pandemic. After a year of implementing telehealth as a primary mode of service delivery, the responses support the initial success of this modality – although there are ongoing challenges.



The survey data went through a detailed analysis by Woods Services, and an outcomes analysis report was developed that viewed the intersection of practitioner, consumer, and payer operational and fiscal metrics. The Executive Summary and Policy Recommendations provide a supportive foundation for RCPA's ongoing efforts in creating a sustainable telehealth platform that will ensure equity and access to quality care in PA.

Please see the [Full Report](#) and the [Executive Summary](#) for review. For more information, please contact RCPA Children's Division Director [Jim Sharp](#). ◀

## GOVERNMENT AFFAIRS

### RCPA's Legislative Tracking Reports

RCPA is constantly tracking various policy initiatives and legislation that may have positive or negative effects on our members and those we serve — so for your convenience, RCPA has created a legislative tracking report, which is broken down into specific policy areas. You can review these tracking reports below to see the legislative initiatives that the General Assembly may undertake during the current Legislative Session. If you have questions on a specific bill or policy, please contact [Jack Phillips](#), RCPA Director of Government Affairs. ◀

- |                                      |   |                                 |
|--------------------------------------|---|---------------------------------|
| ▶ <a href="#">Autism</a>             | ▶ <a href="#">Disability</a>                | ▶ <a href="#">Mental Health</a> |
| ▶ <a href="#">Brain Injury</a>       | ▶ <a href="#">Drug &amp; Alcohol</a>        | ▶ <a href="#">Minimum Wage</a>  |
| ▶ <a href="#">Budget</a>             | ▶ <a href="#">Human Services</a>            | ▶ <a href="#">Suicide</a>       |
| ▶ <a href="#">Children and Youth</a> | ▶ <a href="#">Insurance</a>                 | ▶ <a href="#">Telemedicine</a>  |
|                                      | ▶ <a href="#">Intellectual Disabilities</a> |                                 |



## ❖ MEDICAL REHABILITATION

### Brain Injury Ambassador Program

Developed through a partnership between the Pennsylvania Department of Health and the Brain Injury Association of Pennsylvania, the Brain Injury Ambassador Program aims to connect with the families and caregivers of a person who has recently experienced a brain injury and let them know that they are not alone and to deliver a message of hope and help. The program calls for trained Brain Injury Ambassadors to contact families who are referred by liaisons from collaborating inpatient brain injury rehabilitation hospitals and share information about brain injury services and supports they may need in the future. They also establish a plan to maintain communication. The Ambassador Program is currently in place at:

- Children's Hospital of Philadelphia;
- MossRehab;
- Magee Rehabilitation Hospital; and
- West Penn Rehab of the Allegheny Health System.

BIAPA is pleased to have an enthusiastic and dedicated team of volunteer Ambassadors. Currently, COVID-19 restrictions prevent in-person meetings, and connections between Ambassadors and families are happening by email and phone. ◀

Rehabilitation facilities interested in learning more about the Ambassador Program should contact:

**Monica Vaccaro**

Director of Programs  
215-718-5052



## ❖ BRAIN INJURY

### 2020 TBI Advisory Board Report

The Pennsylvania Department of Health's (DOH) Traumatic Brain Injury (TBI) Advisory Board, which is comprised of a variety of stakeholders that represent State agencies and offices, TBI programs and providers, as well as individuals who have sustained a TBI and family members, convenes on a quarterly basis. The Board develops and issues an annual report that highlights the many programs, activities, and supports for individuals in the Commonwealth. The 2020 [Highlights of Pennsylvania's TBI Advisory Board](#) was recently released. ◀



### New CDC Report: ED Visits for Bicycle-Related TBIs/Concussions Drop by Half Among Children

The rate of emergency department (ED) visits for bicycle-related traumatic brain injuries (TBI) and concussions decreased by almost half (49%) among children but only by 6% among adults between 2009 and 2018, according to a [new report](#) in CDC's Morbidity and Mortality Weekly Report. [View full article.](#) ◀

## Three Common DSP Job Post Mistakes & Quick Fixes

By Craig & Scott de Fassel

With most organizations scrambling to fill open positions for Direct Support Professionals, having an effective online job post is critical. But recommended “best practices” often lead providers into the following three mistakes.

### *Mistake 1: Formal text that focuses on your organization*

Templates often suggest you start with your organization’s mission or history. We’ve seen hundreds of job posts that look like they were written by the Board. If you’re looking for a job, do you care if the organization has been the “... top provider in our state for the last 50 years?” Or are you more interested in, “what does this job offer me?”

### *Mistake 2: Overwhelming lists of job requirements*

Many providers end up posting job descriptions focused on what new hires “have to do” rather than what they “get to do.” These lists are often hard to comprehend and intimidating.

We all know that DSPs have a tremendous amount of responsibility in supporting people with disabilities. But when we interview them, they never talk about “we have to...”

Instead, we hear great stories about “I get to...” ranging from going to the park to being paid to go to ball games, Disney World, etc. Which approach will attract more people to apply?



### *Mistake 3: Downplayed or missing benefits*

Many job posts we review either list benefits toward the bottom of the job post, sum them up with a generic “we offer great benefits,” or neglect listing them at all! Most providers offer paid training, but that important fact is missing in many posts.

It’s normal for people to want to know more about what they will receive as a member of your team. Applicants skim rather than read everything in a job post. If you’ve started with your company mission followed by a long list of requirements, the potential applicant may never get to your benefits.

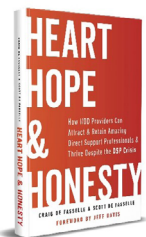
### *Three Quick Fixes You Can Make Today in Ten Minutes*

**First**, list your benefits at the top of your job post giving priority to those that are the most popular with new hires. If you didn’t put “Paid Training” in your job post, consider adding it now.

**Second**, change your mindset from presenting a description of what applicants have to do to what they get to do. Avoid terms like “community inclusion” — list the activities that DSPs love doing with their people.

If you don’t have a clear idea of what to say, ask some of your best DSPs what they love most about the work.

**Third**, if you feel it’s important to include something about your company, put it last. If the work doesn’t appeal to an applicant, your company history or mission won’t change anyone’s mind. Even better, include the name and phone number of someone they can call with questions.



About the authors: Craig and Scott de Fassel focus on helping I/DD providers attract and retain DSPs through workshops, keynotes, and one-on-one consultations.

### *New Book “Heart, Hope & Honesty” Helps I/DD Providers*

This book shares inspiring stories, real-world results from providers, and provides step-by-step actions you can take right now to help you get off that DSP Hamster Wheel of recruiting, hiring, and turnover. For more information, go to [www.blitzcreative.com](http://www.blitzcreative.com) or call Craig or Scott at 937-985-1510. ◀

## Innovation Calling: Harnessing Technology First

Submitted by Mainstay Life Services

**May 20, 2021 (PITTSBURGH, PA)** – The COVID-19 pandemic changed our lives significantly. In many cases, it magnified things we already knew – that in 2021, technology in our world isn't a luxury; it's a necessity. Whether it's using your iPhone or laptop to work from home, connecting with your friends and family through Zoom, or using your Amazon Alexa to stream music and buy groceries – technology is critical to our everyday lives.

Technology isn't just about convenience; it's a means for both safety and independence, and it's crucial for individuals with disabilities. Tools for voice recognition, tablet-enabled smart homes, remote connectivity with friends and family, streaming music or podcasts, and learning on YouTube are just some of the everyday technologies that lead to joy in their everyday lives too.

Pennsylvania is working toward becoming a 'Technology First' state. Technology First means a state is committing to adopting initiatives and plans to expand access to technology for people with developmental disabilities and promote technology **first** in services and supports that enable people to live as independently as possible in their community. Pennsylvania's commitment is an essential step in integrating home technologies, remote monitoring, mobile tracking, assistive supports, telehealth, and telesupport into the system of care.

[View full article.](#) ◀



## CHILDREN'S SERVICES

### Spotlight On: Family Faculty and Advisory Council at Children's Specialized Hospital

Written by Andrea Ward, PT, DPT and Christine Koterba, PhD

Advocacy defined is: "any action that speaks in favor of, recommends, argues for a cause, supports or defends, or pleads on behalf of others." It happens on behalf of the children and families we serve each and every day in big and small ways at IPRC member organizations. The IPRC Education & Advocacy Committee shares member stories to celebrate these efforts and inspire others.

Children's Specialized Hospital (CSH), an RWJBarnabas Health Facility, is committed to placing children and their families at the center of all that they do. With 14 locations across New Jersey, CSH provides inpatient and outpatient care for children with special health challenges. The hospital's commitment to patient and family advocacy is evident through the practice of Patient-and Family-Centered Care (PFCC), involving families in every aspect of the organization. [View full article.](#) ◀



### RCPA & PACHC Secure \$250,000 Delta Center Grant to Advance Equity in Telehealth Care

HARRISBURG, Pa. (March 29, 2021) --- The Rehabilitation and Community Providers Association (RCPA) and the Pennsylvania Association of Community Health Centers (PACHC) have secured a \$250,000 grant as part of a national initiative to cultivate health policy and a care system that is more equitable and better meets the needs of individuals and families.

The collaboration will focus on increasing access to care and developing a comprehensive policy framework and health-care plan for consumers with the use of telehealth. [View full press release.](#) ◀

# RCPA Member APA Survey Overview and Question Analysis

## RCPA Member APA Survey Overview

RCPA members in the Behavioral Health and Drug and Alcohol Divisions recently participated in a survey to gauge their organization's readiness and potential impacts as the current Alternative Payment Agreements/Arrangements (APAs) are set to end on June 30, 2021.

This is the second RCPA APA survey, as the last one conducted in the late summer of 2020 was instrumental in discussions related to the continuation of the payment agreements/arrangements at a previous expiration deadline. The data we collected will once again be instrumental in our discussions and efforts with DHS and our HealthChoices Behavioral Health Managed Care Organizations regarding strategic fiscal considerations for RCPA members.



To view the survey summary overview and individual question analysis, please visit [this link](#). If you have any questions, please contact your RCPA Policy Division Director. ◀



## RCPA Events Calendar

(event dates and locations subject to change)