



Bureau of State Operated Facilities State Centers

Update for ISAC

June 17, 2025



Pennsylvania
Department of Human Services

BSOF Goals for 2025

- Understanding the “WHY”!
 - Understanding “WHY” we have our mission and purpose
 - Understanding “WHY” we have a Quality Management Plan and initiatives
 - Understanding “WHY” each staff person is needed to support the mission and purpose
 - Understanding “WHY” the regulations and policies are needed
- Increase Leadership visibility
 - Strong support of all staff
 - Open lines of communication
 - Explaining the “WHY”
 - Greater understanding of operations and facility needs
 - Bureau Director biannual meetings at each center with extended Exec Staff to review initiatives
 - Bureau staff and management at each staff walk arounds
 - Open Forums at each center
- Increase Unique Experiences
 - Stronger emphasis on vacations
 - Unique community trips
 - Volunteerism in both the centers by external groups
 - Cross center events
- Modernizing the State Centers

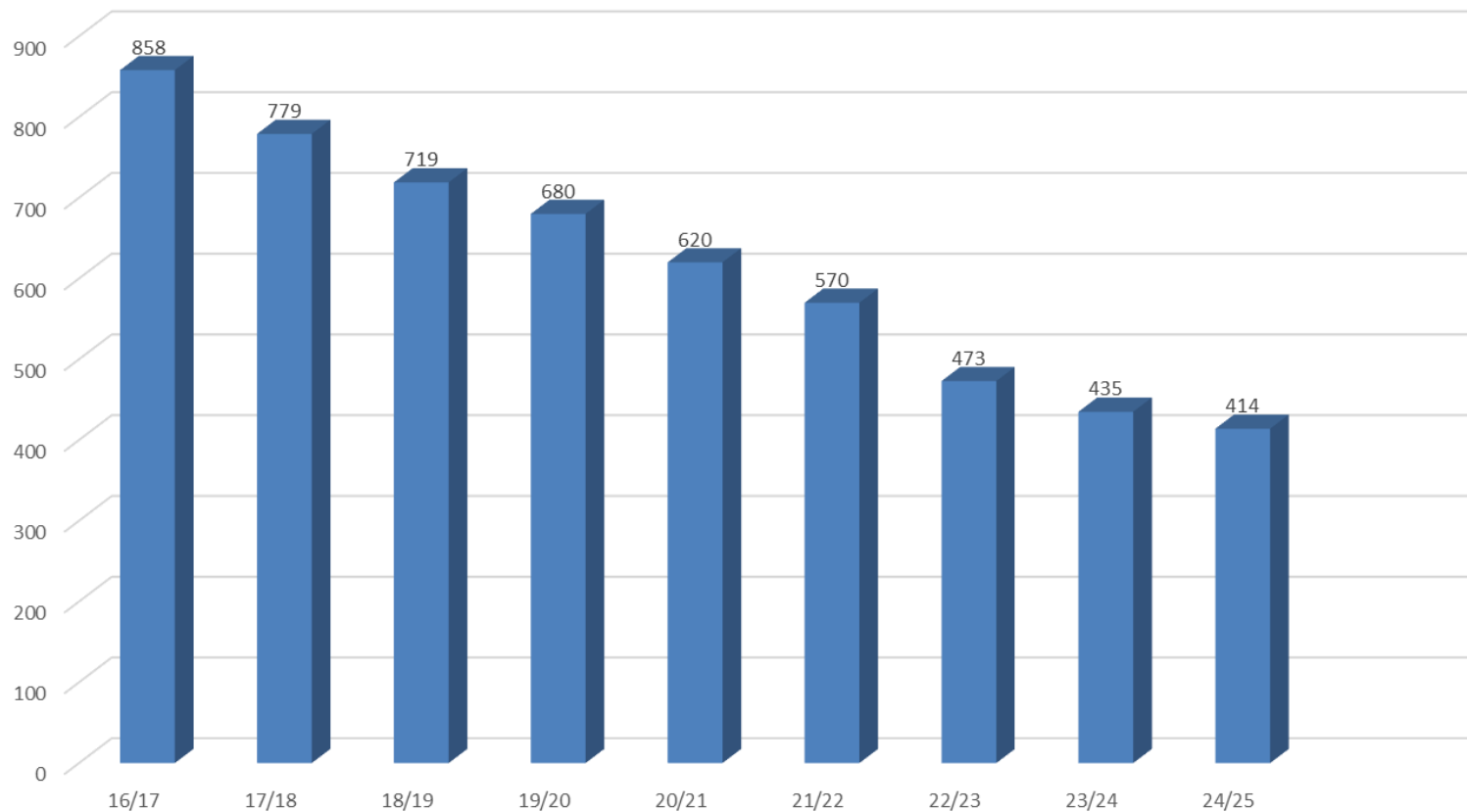
Modernizing the State Centers

- Electronic Health Record (EHR)
- Creating a Therapeutic Environment
 - Therapeutic Recovery Team
 - Therapeutic Recovery Units
 - Mural Arts of Philadelphia Program
- Restrictive Procedures
 - Database
 - Standardized Policy
 - Establishing limitation/review periods
- Overtime Initiative
 - Standardizing assignment, monitoring, reporting requirements
 - Improved analysis
 - Act 102 compliance
- Scheduling Office Changes
- Wound Care
- Infection Control
- Increased focus on Training
 - Annual Training Plan
 - Kaizen Software
- Employment

Modernizing the State Centers

- Quality Management Plan
 - LIFE Plan (Life Improvements for Everyone)
 - 8 Focus Areas supported by initiatives
 - Community Connections, Quality of Life, Incident Response and Prevention, Healthy Living, Behavior Support and Practices, Employee safety and wellness, Regulations and Financial Accountability
 - Supports the mission of the state centers to improve the quality of life of the people living in the state centers and improve the work environments for the employees
 - Increasing Awareness and Understanding
 - LIFE Fairs held at each center
 - Focus Area of Month
 - SharePoint site with LIFE Plan and reports
 - Reasons to Celebrate
 - Opportunities for Improvement
 - Virtual Office Hours for Focus Areas to explain new measures
 - All Focus Area Leads and Center QM staff are QM Certified

Census Update



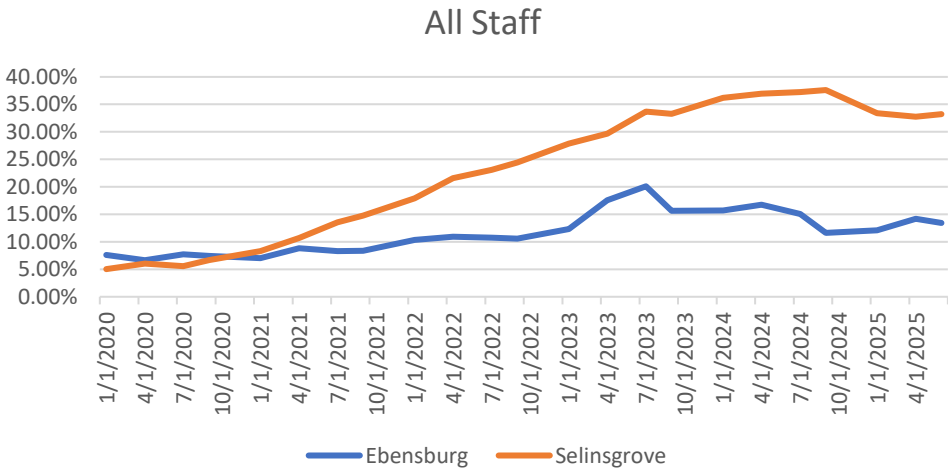
Staffing Update

- Complement

Closed Centers							
	Ebensburg	Selinsgrove		Hamburg	Polk	White Haven	Total
Total Positions Available	810	830		9	25	23	1697
Currently Filled	753	533		9	25	23	1343

- Vacancy Rates

	January 2020		June 2025	
	Ebensburg	Selinsgrove	Ebensburg	Selinsgrove
All Staff	7.59%	5.03%	13.45%	33.21%
Direct Care	3.59%	1.70%	16.76%	44.71%
Nursing	12.50%	14.49%	19.63%	41.18%



Staffing Update

- Contracted Staff

Number of Contracted Staff	
Statewide	266
Ebensburg SC	5
Selinsgrove SC	261
% of Total Staff that are Contracted Staff	
Statewide	28%
Ebensburg SC	1%
Selinsgrove SC	50%

» April 2025 data

- Efforts to Recruit and Retain Staff

- Salary Truncation (higher starting salary) for 9 classifications
- Trial Program at Selinsgrove to further increase starting salary for direct care staff and increase their hourly rate
- Advertising, onsite Job Fairs
- Increased staff wellness activities

Closed Facility Update

- Hamburg Center
 - Transfer to PennDOT anticipated mid September 2025
- Polk Center
- White Haven Center
- Woodhaven Center
 - Merakey will be vacating the campus 6/30/25