



# HOFFMAN

• HOMES •

*Together toward tomorrow*

## PRTF

# Quality Improvement Report July 2025 - June 2026

Prepared and Submitted by  
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Compliance Specialist

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## **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 individuals and their families across the Commonwealth.

## **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.

## **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 2026 that are completed by direct care staff. Indirect care staff complete one of the trauma seminars for 2026.

Stacy Parsons, MA, NCC  
VP of Programs for Healing





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## Demographics

Admissions 7/1/25 – 6/30/26

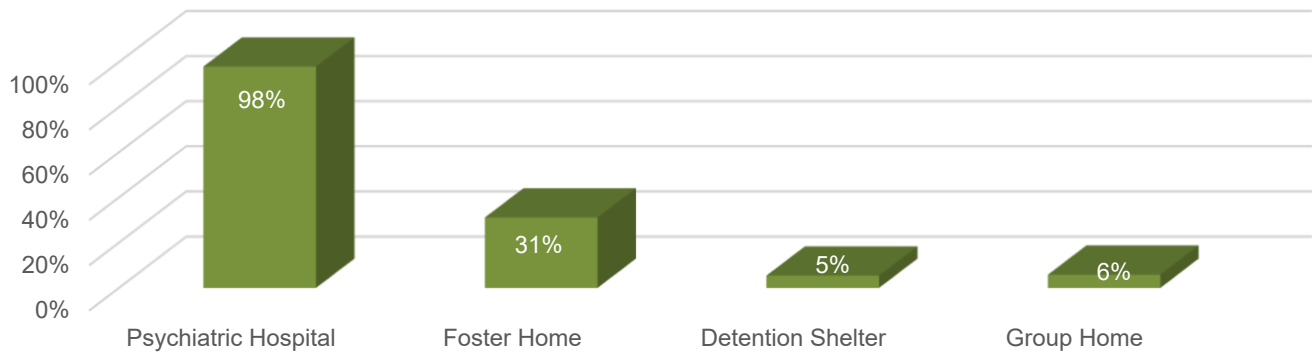
| <i><b>Race</b></i> | <i><b>Male</b></i> | <i><b>Female</b></i> | <i><b>Total</b></i> | <i><b>Percentage</b></i> |
|--------------------|--------------------|----------------------|---------------------|--------------------------|
| African American   | 2                  | 9                    | 11                  | 14%                      |
| Bi-Racial          | 1                  | 8                    | 9                   | 12%                      |
| Caucasian          | 7                  | 43                   | 50                  | 66%                      |
| Hispanic           | 0                  | 5                    | 5                   | 7%                       |
| Native American    | 0                  | 1                    | 1                   | 1%                       |
| <b>Total</b>       | <b>10</b>          | <b>66</b>            | <b>76</b>           | <b>100%</b>              |

| <i><b>Referral Source</b></i> | <i><b>Youth/Young Adults Admitted</b></i> | <i><b>Percentage</b></i> |
|-------------------------------|-------------------------------------------|--------------------------|
| Children & Youth              | 1                                         | 1%                       |
| Hospital                      | 16                                        | 21%                      |
| Mental Health Facility        | 59                                        | 78%                      |
| <b>Total</b>                  | <b>76</b>                                 | <b>100%</b>              |

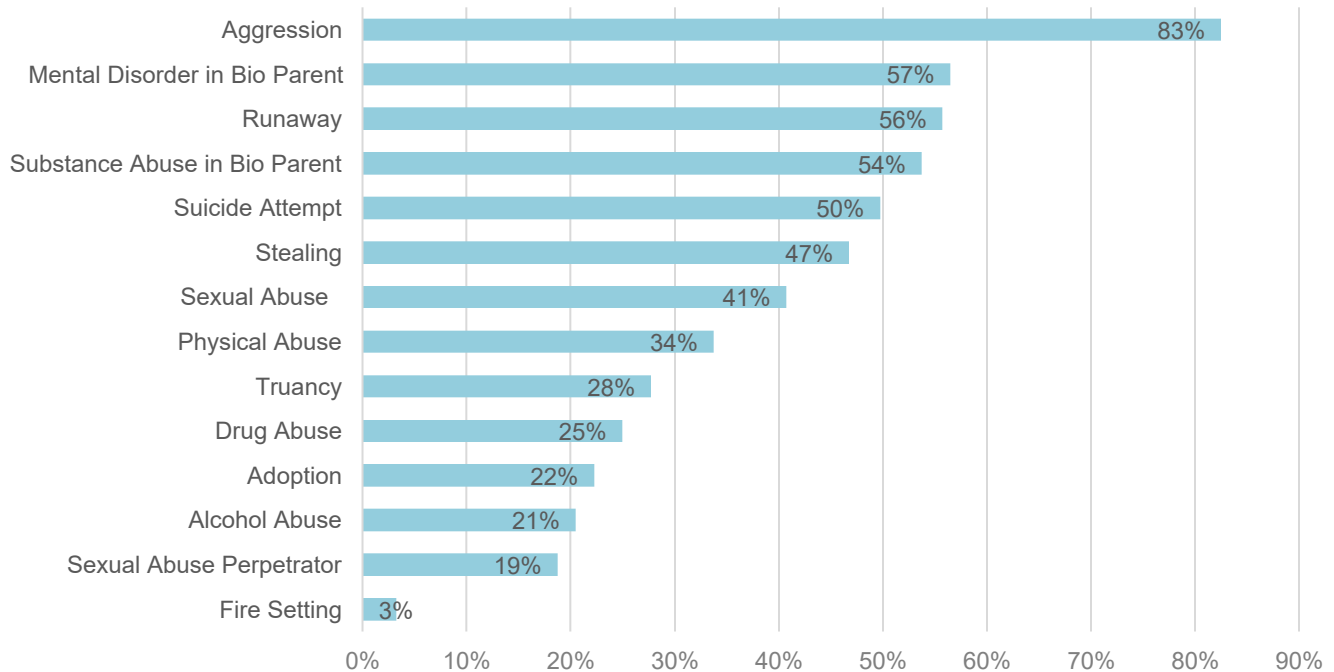
|                                 |      |
|---------------------------------|------|
| <b>Average age at Admission</b> | 12.9 |
| <b>Oldest Admission</b>         | 17   |
| <b>Youngest Admission</b>       | 6    |

| <i><b>Admissions by MCO/Other Sources</b></i> |                     |                          |
|-----------------------------------------------|---------------------|--------------------------|
| <i><b>MCO</b></i>                             | <i><b>Total</b></i> | <i><b>Percentage</b></i> |
| Carelon                                       | 4                   | 5%                       |
| CCBH                                          | 31                  | 41%                      |
| County                                        | 1                   | 1%                       |
| Magellan                                      | 15                  | 20%                      |
| PerformCare                                   | 25                  | 33%                      |
| <b>Total</b>                                  | <b>76</b>           | <b>100%</b>              |

## History of Prior Placements (July 2025 - June 2026)



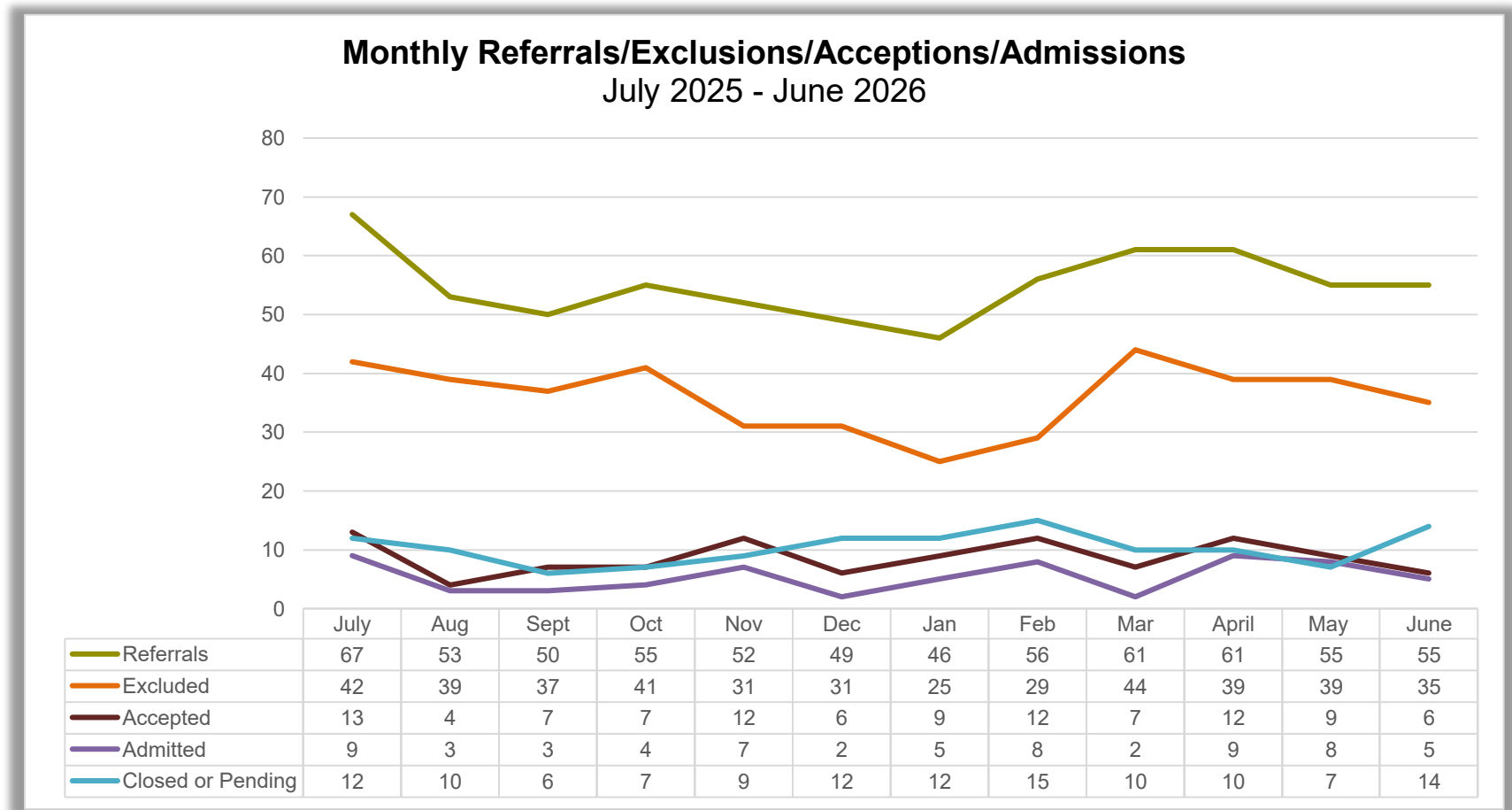
## Histories of Youth Admitted July 2025 - June 2026





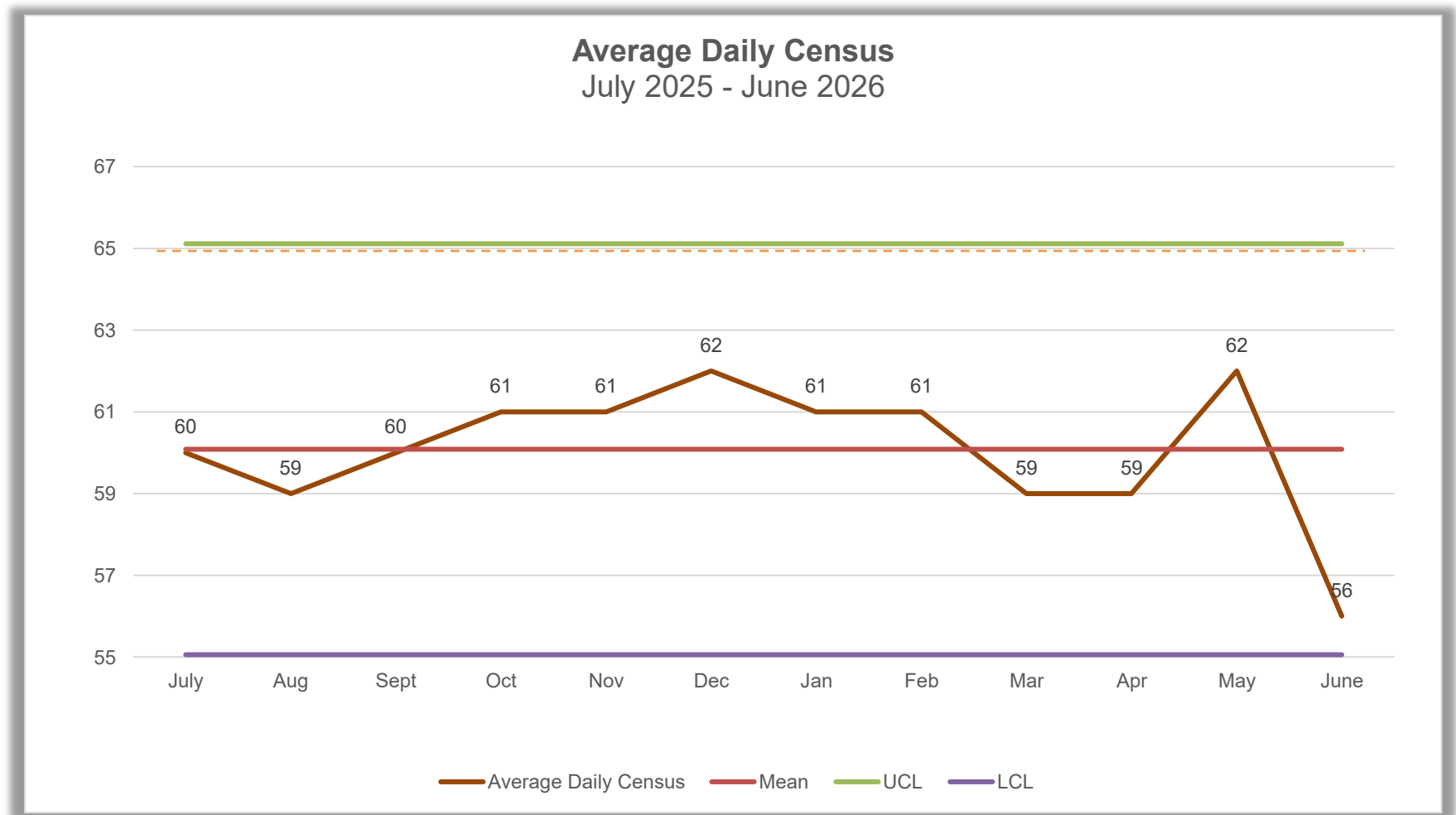
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## Referral Numbers for July 2025 – June 2026

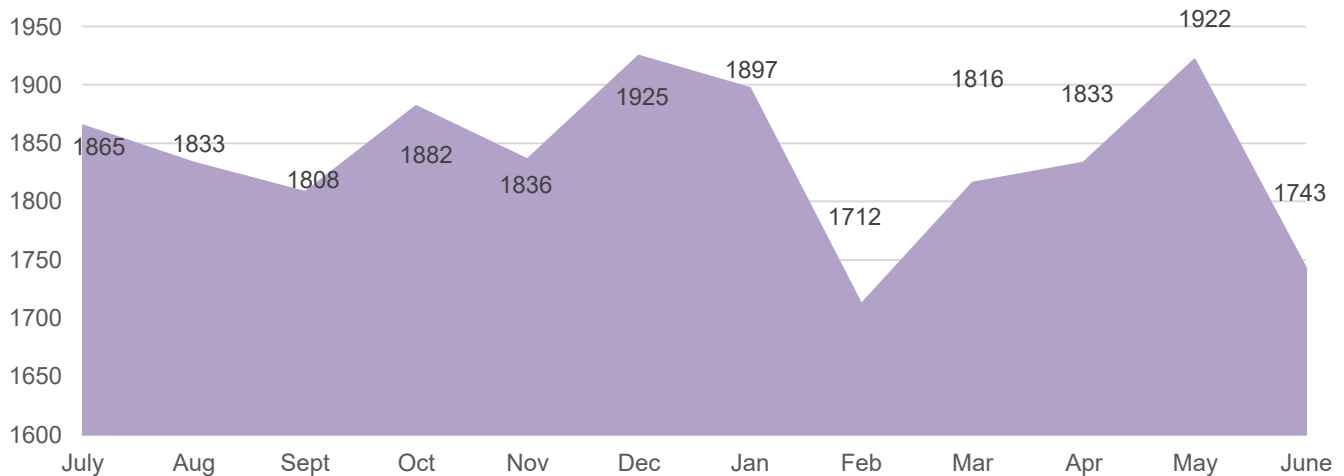


\*Number of youth/young adults re-admitted this year: One (1).

**Census** – (Budgeted census was 65 for the 2025/2026 fiscal year as indicated by dashed line on chart)



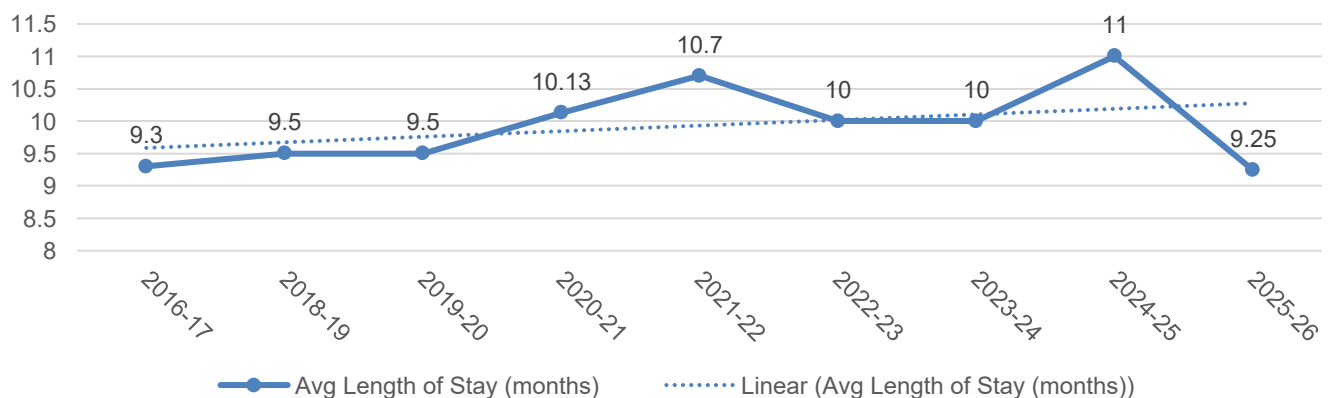
### Total Number of Bed Days July 2025 - June 2026



### Length of Stay

| Average Length of Stay              | Months             |
|-------------------------------------|--------------------|
| July through September              | 10                 |
| October through December            | 8                  |
| January through March               | 10                 |
| April through June                  | 9                  |
| <b>Total Average Length of Stay</b> | <b>9.25 Months</b> |

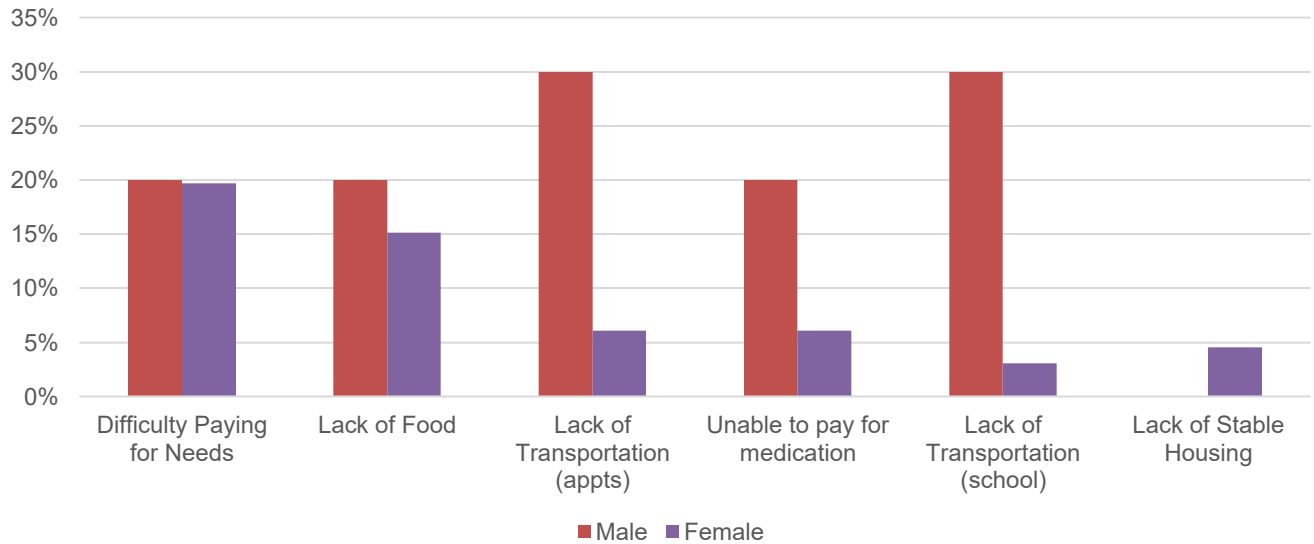
### Average Length of Stay (Months) 2016-2026



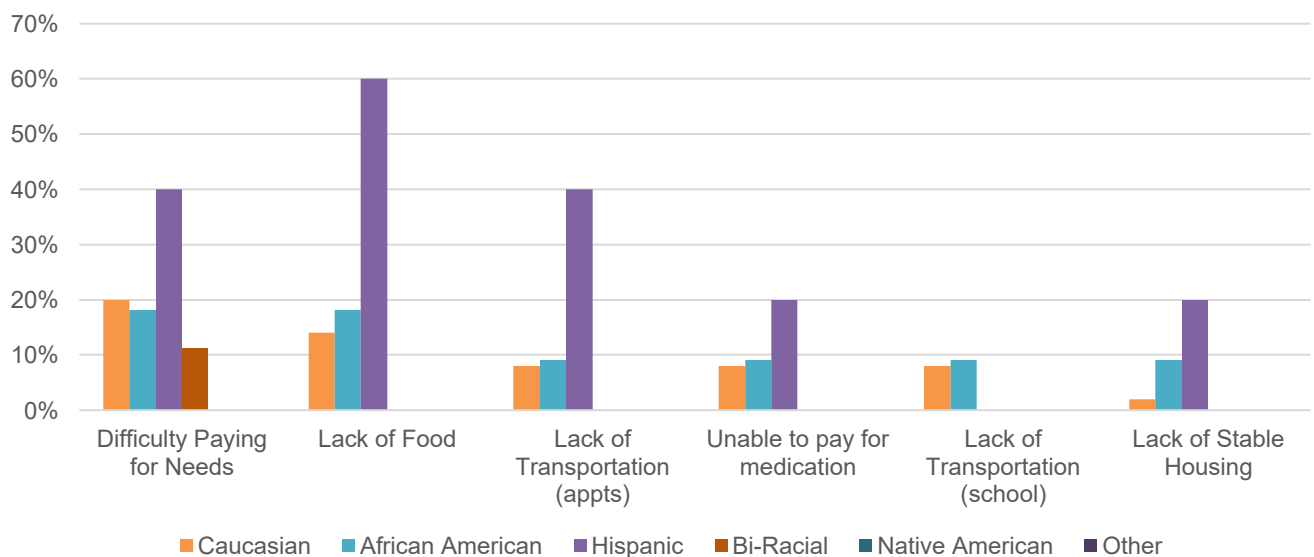
## Health Disparities

From July 2025 – June 2026, data was gathered on the health disparities of youth/young adults admitted to Hoffman Homes. This data was gathered in regard to gender and race.

### Health Disparities / Gender July 2025 - June 2026



### Health Disparities / Race July 2025 - June 2026



### **Utilization Review**

From July 2025 – June 2026 an average of 16.3 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, 2025, through June 30, 2026, 78 youth/young adults were discharged from our program.

Six youth/young adults (8%) 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.).

Of the remaining 72 youth/young adults, 67 youth/young adults (93%) successfully discharged from the Hoffman Homes' program. 5 youth/young adults (7%) 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, youth/young adults also participate in an anti-bullying group therapy session.

## **Creative Therapies**

From 7/1/25 – 6/30/26 there were 1,142 Animal-Assisted Therapy (A-AT) sessions, 907 Equine Assisted Therapy (E-AT) sessions, 165 Art Therapy sessions, and 1,332 Drama Therapy sessions for a total of 3,546 sessions. During this time, there were three (3) instances of self-harm- one in Art Therapy in July and two in Drama Therapy in March and June. There were no Art Therapy sessions held after August due to the resignation of the Art Therapist.

## **Animal Assisted Therapy**

- Introduced new psychoeducational and experiential activities focused on growth & development, bonds & attachments, emotional regulation, communication, safety & security, self-awareness, mastery, confidence, self-esteem, and issues surrounding grief & loss issues.
- Groups planted herbs and a variety of lettuce while learning about sustainability and nurturing. The harvested greens are now used to supplement diets of our plant-loving animals, creating a full-circle lesson in care and connection.
- The A-AT program continues to offer youth the opportunity to work on or complete community service hours
- The A-AT coordinator has evaluated multiple youth with animal cruelty, histories for appropriateness and readiness to begin A-AT. While some have been approved to join established groups, others joined a 1:1 session to further evaluate a monitor safety with animals while practicing emotional regulation in the confines of a highly structured and supervised setting.
- The A-AT program experienced several losses over the past year, including two guinea pigs and a hamster. Groups processed these losses through therapeutic discussions, helping participants express emotions, support one another, and reflect on the impact of loss in their own lives.
- The A-AT program also welcomed several new animals over the past year, including two ferrets adopted from the Adams County SPCA and a guinea pig from a longtime Hoffman Homes supporter. These additions brought new energy to the program and created meaningful opportunities for youth to learn, connect, and grow alongside them.
- Participated in treatment planning, interdisciplinary meetings, and program development.
- Director of CT's successfully oversaw and supported the drama, art, and equine therapy programs in their day-to-day operations as well as program growth and expansion. Managed team schedules, inter-program coordination, and professional development opportunities for creative therapy staff.

**Animal Assisted Therapy** *(continued)*

- Efforts continued to fill the open art therapist position
- Assisted with departmental budgeting, purchasing, and resource allocation in to support supervisees with expenses while projecting planning and expenses for the next fiscal year.
- Coordinated scheduling and implementation of 10-week Creative Therapy treatment cycles. Collaborated with various departments and roles to ensure therapeutic programming met youth/young adult needs.
- Director of CT's assisted in the process of evaluating and identifying fencing upgrades and the development of an outdoor riding arena.
- Assisted with E-AT lease revisions to ensure that leases were in the best interest of our program and budget while taking into consideration the individual needs of horses.
- Secured and successfully implemented grant-funded improvements. Identified supplies that will enhance program efficacy to be used in sessions and or for the overall health and well-being of the animals
- The A-AT coordinator has offered numerous tours of the A-AT program to visitors, stake holders, agencies and parents, as well as individuals from similar programs (i.e., Shining Stars Therapeutic Riding) for networking opportunities. Future tours are being scheduled with other programs, to include Leg Up Farm.
- Attended the Keystone Conference at Millersville University to represent HH and specifically the CT department.
- Accepted a donation from the Hanover Lions Club on behalf of CT programs.
- Secured and successfully implemented grant-funded improvements. Identified supplies that will enhance program efficacy to be used in sessions and or for the overall health and well-being of the animals
- Increased collaboration with Development regarding grants and donations supporting CT's.
- Participated in media opportunities highlighting Creative Therapies.
- Assisted with donor and community engagement efforts.
- Director of CT's covered a youth/young adult caseload as individual/family therapist until a new therapist was hired. Conducted individual therapy sessions, treatment planning, and coordination with family and external agencies to support continuity of care.
- Strengthened documentation practices and coordinated CT scheduling with school programming to include day students attending Hoffman Academy

**A-AT Initiatives for 2025-26:**

- Seek additional opportunities for A-AT trainings/certifications to support ongoing learning of interventions and techniques
- Attend additional conferences and continuing education programs.
- Continue developing innovative experiential interventions and trauma informed care practices
- Bolster the program with additional therapy animals as opportunities arise.
- Expand initiatives and interventions to offer more individual therapy formats for higher-acuity or less social youth.
- Develop new seasonal and themed psychoeducational groups.
- Continue enhancing animal habitats and enrichment.
- Explore additional species or therapy opportunities as appropriate.
- Successfully recruit and onboard a licensed Art therapist.
- Explore additional grant funding opportunities.

**A-AT Initiatives for 2025-26:** *(continued)*

- Remain current with best practices in Animal Assisted Therapy, Equine Assisted Therapy, and Creative Arts Therapies.
- Assist with grant planning and utilization of donated funds.
- Coordinated acquisition of program supplies and therapeutic resources.
- Continued stewardship of animal and equine program resources.

**Equine Assisted Therapy**

- Improved overall barn safety and functionality through stripping and refinishing flooring, reducing wear and improving cleanliness
- Enhanced horse comfort and barn efficiency by installing new stall fans and upgrading electrical by installing switches making it easier to turn fans on
- Upgraded the wash rack with protective covering around water, new LED lighting, and a heater light, improving safety and year-round usability
- Strengthened arena conditions and maintenance practices by pressure washing high-traffic areas and incorporating consistent use of the outdoor arena
- Secured and successfully implemented grant-funded improvements, including new arena footing and a drag, resulting in improved riding surface quality and reduced maintenance time
- Rewrote the 45-day trial lease and care lease to better reflect program needs
- Comprehensive inventory tracking system for each horse, improving accountability, organization, and consistency in care
- Increased program visibility and community engagement through more frequent and consistent social media posts highlighting barn activities and program development
- Expanded professional knowledge and networking by visiting Shining Stars Therapeutic Riding Center and establishing connections within the equine-assisted therapy field
- Demonstrated ongoing commitment to program growth by improving facility conditions, strengthening organizational systems, and supporting the continued development of the equine-assisted therapy program

**Current E-AT Projects/Upcoming Plans for 2025-26:**

- Further develop structured, goal-oriented equine-assisted therapy sessions that align directly with individual treatment plans and therapeutic objectives
- Improve documentation practices by implementing consistent session note templates, incorporating measurable outcomes, and tracking participant progress over time
- Strengthen communication and collaboration with clinical staff to ensure equine-assisted therapy is fully integrated into overall treatment planning
- Expand knowledge and skills through continued professional development, including completion of certification and participation in training related to trauma-informed care and best practices
- Enhance consistency in horse training, conditioning, and program use to ensure safety, reliability, and effectiveness across the therapy herd
- Improve time management and prioritization to effectively balance facility responsibilities with ongoing program development
- Develop more proactive financial management practices by improving tracking of program expenses, regularly reviewing budget usage, and planning ahead for anticipated needs
- Create a system to track participant progress and outcomes in equine-assisted sessions.
- Strengthen collaboration with therapists

**Current E-AT Projects/Upcoming Plans for 2025-26:** *(continued)*

- Complete Phase 3 of certification (existing goal).
- Attend at least 1–2 additional trainings/workshops related to equine-assisted therapy or trauma-informed care.
- Continue networking with organizations like Shining Stars Therapeutic Riding Center to adopt best practices.
- Acquire and properly integrate 1–2 additional suitable therapy horses
- Finalize and maintain individual horse inventory and care plans
- Develop a horse training/conditioning program tailored for therapy work.
- Complete barn upgrades:
  - Stain arena walls
  - Re-stain stall walls and doors
  - Repaint barn manager office, barn doors, and entrances
- Maintain clean, safe, and welcoming environment for children and visitors.
- Continue improving arena usability (arena renters)
- Continue increasing social media presence showcasing program impact
- Develop monthly or quarterly highlights/stories of program success
- Create opportunities for staff engagement in equine activities to strengthen interdisciplinary teamwork.
- Encourage consistency in how equine therapy is presented across departments.
- Improve financial tracking and budget management within the equine-assisted therapy program by implementing a consistent system to monitor all expenses. This will include maintaining a detailed expense log, conducting monthly budget reviews, and proactively forecasting program needs such as supplies, equipment, and horse care. A focus will be placed on planning purchases in advance to reduce unplanned spending and ensure efficient, responsible use of funds.
- Completion of Phase 3 for certification in Therapeutic Horsemanship
- E-AT Professional will attend the CECTH Annual Conference in September 2026

**Drama Therapy**

- Refined and streamlined narratively oriented process of goal identification, externalization of problematic constructs, and reframing of narratives through intentional use of mandalas, theatrical sculpting/tableaus, movement through space, and “celebrity interview” style role-play enactments
- Participated in interview and photography session wherein Hoffman creative therapists were featured in multi-page article within “Celebrate Gettysburg” magazine and worked alongside marketing and development department to build community connections, highlight creative therapies, and secure interest in featuring Hoffman creative therapies in additional local publications
- Added ceiling mounted projector to ongoing enhancements of space to facilitate greater immersion while providing increased versatility in group activities
- Expanded youth access to tabletop role-playing game structured groups through offering shorter sessions for younger youth during early afternoon hours using game systems designed to target this audience
- Was identified for participation in ongoing group of clinicians knowledgeable in trauma informed care working to create and re-implement relevant in-person trainings for both onboarding staff and annual continuing education

**Drama Therapy** *(continued)*

- Assisted creative therapy department in setup of and transition to electronic health records, providing structured trainings and guidance in how best to use the system and its provided features to facilitate daily departmental needs

**Current Drama Therapy Projects/Upcoming Plans for 2025-26:**

- Continue serving as a supportive role in the creative therapy department's electronic administrative needs, including continued learning of new electronic health records system while seeking opportunities for further integration and innovation to make the most of Hoffman's efforts at large
- Complete the creation and implementation of training on the impact of developmental trauma resulting from compromised early childhood attachments on the functioning and psychosocial needs of youth receiving treatment in Hoffman Homes
- Seek out greater variation in continued education and professional networking through identifying and participating in trainings on topics such as Narradrama, Sociodrama/Psychodrama, and play therapies and through attending industry events such as the NADTA annual conference

**Creative Therapy Success Stories**

As the Drama Therapist at Hoffman, my theoretical orientation is rooted in social constructionism and the practices derived from it, such as Michael Epston and David White's Narrative Therapy and the Play Therapy devised by English Drama therapists such as Sue Jennings and Ann Cattanach. A foundational aspect of this approach is the importance of externalization, intentionally reframing one's life narrative in a way that problems are thought of as existing outside of one's sense of self as opposed to an internal part of their identity. To facilitate this, our youth are guided through the process of using mandalas to develop insight and self-identify goals, followed by naming whatever it is that seems to be getting in the way of the achievement of these goals. Things such as "anger," "anxiety," and "trauma," are commonly named, although some youth provide creative alternatives such as "Crybaby" and "Raquel."

Over the course of multiple weeks, the youth then participate in theatrical activities and activities rooted in embodied expression to further differentiate these constructs from themselves, such as using tableaux to portray the relationships between themselves and these constructs, moving through space to explore and identify contrasting physicality, and creating masks to give these constructs a face through artistic metaphor. The youth are then directed through "celebrity interview" style role-plays and psychodramatic enactments, further shaping their understanding of the nature of these externalized constructs, developing mindfulness, and identifying self-derived values, methods of coping/resiliency, and achieving a more suitable sense of safety and self-worth.

Earlier this year, a group of youth were in this later stage of the work, and one of the members was in role as "addiction," being interviewed by the drama therapist with additional questions from other group members. Despite this activity typically involving only the youth being interviewed stepping into role, in this moment the group naturally found themselves identifying with the content and began intuitively asking questions and engaging in role-play discussion with "addiction" while in role as their own externalized constructs. The drama therapist facilitated this developing discussion, allowing it to evolve naturally while maintaining its safety and clinical efficacy. Ultimately, the group was able to identify multiple complex ways in which their constructs existed to protect them from pain and/or harm, be it physical or psychological, despite the inefficacy and long-term harm that inevitably result from their maladaptive means of doing so.

**Creative Therapy Success Stories** *(continued)*

While processing after concluding the role-play and stepping out of role, the youth were able to reflect meaningfully on the role-play experience while professing newly identified belief in their individual competency—indicating significant success and achievement in their efforts!

Jared Adams, MA, RDT  
Drama Therapist

During one A-AT session, one young lady experienced an unexpected and meaningful breakthrough. Upon entering the pet room for the first time, she immediately stopped in her tracks when Nixy, our black Labrador, approached her at the door. The young lady's eyes quickly filled with tears and when asked what she was experiencing in that moment, she shared that she had recently lost her own black Lab and had not yet had the opportunity to fully grieve that loss.

Before we had even made it fully into the room, she found herself sitting on the floor with Nixy, welcoming kisses and affection as Nixy repeatedly offered her favorite "baby" (aka her plush toy). Through this interaction, this youth was able to openly express feelings of sadness, loss, and longing that she had been carrying since the death of her dog. The presence of Nixy appeared to provide both comfort and a sense of connection, creating a safe space to begin processing unresolved grief, sensing that she was not alone and that Nixy understood.

Notably, another resident participating in the same session disclosed a similar experience of losing a beloved dog. As the two peers shared their stories, they validated one another's emotions and were able to lower their guards almost immediately. What began as an emotional reaction to meeting a therapy dog evolved into a meaningful therapeutic moment centered on empathy, connection, acceptance, unconditional positive regard and grief processing. It was later shared that spending time with Nixy helped them feel less overwhelmed by sadness and provided an opportunity to begin healing from the loss of their beloved pets.

Jennifer Sepic, MA, NCC  
Director of Creative Therapies/Animal-Assisted Therapy Coordinator

Since beginning Equine-Assisted Therapy, this youth has demonstrated remarkable growth in confidence, perseverance, emotional regulation, and personal resilience. What started as a journey marked by hesitation and uncertainty around horses has evolved into a story of determination, trust, and achievement.

When the youth first entered the program, she showed understandable apprehension when interacting with horses and required support to build comfort with leading, handling, and eventually riding them. Through consistent participation and a willingness to challenge herself, she gradually developed confidence in her abilities. Early successes included independently haltering and leading horses, safely navigating barn activities, and engaging positively with peers and staff. Her determination and positive attitude quickly became evident as she embraced new learning opportunities.

As her journey progressed, the youth achieved significant milestones in her riding development. She worked through initial fears surrounding mounting and riding, transitioning from needing hand-led support in the arena to independently steering, riding patterns, and navigating the arena on her own. Her confidence grew alongside her riding skills, and she consistently approached challenges with enthusiasm, patience, and a strong desire to improve. One of the youth's greatest strengths has been her willingness to persevere when faced with obstacles. Whether learning to ride different horses, participating in obstacle courses, riding outside the arena on trails, or mastering the challenging skill of posting at the trot, she

## Creative Therapy Success Stories *(continued)*

demonstrated courage and determination. Rather than avoiding difficult tasks, she embraced opportunities to step outside her comfort zone and developed increased confidence as a result. Throughout her participation, the youth also showed tremendous personal growth in emotional regulation and frustration tolerance. During difficult riding exercises, she learned to recognize feelings of frustration, pause, regroup, and approach challenges with renewed focus. Instead of giving up when things became difficult, she demonstrated resilience by continuing to problem-solve and work toward success. These moments showcased her growing self-awareness, perseverance, and ability to apply coping skills in real time.

A particularly meaningful aspect of the youth's journey has been the strong bond she developed with her horse, Snack Pak. Through consistent interaction, she learned to communicate effectively using both verbal and nonverbal cues while building trust and mutual understanding. Her connection with the horse contributed to increases in confidence, emotional regulation, and overall engagement within the program. The youth's genuine compassion and care for the horses have remained constant strengths throughout her time in Equine-Assisted Therapy.

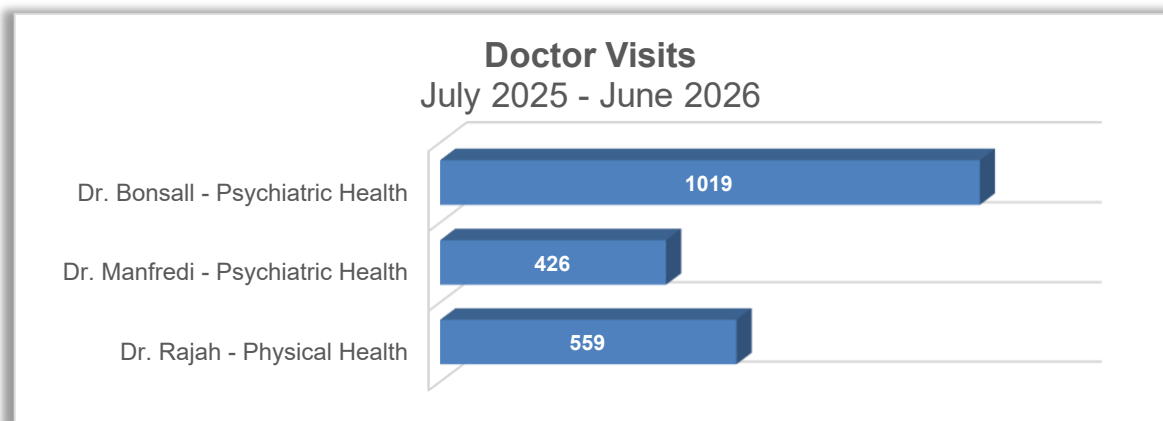
By the end of this reporting period, the youth was independently trotting around the arena, successfully completing complex riding patterns, and demonstrating increasing balance, coordination, and control. During one particularly challenging session, she exceeded expectations by independently navigating difficult riding elements that required advanced focus and persistence. Her hard work, positive attitude, and unwavering determination earned her recognition as STAR of the Week three times, reflecting the significant progress she has made both in and out of the saddle.

This youth's success story is one of growth, courage, and resilience. Through participation in Equine-Assisted Therapy, she has developed greater self-confidence, improved emotional regulation, stronger problem-solving abilities, and a lasting appreciation for the unique partnership between horse and rider. Her willingness to face challenges, learn from setbacks, and continue striving toward her goals serves as an inspiring example of personal growth and achievement.

Erica Harvey, BS  
Equine-Assisted Therapy Professional

## Psychiatric and Physical Health

In the months of July 2025 – June 2026 there were a total of 1,445 psychiatric appointments with the psychiatrists, Dr. Bonsall and Dr. Manfredi and 559 visits with the somatic doctor, Dr. Rajah.





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### **Medications (July 2025 – June 2026)**

From July 2025 – June 2026 the administrative medication error percentage was .0005% (Number of errors/total number of bed days). This reflects 11 total medication errors over the past year.

### **Educational Services**

Hoffman Academy is a small Private Academic Licensed School (PAL). It serves students in preschool ages 3 and 4, and kindergarten through 12<sup>th</sup> 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 twelve. In addition to emotional support and general education, the academy offers an intensive needs classroom for elementary and an intensive needs classroom for secondary, offering emotional support with life skills instruction, which began during the 2023-2024 school year with a comprehensive alternative curriculum housed in a dedicated classroom with a kitchenette. During the 2025-2026 school year, Hoffman Academy was granted licensure through the Pennsylvania Department of Education to open a preschool class for ages three and four, as well as a Kindergarten class. The academy is quickly filling the kindergarten and preschool seats for the 2026-2027 school year, on a first-come, first-served basis. Kindergarten referrals are accepted by school districts. Preschool enrollments are completed directly with parents. Our mission is to promote an environment that fosters self-growth and emotional well-being for both students and staff, providing the steppingstones leading to self-assurance. The leadership of the academy emphasizes opportunities for growth & transformation not only for its students, but its staff as well.

The 2025-2026 school year was another year of growth for Hoffman Academy. Day-student enrollment has risen steadily, from 27 students in June 2024 to 30 students by March 2025 and now stands at 42 students as of May 2026. The framework of the academy continues to be built on Restorative Practices with a School-Wide Positive Behavior Intervention and Support Plan. In November 2024, the academy received recognition for Tier II SW-PBIS accreditation. The Restorative Support Team, now consisting of eight individuals, leads the academy in restorative practices and maintains fidelity in SW-PBIS through data-driven meetings, restorative conversations, classroom interventions, and conflict resolution. Hoffman Academy has undergone yearly fidelity assessments since 2023 and has maintained a proficient rating each year, with our latest assessment scoring 90.00% for Tier I and 88.46% for Tier II, exceeding the minimum required scores of 75% and 80%, respectively.

Over the course of the 2025-2026 school year, Hoffman Academy hired fifteen employees, including teachers, teacher assistants, and personal care assistants. At the time of this report, the academy stands fully staffed with a VP of Education, a Director of Education, a Director of Early Childhood Education, a newly appointed Director of Student Services, a school psychologist, a school counselor, an IEP Coordinator, two administrative assistants, eight RST members, fourteen teachers, eleven teacher aides, and seven personal care assistants. The addition of general education and elective teachers has continued to provide opportunities for increased enrollment and expanded services to a more diverse student population through a blend of general education and special education services. The academy was also able to offer recreation groups, a returning basketball camp, and horticulture club programming utilizing our on-campus greenhouse and garden for residential youth in Hoffman Homes' Psychiatric Residential Treatment Facility (PRTF). These programs continue to be a huge success, with a ton of positive feedback from staff and youth.



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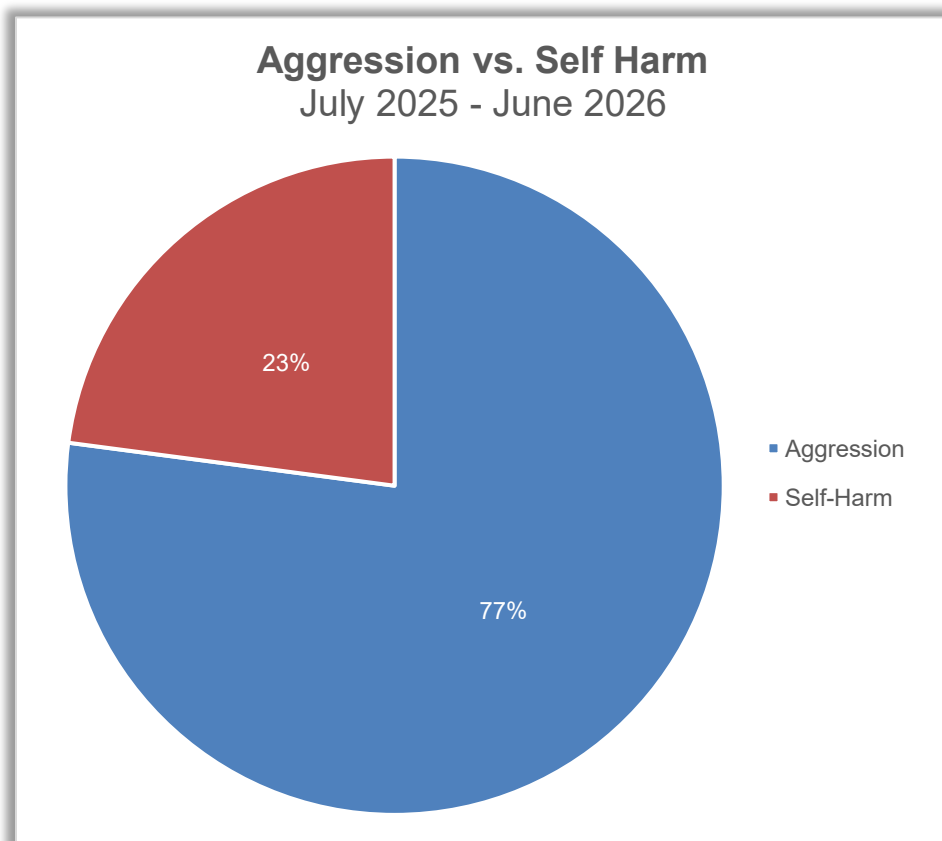
### **Educational Services** *(continued)*

In conclusion, Hoffman Academy continues to excel in meeting the needs of the students in the Hoffman Homes' Psychiatric Residential Treatment Facility (PRTF) 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 growth and expanded opportunity, and we are excited to serve even more students and districts for the 2026-2027 school year!

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

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

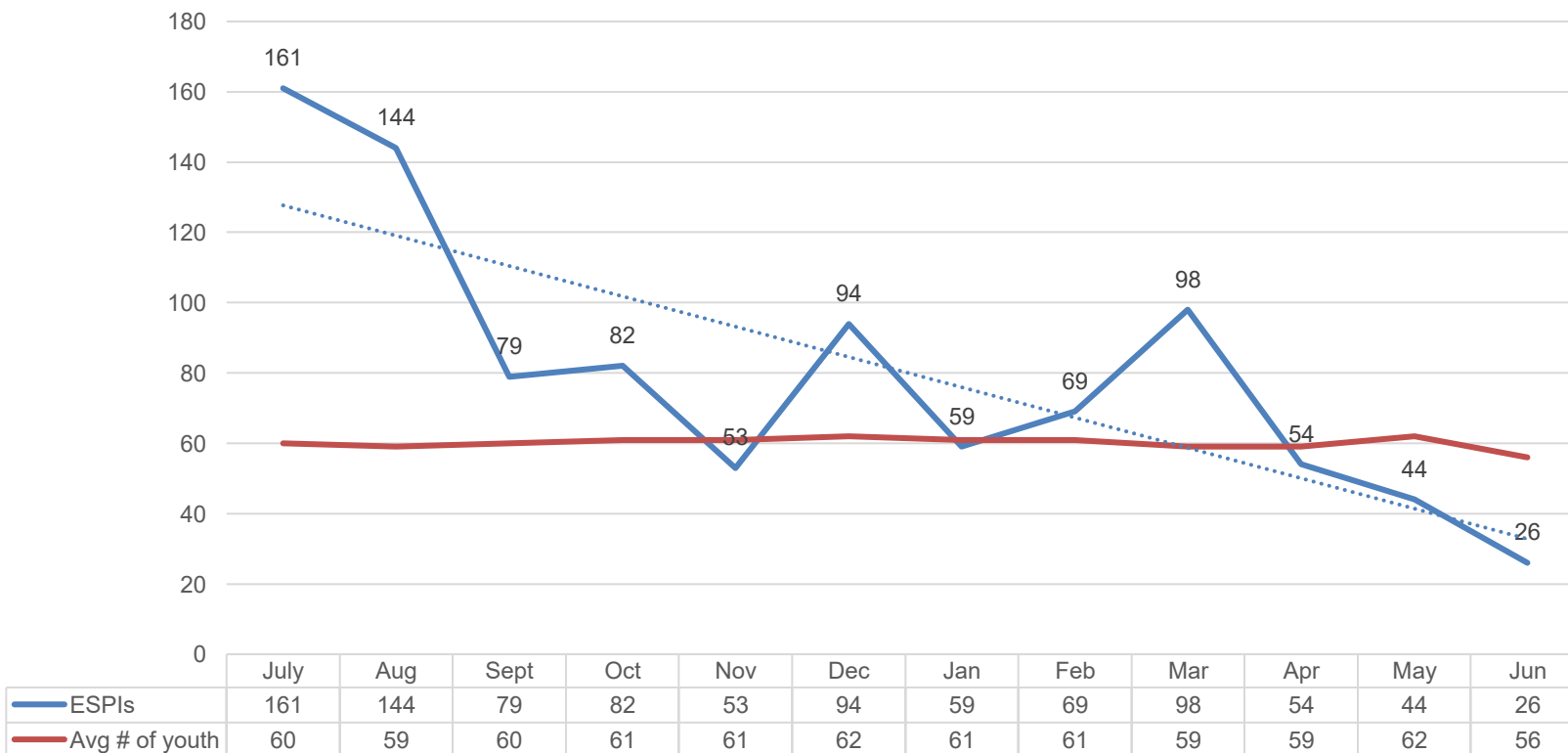
From July 2025 – June 2026 77% of the ESPIs were due to aggression and 23% were due to self-harm.



## 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.

**ESPIs per Month / Average of Youth/Young Adults per Month**  
July 2025 - June 2026





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## **Hoffman Homes Success Stories**

One of our youths at Hoffman Homes has shown great progress throughout their treatment. They initially struggled with symptoms associated with their past trauma and diagnoses. They entered care carrying a history of emotional pain, trauma, and instability yet they displayed the capacity for growth, insight, and transformation.

During this placement, the youth initially had difficulty regulating their thoughts and feelings in a safe and healthy manner. At times, they would display self-harm, aggression, and out of area behaviors. While the youth struggled for many months and required a higher level of support at times, the youth displayed determination to overcome their challenges and find motivation for change. They learned to recognize early signs of distress, identify triggers, and apply coping strategies with increasing independence. With the support from staff at Hoffman Homes and other therapeutic supports, this youth appeared increasingly motivated to engage in their treatment as evidenced by increased safety and use of coping strategies.

This youth participated in therapy with a Trauma-Focused and Cognitive Behavioral Therapy approach. Although they had difficulty fully sharing with others, they were eventually able to explore their emotions in a healthy way. The youth showed meaningful commitment to personal healing and future goals. They verbalized aspirations for stability, employment, and independence. They demonstrated hope for their future and the willingness to work toward it.

This youth showed great progress while they were at Hoffman Homes. They utilized their learned safe emotional management skills and improved their overall safety. Their progress represents a powerful example of resilience and the impact of comprehensive, trauma-informed care. This youth leaves treatment with increased emotional stability, stronger coping tools, stronger sense of safety, and a renewed sense of personal possibility. Their story reflects hope, determination, and the profound potential for healing when a young person is supported, believed in, and given the space to grow.

Sarah Smith, M.Ed., LPC  
Psychotherapist

Prior to coming to Hoffman Homes, one of our youths had difficulty coping with past loss and trauma safely. At times, this resulted in the youth hurting themselves and others and attempting to run away from home.

When they first came to Hoffman, the youth had a challenging time maintaining safe and healthy behaviors. They would become verbally and physically aggressive, and they refused sessions and other aspects of their treatment. When they did participate in sessions, they struggled to process their thoughts and feelings. With ongoing support and consistency from staff, peers, family, and other therapeutic supports, the youth started to shift from protective to increasingly open to engage in their sessions and overall treatment.

The youth and their family recognized that reparative work needed to occur within the family unit; however, the youth and their family were not sure where to start. The Therapist supported the youth and their family in re-establishing goals that supported this. Through ongoing family therapy and family visitation, the youth and the family began to identify improved trust and communication within their relationships. The youth recognized their family as a strong source of hope and motivation to work toward continued healing. The family shared that they went from feeling hopeless to hopeful for the future given such treatment progress. The youth and family noted many positive gains and a positive change in behaviors and relationships at discharge.



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### **Hoffman Homes Success Stories** *(continued)*

At the time of discharge, the youth was able to reflect on what they had learned while at Hoffman Homes and expressed gratitude to everyone that helped them have a successful discharge. The youth was able to improve their communication, emotional regulation, and building connections while at Hoffman Homes. They stated that they are happy for discharge and do not believe they would have been able to make such treatment gains without continuous support from staff, their family, and other therapeutic supports.

Keesha Fields, MS, NCC, LPC  
Psychotherapist

### **Quality Care (July 2025 – June 2026)**

- Completed sewer line repair
- Installed Clark Key System
- Replaced A/C in Gerber Residence
- Replaced Chapel front doors
- Began Water Tower Renovations
- Began Renovations of Rec Room
- Began renovations for the comfort room in one residence on Campus
- Implemented Electronic Health Records System on Campus
- Began the use of Clinically AI for Therapists
- Vice President of Programs for Healing & Director of Residential Programs began monthly mentor meetings with Residential Supervisors and Mental Health Workers for additional mentorship training for new employees
- Implemented a Welcome Breakfast during orientation for new employees
- Focus Groups were used to identify training opportunities for staff
- Initiated Programs for Healing interdepartmental meetings for clinical, residential, and Creative Therapy leadership for additional training on Trauma Informed Care

### **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/young adults' charts.



*Accredited by The Joint Commission*

### **Accreditation/Licensure/Audits**

Hoffman Homes operates under the auspices of many MCOs (CCBH, PerformCare, Magellan, 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/young adult records, and staff 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 2025/2026 year. Our organization received no citations during this annual licensing.

Hoffman Homes was re-accredited by The Joint Commission on February 13, 2026. This accreditation occurs every 3 years. The survey identified 7 deficiencies out of over 240 standards.

### **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.

Jason Detter  
Vice-President of Human Resources

### **Trainings**

Staff completed all required trainings and acquired the mandated hours of training during the 2025-2026 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.

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

