

Lehigh County Department of Human Services

2018-2019 HUMAN SERVICES PLANNING & PUBLIC HEARING

WEDNESDAY, MAY 23, 10:30 AM AND 6:00 PM

KAY ACHENBACH, HUMAN SERVICES DIRECTOR

PAULA ROBERTS, CHILDREN & YOUTH

JR REED, AGING & ADULT SERVICES

JOSH BRIDGES, MH / ID / D&A / EI

MATT BAUDER, HEALTHCHOICES

SUE LETTERA, INTEGRATED SERVICES



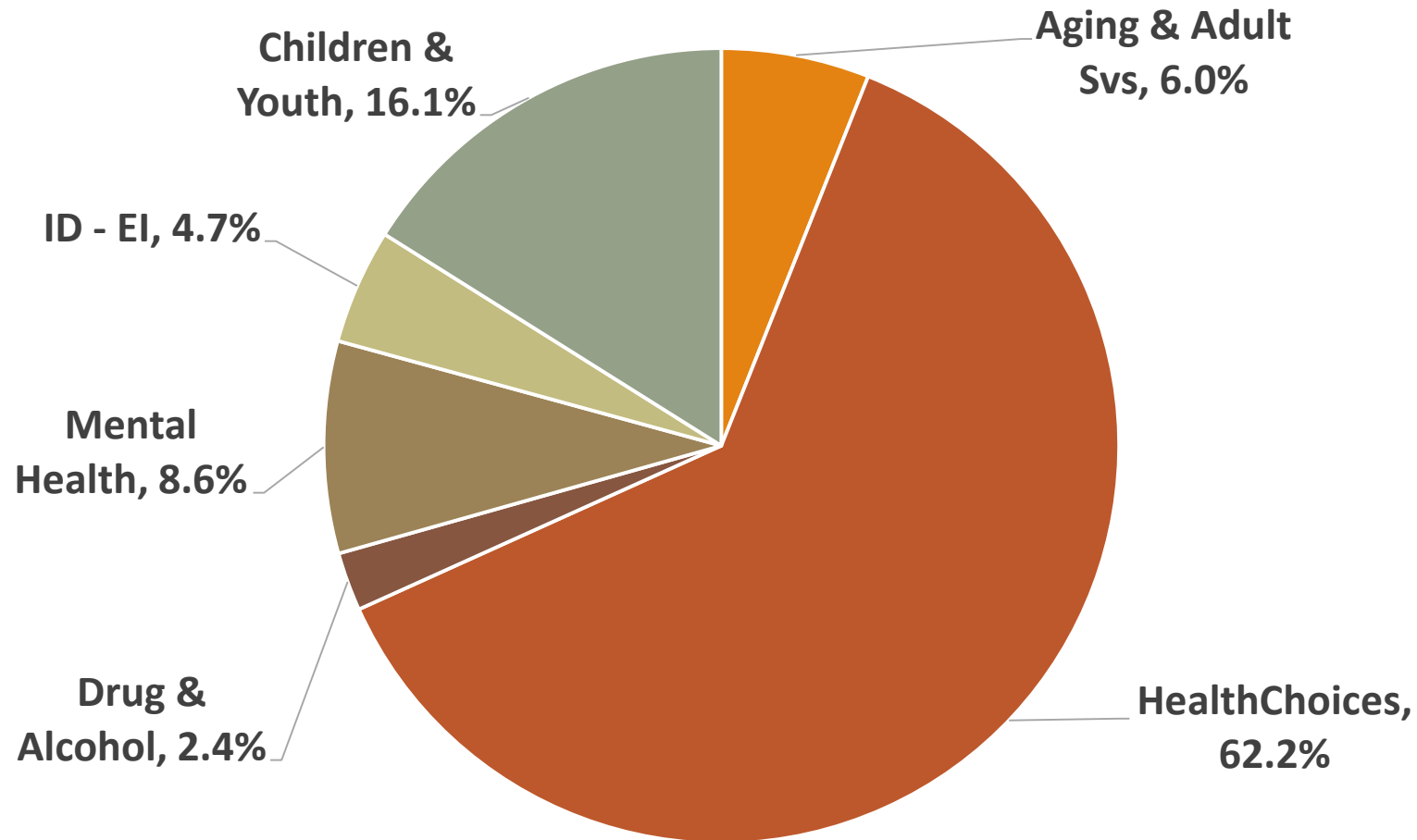
What Are Human Services?

- Designed to assist people in difficult life situations
- Interdisciplinary Services help people navigate through crisis or chronic situations where external help and guidance are needed for them to move forward with their lives and rediscover their personal power and self sufficiency
- Not “Welfare”

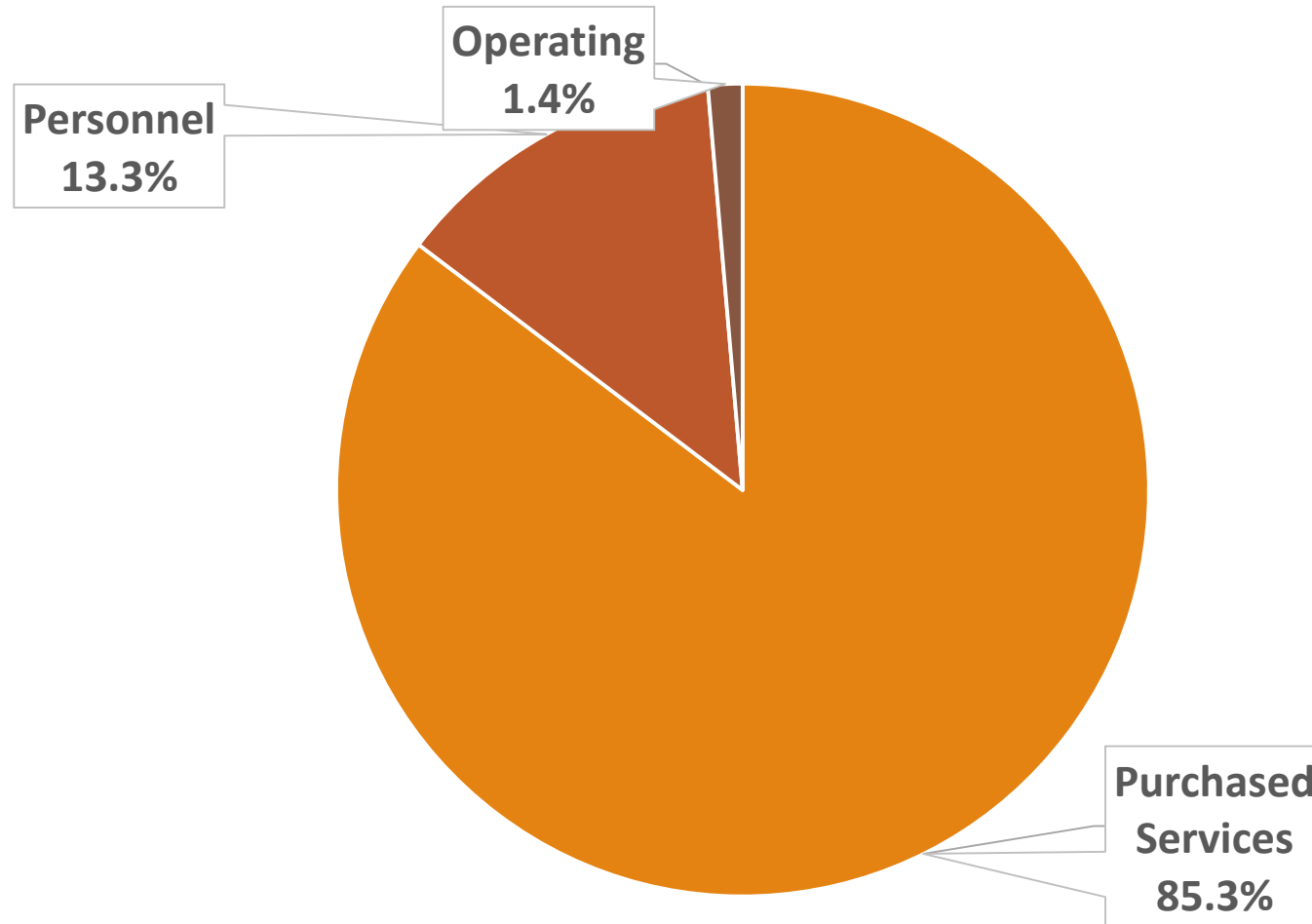
State Charge & Partnership

- State charges counties to assist in the delivery of Human Services
- HS model varies by county
- Counties can tailor their system as best meets the needs of citizens
- Some typical HS activities are completely optional (County Homes, ie) and others are mandated

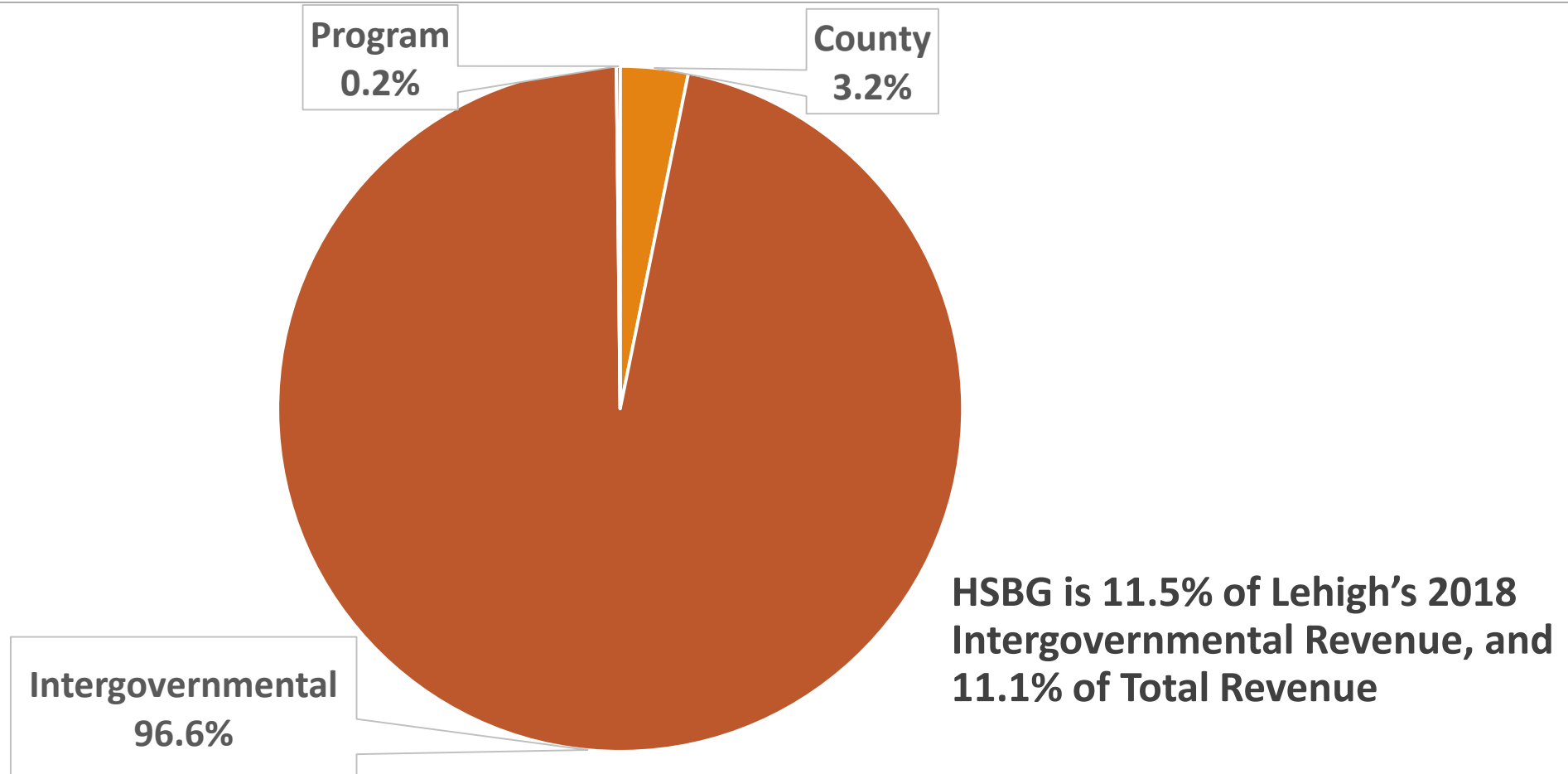
2018 Lehigh County DHS Budget



2018 DHS Expenditure Budget – Personnel, Operating, Purchased Services



2018 Revenue by Source

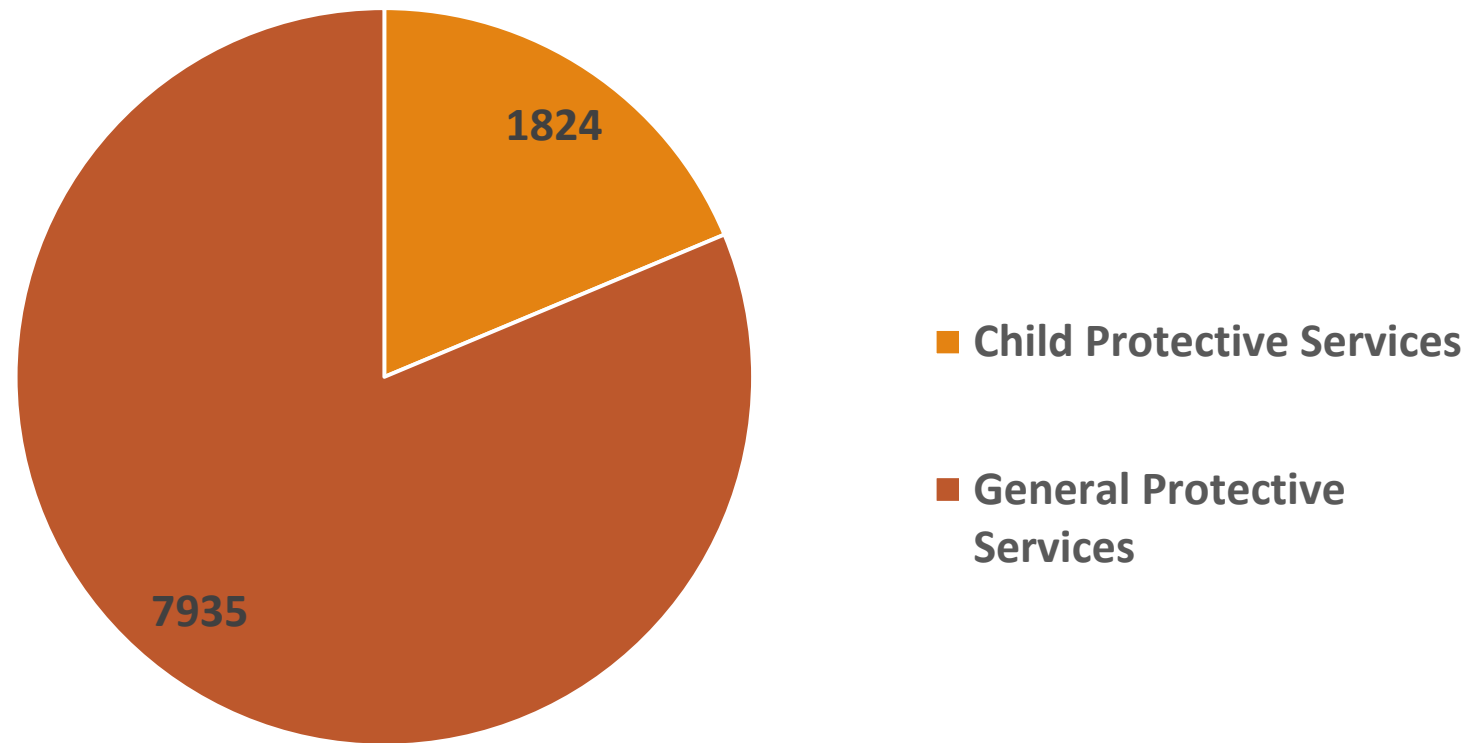


Children & Youth Services

PROTECTING CHILDREN

STRENGTHENING FAMILIES

REFERRALS to the OFFICE OF CHILDREN AND YOUTH SERVICES 2017



Family Engagement Initiative

- Designed to assist in greater inclusion of family in Child welfare and keep families united
- Includes 3 core areas for meaningful family engagement
 - Enhanced Family Finding
 - Crisis and rapid Response Family Meetings
 - Enhanced Legal Representation

Truancy and Absenteeism Prevention

Children's Roundtable

- Education Success and Truancy Prevention Committee
 - Universal focus
 - Prevention/Early Intervention
 - OCYS and ASD truancy program
 - Includes 9 elementary schools in the Allentown School District
 - OCYS-funded elementary school, home, and community-based outreach to families re: truancy

School Out-of-Home Placement Practices

- County-Wide Enrollment Training
- Enrollment Brochure
- Every Student Succeeds Act (ESSA)
- Transition Planning
- Cross-County Meeting of Schools, OCYS, Providers

Enrollment brochure

MOU

Comfort Cottage Family Engagement Center and Visit Coaching

Grand opening April 2016

Serving children and Families working toward reunification

Every family whose child enters out of home care is assigned a visit coach

Enhances child / caregiver relationships

Trauma assessments completed for children entering out of home care



Early Head Start – SAFESTART Program

- ❖ A collaboration between Community Services for Children and OCYS
- ❖ Two full sites – West Allentown (old state hospital grounds) – East Allentown (LVH – 17th and Chew) adding Lehigh Valley Hospital as a third collaborative partner
- ❖ Providing all day supportive care for 64 children who are identified as drug impacted at birth
- ❖ Parent education and support
- ❖ Following children ages 0-3 who then can transition into the Head Start program allowing for continuum of care

STATE OF THE CHILD REPORT

- ❖ Released in 2017 PA Auditor General Eugene DePasquale
- ❖ Details problems and concerns faced by County Child Welfare agencies, sample of 13 counties
- ❖ Lists 7 recommendations to address issues, post Sandusky
- ❖ Visits to 17 counties, including Lehigh, for follow-up
- ❖ Action Plan released May 2018

HealthChoices

Provides for medically necessary behavioral health services to Medical Assistance enrolled Lehigh County residents through contracts with either a Behavioral Health or Physical Health Managed Care Organization (MCO).

Federally funded through the Center for Medicaid Services (CMS); funding is passed through the state to each individual County in Pennsylvania.

In 2017, the Lehigh County HealthChoices program provided behavioral health services to 17,548 unduplicated members accounting for \$69.58 million in medical claims costs.

Program is always looking to be innovative and create new programs that will meet the growing and changing needs of our members.

Current State HealthChoices Initiatives

- Tobacco action plan
- Develop readiness capacity for Community HealthChoices to come online January 2020
- Opioid Centers of Excellence
- American Society for Addiction Medicine (ASAM) criteria implementation
- Transitional Age Youth Certified Peer Specialist pilot program
- Integrated Care Performance initiative
- Antipsychotics Medications Dashboard
- Forensic Solutions

HealthChoices Innovative Programming

Certified Recovery Specialist (CRS) and Medication Assisted Treatment (MAT) – evidenced based support service for adults with substance abuse disorders or co-occurring substance abuse and mental health disorders. Encompasses recovery and resiliency-oriented principles, and serves to guide, initiate, achieve, and sustain long-term recovery from addiction.

School Based Mental Health Outpatient Services – identifying providers and partnering with School Districts to implement Outpatient Services in school settings in an attempt to better meet members needs in their natural and community based settings.

Specialized services to better meet the varying needs of varying members. Examples of specialized services include Intensive Case Management for the homeless, Dual Diagnosis Treatment Team (DDTT), Transition to Independence Case Management program for transition age youth, Specialized Outpatient services for members with an Autism Spectrum Diagnosis, Certified Recovery Specialists, Integrated Care for members with physical and mental health needs, and Jail Diversion/Re-entry program for members with D&A issues.

Aging and Adult Services

Nearly 5,448 (unduplicated) Aging consumers received direct services and/or congregate meals (PDA)

Nearly 900 consumers 18-59 received intensive care management, direct services (assessments), reports of abuse for adult protective services, and service planning/care management (HSBG)

Aging and Adult Services

Homeless Assistance Program (HAP)

Allocation for HAP funds was increased \$150,000 FY17-18

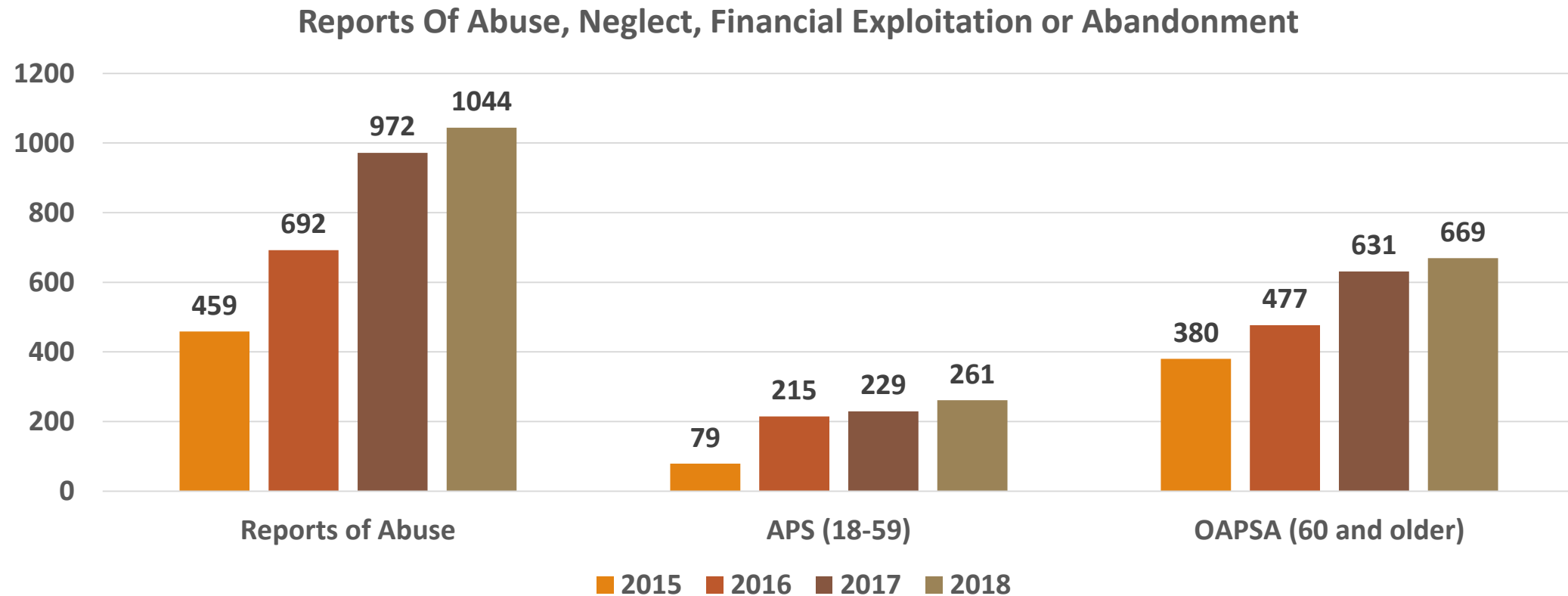
427 individuals had eviction/near homeless situation resolved

183 individuals had homeless situations resolved

208 households assisted

310 children resided in households

Aging and Adult Services



Aging and Adult Services

Clinical Eligibility Assessments

Process Change July 1st

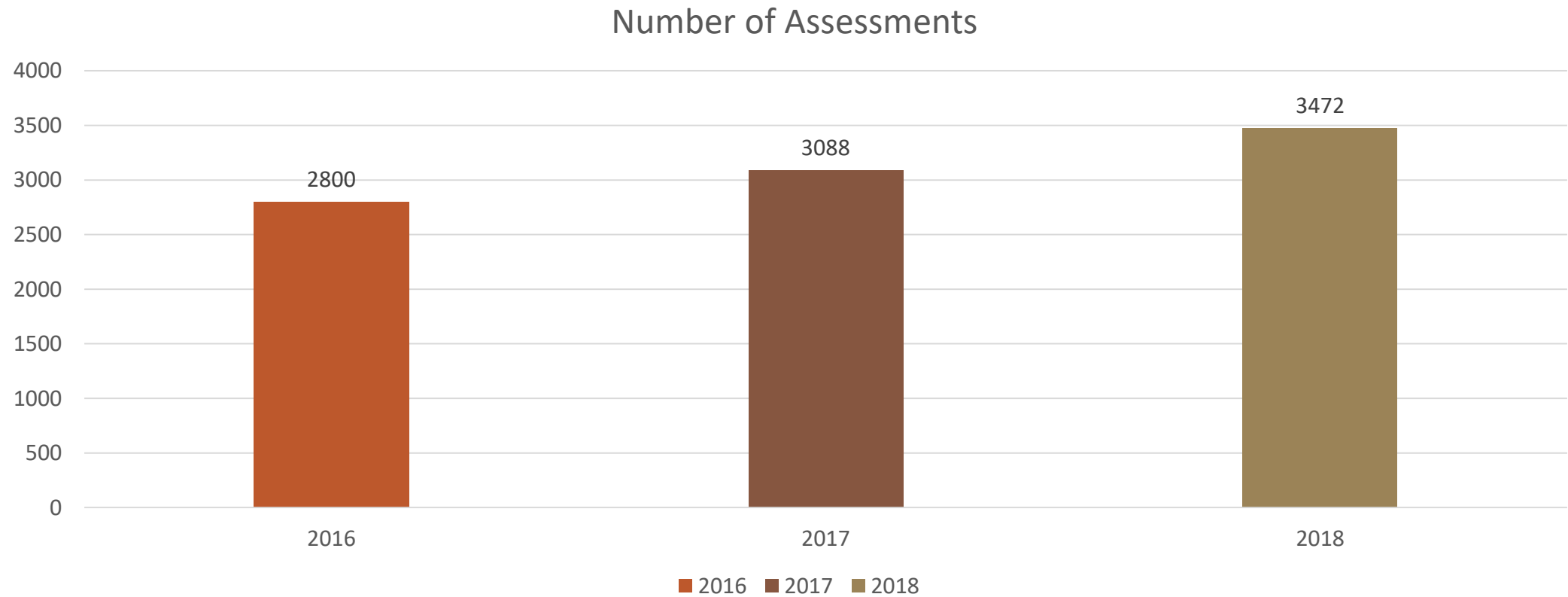
Functional Eligibility Determination (FED)

Pennsylvania Individualized Assessments (PIA)

Payment model

Time Frames

Aging and Adult Services



Aging and Adult Services

Community Health Choices

Serves:

- Individuals 21 and over receiving both Medicare and Medicaid
- Long Term Services and Supports
 - Medically eligible for a nursing facility
 - In the community
 - In a nursing facility
- 3 Stages of Phase-In



Aging and Adult Services

Community Health Choices

Phase 1 January 2018

Phase 2 January 2019

Phase 3 January 2020

Aging and Adult Services

Community Health Choices

South West Region

- Continuity of Care Period
- Contracting MCO's directly
- Education
- Transportation Issues

Integrated Services

CHILDREN'S MENTAL HEALTH, CHILD AND ADOLESCENT SERVICES SYSTEM (CASSP), AND SYSTEM OF CARE

CASSP System Coordination and Placement Meetings held: Available to all County residents at no cost. Coordinates team meetings with youth and families, their supports, and other professionals to increase communication, solve problems, identify resources, and develop a coordinated plan of care.

Youth Cross System Team & Integrated Case Management Support: Multi-disciplinary team meets weekly to assist DHS and Juvenile Probation with youth & families involved in multiple-systems.

Early Childhood Trauma Initiative: 1 in 4 children experience trauma which can lead to mental health and learning difficulties. Trauma Sensitive Schools recognize signs of trauma and implement school and classroom practices to support children and reduce the impact on learning.

- ❖ Launched Trauma Sensitive Schools toolkit pilot
- ❖ Launched Lehigh Valley Trauma Awareness Collaborative
- ❖ Provided community Trauma training

Integrated Services Youth Mental Health First Aid

- ❖ Evidence based community education program
- ❖ Participants learn warning signs and risk factors of mental health problems in adolescents and how to help someone in crisis or experiencing a mental health challenge.
- ❖ Classes are available and free to the community.
- ❖ Over 1,800 people completed the class in the last 3 years.



Crisis Intervention and Information & Referral

Individuals Served: **2,929**

Phone Contacts: **2,002**

Home and Community Visits: **766**

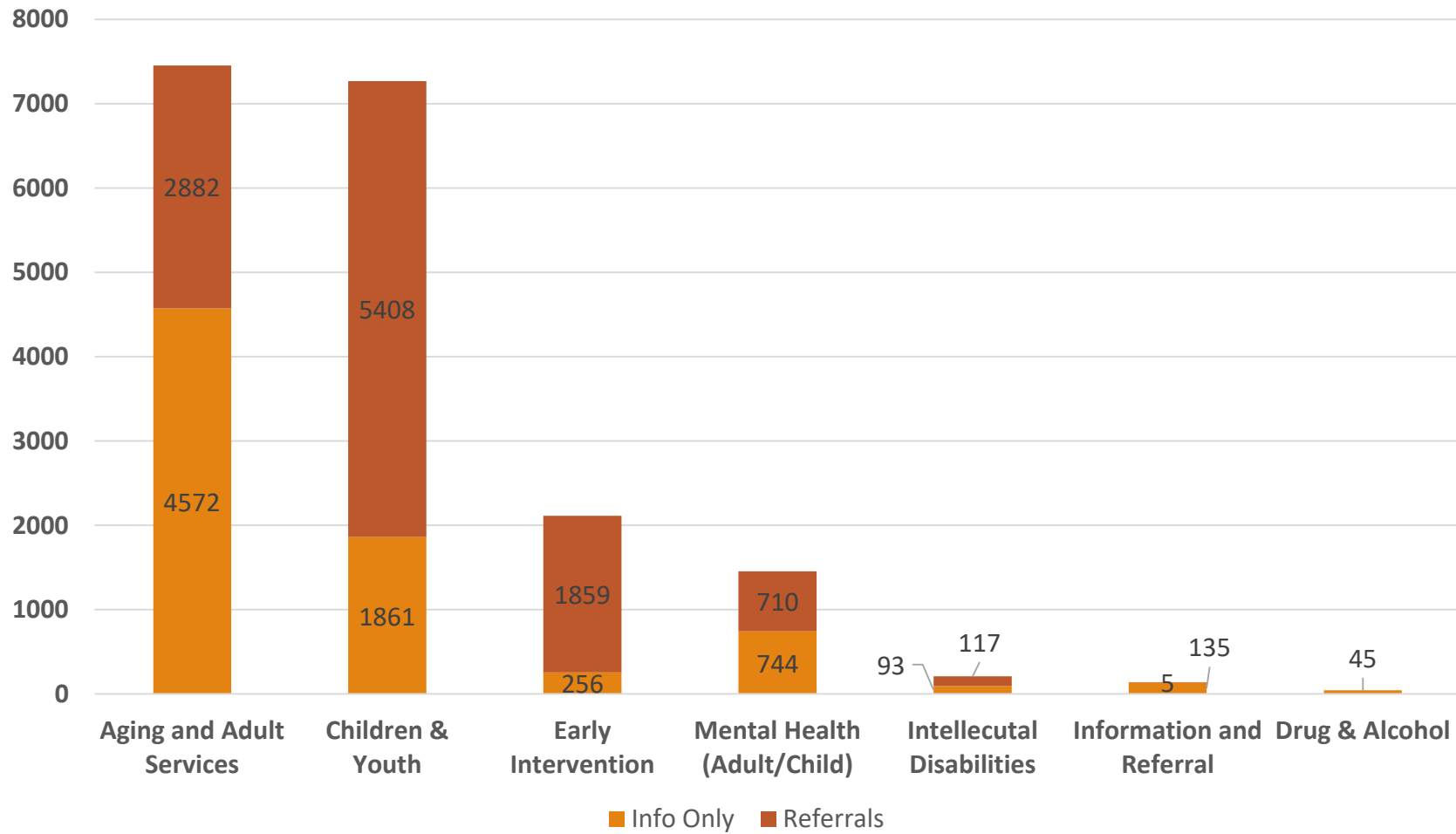
Walk-in Visits: **160**

Involuntary (302) Hospitalizations: **570**

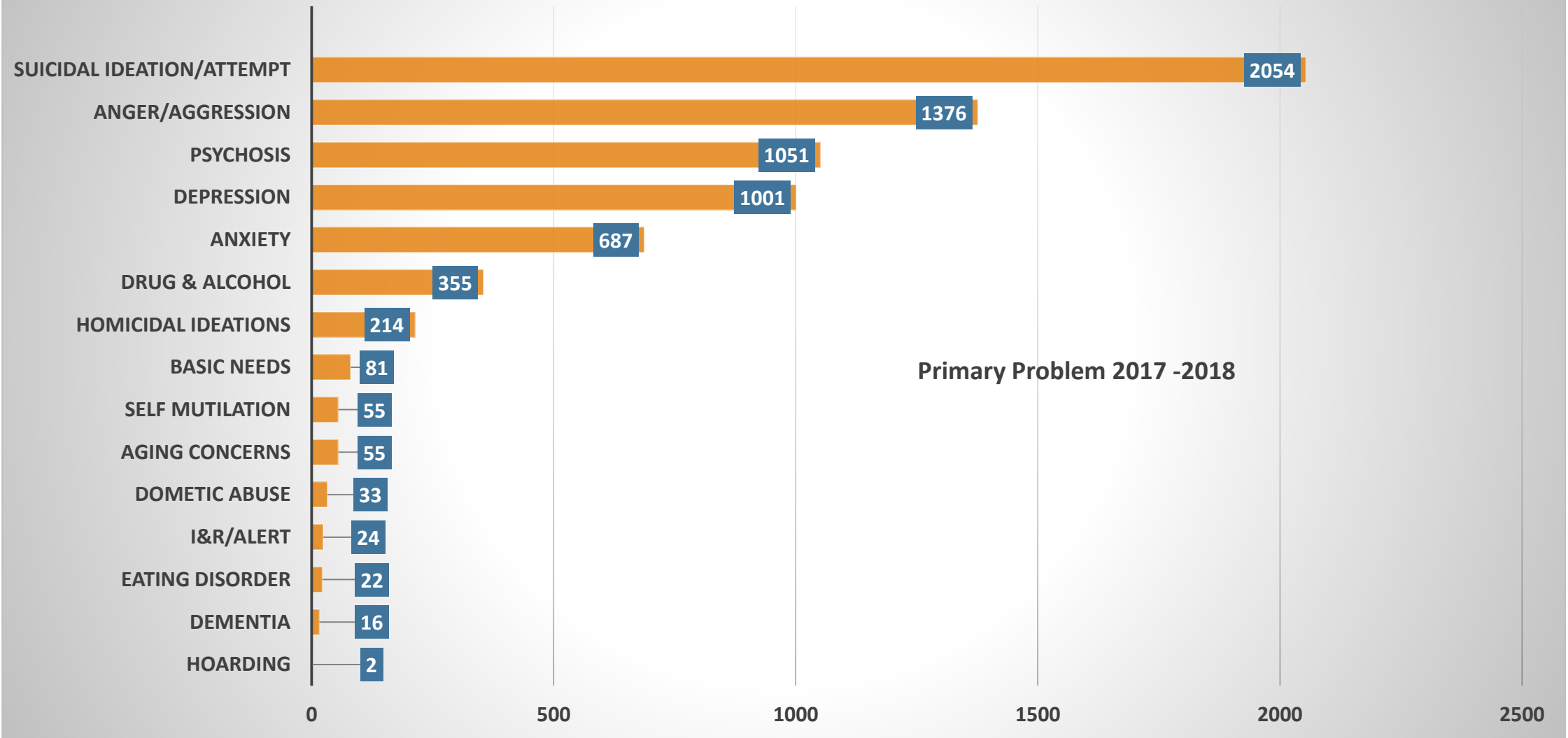
Voluntary Hospitalizations: **684**



Information Only and Referrals



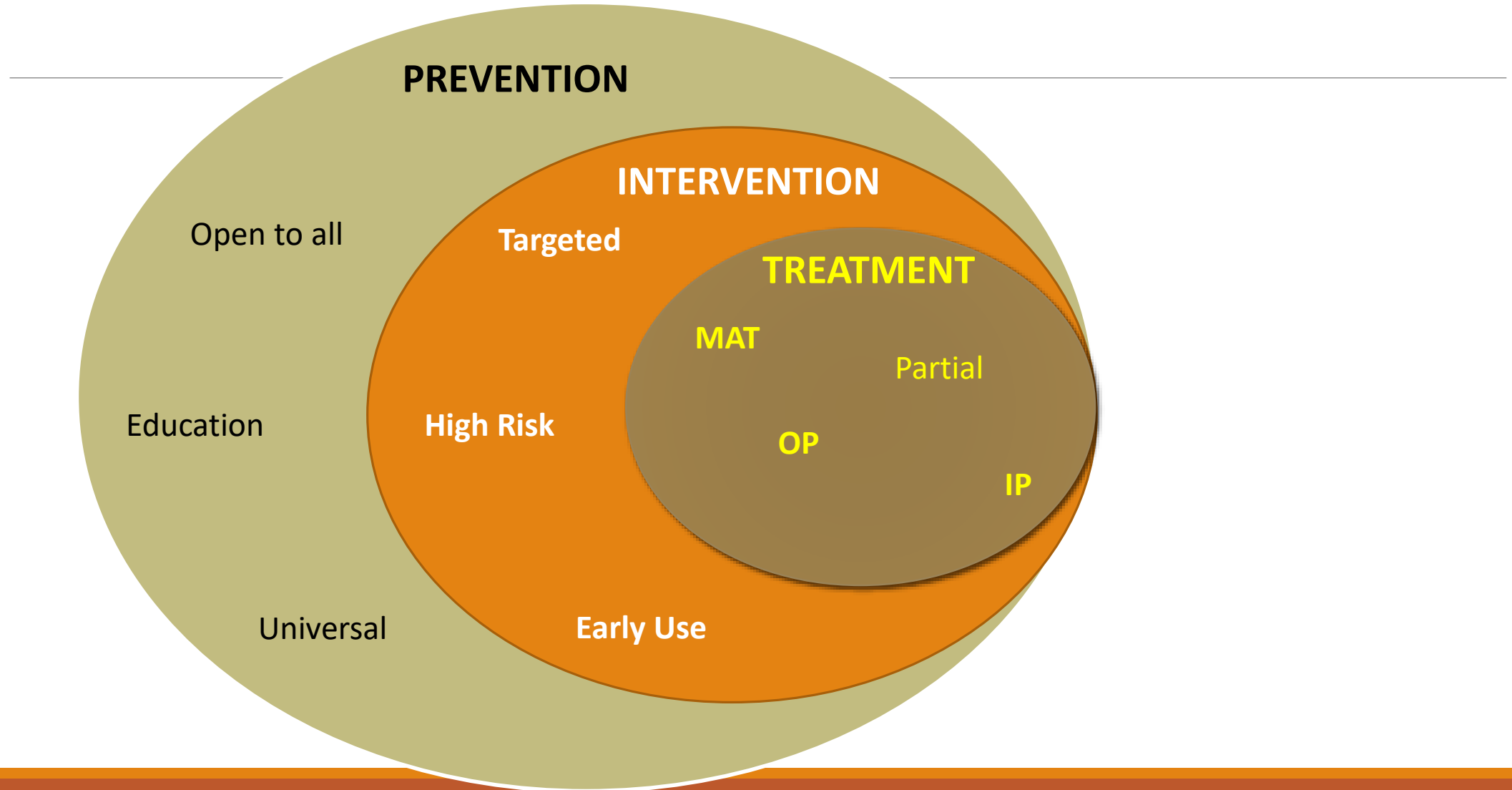
Integrated Services: Crisis Intervention



Crisis Intervention and I&R New Initiatives

- ❖ Mobile Mental Health Screening Program (BH Works)
- ❖ Community Connector
- ❖ Quality Assurance Survey
- ❖ Crisis Incident Stress Management (CISM)
- ❖ Coordinated Entry System of Eastern PA (Homelessness Support/Assistance)

Drug & Alcohol: What We Provide:



Drug & Alcohol Specialty Services:

Certified Recovery Specialist (CRS)

Hospital Opioid Support Team (HOST)

Blue Guardian

Pregnant Women Case Coordination

Mother/Baby Programs

Path to Recovery

CRS Re-Entry

Family Intervention

TCAP/RIP

Student Assistance Program

Linkage to Treatment for Victims of Human Trafficking

Naloxone Program

Endocarditis Treatment Program

Center City Allentown Outreach

MAT for Pregnant Women

Family Codependency Groups

Bereavement Groups

Ambulatory Detoxification

Overview of Opioid Crisis in PA and Lehigh County

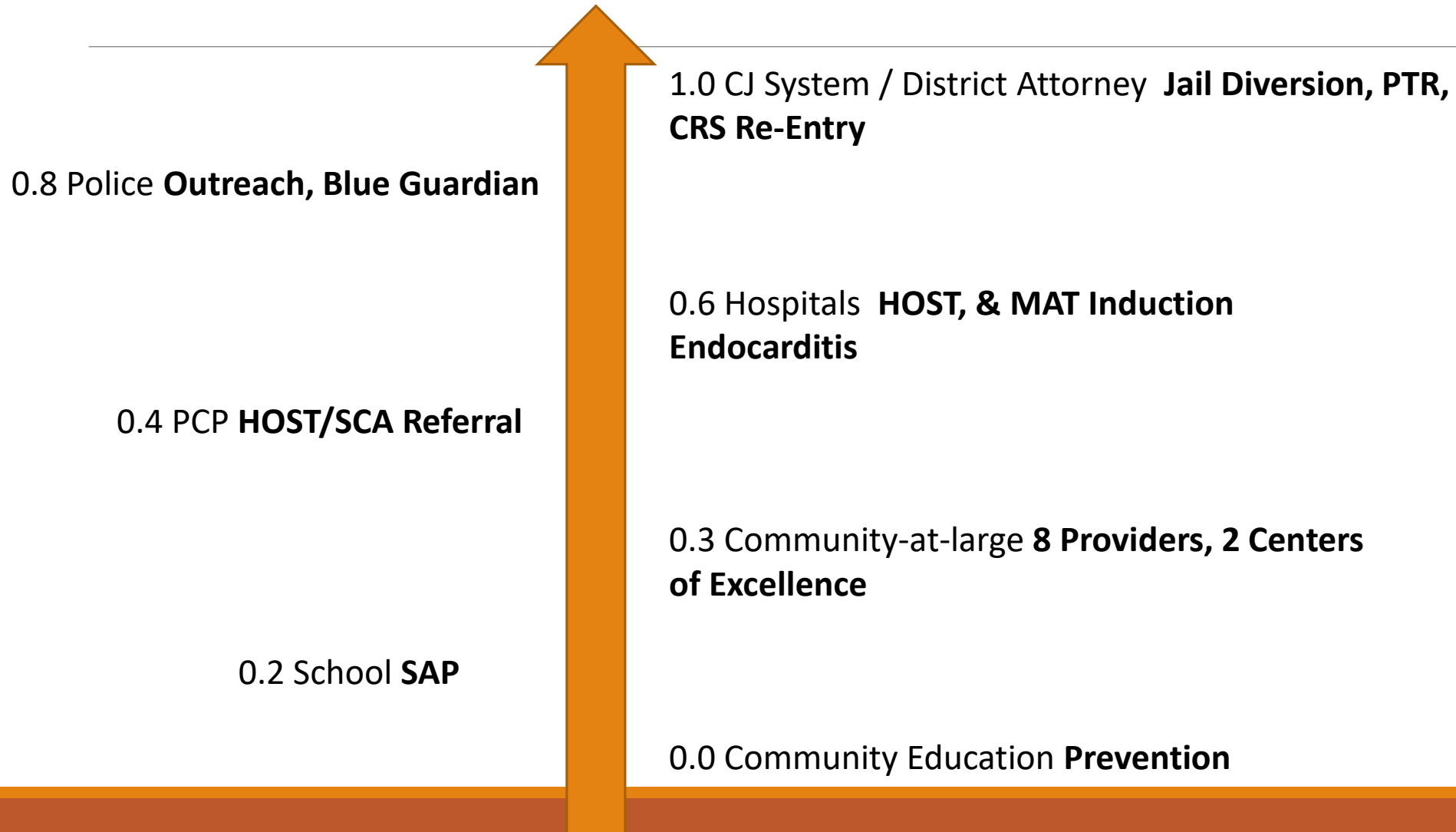
The rate of drug-related overdose deaths in Pennsylvania increased from 26.7 per 100,000 in 2015 to **36.5 per 100,000 in 2016**, far exceeding the national average (**16.3 per 100,000**).

In 2016, the overdose death rates in Lehigh County (for Lehigh residents dying in Lehigh) was 33 per 100,000. However, when non-county residents who died in Lehigh are factored in, Lehigh's death rate far exceeds State averages.

For the 1st quarter of 2018— Magellan Health Services, Drug of Choice per claims data indicated over 34,000 opioid claims vs 2,200 alcohol claims.

In 2017 there were 198 drug related deaths in Lehigh County.

Drug & Alcohol: Access Points, Resources, Supports & Opportunities in the Community



Drug & Alcohol by the numbers:

		2017 Totals			
Number of Authorizations approved		2772	1618	Number of Referrals received by SCA	
AVG number of Authorizations approved per month		231	135	AVG number of Referrals received per month	
AVG number of Authorizations approved per work day (261 - 10 holidays = 251)		11	6	AVG number of Referrals received per work day (251)	
	Service	14-15	15-16	16-17	18-19
	SAP Assessments	790	722	688	650?
	MARS Outreach	250 contacts per month.			

Mental Health

- ❖ Over 2,300 unduplicated county residents received county-funded mental health services
- ❖ A “roommate roundup” initiative has been started to support people in finding safe and affordable housing by sharing the expenses with a roommate.
- ❖ The Community Based Intervention Team (CBIT) model has been instituted to provide a format for individuals who are involved in multiple systems to have their various providers and other team members to be able to have phone conferences to develop and monitor plans
- ❖ Eleven individuals are slated to return to the community from Wernersville State Hospital (WeSH). Lehigh County now has 37 people at WeSH, a reduction of seventy-one beds in the state hospital system since the announcement was made that Allentown State Hospital was closing in January 2010
- ❖ 40 people were diverted from going to Wernersville State Hospital by being effectively supported in the community

Mental Health

- ❖ The SPORE Unit served 227 people with a recidivism rate for new charges of 7.4%
- ❖ 14 police officers and 1 deputy sheriff were trained in Crisis Intervention Team (CIT) model.
- ❖ Lehigh County partnered with the Moravian Development Corporation to purchase two ranch homes for a total of six people who are over 60 years of age and qualify for a skilled nursing level of care.
- ❖ The Step by Step Fairweather Lodge became the first lodge in eastern PA to be certified as a lodge by the international association.

Early Intervention

- ❖ EI serves children ages birth to 3 with developmental delays
- ❖ FY 17-18 EI will receive an estimated 2,070 referrals.
- ❖ EI provides services to
 - Improve the child's development and educational growth
 - Enhance the family's capacity to meet their child's needs
 - Prevents the need for more and more costly intervention in the future

Early Intervention

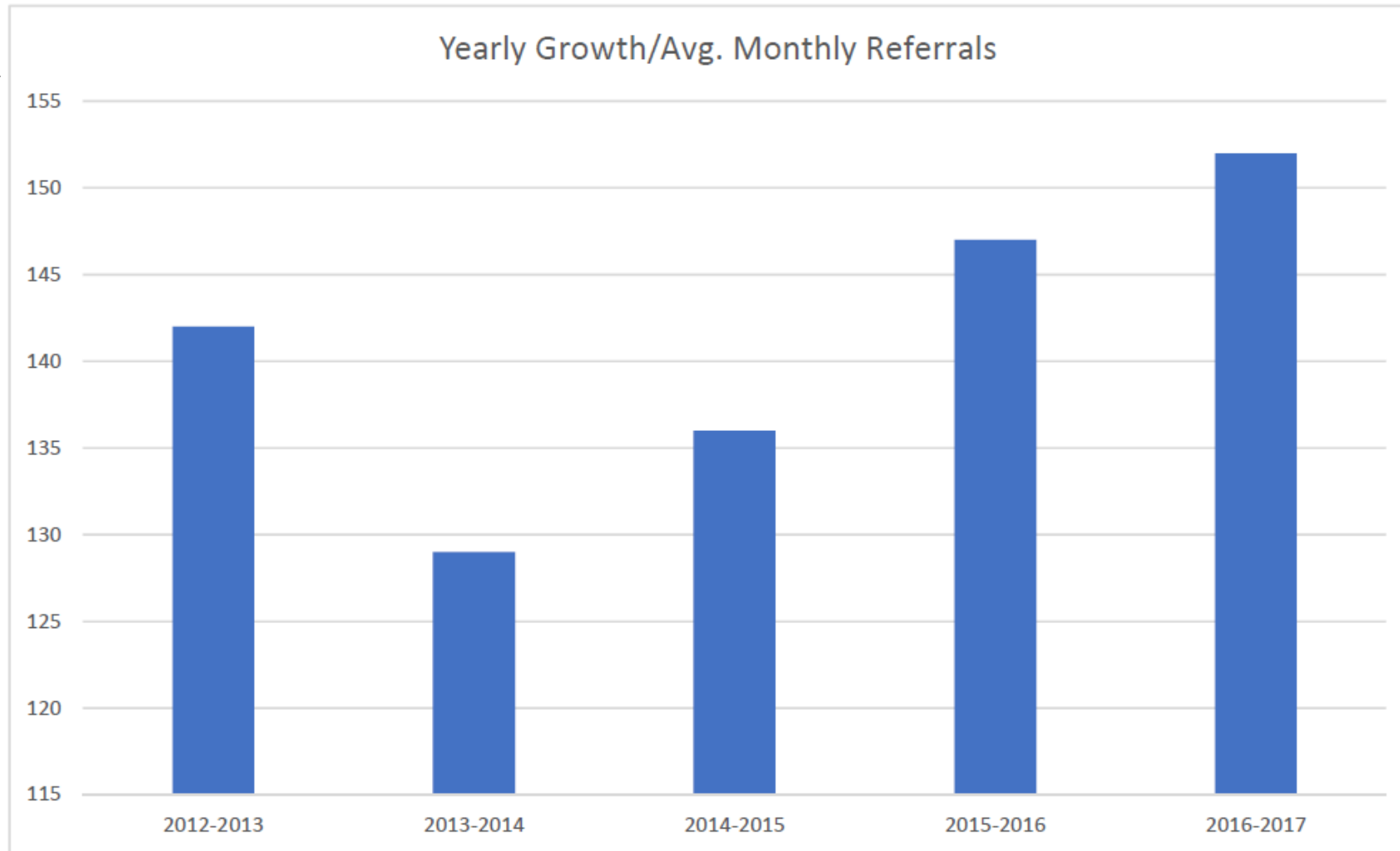
2016-2017

- ❖ 5th largest Early Intervention program in the state
- ❖ 1,880 children were served
- ❖ 1,564 children were evaluated of which 1,360 were eligible for services
- ❖ 600 children were transitioned from the county EI program to Carbon Lehigh IU#21.
- ❖ 300 children were discharged successfully from the program

Early Intervention Community Collaboration

- ❖ Safe Start- two locations/two trained service coordinators assigned to each location
- ❖ Easter Seal Society-conducts screenings/provides referrals for children in child care centers and homeless shelters
- ❖ Office of the Deaf and Hard of Hearing- Task force to provide social opportunities and training to families with children who are deaf or hard of hearing. Four specifically trained service coordinators
- ❖ WIC - provide screenings and referrals
- ❖ Early Head Start-screenings and referrals

EI Yearly Growth



Intellectual Disabilities

Recent data from ODP Independent Monitoring for Quality includes the following results

- 100% of individuals who responded reported that their supports coordinator helps them get what they need.
- 86% of the respondents reporting that they were very happy or happy with their life.
- 91% of individuals who responded reported that they were generally satisfied with where they live.
- 93% of individuals who responded reported that they were generally satisfied with their work, school or other day activities.
- 85% of the individuals who responded reported that they were getting all or some of services they need to live in their home and community.
- 100% of the individuals who responded reported that they only sometimes or never felt lonely.
- When asked if they go to social events in the community that are attended by anyone from the community (e.g., parties, dances, and clubs) 85% of the individuals who responded reported that they do.
- 100% of staff appeared to recognize and support the individual they serve in ways that promote the person's independence
- 100% of staff appeared to treat the individual being supported with dignity and respect.

Intellectual Disabilities

- ❖ ID continues toward community based services, authorizing less in segregated settings and more in community supports and assisting with finding and maintaining competitive employment
- ❖ 310 consumers in the Family Support Services Program
- ❖ 347 P/FDS waivers, 26 Community Living Waivers, and 510 Consolidated waivers provide necessary supports for individuals to be successful in the community
- ❖ 12 current residents at Hamburg need to be placed in alternative settings

For 2018 – 2019.....

- Service Needs?
- Unmet Needs?
- Unserved Populations?
- Underserved Populations?

What could/should be different?

What works?

How can we do better?

