

Lehigh County Department of Human Services

2019-2020 HUMAN SERVICES PLANNING & PUBLIC HEARING

THURSDAY, APRIL 25, 10:30 AM AND 6:00 PM

KAY ACHENBACH, HUMAN SERVICES

PAULA ROBERTS, CHILDREN & YOUTH

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

MATT BAUDER, HEALTHCHOICES

JR REED, AGING AND ADULT SERVICES

SUE LETTERA, INTEGRATED SERVICES

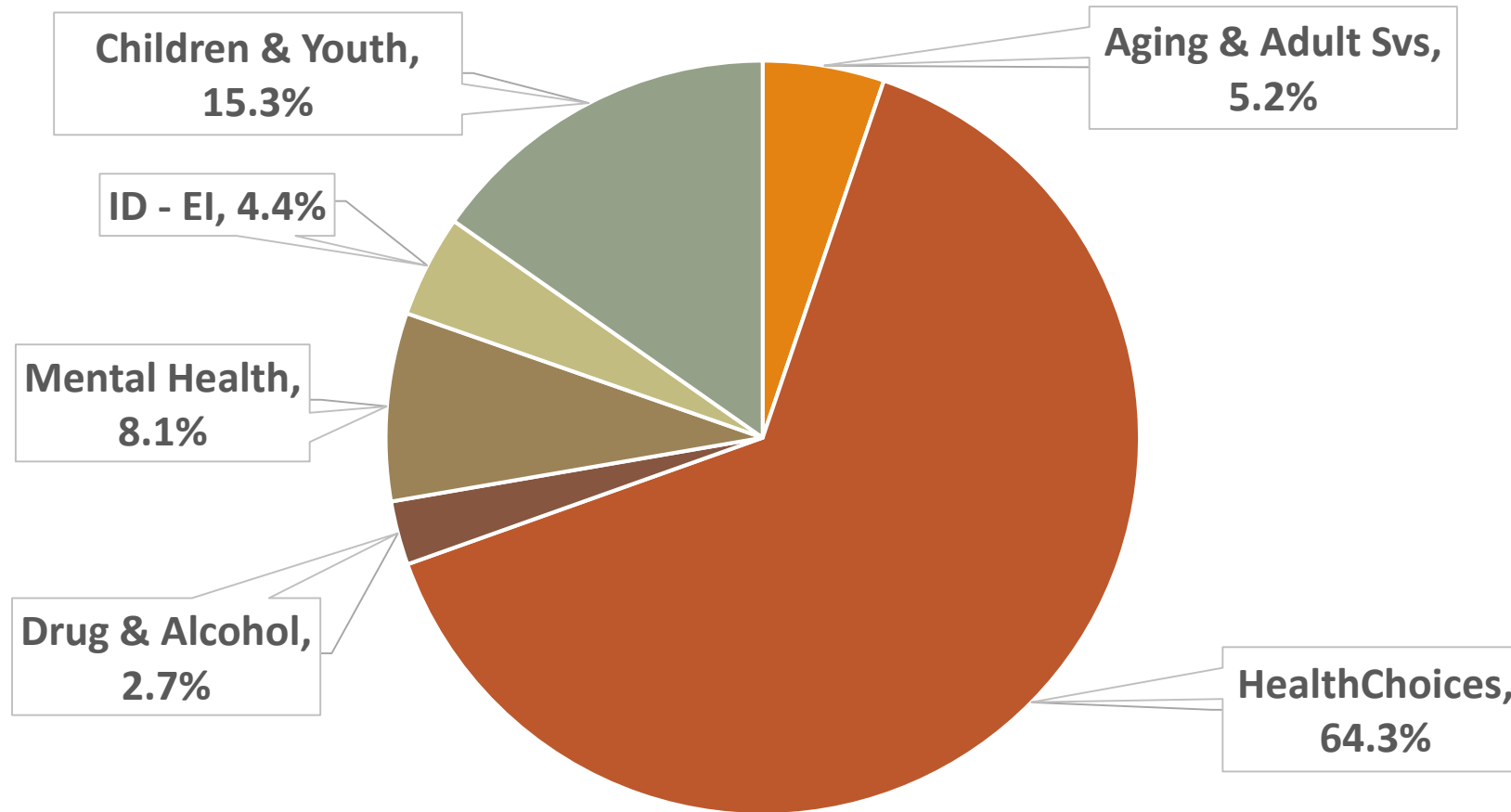
What Are Human Services?

- 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”

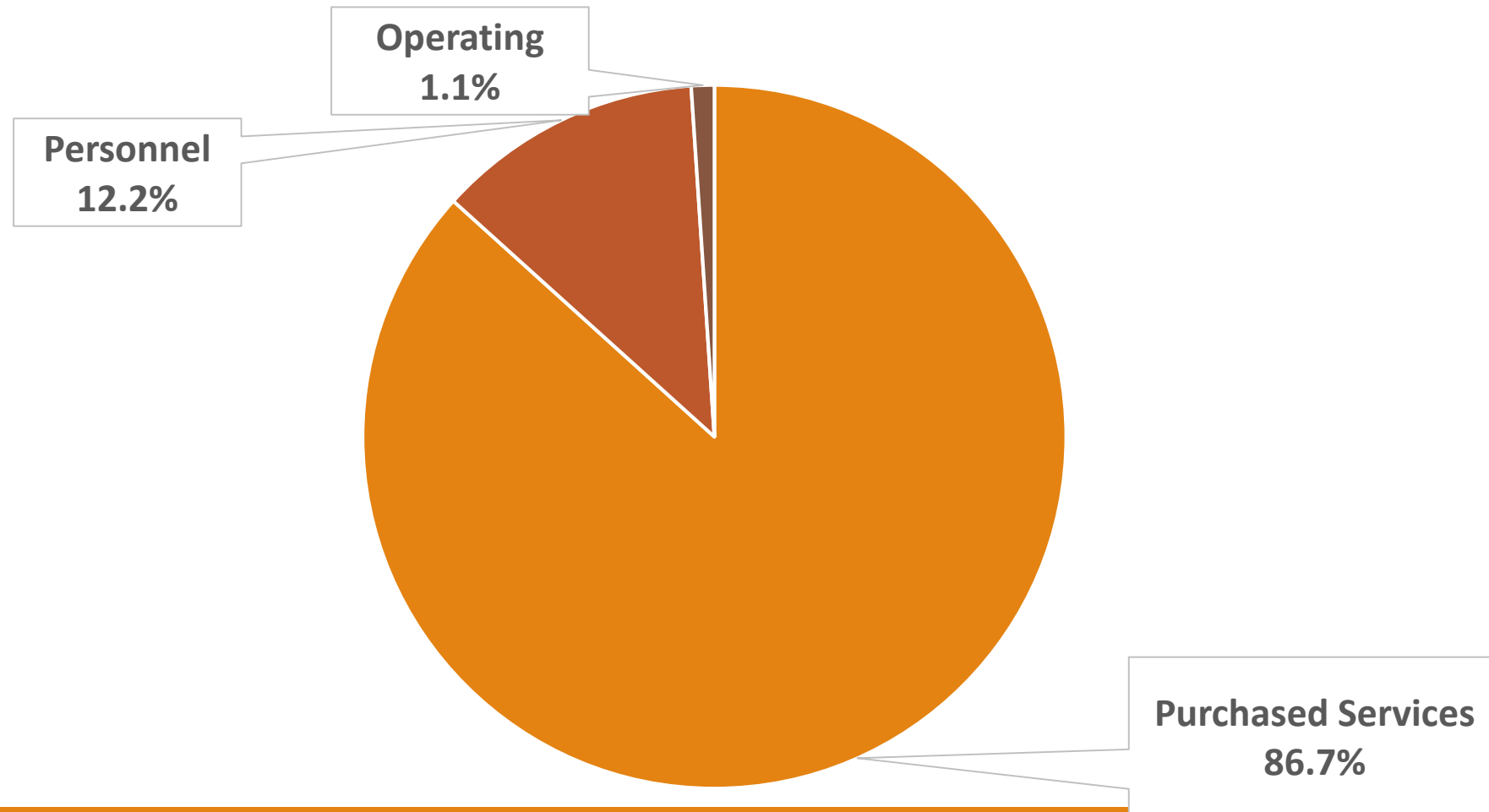
State Charge & Partnership

- 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

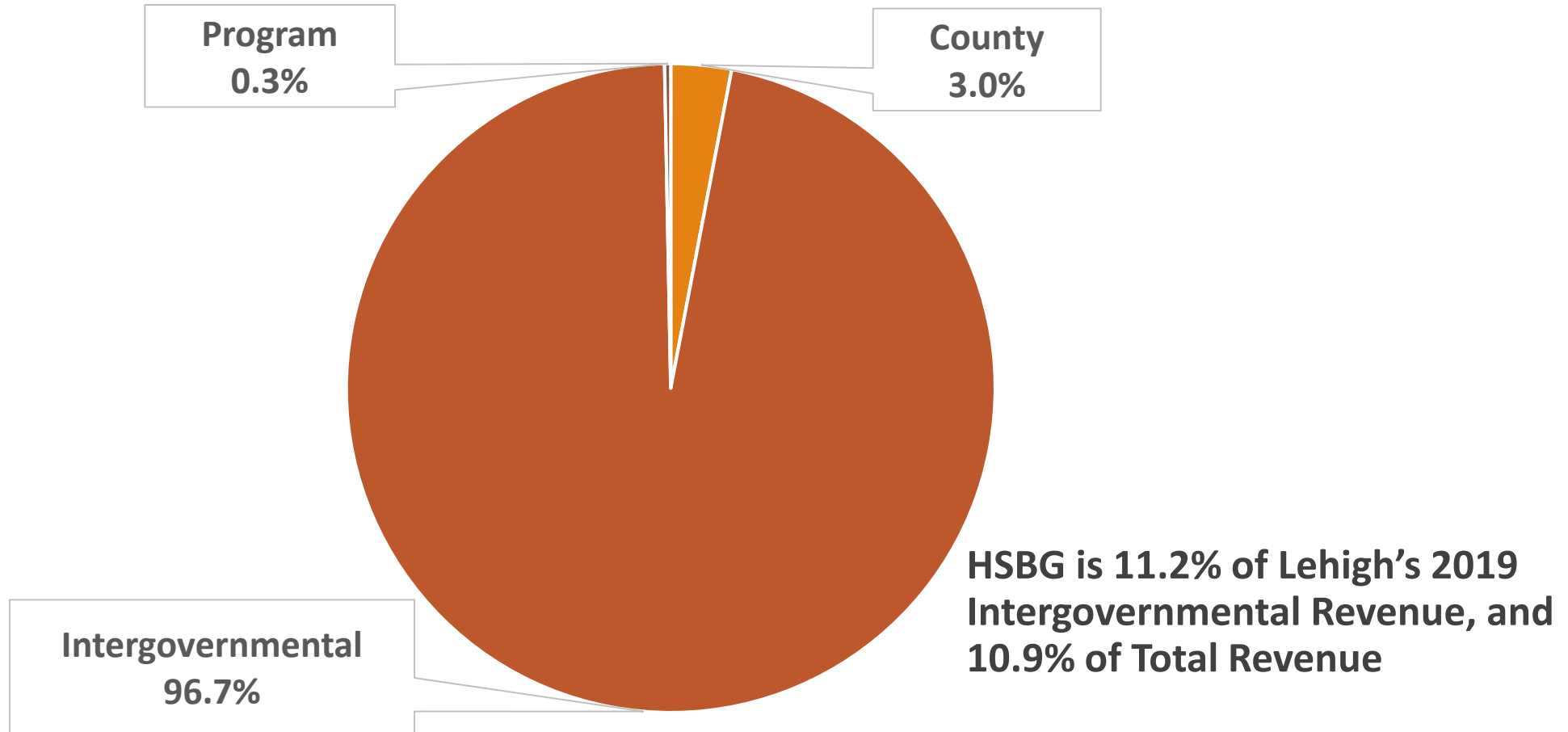
2019 Lehigh County DHS Budget



2019 DHS Expenditure Budget – Personnel, Operating, Purchased Services



2019 Revenue by Source



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 2018, the Lehigh County HealthChoices program provided behavioral health services to 19,674 unduplicated members accounting for \$73 million in medical claims costs.

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

Current State HealthChoices Initiatives

- Tobacco Cessation Plan
- Community HealthChoices to come online January 2020
- Opioid Centers of Excellence
- Transitional Age Youth Certified Peer Specialist Pilot Program
- Integrated Care Performance initiative
- Antipsychotics Medications Dashboard
- Forensic Solutions
- PEOPLE STAT data
- Value Based Purchasing

HealthChoices

Innovative Programming

Wellness Recovery Teams (WRT) – A collaborative team approach to improve physical and behavioral health factors in those diagnosed with a serious and persistent mental illness, substance abuse disorder, and physical health conditions. Teams include an Administrative Navigator, Nurse Navigator, and Behavioral Health Navigator that assess and support identified areas of concern for members and collaborate with other treatment providers to ensure member whole health care.

County Wide School Based Mental Health Outpatient Services – Partnering with each school district to identify the unique mental health needs of its' student body. Creating a pool of potential providers for School Districts to explore and interview to find the best fit to meet the needs of its' student population. Providing Outpatient Services in identified schools to improve access to services and better meet member needs in their natural and community based settings.

HealthChoices

Innovative Programming

Dual Diagnosis Residential Pilot Program – A joint initiative between OMHSAS (Office of Mental Health and Substance Abuse Services), ODP (Office of Developmental Programs), Magellan Behavioral Health, Lehigh and Northampton County HealthChoices. Began following identification of a need for a jointly funded program that will assist members with a dual diagnosis (MH/ID) before, during, and/or after a crisis to prevent extended hospital stays, decrease the number of transitions individuals experience, and help maintain integrated community based housing. The primary goal is to create a specialized community-based, trauma informed residential setting that can incorporate intense mental health treatment for individuals with co-occurring intellectual disabilities and increase those members community tenure.

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, and Jail Diversion/Re-entry program for members with D&A issues.

Children & Youth Services

PROTECTING CHILDREN

STRENGTHENING FAMILIES

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

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

Aging and Adult Services

Nearly 5450 (unduplicated) Aging consumers received direct services and/or congregate meals (PDA)

Nearly 900 consumers 18-59 received direct services (meals, personal care, home assistance or home modifications, assessments, reports of abuse, neglect, exploitation or abandonment for adult protective services, and service planning/care management (HSBG)

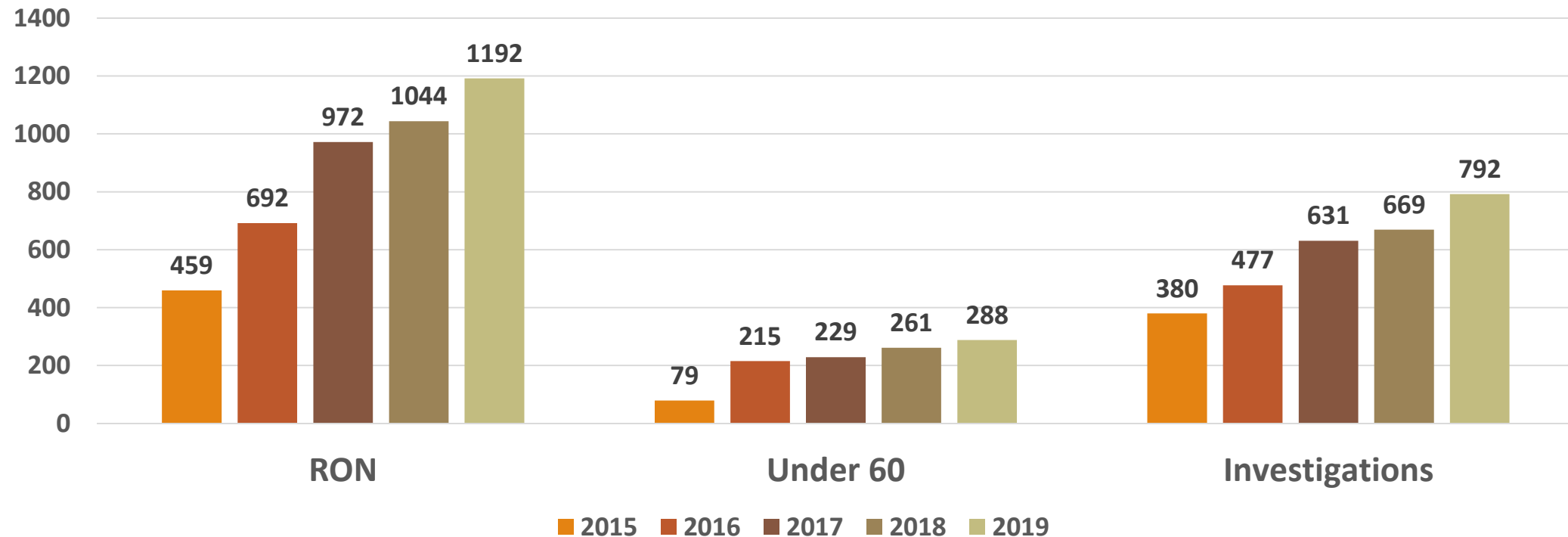
Aging and Adult Services

Homeless Assistance Program (HAP)

- ❖ 338 individuals had eviction/near homeless situation resolved
- ❖ 138 individuals had homeless situations resolved
- ❖ 215 households assisted
- ❖ 344 children resided in households

Aging and Adult Services

Reports of Abuse, Neglect, Financial Exploitation And Abandonment



Aging and Adult Services

Clinical Eligibility Assessments

Process Changed April 1st

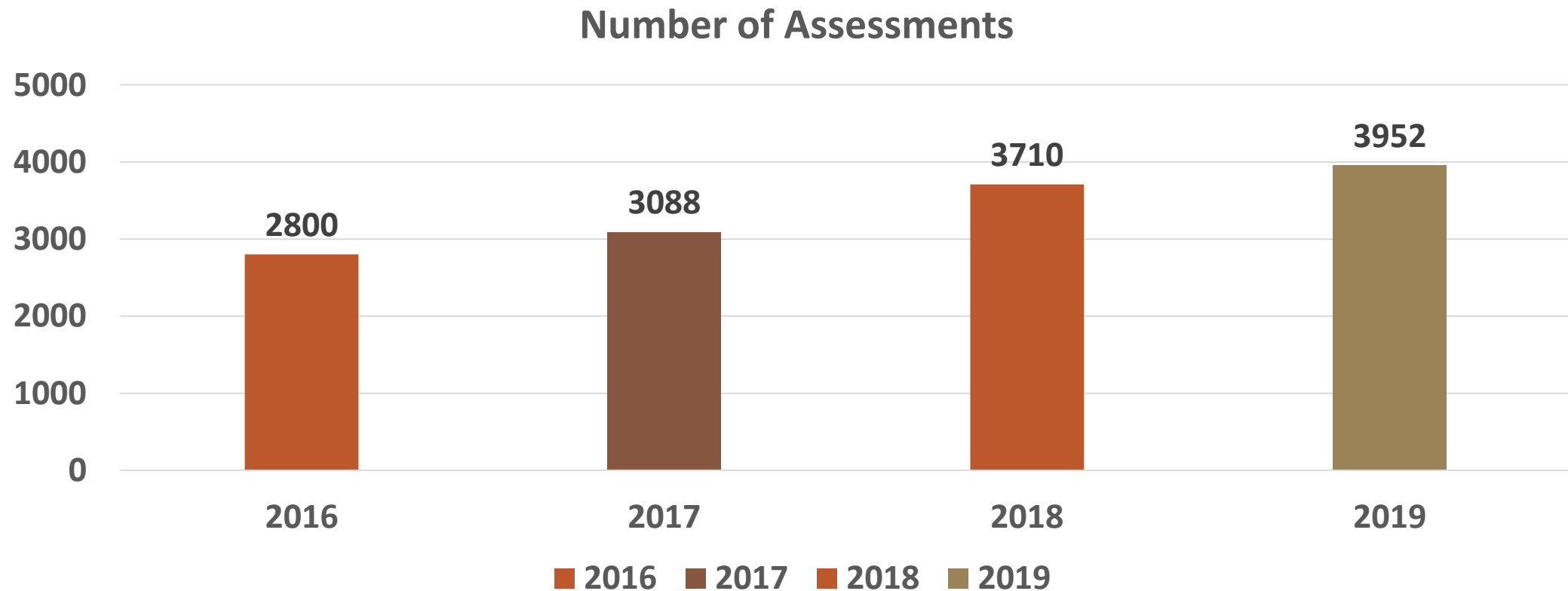
Functional Eligibility Determination (FED)

Pennsylvania Individualized Assessments (PIA)

Payment model

Time Frames

Aging and Adult Services

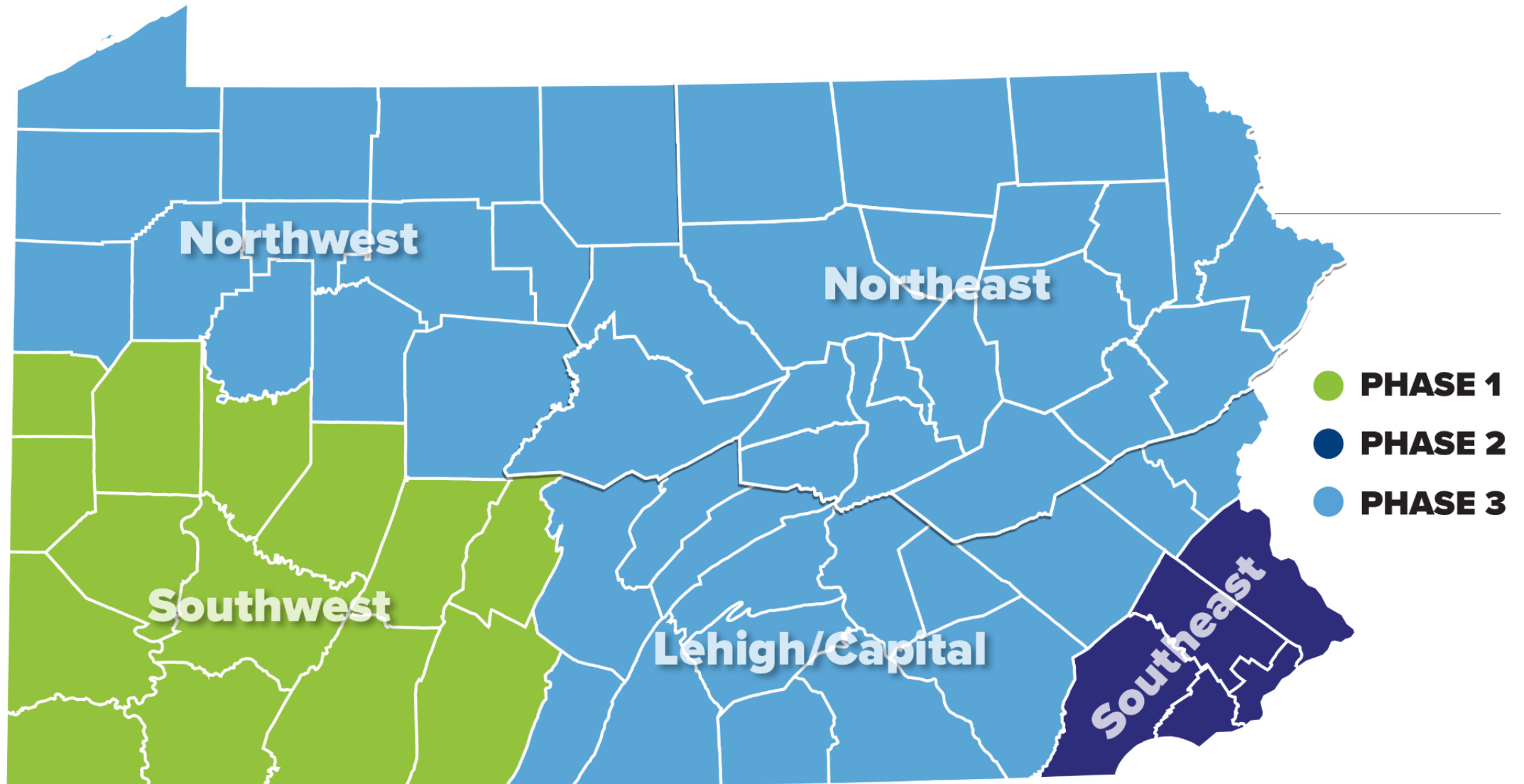


Aging and Adult Services

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 East Region

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

Crisis Intervention and Information & Referral

Individuals Served: **3,048**

Phone Contacts: **2,151**

Home and Community Visits: **808**

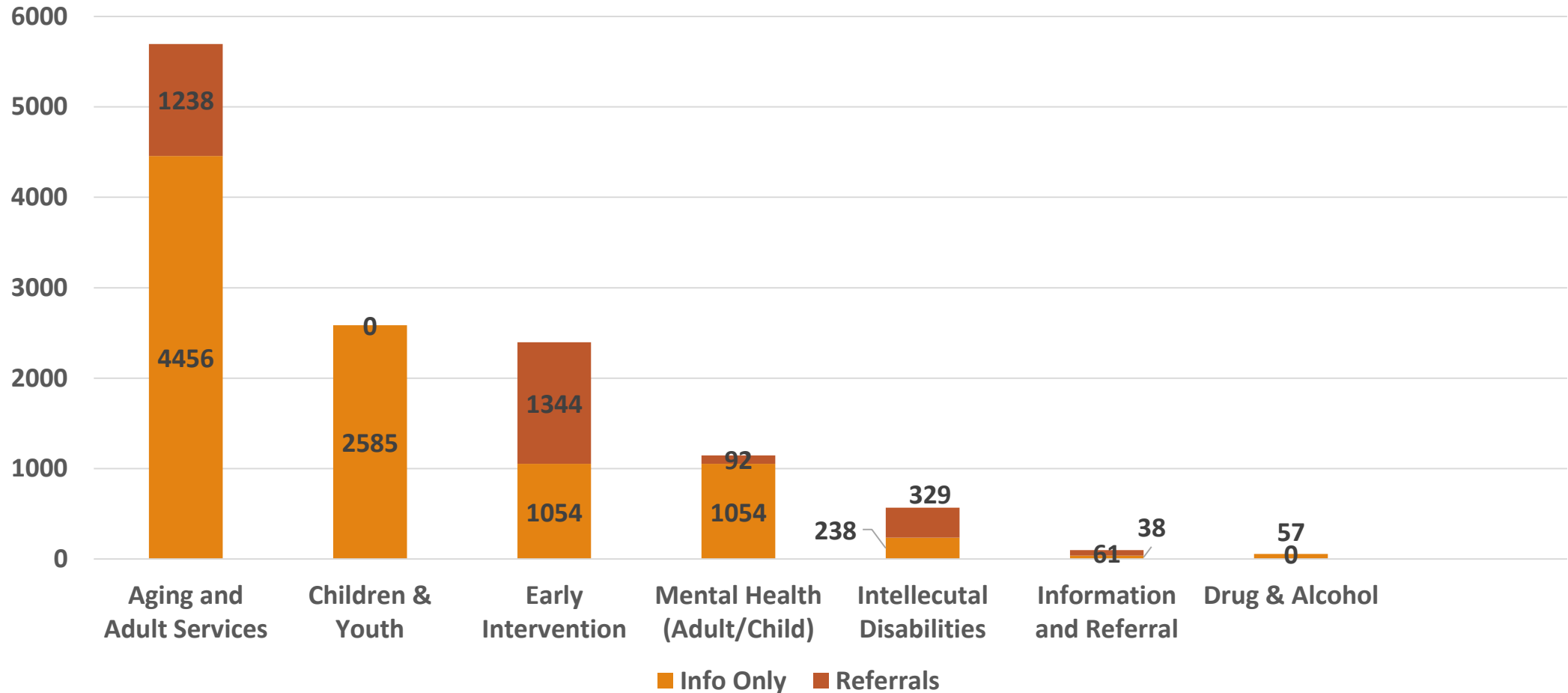
Walk-in Visits: **89**

Involuntary (302) Hospitalizations: **568**

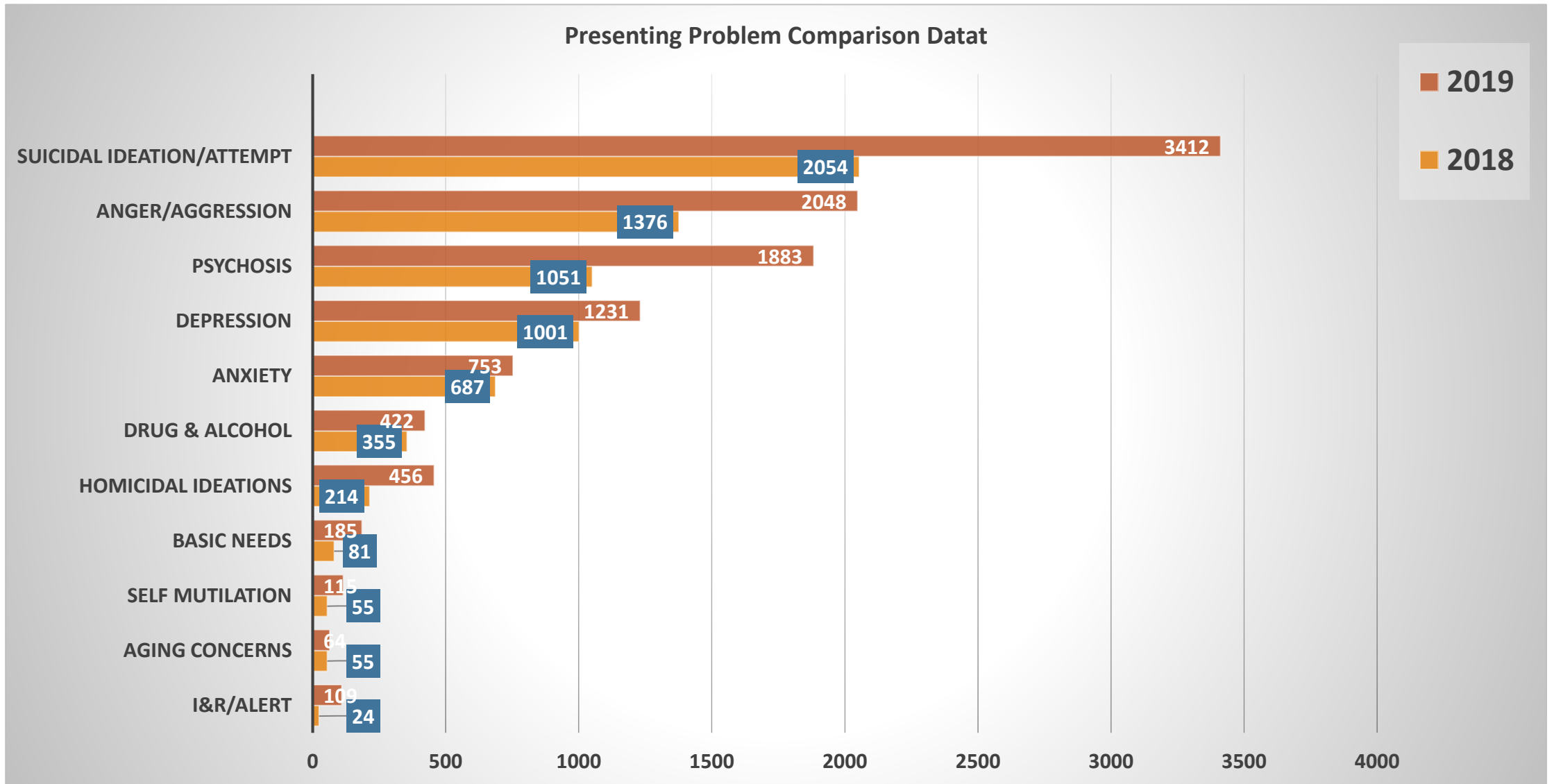
Voluntary Hospitalizations: **589**



Information Only/Referrals



Crisis Intervention



Crisis Intervention and I&R Program Enhancements

- ❖ Community Connector
- ❖ Quality Assurance Survey
- ❖ Crisis Incident Stress Management (CISM)
- ❖ Coordinated Entry System of Eastern PA (Homelessness Support/Assistance)

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

MAT Induction in the ED

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

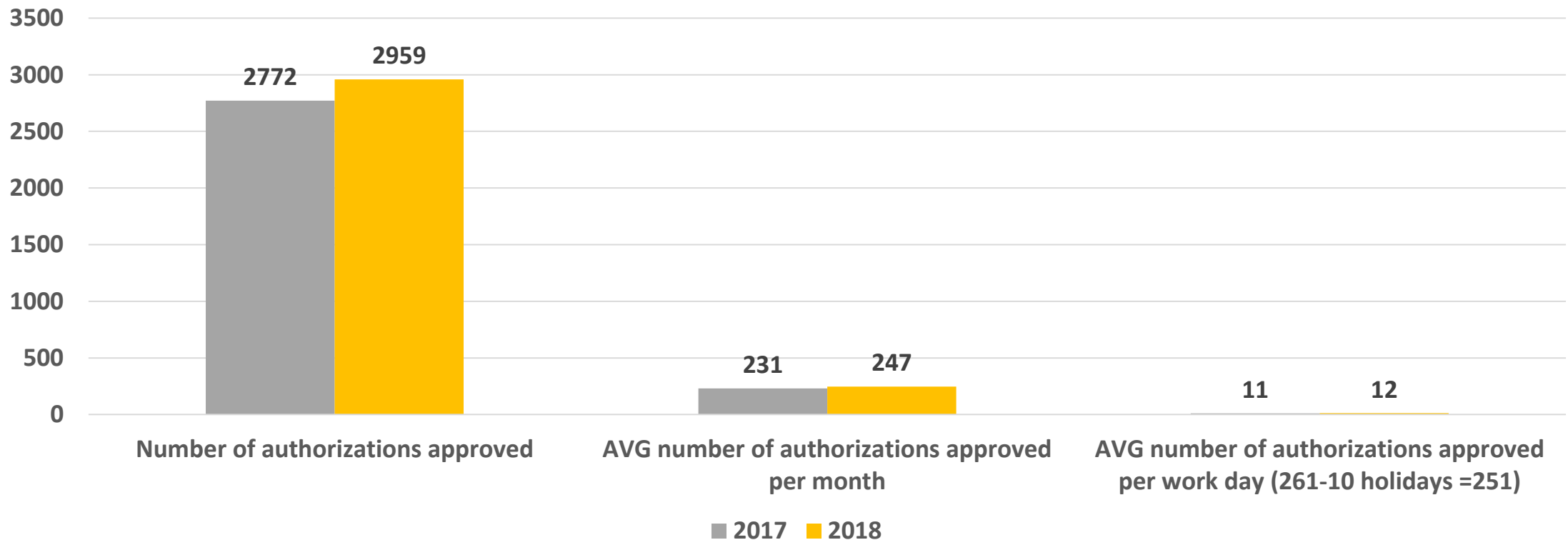
Ambulatory Detoxification

Drug & Alcohol by the Numbers:

2018 Totals - Lehigh SCA					
Number of authorizations approved	2,959	Number of referrals received by SCA	1,688	Number of HOST referrals received	1,997
AVG number of authorizations approved per month	247	AVG number of referrals received per month	141	AVG number of HOST referrals per month	166
AVG number of authorizations approved per work day (261-10 holidays =251)	12	AVG number of referrals received per work day (251)	7	Avg number of HOST referrals received per work day	8
Service		14-15	15-16	16-17	17-18
SAP Assessments		790	722	688	605
Confront Outreach		250 contacts per month			

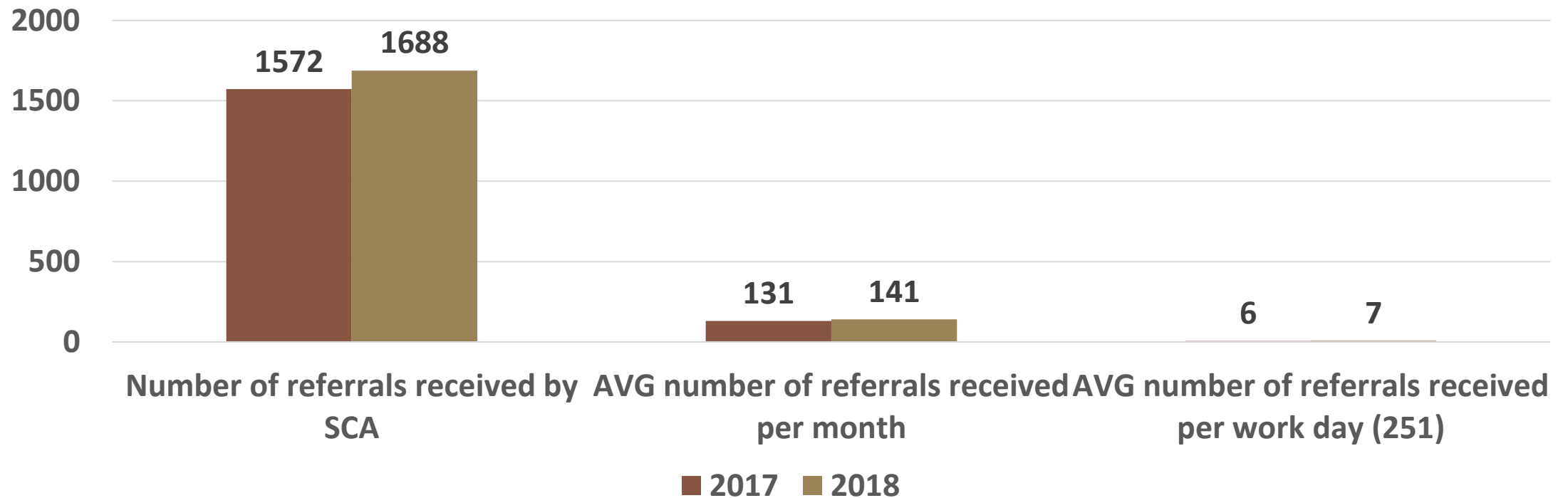
Drug & Alcohol by the Numbers:

Authorization
Comparison Chart 2017 & 2018

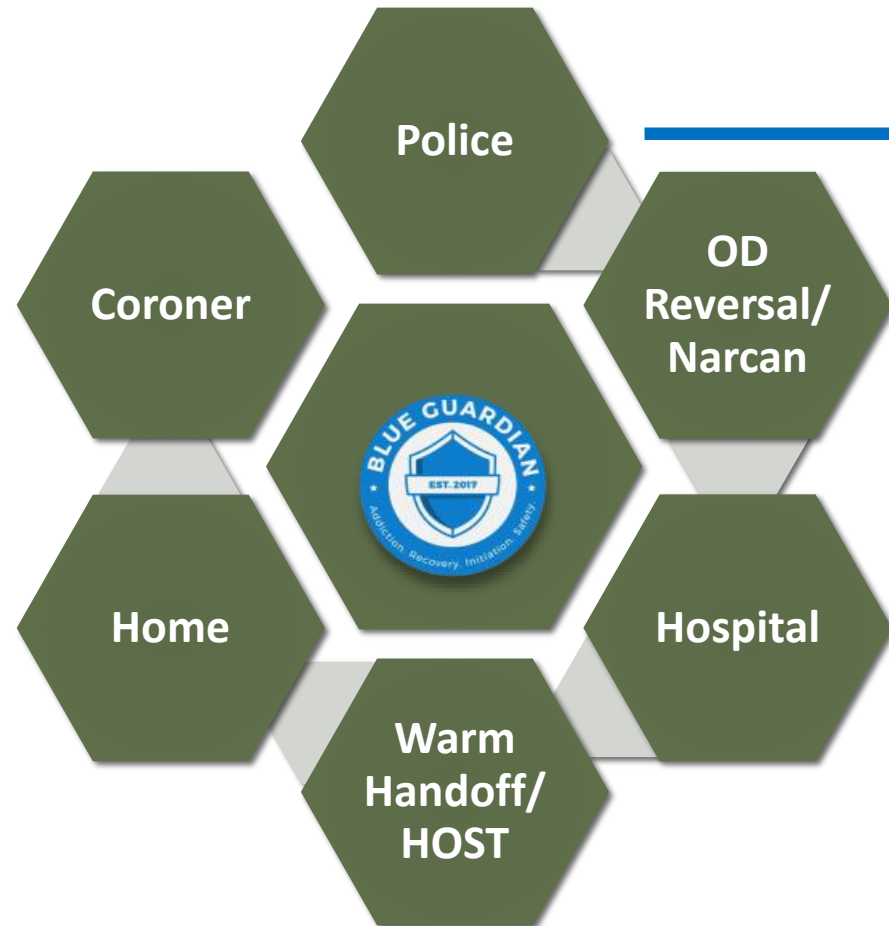


Drug & Alcohol by the Numbers:

Referral Comparison Chart 2017 & 2018



POLICE



Leveraging Partnerships

District Attorney

Regional Intelligence and Investigation Center

15 Municipal Police Departments

2 Pennsylvania State Police Barracks

POLICE



Allentown Police Department

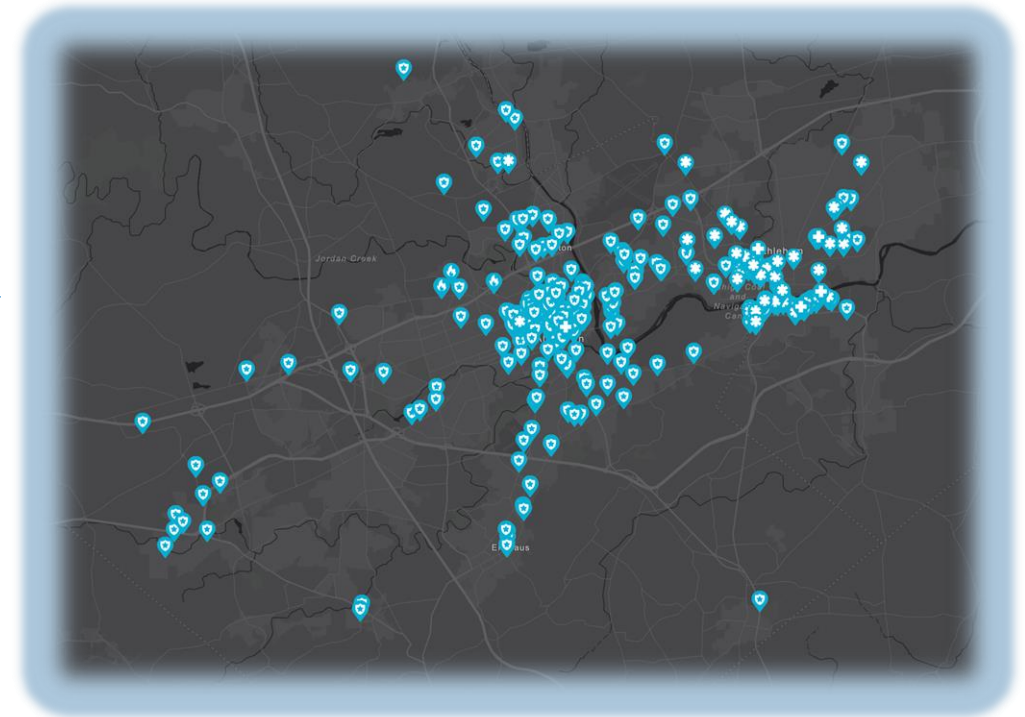
- 250 monthly contacts
- 50 monthly phone calls

Upper Macungie Township Police Department (HUB)

- 14 D&A joint focused contacts
- 6 treatment admissions

Certified Recovery Specialist (CRS) Ride-Along with Law Enforcement

OD REVERSAL/NARCAN



329 Narcan Reversals

February 2018 through January 2019

HOSPITAL



Healthcare

Skilled nursing facilities integrated with SUD treatment

MAT induction with ED & hospital setting

Connections program

Overdose simulation

Pregnant women case coordinator

Sepsis treatment & addiction recovery





WARM HANDOFF - HOST

Drugs of Choice

Primary

- Alcohol (1,198)
- Opiates (630)
- Cocaine (122)
- Meth (100)

Secondary

- Alcohol (80)
- Opiates (144)
- Cocaine (203)
- Meth (127)

Tertiary

- Alcohol (42)
- Opiates (59)
- Cocaine (50)
- Meth (30)



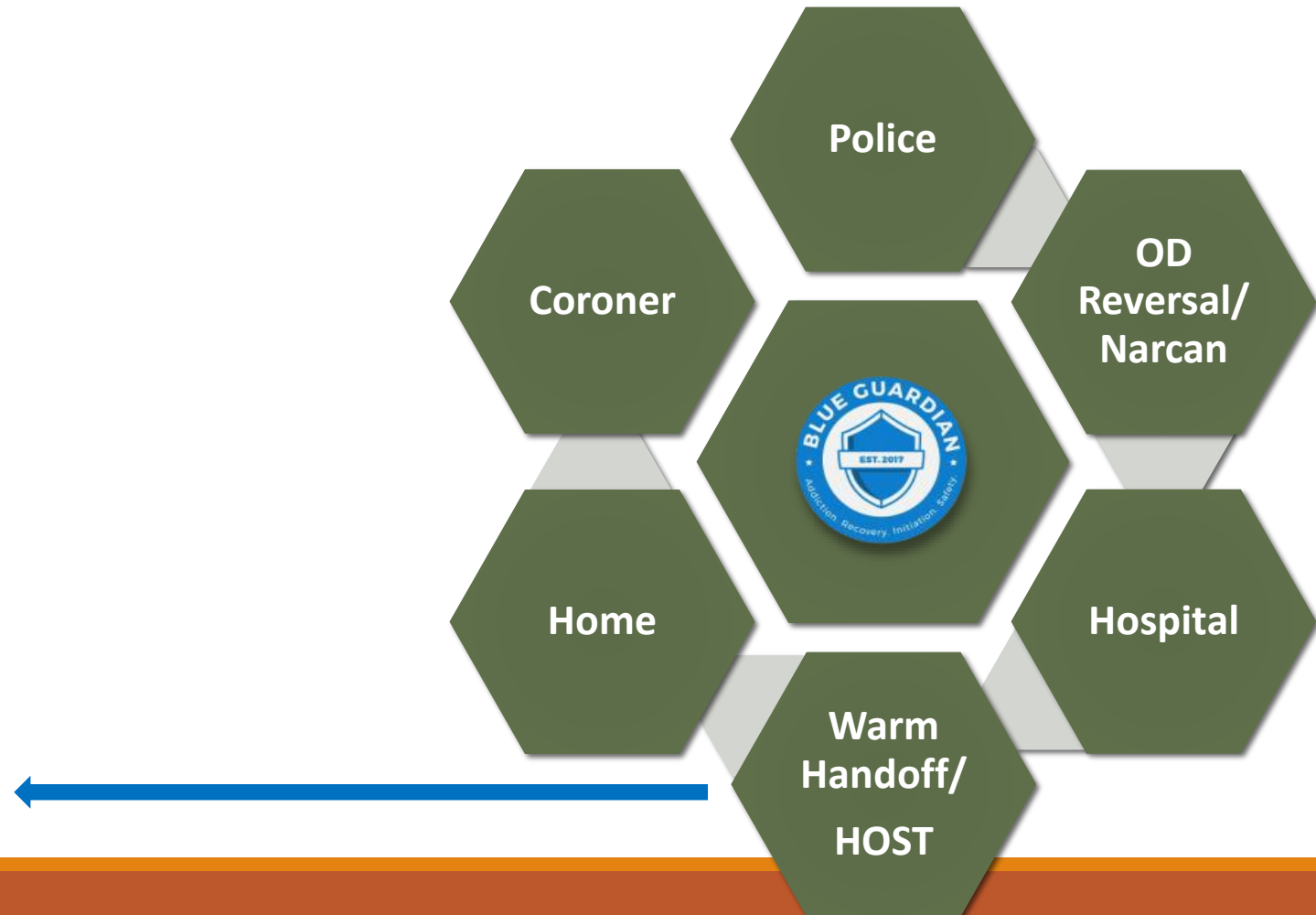


WARM HANDOFF - HOST

Placement

[2,200 + referrals since January 2, 2017]

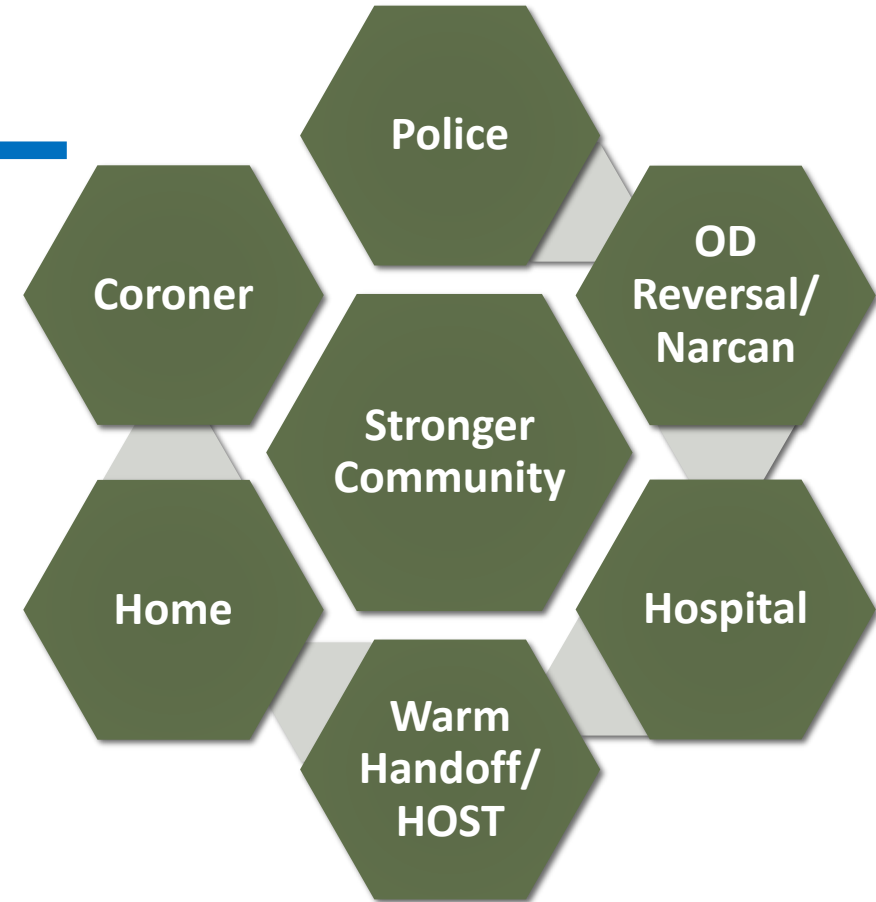
- (67) Outpatient
- (232) Intensive Outpatient
- (4) Partial
- (10) Long Term
- (491) Detox
- (46) Hospital Based



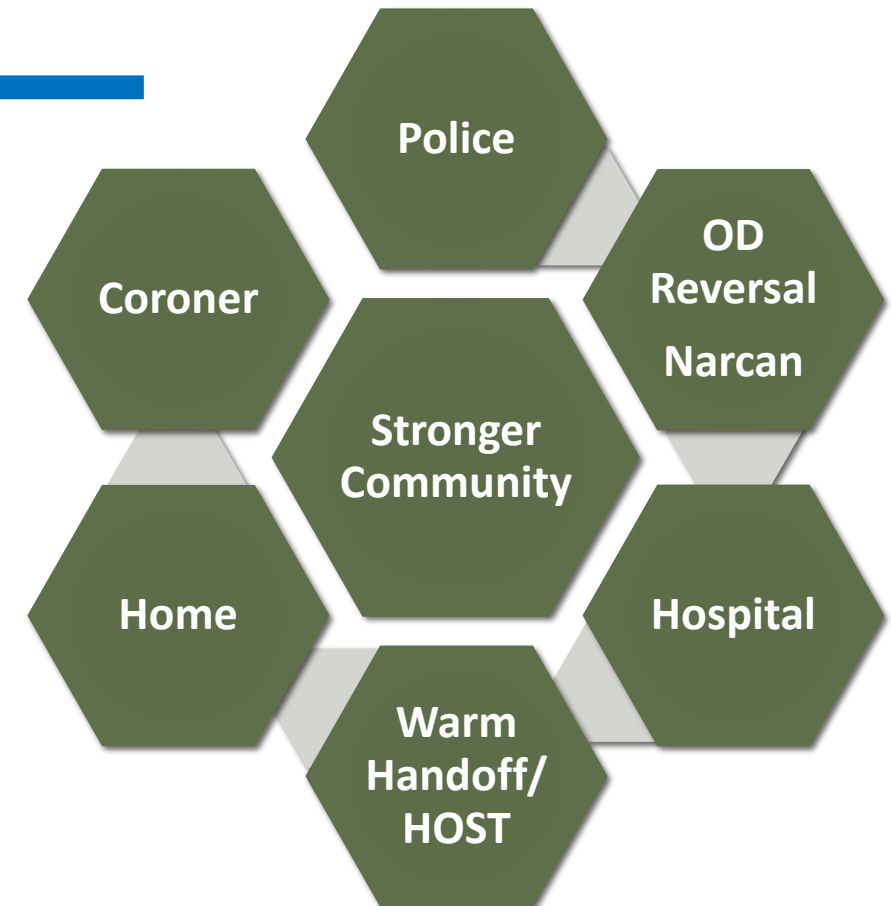
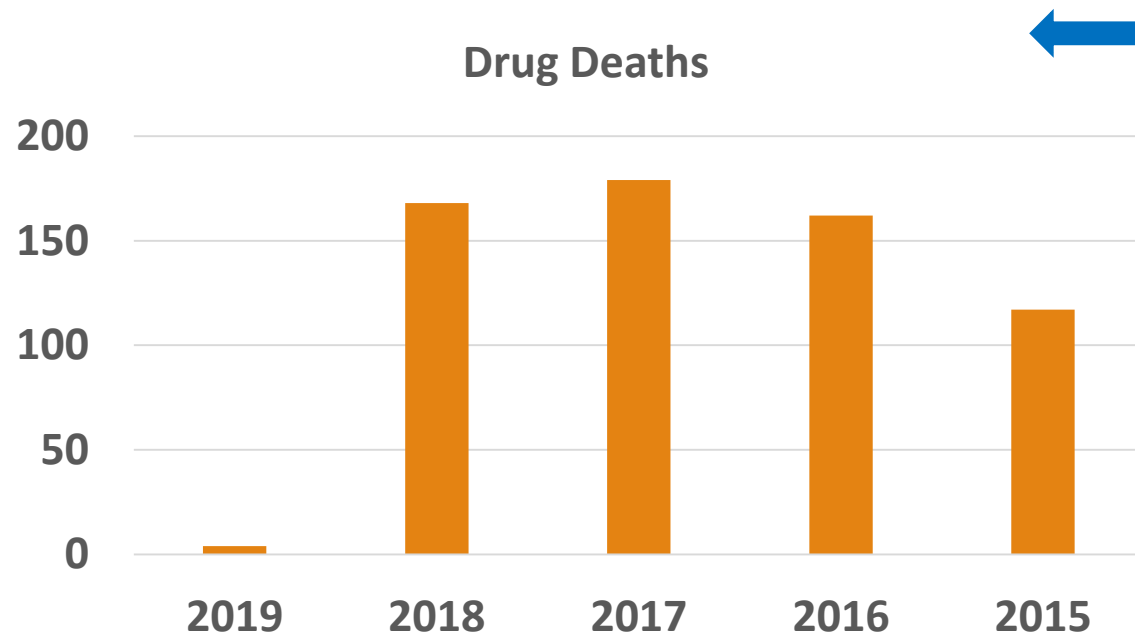
HOME



Refusal of Treatment
Return to Community



CORONER



BLUE GUARDIAN



Of the 138 attempts, face to face contact was made with 52 (38%) of individuals.

When successful joint contact is made, 65% (34 out of 52), the individual entered treatment.

Mental Health

- ❖ Over 2,300 unduplicated county residents received county-funded mental health services
- ❖ The MH office is working with a consultant to develop a three-year strategic plan
- ❖ The “roommate roundup” initiative has expanded to “model 2.0” and now is working with investors who will rent furnished homes for up to four unrelated individuals. The group continues to meet twice per month supporting people in finding safe and affordable housing by sharing the expenses with one or more roommates.
- ❖ The Community Based Intervention Team (CBIT) model continues in successfully providing a format for individuals who are involved in multiple systems to have their various providers and other team members available by phone to develop and monitor plans
- ❖ Lehigh County MH has joined forces with Northampton County in an employment coalition that addresses employment needs for people living with a serious mental illness

Mental Health

- ❖ Lehigh County partnered with the Moravian Development Corporation to purchase a quad apartment to support seven people.
- ❖ The Step by Step Fairweather Lodge continues to support eight individuals as the only program in Eastern PA to be certified as a lodge by the international association.
- ❖ A suicide task force has been established in the county
- ❖ Eight individuals returned to the community from Wernersville State Hospital (WeSH). Lehigh County now has 36 people at WeSH, a reduction of seventy-two beds in the state hospital system since the announcement was made that Allentown State Hospital was closing in January 2010
- ❖ Over 40 people were diverted from going to Wernersville State Hospital by being effectively supported in the community
- ❖ The SPORE Unit served 230 people with a recidivism rate for new charges of under 8%, the lowest of any unit in Adult Probation.
- ❖ Enhanced MH training is being provided to all police departments in the county

Mental Health Jail Diversion

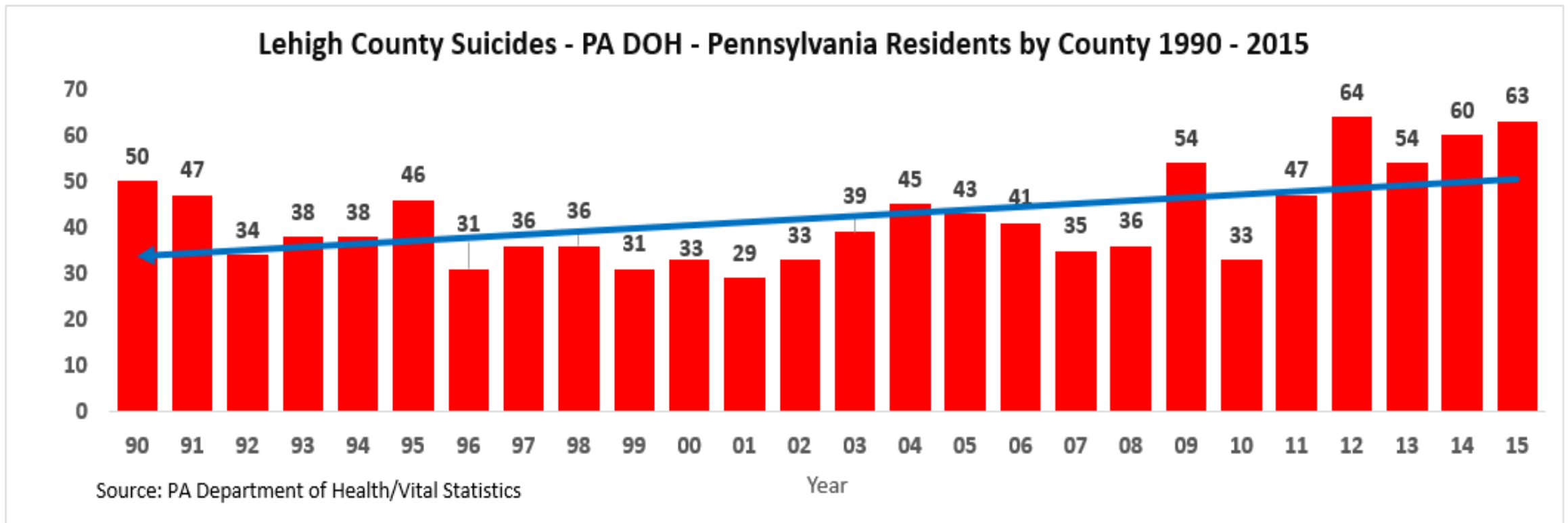
Mental Illness is a major concern across all criminal justice sectors. At any given time approximately nearly one half (47%) of the jail's population is receiving psychotropic medications. These inmates need services while incarcerated and focused attention on their mental health treatment for reentry planning. They also need links to community providers and assistance with continuing or establishing care in the community. The MH office was successful in obtaining \$2.3 million to address this problem in our jail. With this new funding:

- ❖ A second police liaison will be added to work with suburban police departments in a similar manner as the current liaison assigned to the Allentown Police.**
- ❖ A residential program for eight people will be developed to restore competency to individuals who would otherwise be incarcerated.**
- ❖ Peer support, mobile psych rehab and police training will be put in place to prevent people from entering the jail and to support returning citizens**
- ❖ Funding will be provided to police departments to offset the cost of their sending officers to be trained in the week-long Crisis Intervention Team (CIT) training.**

Lehigh County Suicide Prevention Task Force Data - April 2019

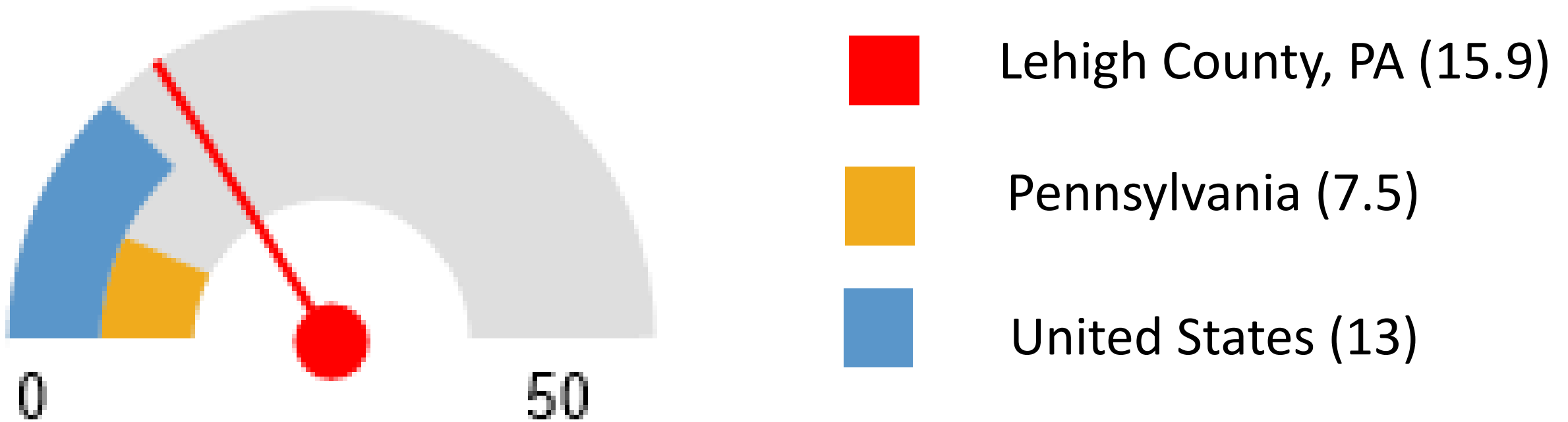
The number of suicides in Lehigh County has been trending up for years.

For every death by suicide there are 25 attempts (American Foundation for Suicide Prevention, 2018).



Suicide, Age-Adjusted Death Rate (Per 100,000 Pop.)

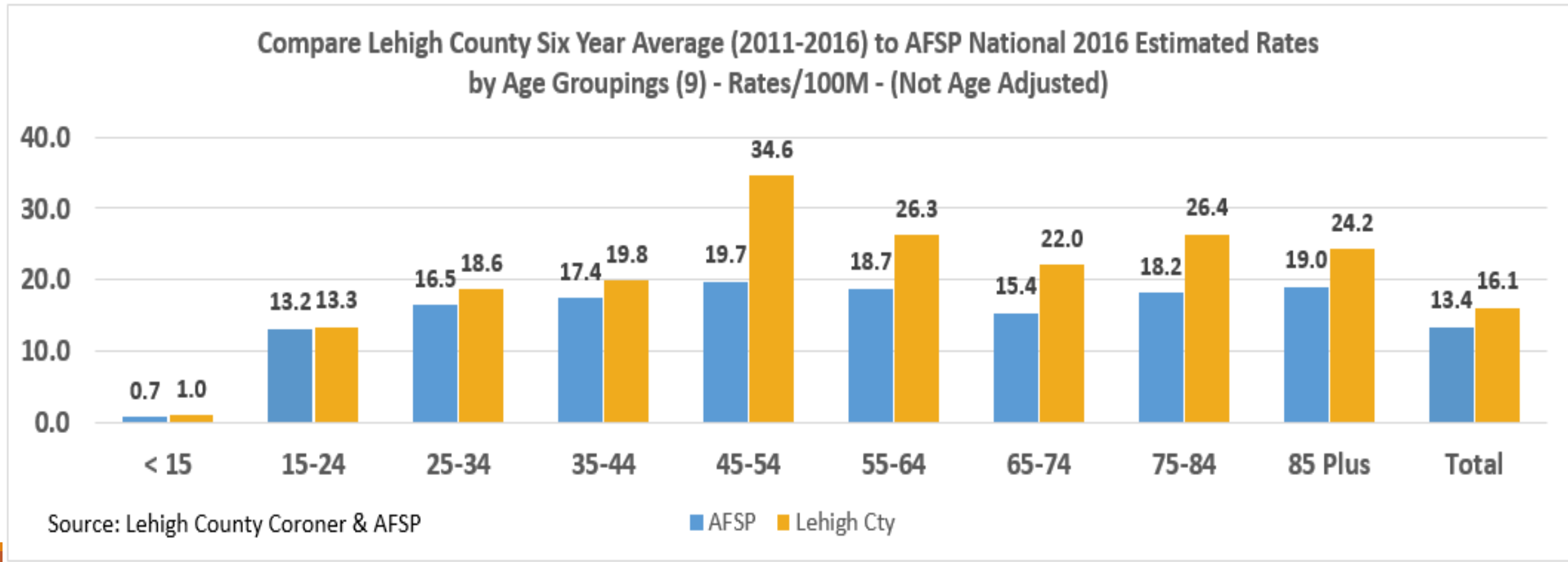
Lehigh County exceeds the rates nationally and the rates for Pennsylvania.



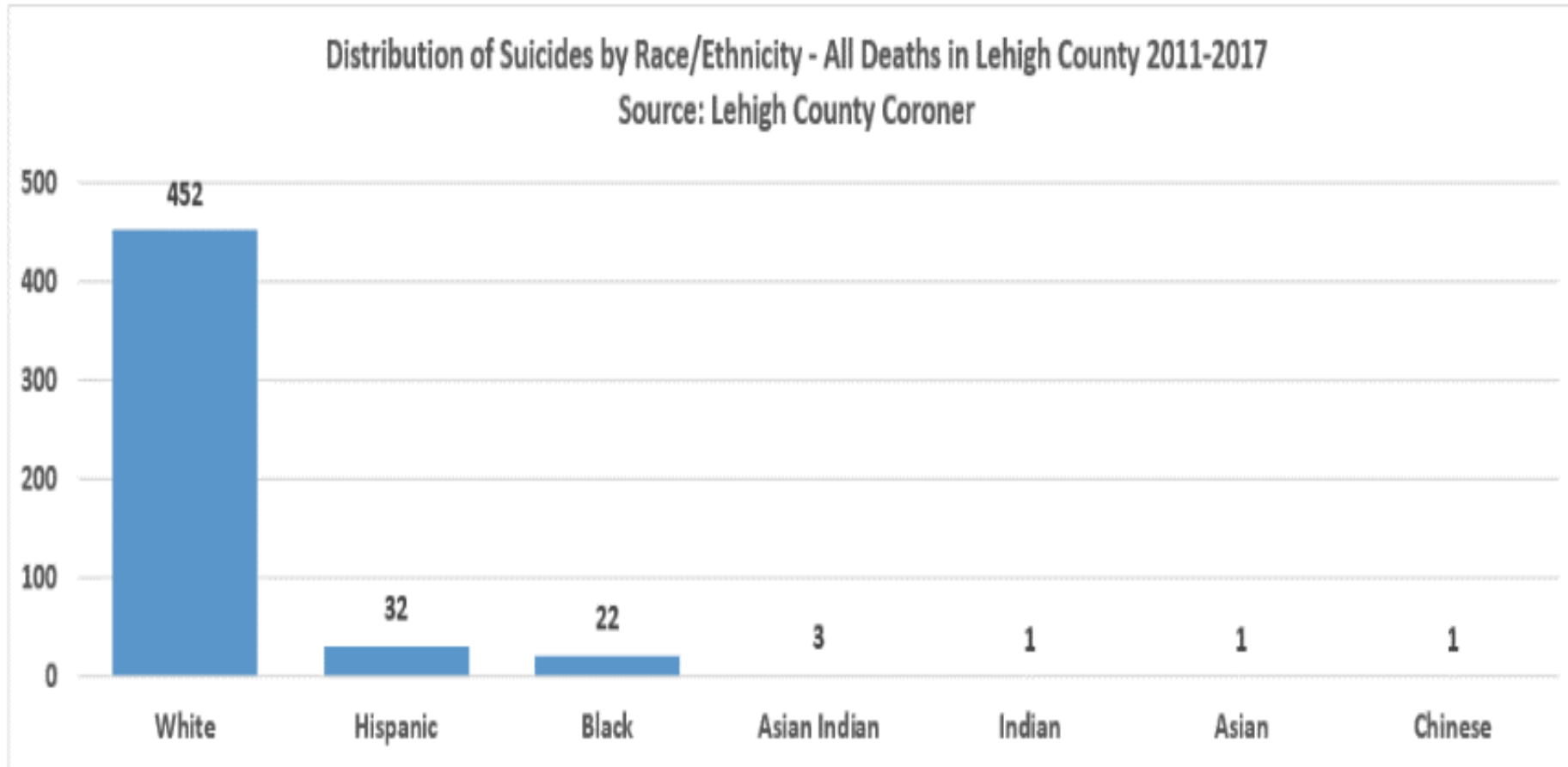
Data Source: Centers for Disease Control and Prevention, National Vital Statistics System. Accessed via CDC WONDER. 2012-16.

Source geography: County

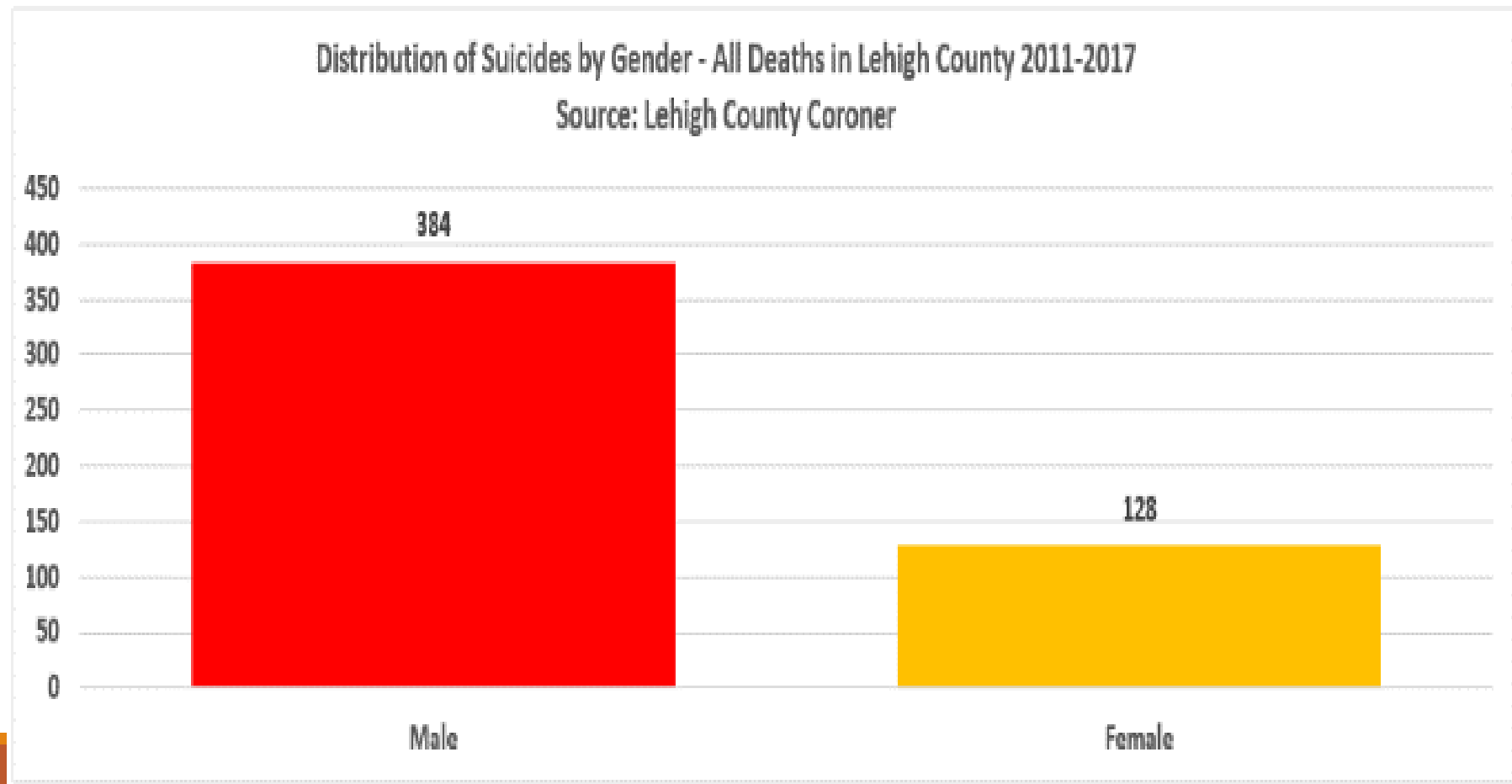
Lehigh County suicide rates exceed National rates across all age groups



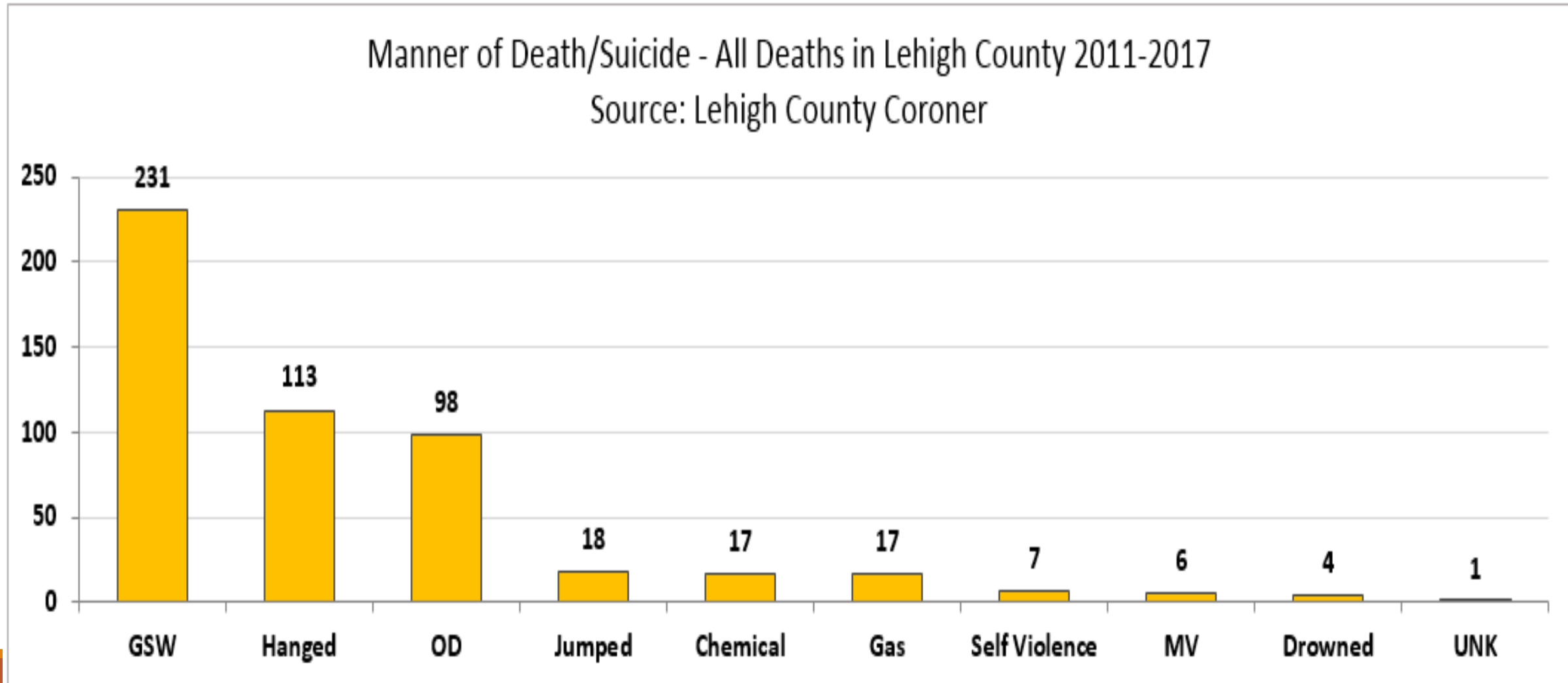
People who die by suicide in Lehigh County are predominately white (84.4%)



People who die by suicide in Lehigh County are predominately male (75%)



Methods of Suicide in Lehigh County



Lehigh County Early Intervention



Early Intervention

- ❖ **EI serves children ages birth to 3 with developmental delays**
- ❖ **FY 17-18 EI received 2,013 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 Services

An initial screening and/or a multidisciplinary evaluation is offered to every family. After a child is determined eligible for EI services, an Individualized Family Service Plan(IFSP) is developed.

Direct EI services can include:

- ❖ Service coordination
- ❖ Family training
- ❖ Special Instruction
- ❖ Occupational Therapy
- ❖ Speech/Language Therapy
- ❖ Physical Therapy
- ❖ Vision Support
- ❖ Hearing Support

Early Intervention

2017-2018

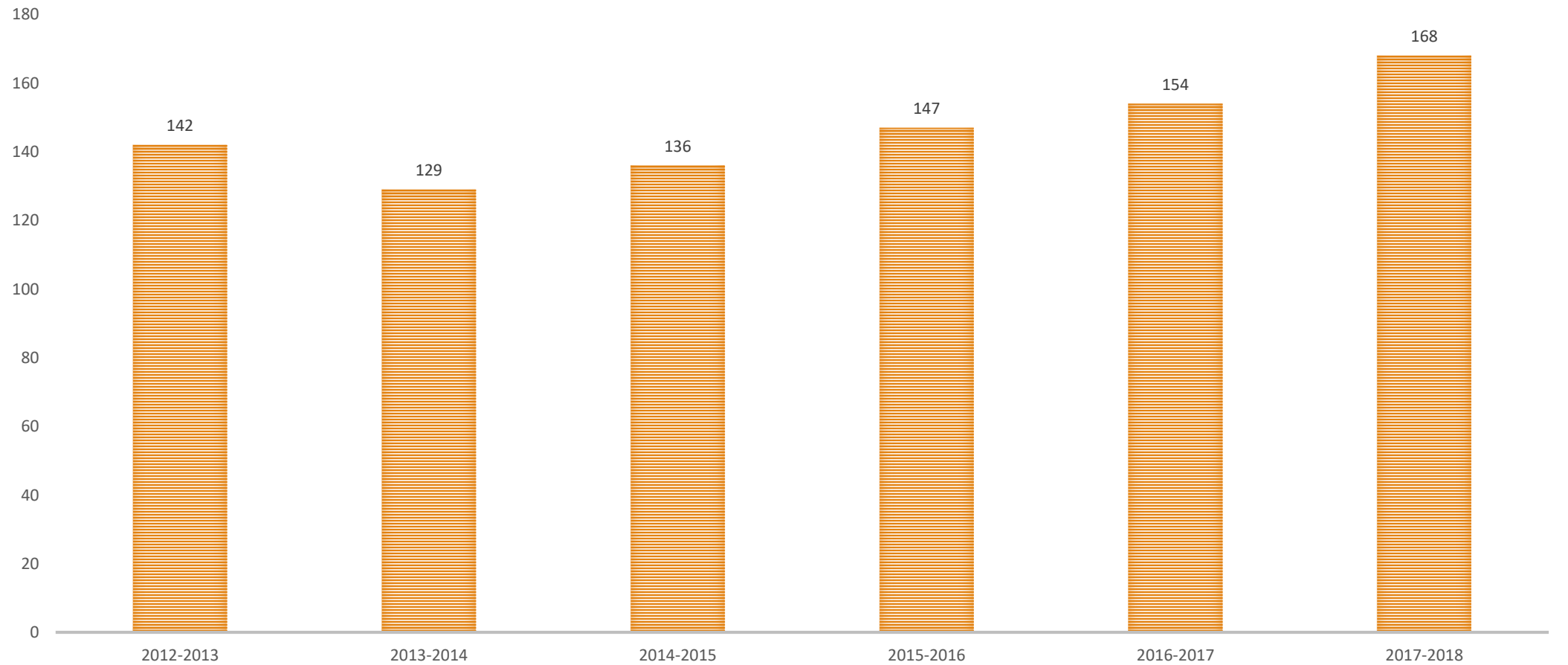
- ❖ **Average of 969 children served monthly**
- ❖ **1,788 children were evaluated of which 1,518 were eligible**
- ❖ **226 children were enrolled in the ITF waiver**
- ❖ **430 children were transitioned from the county infant/toddler EI program to Carbon Lehigh IU#21 preschool program.**
- ❖ **388 children were discharged successfully from the program**
- ❖ **5th Largest Early Intervention program in the state**

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. Two specifically trained service coordinators**
- ❖ **WIC - provide screenings and referrals**
- ❖ **Early Head Start-screenings and referrals**

EI Yearly Growth

YEARLY GROWTH / AVERAGE MONTHLY REFERRALS



Intellectual Disabilities

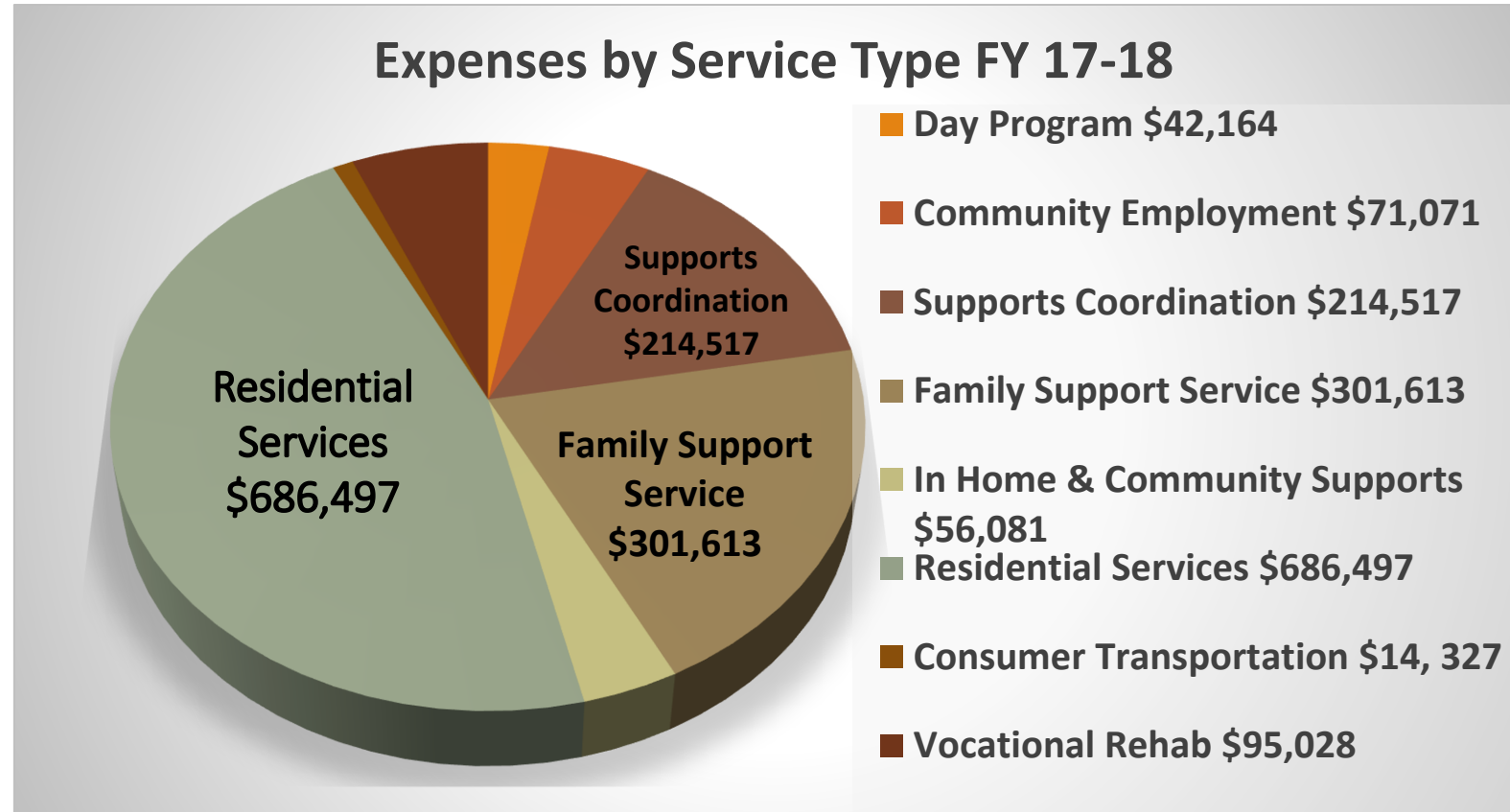
Recent data from ODP Independent Monitoring for Quality includes the following results

- 90% of individuals who responded reported that their supports coordinator helps them get what they need.
- 85% of the respondents reporting that they were very happy or happy with their life.
- 90% of individuals who responded reported that they were generally satisfied with where they live.
- 88% of individuals who responded reported that they were generally satisfied with their work, school or other day activities.
- 100% of the individuals who responded reported that they were getting all or some of services they need to live in their home and community.
- 98% 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) 81% of the individuals who responded reported that they do.
- 96% 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.

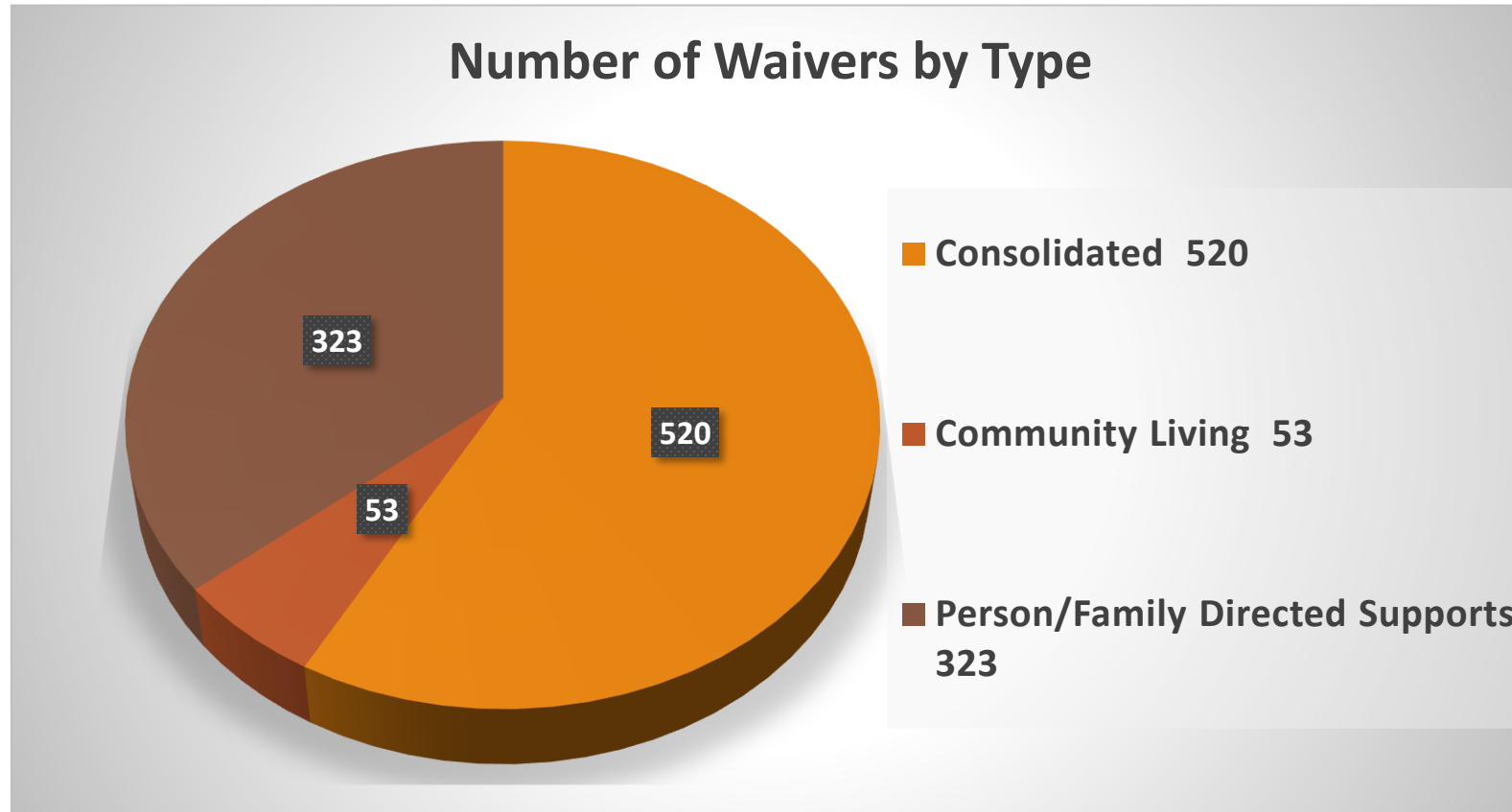
Intellectual Disabilities

- ❖ ID continues toward community based services, authorizing less in segregated settings and more in community supports and assisting with finding and maintaining competitive employment
- ❖ 319 consumers in the Family Support Services Program
- ❖ 323 P/FDS waivers, 53 Community Living Waivers, and 520 Consolidated waivers provide necessary supports for individuals to be successful in the community
- ❖ 12 former residents from Hamburg State Center have been placed in community settings

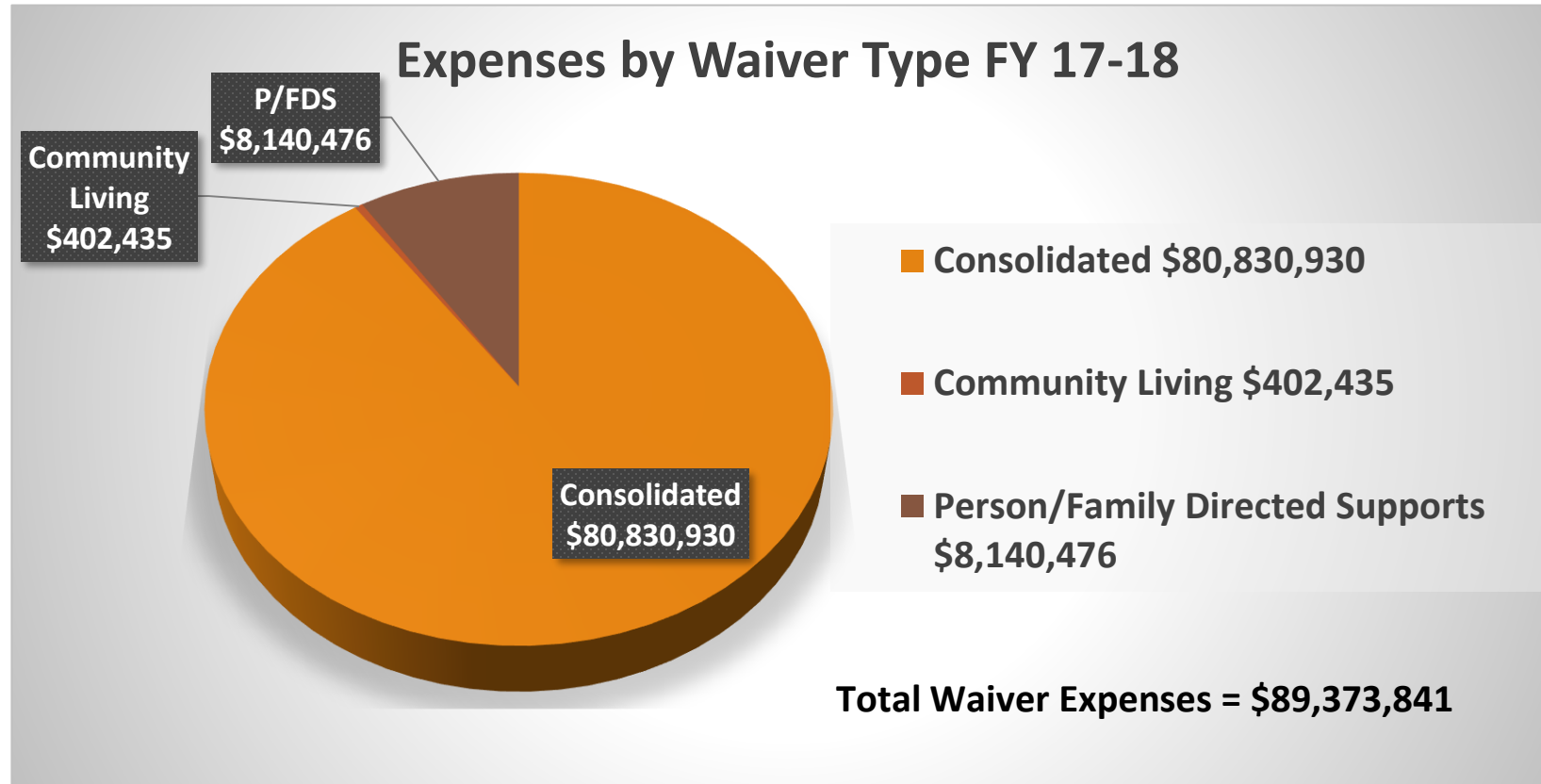
Base Funding



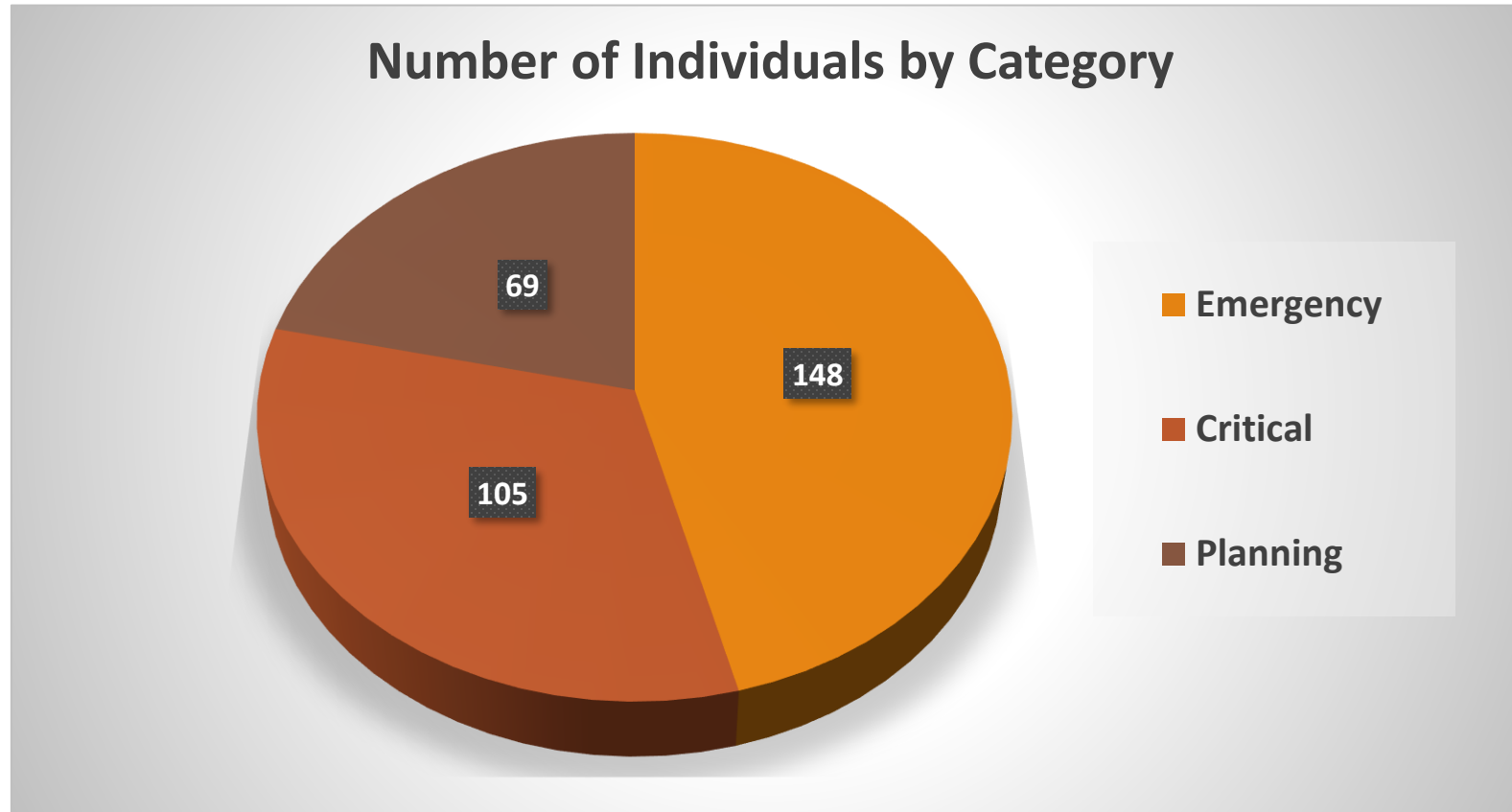
Waiver Funding



Waiver Funding



PUNS/Waiting List



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.

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

Community Partnerships: Integrated Services Caseworker who partners with Crisis Intervention, Magisterial District Justice Offices and other community agencies to assist families with short-term case management or linkage services before family gets further involved with systems and/or to ensure the family does not “fall through the cracks”.

Provide Youth Mental Health First Aid Training to Community

Bridge Service/Communication Gaps in Child-Serving System/DHS

#resilientLV

- ❖ Trauma Awareness Collaborative across the Lehigh Valley.
- ❖ Multi-sector partnership of organizations and community members such as County DHS, school districts, IU-21, services system agencies, health care providers, businesses, etc. Backbone support via the United Way.
- ❖ Identified as one of 7 pilot projects in the PA Deputy Attorney General's State-Wide Trauma Informed Network.
- ❖ Launching first Trauma Conference on June 17th at the Lehigh Valley Hotel & Conference Center, Bethlehem entitled *"Building Resilient Communities: Creating a Paradigm Shift Through Trauma Informed Care"*



#resilientLV Strategic Priorities

- ❖ **Raise awareness of the impact of trauma and adversity on children and adults throughout the community.**
- ❖ **Build collaborative and organizational capacity to lessen the impact and negative effects of Adverse Childhood Experiences and childhood trauma**
- ❖ **Provide more access to resources, training, education and tools that create more trauma-informed systems and organizations that help build resilience and do not re-traumatize children and families**
- ❖ **Foster collaboration among and between educational, health and human service systems and their community partners, including business, civic, nonprofit, legal, philanthropic and faith-based organizations**
- ❖ **Advocate for trauma-informed policy, practice and funding**
- ❖ **Help communities reduce risk factors and increase protective factors that promote well-being and resilience.**

For 2019 – 2020.....

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

What could/should be different?

What works?

How can we do better?

