

NOTICE

THIS MEETING IS BEING RECORDED.
AUDIO AND VIDEO

LEHIGH COUNTY DEPARTMENT OF HUMAN SERVICES

2025-2026 HUMAN SERVICES PLANNING & PUBLIC HEARING

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

KAY ACHENBACH, HUMAN SERVICES

HEATHER REED, CHILDREN & YOUTH

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

MATT BAUDER, HEALTHCHOICES

JR REED, AGING AND ADULT SERVICES

MARY MCGONIGLE, INTEGRATED SERVICES

What Are Human Services?

- Designed to assist people in difficult, sometimes permanent, 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”

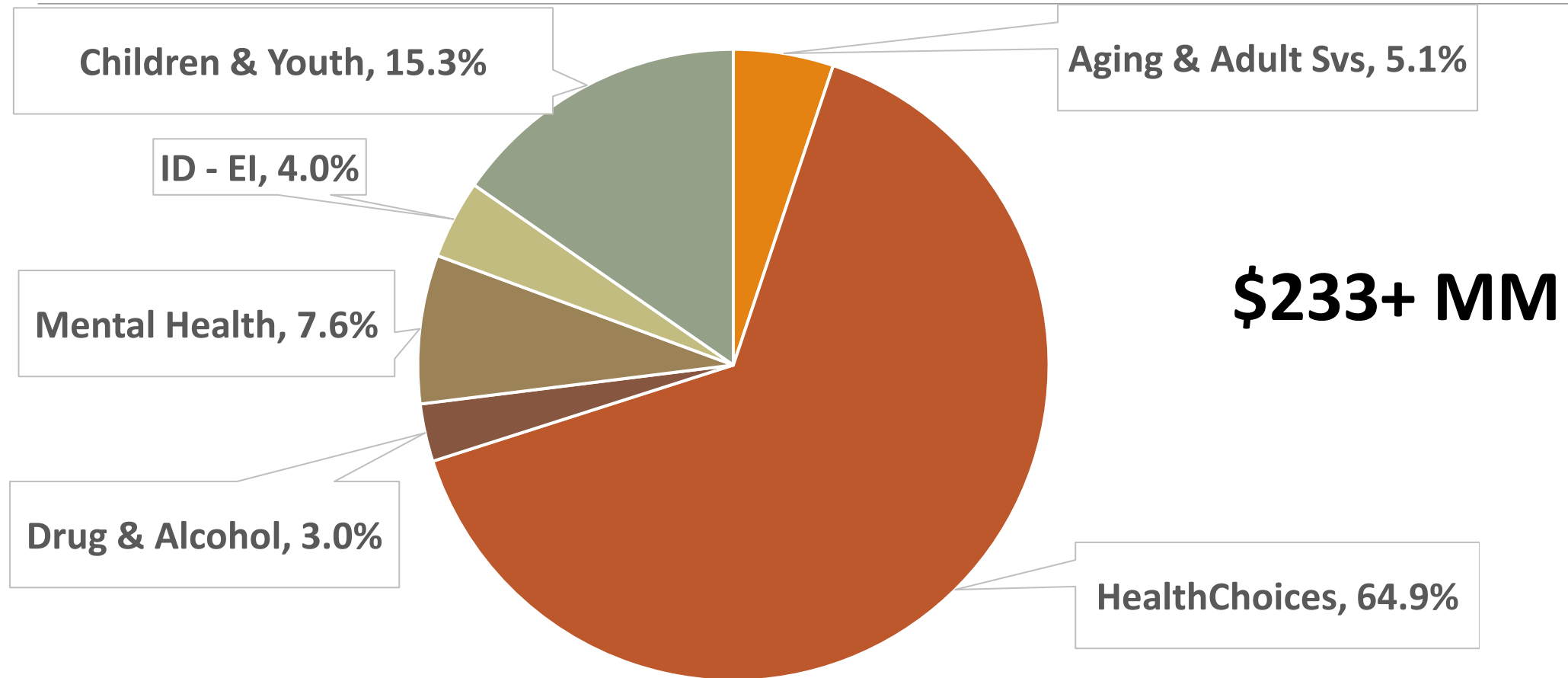
State Charge & Partnership

- State charges counties to assist in the delivery of Human Services
- Human Services 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

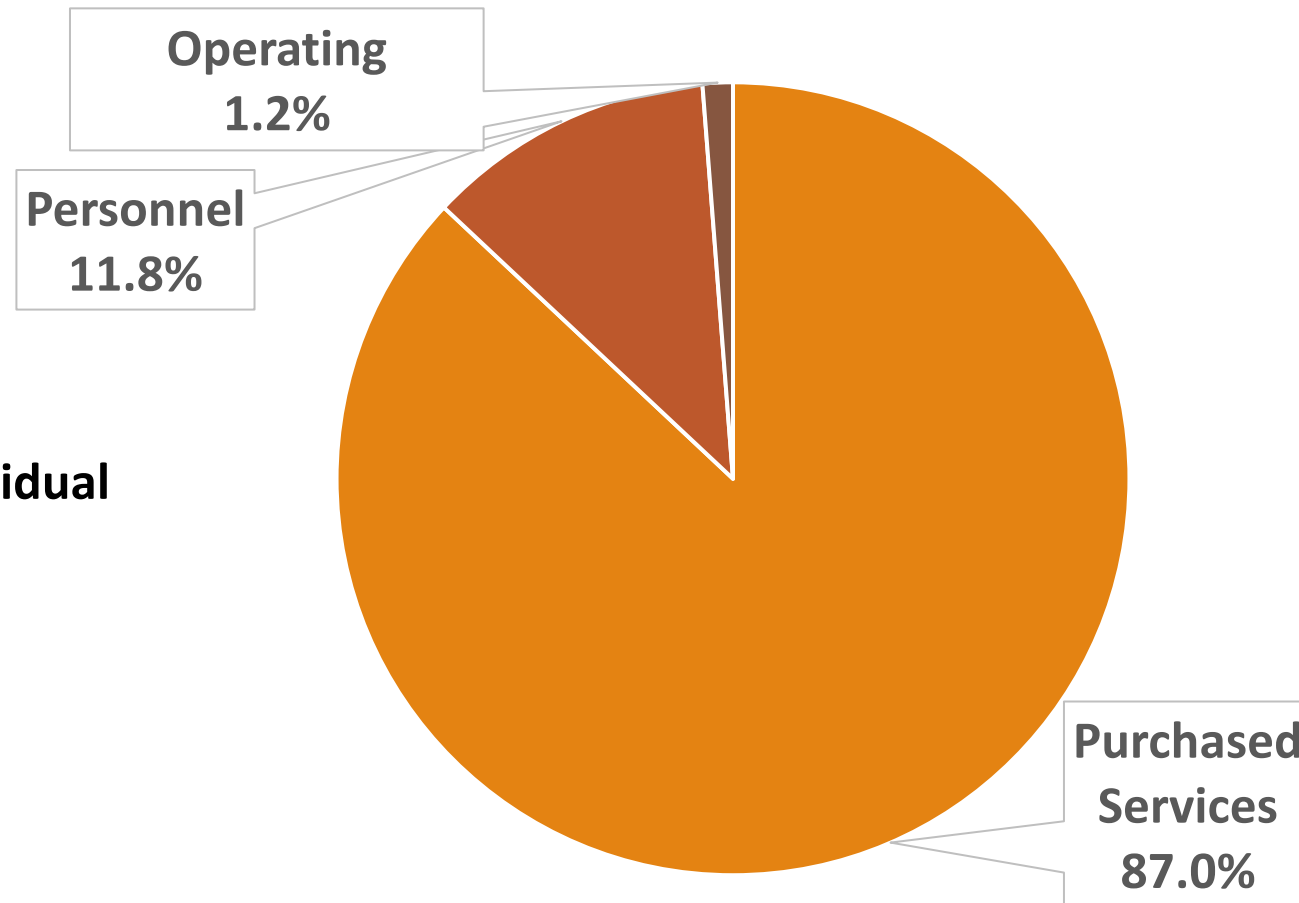
Challenges

- Human Services Programs are in Several State Departments
- Individualized Program Requirements
- Individualized Fiscal Requirements
- Confidentiality Requirements
- Limited Funding

2024 Lehigh County DHS Expenditure Budget



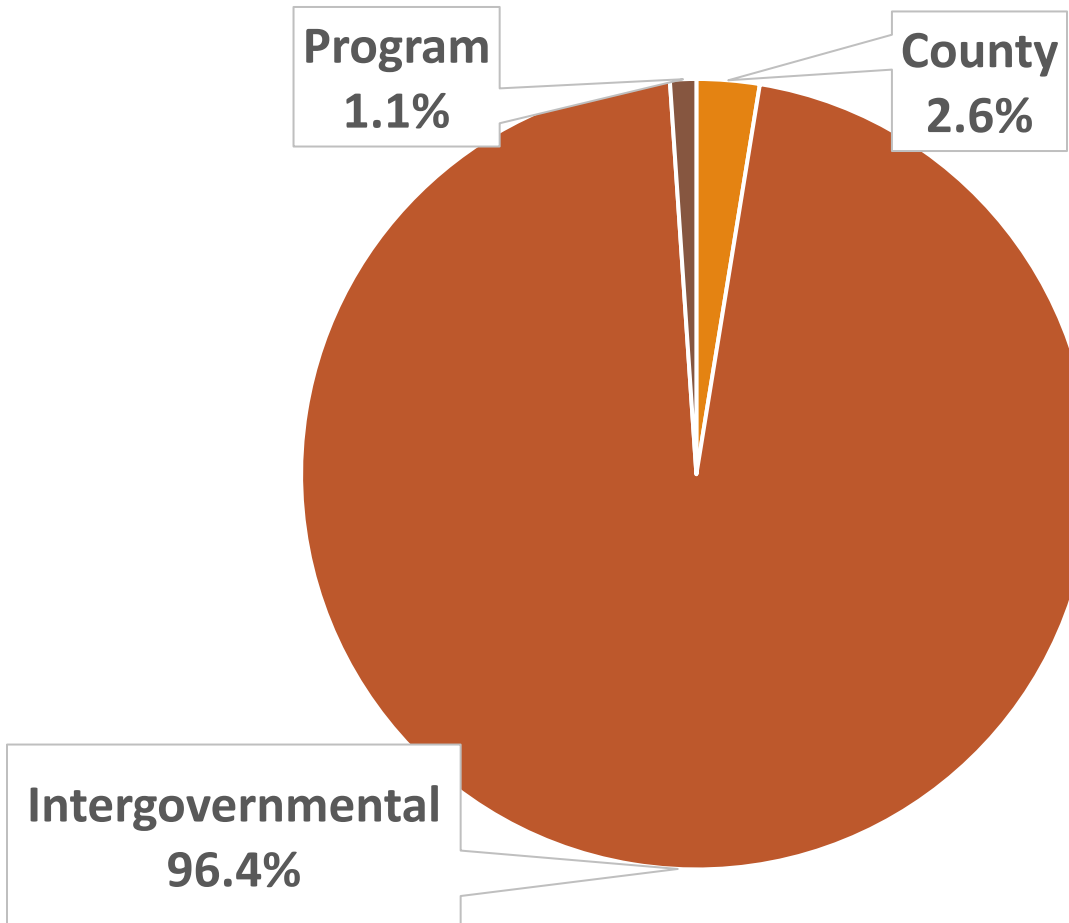
2024 DHS Expenditure Budget – Personnel, Operating, Purchased Services



Note:

This is DHS overall; individual agencies have different percentages

2024 Human Services Revenue by Source



A Good ROI - Uses just over \$0.05 of every County tax dollar

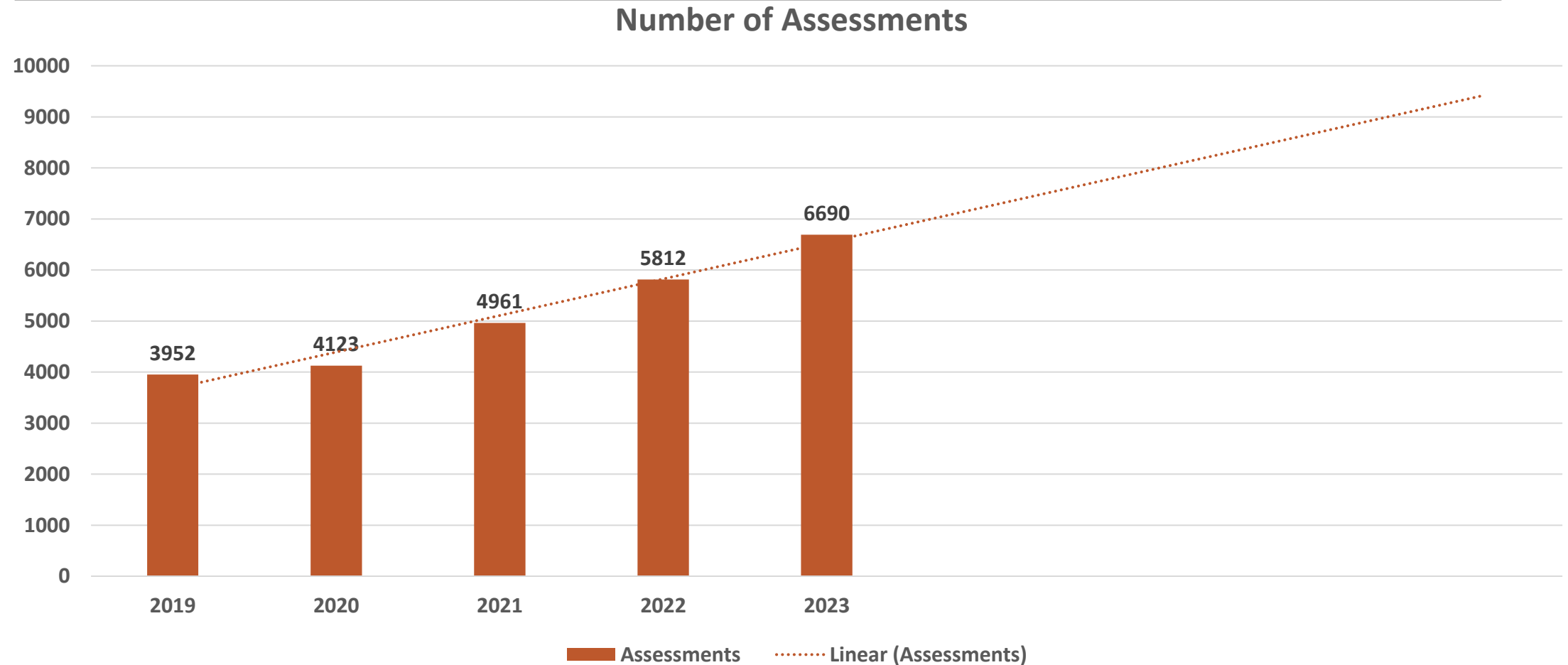
Aging and Adult Services

Aging and Adult Services supports and empowers the well being of adults of all ages who live in Lehigh County

Nearly 9,198 (unduplicated) Aging consumers 60+ received direct services and/or congregate meals

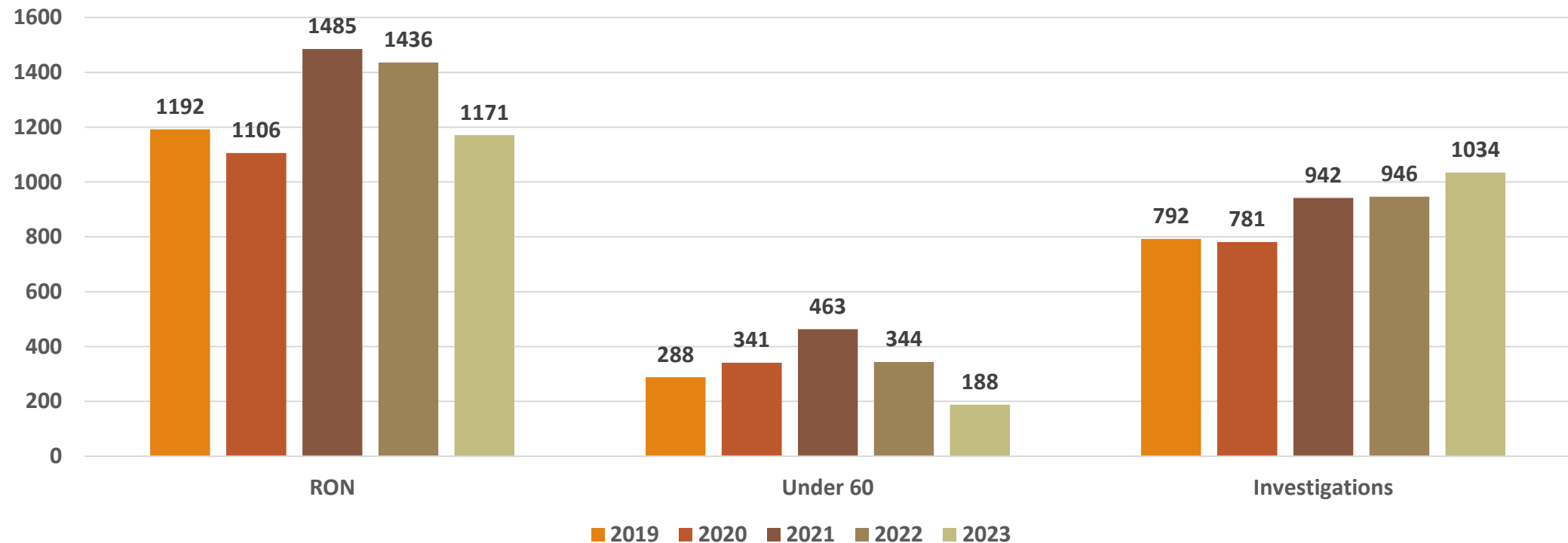
Nearly 1,069 consumers age 18-59 received direct services (meals, personal care, home assistance, assessments, response to reports of abuse, neglect, exploitation or abandonment for adult protective services, and service planning/care management)

Aging and Adult Services

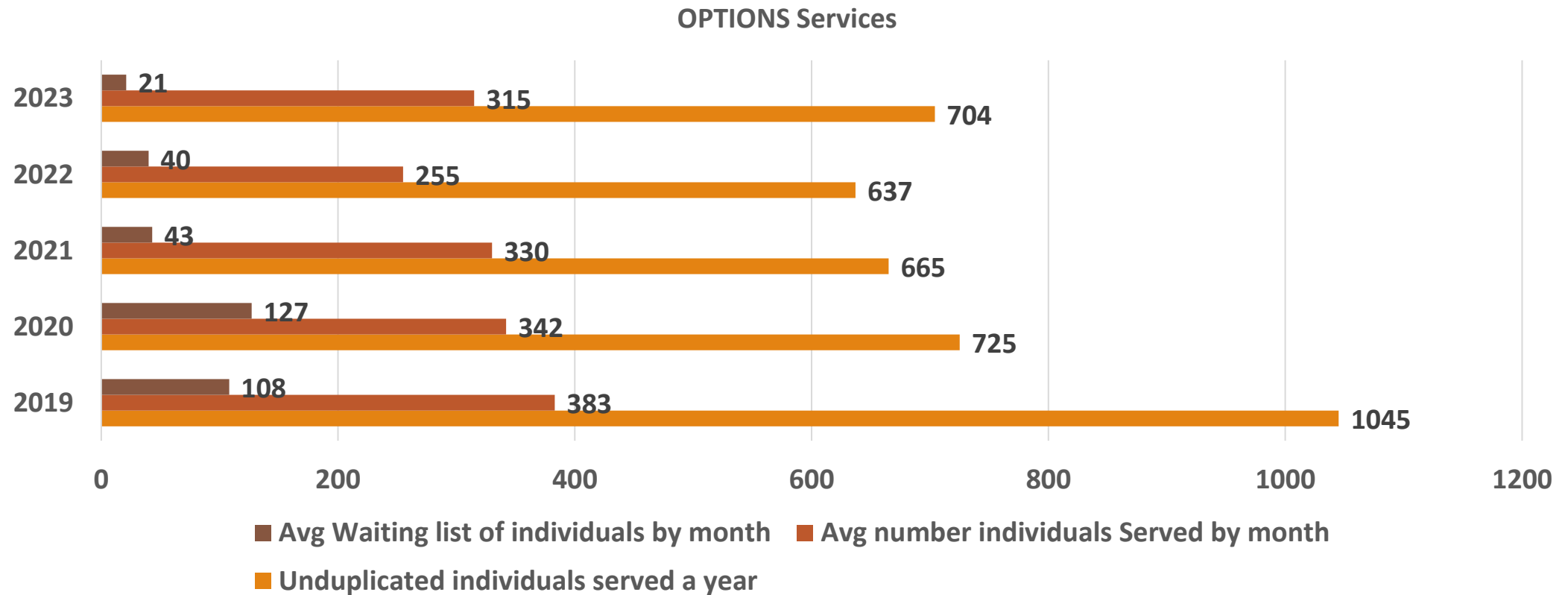


Aging and Adult Services

Reports of Abuse, Neglect and Financial Exploitation



Aging and Adult Services



Aging and Adult Services

Homeless Assistance Program (HAP)

- 1,407 individuals had eviction/near homeless situation resolved
- 159 individuals had homeless situations resolved
- 551 households assisted
- 509 children resided in households

Four Year Strategic Plan

Goal 1: We will lead an extensive, coordinated network of community and academic partners to raise public awareness of services for older adults, provide information that reaches everyone, and is understandable by all

Goal 2: We will remediate barriers that prevent older adults from staying connected to their communities and promote opportunities to engage with their communities how they choose.

Goal 3: We will design and offer equitable, affordable, and available options and opportunities that older adults may choose from for healthy and engaged lives, regardless of ability; socio-economic status; racial, ethnic, linguistic, or cultural backgrounds; or geographical location.

Goal 4: We will promote HCBS to ensure older adults can live where and how they choose.

Goal 5: We will provide further support for care partners by cultivating better systems of support, education, and assistance to ensure more sustainable, competent, and exceptional care for older adults.

Goal 1

- Expand the existing Lehigh County Elder Abuse Task Force (EATF) to increase their capacity in educating more of the public about elder abuse and increase the number of collaborative investigations.
- Continue to collaborate with the Dementia Friendly Lehigh Valley Coalition by promoting programming to help those living with dementia be active, independent, and comfortable within our community as long as possible.
- Disseminate information and partner with community organizations to educate older adults about common scams and frauds, teaching them how to recognize and report them
- Increase public knowledge of our programs by expanding program videos, share videos and articles on social media, and increasing focused efforts in distribution of agency brochures

Goal 2

- Educate our consumers and the public about available Smart Home/Assistive Technology and social connection programs and products.
- Educate and publicize specifically about the availability of agency sponsored transportation to Senior Centers
- Partner with local municipalities to publicize our current Senior Center programming and the availability of agency sponsored transportation to the Senior Centers
- Partner with local municipalities where we currently don't have senior centers to offer opportunities for socialization and distribute information about Agency programs
- Implement Healthy Ideas Program
- Continue to develop the Aging Behavioral Health Task Force to work with complex cases
- Provide trainings to staff on Behavioral Health and Aging services to enhance staff awareness
- Train all care managers in the Suicide Severity Rating scale and encourage utilization of the tool when appropriate
- In partnership with Resilient Lehigh Valley, all staff will be trained in providing trauma informed care

Goal 3

- Ensure meals can be adjusted for cultural considerations
- Increase provider options for frozen meals
- Research and offer an English for Speakers of Other Languages (ESOL) program in Senior Centers
- Acquire bi-lingual volunteers for the PA MEDI program, in order to offer certified counseling to Spanish speaking individuals, giving them the same opportunity to obtain better understanding of Medicare and Medicaid health coverage

Goal 4

- Increase public knowledge and participation in the Shared Housing and Resource Exchange Program
- Increase Person Centered Counseling (PCC) program efforts in assisting older adults with access to affordable housing
- Conduct an annual comprehensive training for all care management staff about Community Health Choices and how to assist a consumer through the enrollment process

Goal 5

- Increase promotion of Trualta Caregiver portal
- Plan and execute an in-person Caregiver conference
- Promote the Caregiver Support Program (CSP) home modification service in order to assist caregivers and care recipients to age in place
- Distribute CSP brochures and information to durable medical equipment providers
- Collect email addresses for agency consumers and caregivers to circulate information and opportunities
- Utilize the Caregiver tool kit developed by PDA for our caregivers

Cedar View Apartment Complex



Cedar View Apartment Complex

Grant from United States Economic Development Administration

- Built 1978
- 199 Unit Building

Qualifications for Residency

- Low to moderate income
- Current Lehigh County Resident or 50% Lifetime County Resident
- 62 years of age or older or under 62 with a disability
- Rent based off adjusted gross income and assets

Cedar View Apartment Complex

Amenities:

- Outdoor Pavilion
- Community Room
- Game Room
- On-site Laundry
- Locked Building
- Entertainment
- Senior Center



Children & Youth Services

PROTECTING CHILDREN

STRENGTHENING FAMILIES

Children & Youth Services

Children and Youth is committed to:

- Protecting children from abuse and neglect,
- Maintaining children in their own home and community,
- Ensuring access to services for parents,
- Preserving and stabilizing families, and
- Assuring that children have a permanent home.

Children & Youth Services

- Investigating allegations of child abuse and neglect
For 2023, total of 8,820 referrals. 1,568 CPS and 7,252 GPS
- 291 in Out of Home Care
 - Foster care - 113
 - Congregate care - 26
 - Runaway - 1
 - Kinship Care - 132
 - Independent Living - 20
- 26 in Adoption
- 16 in Subsidized Legal Custodianship

Family Engagement Initiative

- Designed to assist with 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

Family First Prevention Services Act

- Effective October 1, 2021, placement prevention efforts must be documented in the Family Service Plan for:
 - Any child assessed and determined to be a candidate for foster care and
 - Any pregnant, expecting, or parenting youth in foster care
- Ongoing review of prevention efforts must take place every 6 months at a minimum
- Must demonstrate the prevention strategies or programs used for a child to remain safely at home, live temporarily with kin until reunification is safely achieved or live permanently with a kin caregiver that prevents C&Y from assuming custody

Complex Youth

There is a real need across the state for placement facilities and foster families willing to open their homes to complex youth:

Autism

Gender Identity

Intellectually Disabled

Behavioral Issues

Sexual Acting Out

Attachment Issues

Multiple Systems Involved

Mental Health Diagnosis & Medications

If interested in becoming a foster parent, contact the Greater Lehigh Valley Foster Care Coalition - recruitment@diakon.org

Early Head Start – SAFESTART Program

- A collaboration between Community Services for Children and C&Y
- Two full sites – East Allentown (old state hospital grounds) – West Allentown (LVH – 17th and Chew) adding Lehigh Valley Hospital as a third collaborative partner
- Providing all day supportive care for 72 children who are identified as drug impacted at birth
- In-home parenting program offered for 20 children
- Parent education and support
- Following children ages 0-3 who then can transition into the Head Start program allowing for continuum of care

Volunteer Opportunities

➤ The Kindness Project 484-232-9674, Emmaus, Pa

- This is an all volunteer, donation-based nonprofit organization.
- They provide support to foster and kin families in the Lehigh Valley. The mission is to provide a brighter future by offering free essential resources and enrichment opportunities.

➤ Children & Youth Advisory Board- 610-782-3064.

Interested in serving on a board to help advise the agency on child welfare issues? Contact Christine Wagner to inquire.

Child Welfare Education for Leadership

The CWEL program is an cooperative effort with 12 accredited schools of social work across the state of Pennsylvania.

The goal is to strengthen public child welfare services in Pennsylvania by providing educational opportunities at the graduate level for public child welfare personnel.

Requirements:

2 years as a caseworker at Children & Youth in exchange for a 2 year MSW program. You will then work 2 additional years post graduation. While attending school, you will be paid 95% of your salary.

How to Become a Caseworker

The Department of Human Services in Lehigh County hires via the Civil Service Commission.

- Apply at www.employment.pa.gov
- Select County Caseworker 2 for C&Y:
<https://www.governmentjobs.com/careers/pabureau/jobs/2353889/county-caseworker-2-lg-cy-online-exam>
- You may complete the exam at your convenience from your home
- You can sign up for alerts so you will be notified when additional positions are posted

PLEASE CONSIDER MAKING A DIFFERENCE IN THE LIFE OF A CHILD!

Child Line

If you are concerned
about a child being
abused or neglected,
please call:

1-800-932-0313



Drug & Alcohol Services



The Drug and Alcohol Services program recognizes the disease concept of chemical dependency and believes that prevention and early intervention are the keys to overcoming addiction.

Drug & Alcohol Specialty Services

Certified Recovery Specialist (CRS)

Hospital Opioid Support Team (HOST)

Blue Guardian

Pregnant Women Case Coordination

Mother/Baby Programs

CRS Re-Entry

Journey's (Plan of Safe Care)

MAT Induction in the ED

FORT Family Support Program

Ambulatory Withdrawal Management

Student Assistance Program

Linkage to Treatment for Victims of Human Trafficking

Naloxone Program

Center City Allentown Outreach

Comprehensive Treatment & MAT for Pregnant Women/ Women with Children

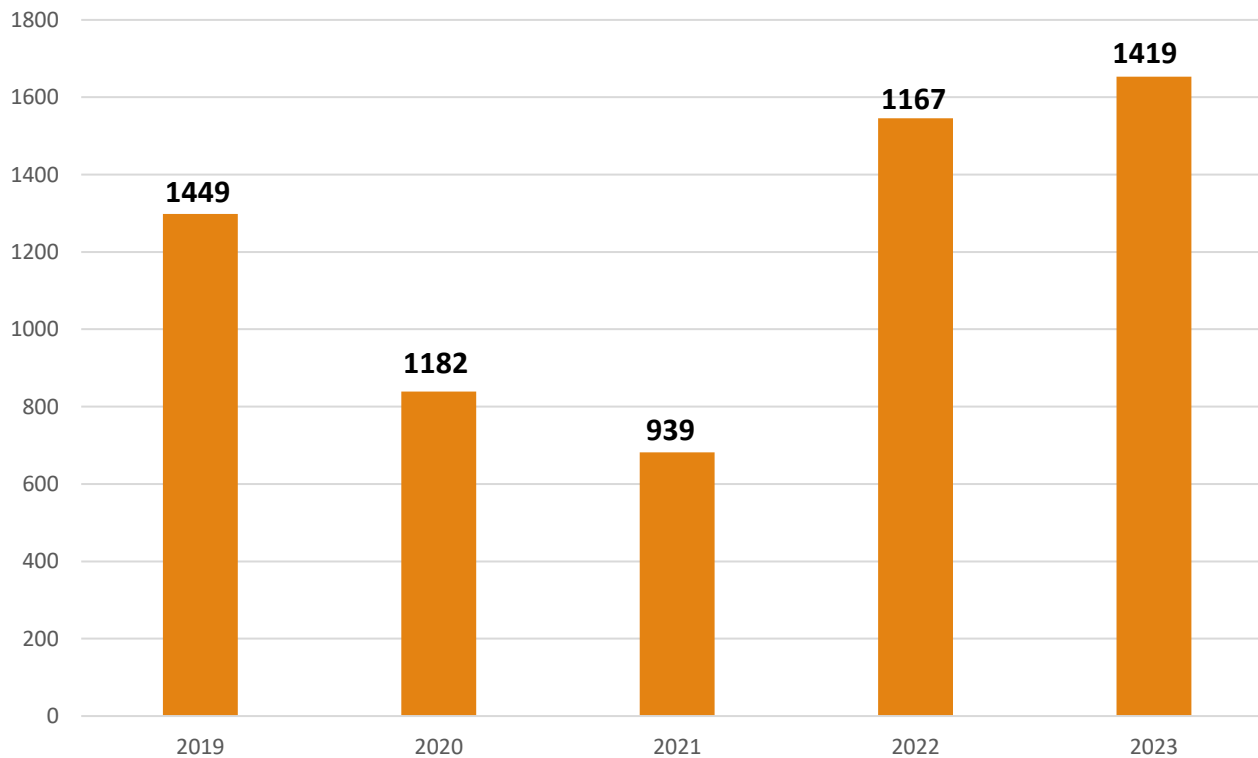
Family Codependency Groups

Adult Recovery Centers Change on Hamilton & Allentown Center for Recovery

Teen Recovery Center REACH LV

D&A by the Numbers: Overview

Admissions to Treatment 2019-2023

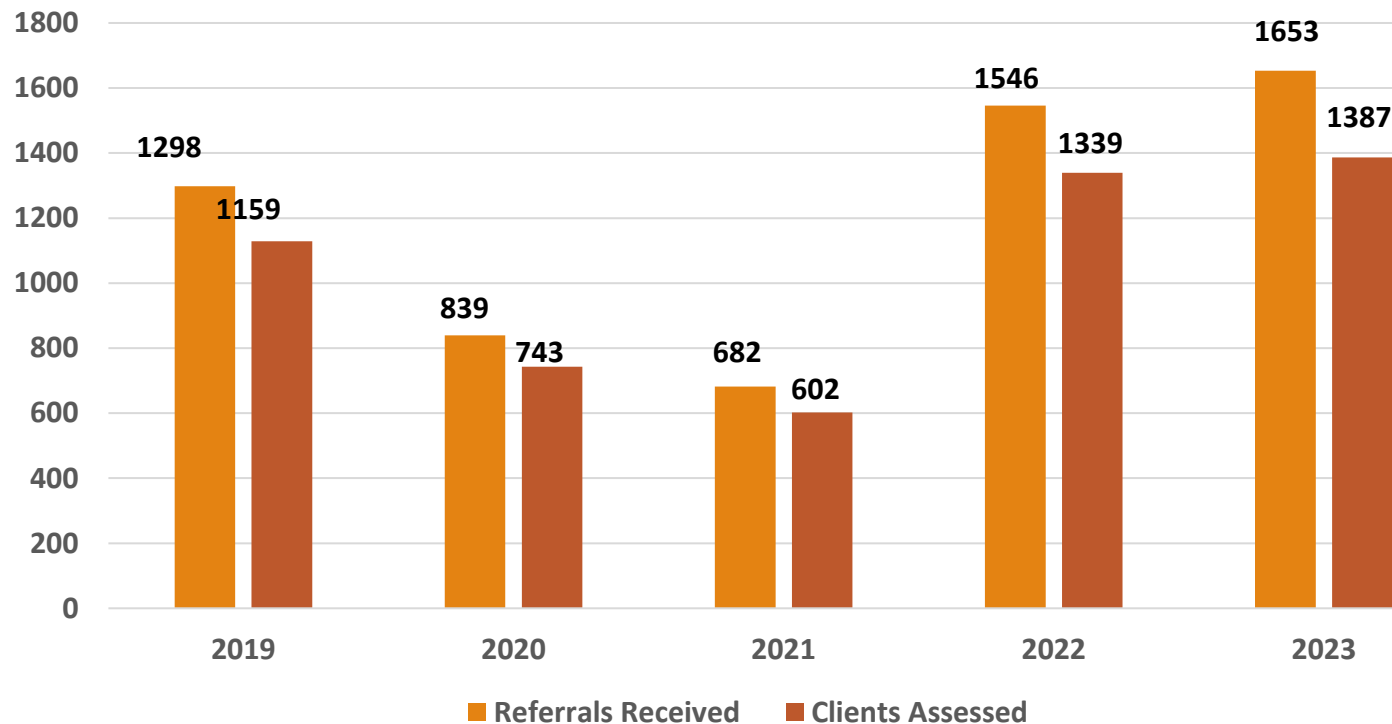


Our clients are admitted into multiple levels of care ranging from least restrictive to most restrictive. The levels of care are as follows:

- Outpatient
- Intensive Outpatient
- Partial Hospital
- Halfway House
- Residential Inpatient
- Withdrawal Management

D&A by the Numbers: Assessments

Referrals Received vs. Clients Assessed

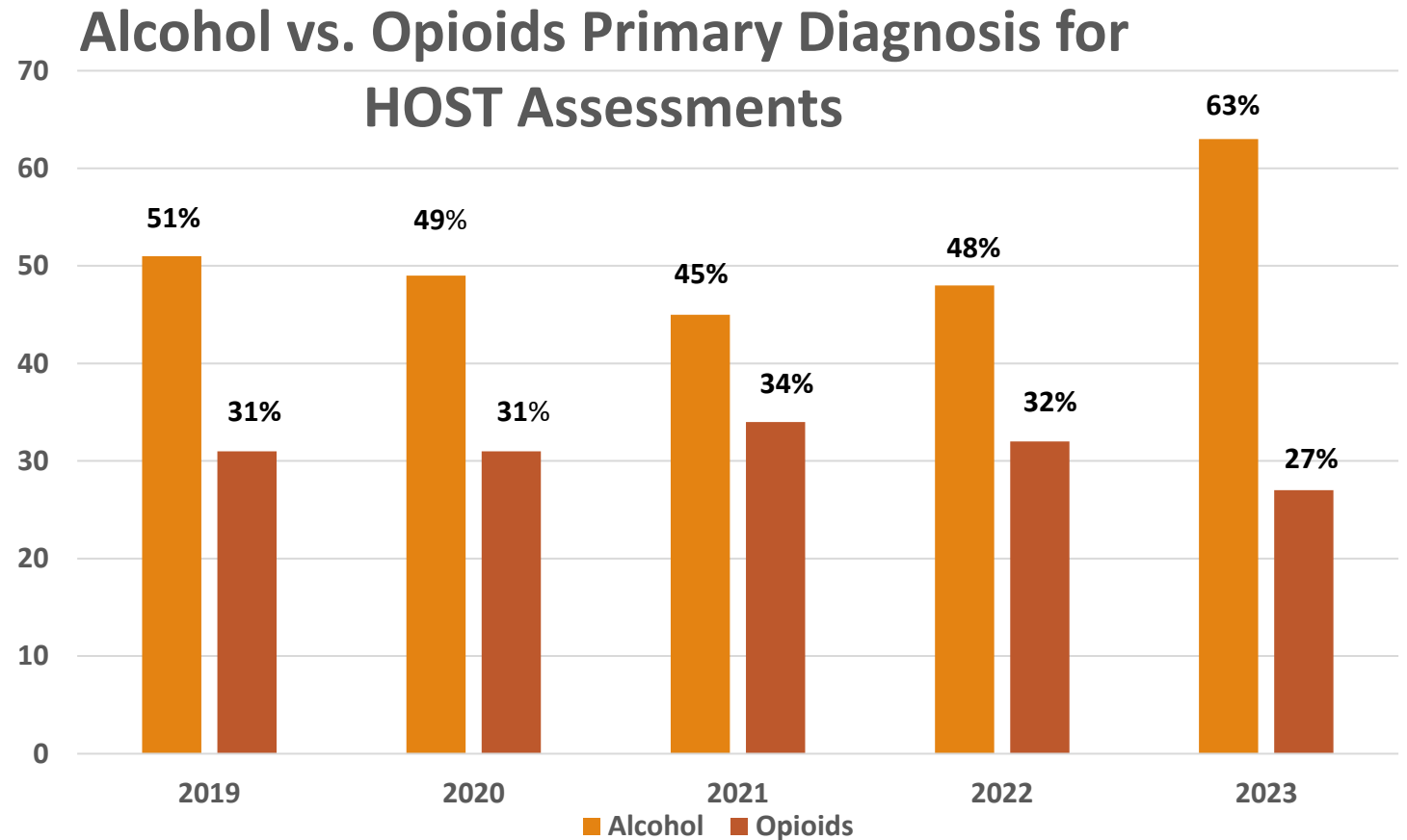


Data represents referrals outside of the HOST program (Jail, Probation, Self Referrals, Children & Youth, etc.). Year to year the referral rate of 80-85% of the total referrals completing an assessment remains steady.

By comparison, referrals to the HOST program totaled 2178, and 1580 (73%) of those clients were assessed.

D&A by the Numbers: HOST

Though the Opioid Epidemic has dramatically increased the rate of opioid overdose, alcohol remains the primary reason for emergency room presentation among substance use disorders. The primary opioid in the drug supply remains fentanyl and it's also found in numerous other substances such as cocaine.



RECOVERY COMMUNITY CENTERS



In 2021, Lehigh County opened three new Recovery Community Centers. Functioning like drop-in centers, they offer a judgment-free place to get help entering treatment, finding resources in the community, building skills, find employment, attend self-help meetings, socialize sober and more.



Together, our recovery centers have serve over 9,000 individuals annually.



The Journeys' Program operates out of Change on Hamilton. There are two tracks for people who are using substances and have children: 1) is for anyone with a child under 18; 2) Plan of Safe Care is for pregnant/post partum people.

FORT Family Program

Families Obtaining Recovery Together (FORT) is a program focused entirely on the needs of loved ones of people using substances. The program was developed by MARS and Lehigh County Drug and Alcohol:

- Open to families even if their loved one is not in treatment.
- Works with families with or without their loved one present.
- Includes single family therapy, multi-family group, skill building, family peer services, and case management.

The FORT program began in Fall of 2021 and has served over 60 families with nearly 70% of those families completing the program.



Lehigh County Early Intervention

What We Do

- EI serves children ages birth to 3 with developmental delays
- EI provides services to:
 - Improve the child's development and daily routines impacted
 - Enhance the family's capacity to meet their child's needs
 - Prevent the need for additional and/or more costly intervention in the future

About Us in 22-23

- 18 Service Coordinators
- 3 Bilingual SC
- 3.5 Supervisors
- 2 Clerical Staff
- 4 SC's/1 supervisor serving Safe Start children
- 1 SC/1 supervisor serving POSC children
- 3 SC's/ 1 supervisor serving DHH children
- 2 SC's addressing all Transition activities

Continued Growth

- Children served through LCEI
- Children received active services
- Children enrolled in our tracking program
- Children transitioned from the county infant/toddler EI program to an Intermediate Unit preschool program
- Children entering had their evaluations and IFSP's completed in accordance with the mandated state timeline of 45 days from the date of referral

<u>21-22</u>	<u>22-23</u>
2,268	2,454
2,040	2,269
228	185
459	517
99.69%	100%

Community Collaborations

- Local Interagency Coordinating Council-LICC
- Early Learning Resource Center- ELRC
- Parent to Parent
- ESS—Screenings for Child Care Centers/Homeless Shelters & Autism Diagnostic Clinic
- Early Head Start/Safe Start

Community Collaborations Continued

- Nurse and Family Partnership Program
- Plan of Safe Care team
- Family Connections for Language and Learning (previously Guide by Your Side)
- Northampton Community College & Via-ASL classes for children, families, staff

Community Events/Activities

- Disability and Mental Health Fair presented by State Rep. Jeanne McNeill - October 2022
- Whitehall-Coplay SD Family Resource night - April 2023
- Annual presentations for Moms of Multiples of the Lehigh Valley
- Trainings provided to Early Head Start staff as needed
- ASQ trainings provided to OCYS staff
- Monthly meetings with local childcare centers



Infant & Early Childhood Mental Health

- LC Early Intervention and LC Childrens Mental Health partnered to provide the series
- Presenter, Erin Troup, Sprout Center for Emotional Growth and Development
- 6 course webinar series (IECMH 101)
- In person training (IECMH 201)
- Topics included neurodevelopmental trauma, parental substance misuse, and other issues impacting infant/child regulation
- Survey feedback indicated 95% of the participants felt it was very useful information

Local LCEI Activities

- Annual update/distribution of Community Resource Guide
- Participation at Parkland Resource Fair - 2023
- Participation at Lower Macungie Community Fair - May 2023
- Parent/Childcare Center Training- Behavioral Kool-Aid (where behaviors come from and strategies to apply) - June 2023
- Inclusion/Child Care Center Roundtable - 2023
- Presentation from Allentown Public Library
- Presentation from Jasmine, UPMC/PCOH(PA Coalition for Oral Health)-free dental program

HealthChoices

Provides for medically necessary behavioral health and substance abuse 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 2023, the Lehigh County HealthChoices program provided behavioral health services (mental health and substance abuse) to 19,191 unduplicated members accounting for almost \$100.7MM in medical claims costs.

Lehigh County HealthChoices 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
- Transitional Age Youth Certified Peer Specialist Program
- Integrated Care Performance Initiative
- Forensic Solutions
- Implementation of Intensive Behavioral Health Services (IBHS) - formerly BHRS
- Social Determinants of Health (SDoH)
- Community HealthChoices (CHC)
- Opioid Centers of Excellence
- Transforming Crisis Services
- Value Based Purchasing
- Tele-Health
- Trauma Focused Residential Treatment Facilities (RTF)
- Community Based Care Management

HealthChoices

Innovative Programming

County Wide School Based Mental Health Outpatient Services – Partnered with each school district to identify the unique mental health needs of its student body. Created 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. A technical assistance collaborative consisting of Magellan, Counties, Providers, and School Districts has been formed to help create consistency, share approaches, and work through challenges and barriers. Currently, all School Districts in Lehigh County have implemented Outpatient Services and Charter Schools have begun to implement as well. At last count, there were over 120 unique schools with Outpatient services available across the Lehigh Valley.

HealthChoices

Innovative Programming, cont.

Psychiatric Rehabilitation Services for Transitional Age members with Autism – Home and community based services that focus on the functional adult living skills needed to be able to live as independently as possible. Various living skills focused on can include grocery shopping, budgeting, cooking, cleaning, furthering education, job seeking and interview skills, social and recreational outlets and activities. These services look to pick up and support members transitioning out of the Child and Adolescent system. These services are designed to help bridge the gap from the intensive home and community based services available to children to the less intensive community based services typically provided to adults. The School Based OP providers and Psychiatric Rehabilitation Providers have partnered together as well to better identify possible members that would benefit from this type of service.

Transition Age Navigation Guide for members with Autism – Lehigh County HealthChoices and Magellan Behavioral Health worked with multiple stakeholder groups and family members to develop a comprehensive navigation guide for use with young adults (ages 14-25) supported by their families and/or community support programs. Topics are all encompassing and include but are not limited to funding for supportive services to educational transitions to legal considerations. Hard copies of the guide are available upon request or can be accessed electronically at <https://www.magellanofpa.com/es/documents/2023/07/pa-transition-age-navigation-guide.pdf/>

A companion online resource guide can be accessed electronically at

<https://www.magellanofpa.com/for-members/services-programs/autism-resources/online-resource-guide/>

HealthChoices

Innovative Programming – cont.

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, Program for members experiencing their First Episode of Psychosis, and Jail Diversion/Re-entry program for members with D&A/Forensic issues.

Service gaps and unmet needs are assessed on an annual basis to determine additional community and residential programs that could assist HealthChoices members. Social determinants of health (i.e. housing, income, schooling, transportation, food, etc.) are areas of need that continue to be identified as having a large impact on member's behavioral health needs. As such, social determinants are becoming areas of greater focus related to treatment. Identification of resources and linkages to those resources are being incorporated more into treatment plans and services for our members.

HealthChoices Stabilizing Services Post-Pandemic

Staffing Stabilization Payments – Provider staffing has been one of the areas most impacted both during and post the pandemic. To address such, Lehigh County and Magellan Behavioral Health worked to identify one-time payments to providers that was based on 2019 claims averages. Providers were eligible for these one-time payments if they were able to present a clear plan on how these payments would be used directly for staffing needs. This could include sign-on bonuses, salary/wage increases, longevity bonuses, etc. However, providers needed to attest that the funds would be used in the manner in which they presented. We continue to track how these payments have benefitted providers and the impact they have had on staffing as a result. Stabilization payments were offered during the pandemic and have continued through the end of 2023.

Provider Job Fair and Human Services Job Video – Lehigh County, in conjunction with Magellan Behavioral Health and local Behavioral Health providers held a job fair at Penn State Lehigh Valley. There was also a video created for distribution to providers to help promote the type of work that is done in the human services field.

Provider Rate Increases – Given the challenges all providers have faced with regards to inflation and the impact it has on their operations, Lehigh County and Magellan Behavioral Health approved multiple rate increases for all providers, across all levels of care throughout 2023 to assist with solvency concerns and ensuring consistent, competitive staff salaries/wages across the Lehigh Valley.

HealthChoices Stabilizing Services Post-Pandemic, cont.

End of Public Health Emergency – PHE officially ended in April 2023. All MA enrolled members will have needed to go through the MA re-application process at some point within the past 12 month period. Re-applications should have been based on the members previous enrollment date. Communications have been sent out by the state, MCOs, and providers to ensure members are aware of the need to re-apply and prevent loss of MA benefits. If there are any issues with the re-application process or if you have concerns regarding the determination of you MA coverage, please contact the Lehigh County Assistance Office at 610-821-6509. For members that have lost their Medical Assistance coverage, more information and general assistance can be found at the following:

<https://pennie.com/learn/loss-of-medical-assistance-coverage/>

Planning for Services Post-Pandemic – Lehigh County HealthChoices strives to offer the most needed behavioral health services to its' members. As part of our planning process, we need to hear about member need that continues to go unmet in the community as well as any areas of gaps in services for our members. If you have any suggestions on unmet needs or services gaps that exist in the behavioral health system, please contact Drew Lazo at 610-782-3520. Information can also be submitted online at the following:

<https://www.lehighcounty.org/Departments/Human-Services/HealthChoices/Annual-Reinvestment-Planning>

Crisis Intervention and Information & Referral

Individuals Served: **6,204**

Phone Contacts: **4,927**

Home and Community Visits: **1,242**

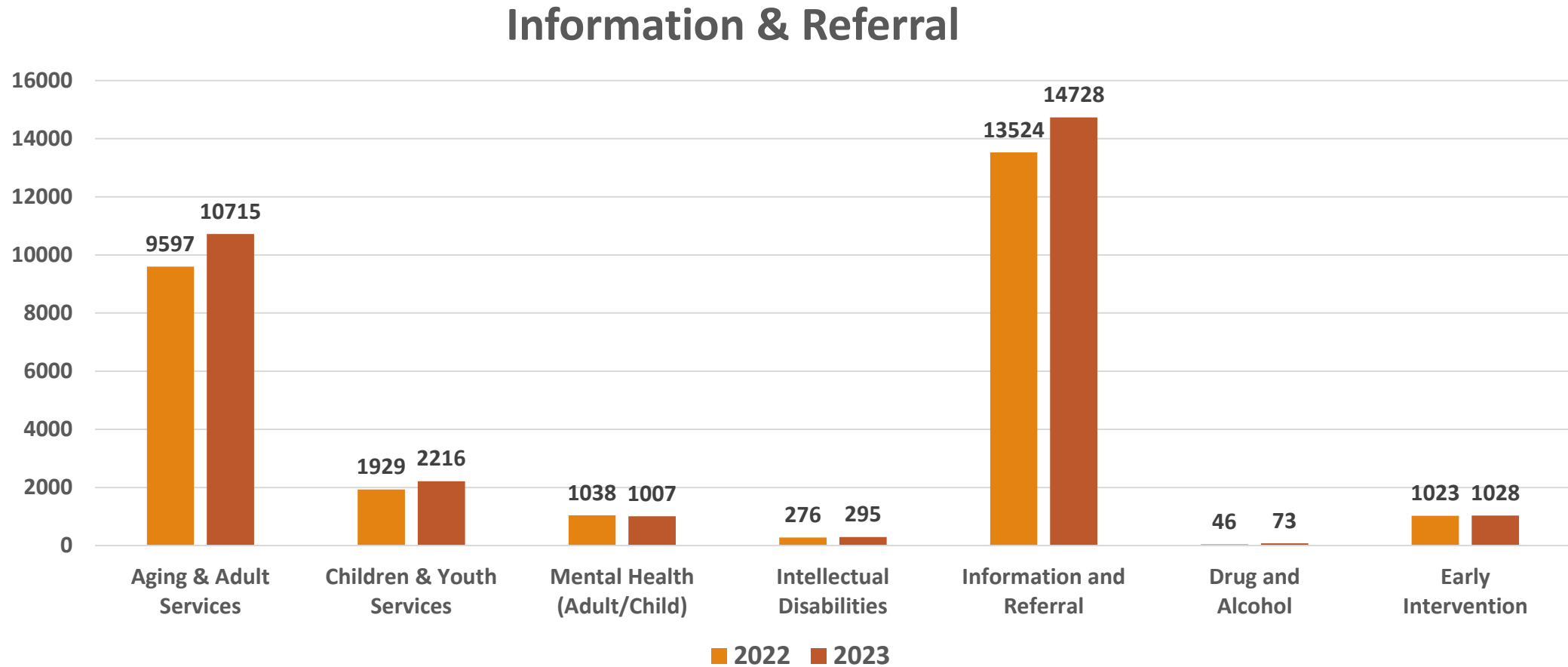
Walk-in Visits: **35**

Involuntary (302) Hospitalizations: **398**

Voluntary Hospitalizations: **685**

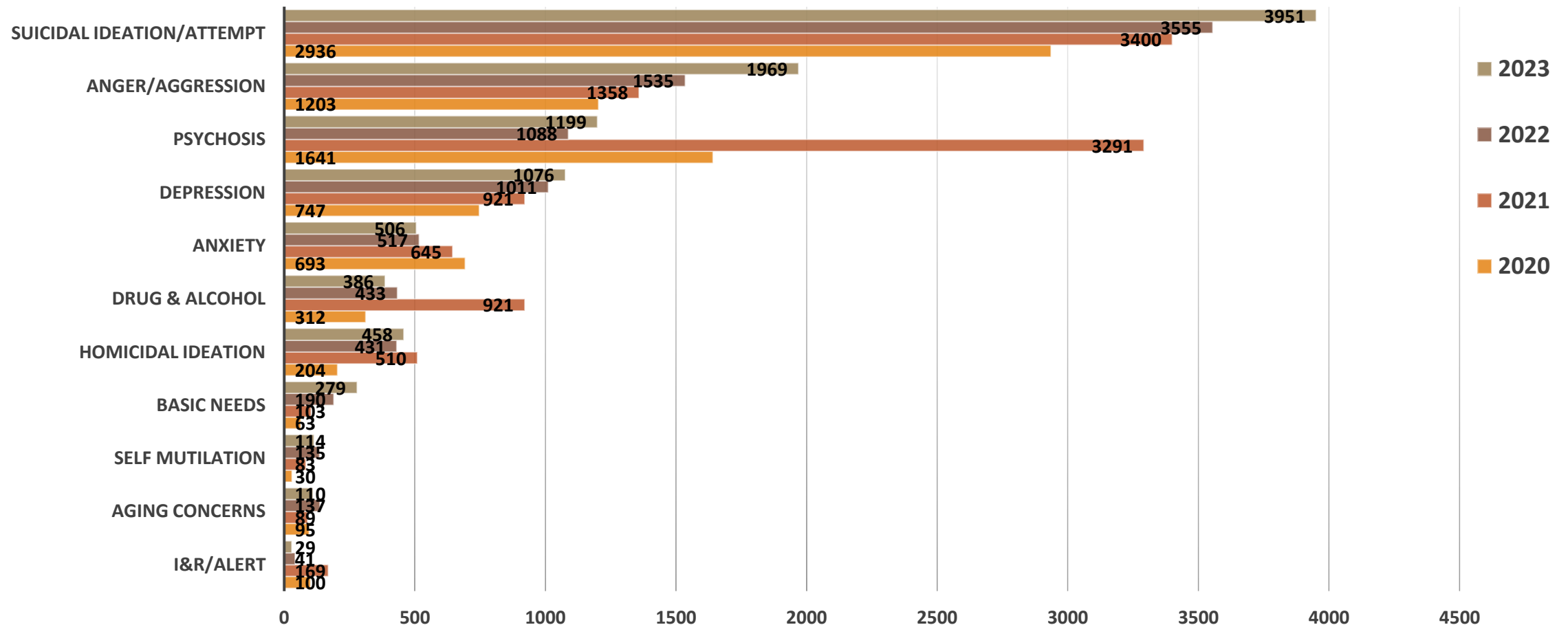


Information Only/Referrals

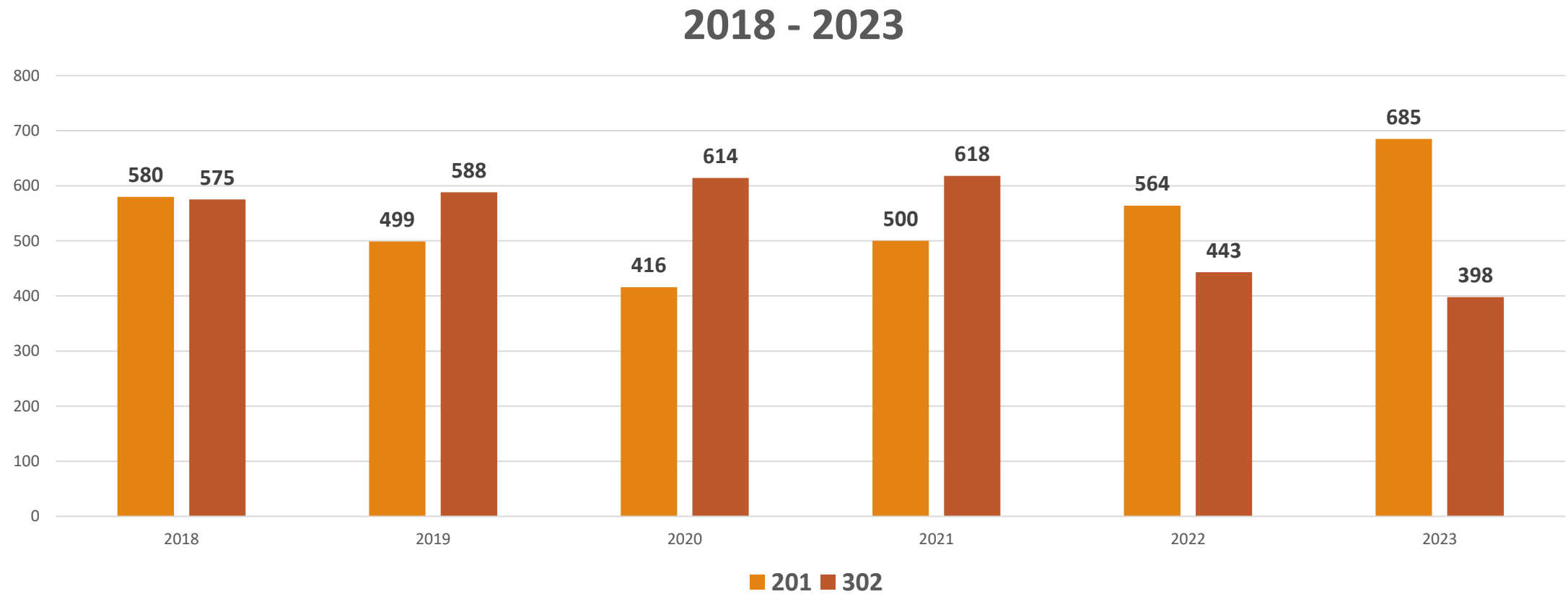


Crisis Intervention

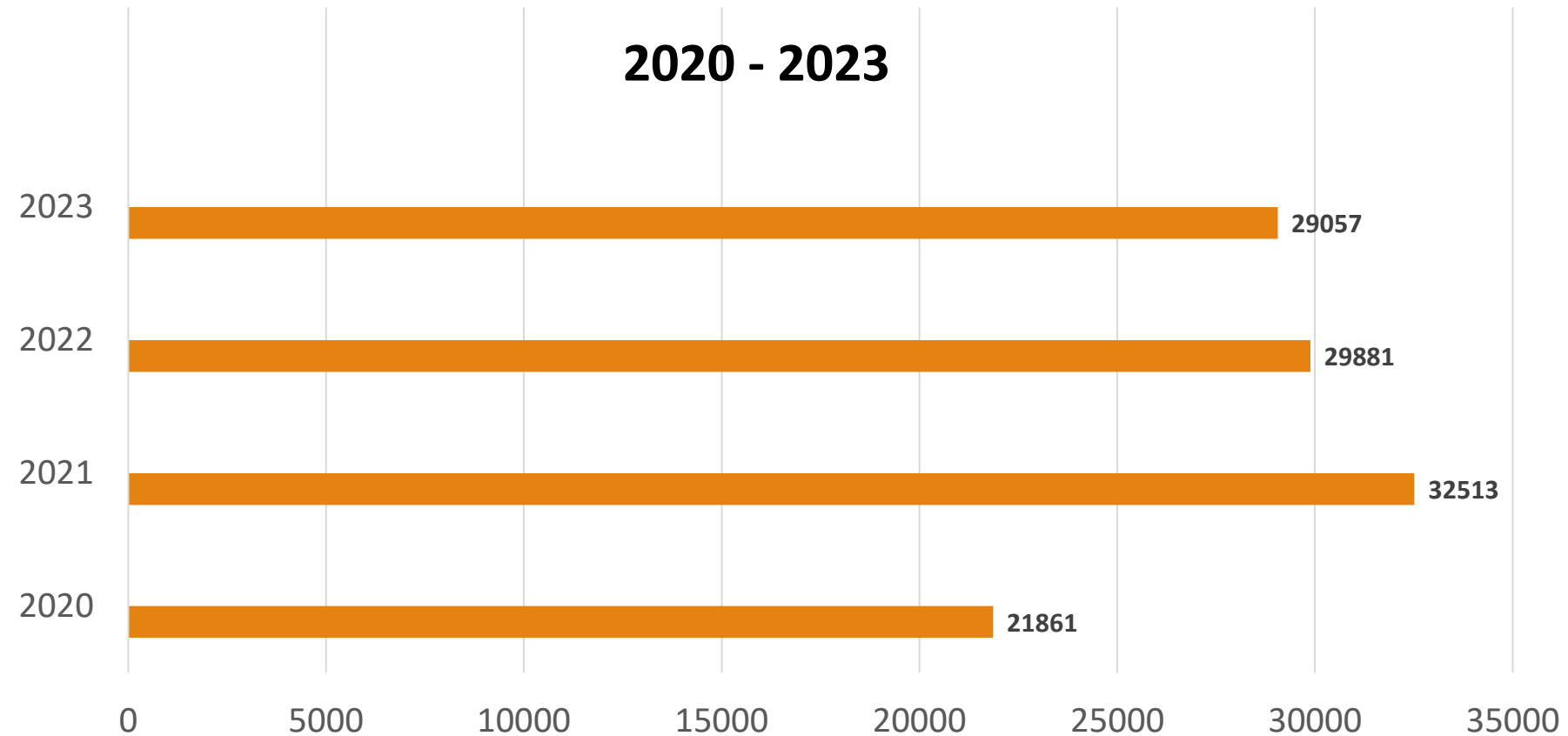
Presenting Problem Comparison Data



Hospitalization Trends

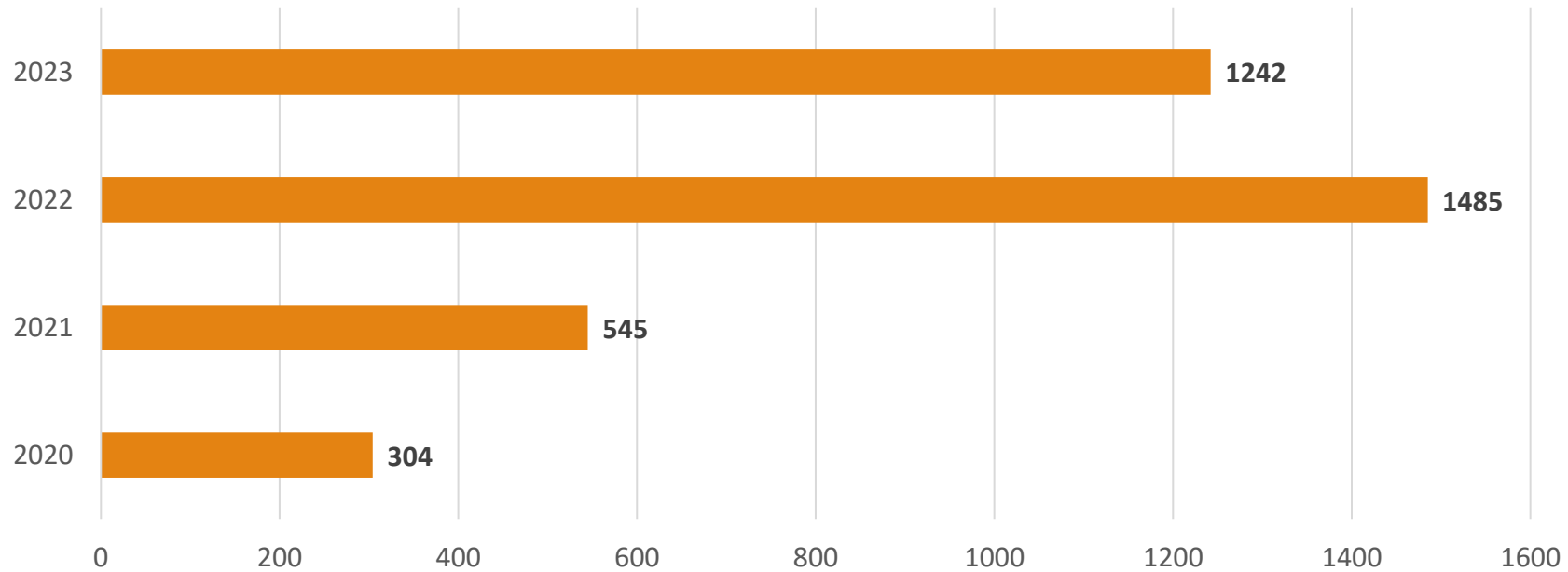


Telephone Contact Trends



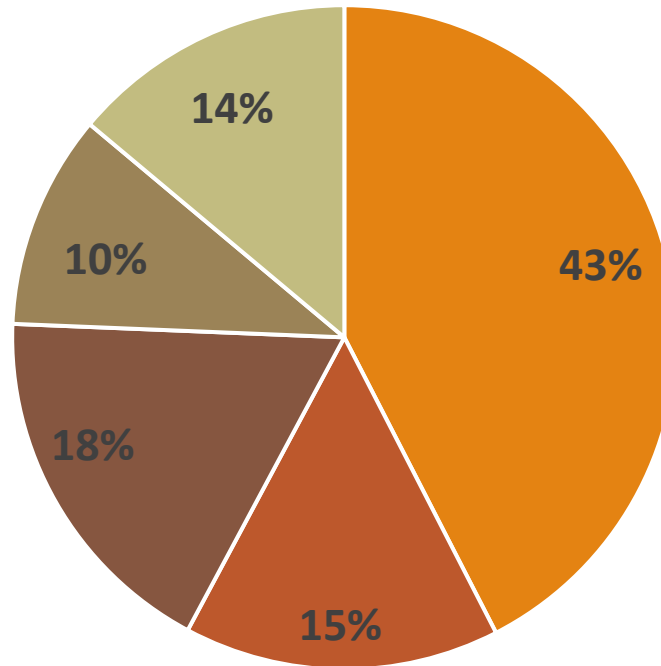
Mobile Visit Trends

2020 - 2023



Mobile Response Times

2022 - 2023



■ 0-10 min ■ 10-15 min ■ 15-30 min ■ 30-60 min ■ 1 - 3 hrs

Crisis Intervention and I&R Program

Enhancements

- Certified Peer Specialist
- Currently in the onboarding to become the Lehigh County 988 provider



Peer Specialist in Crisis Services

- Certified Peer Specialist provides individual advocacy and support to peers and / or their family members while they are in or following a crisis.
- Provides suggestions and opportunities for individuals to engage in their recovery process by connecting them to services, support networks, and increasing awareness of community resources.
- Serves as a role model for recovery as someone who is a self-identified former or current consumer of mental health services and who can relate to others through their own recovery process.



Intellectual Disabilities

Accessible, responsive and culturally appropriate services and supports are designed to support self-determination and maximize independence, choice and responsibility in the community.

Intellectual Disabilities

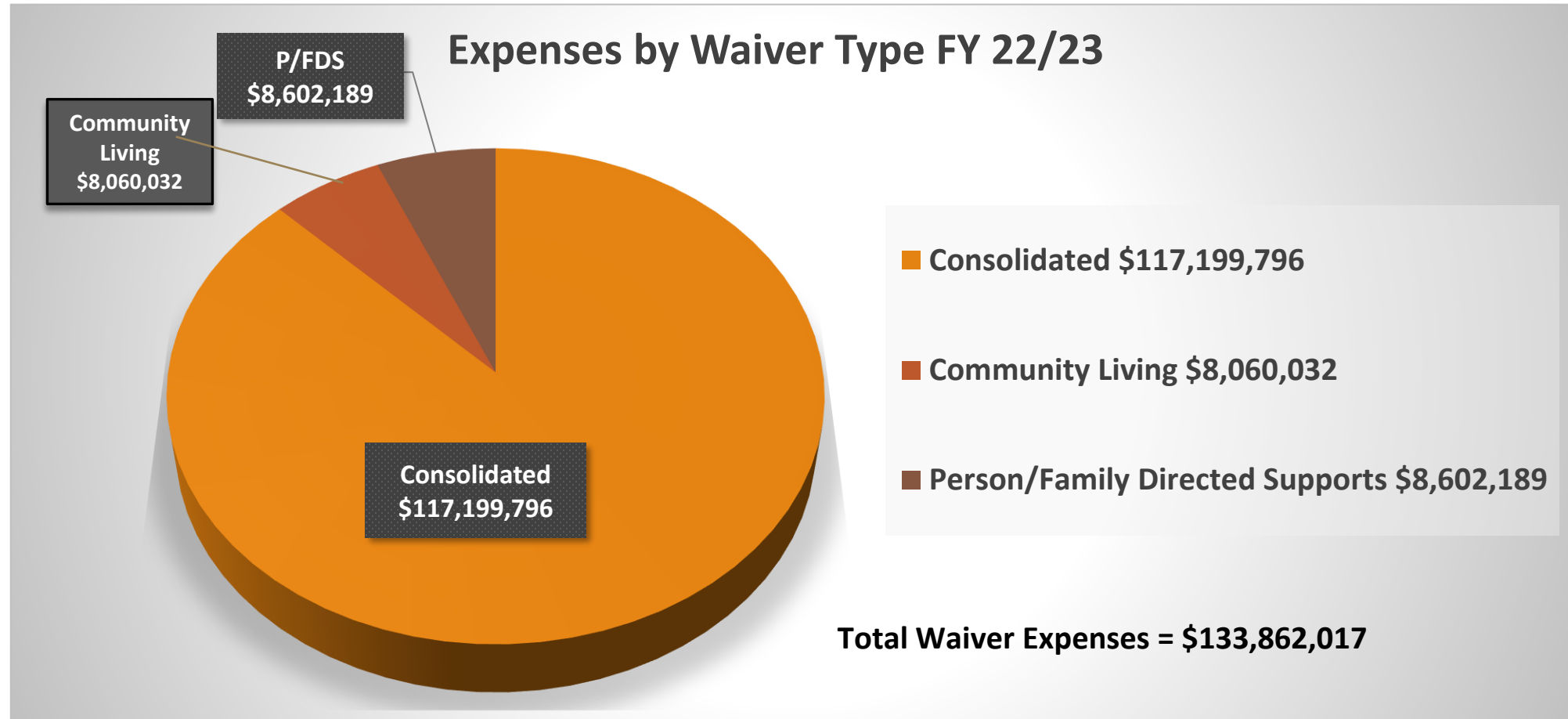
- Intellectual Disabilities believes that people with disabilities have the right to plan a future for themselves based upon their preferences, beliefs and abilities
- ID continues toward community based services, authorizing less in segregated settings and more in community supports and assisting with finding and maintaining competitive employment
- 220 consumers in the Family Support Services Program
- 330 P/FDS Waivers, 176 Community Living Waivers, and 564 Consolidated Waivers provide necessary supports for individuals to be successful in the community

Intellectual Disabilities Continued

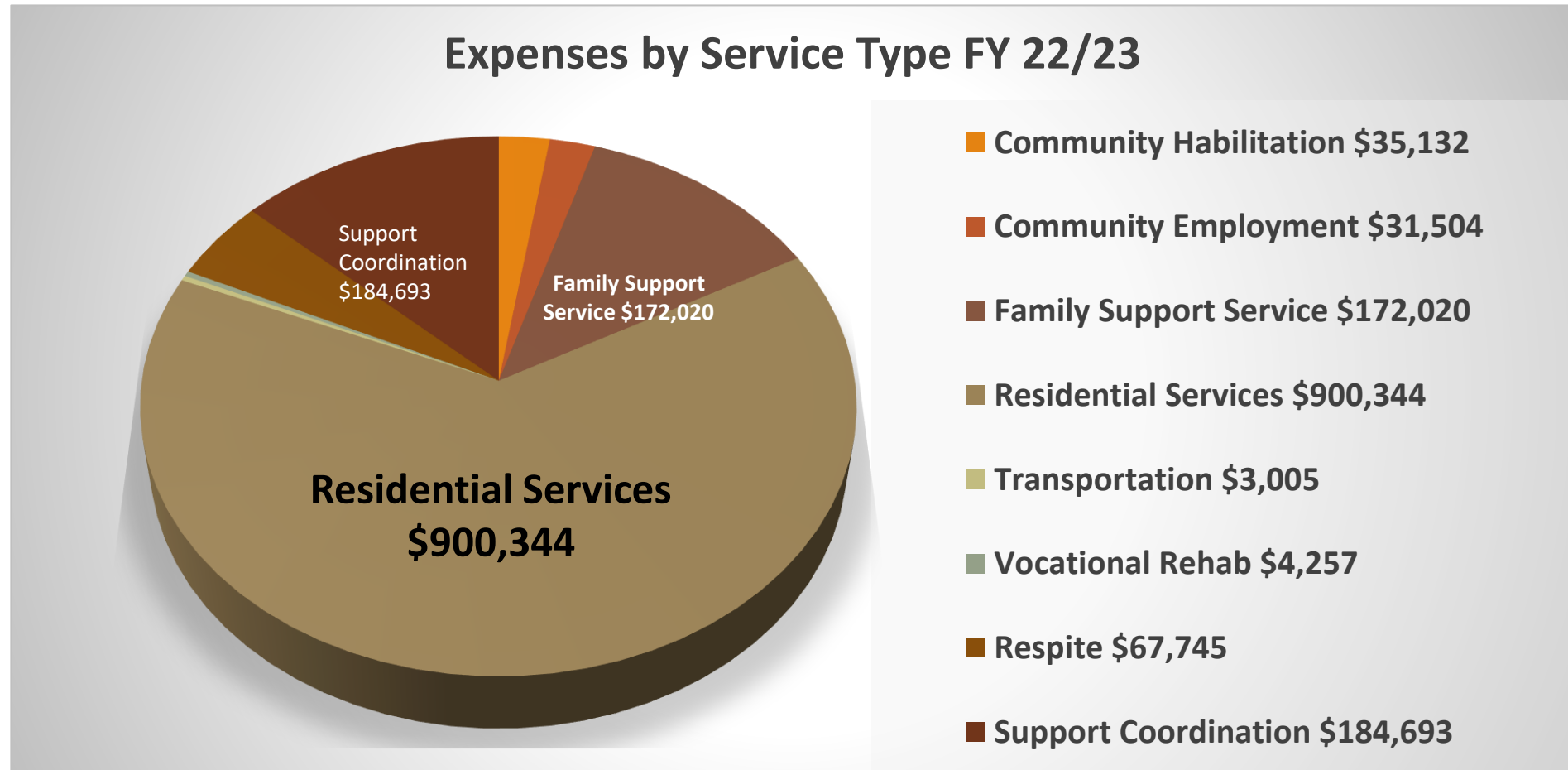
Recent data from ODP Independent Monitoring for Quality includes the following results

- 92% of individuals who responded reported that their supports coordinator always or sometimes helps them get what they need.
- 93% of the respondents reporting that they were very happy or happy with their life.
- 93% of individuals who responded reported that they were generally satisfied with where they live.
- 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.
- 95% of the individuals who responded reported that they only sometimes or never felt lonely.
- 100% of the individuals who responded reported that they are able to go out and do the things they like to do.
- 95% of the individuals who responded reported that they want to vote and do vote in political elections.

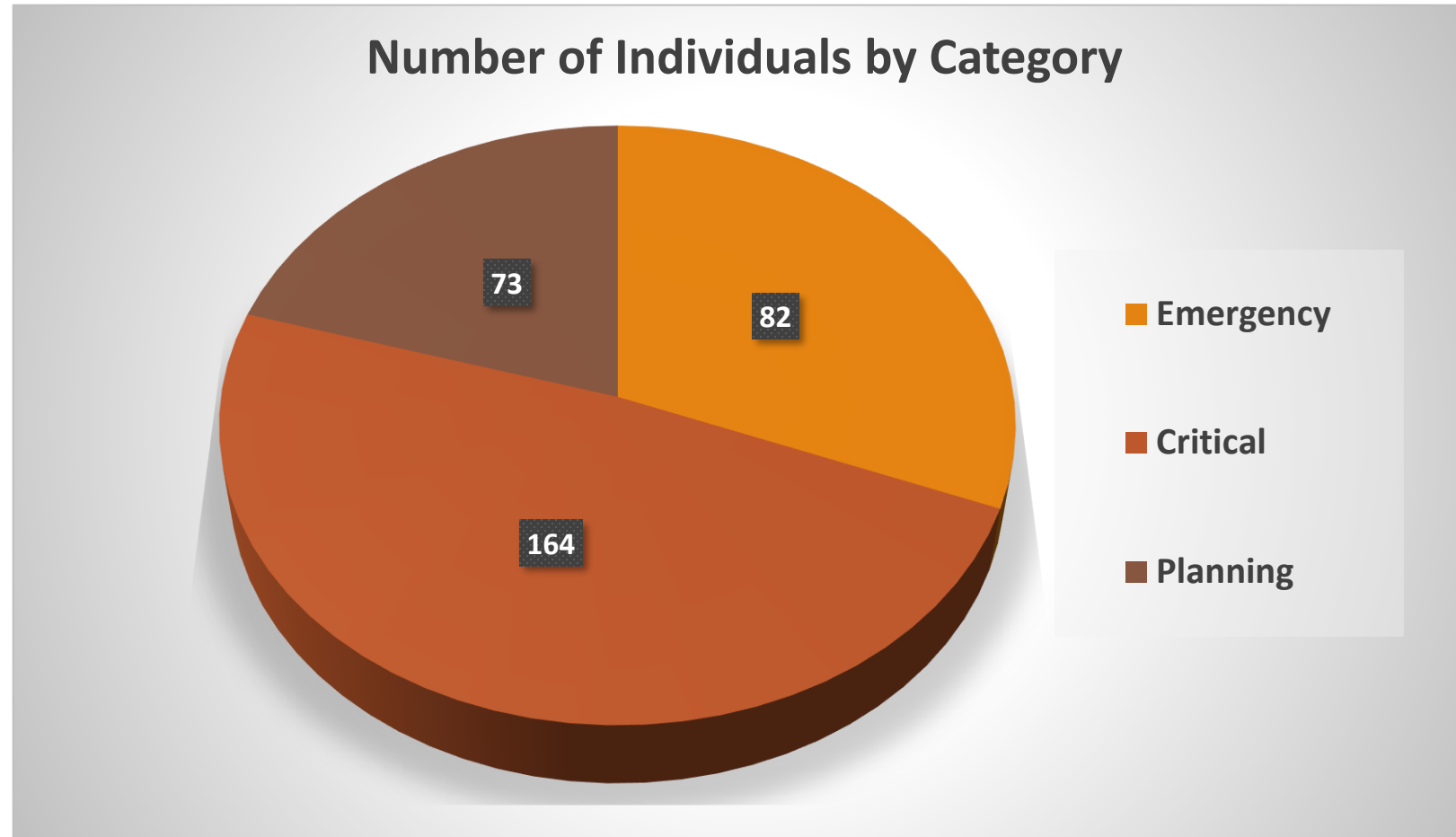
Waiver Funding



Block Grant Funding



PUNS/Waiting List



ID Housing Subsidy

- Lehigh County ID initiated a housing subsidy program to support independent community living for individuals with ID and/or autism
- Partnered with Housing Transition and a Tenancy Sustaining Service provider to build relationships with landlords and identify safe, affordable housing options
- Began with 2 individuals in November, 2022
- Currently subsidizing 15 individuals' rent payments at an average cost of \$650/person, per month.
- Presented to several County Administrators, Administrative Entities, and ODP about our program and are now part of ODP's Supportive Housing Pilot

Recent Administrative Entity Enhancements

- Increased Outreach Efforts = Increased Referrals (20% increase over pre-pandemic levels)
- Complete overhaul of departmental webpage; initiated ID Info distribution list and newsletter; planned large Resource Carnival outreach event
- Increased ability to process eligibility determinations, to include administering adaptive assessments in house (30% increase in referrals being opened for supports coordination over pre-pandemic levels)
- Initiated process to track and follow up on monitoring issues (129 issues identified since August, 2022) and issuing Corrective Action Plans when warranted (2 CAPs issued to 2 providers)
- Initiated Risk Management visits to residential providers (42 homes visited across 18 providers; 49 individuals reviewed) and following up with feedback and suggestions to providers
- Initiated quarterly meetings with residential providers (19 providers currently in rotation)
- Increased ability to cultivate quality providers (7 providers attended orientation; 5 were qualified; reviewed 26 self-assessments and completed 10 on-site reviews; 19 triennial requalification reviews completed)

Mental Health

The Mental Health program believes that those with mental illness can best achieve positive change and recovery when treatment and supportive services are guided by the individual's goals, preferences, strengths and needs. It is their Journey of Recovery.



Members Purged from MA

Impacts Liabilities for Lehigh County Base

Inday Liabs – 2022		Inday Liabs – 2023		Inday Liabs – 2024	
Jan	7	Jan	19	Jan	28
Feb	7	Feb	15	Feb	24
Mar	10	Mar	18	Mar	25
Apr	16	Apr	17	Apr	
May	10	May	19	May	
Jun	10	Jun	16	Jun	
Jul	11	Jul	15	Jul	
Aug	22	Aug	20	Aug	
Sep	14	Sep	19	Sep	
Oct	14	Oct	24	Oct	
Nov	17	Nov	21	Nov	
Dec	10	Dec	21	Dec	
148		224			

Residential Treatment



Supportive Living, Community Residential Rehabilitation programs, Long Term Structured Residences provide living situations in a homelike setting that is designed to provide training and assistance in acquiring the skills needed to live successfully in the community.

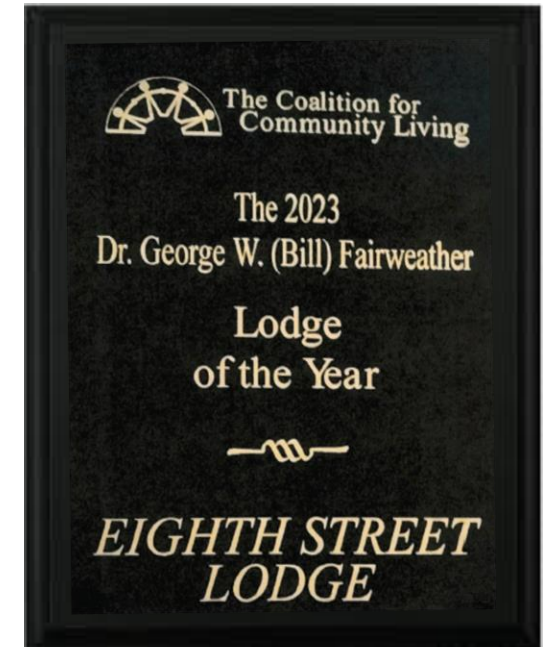
Residential and Housing Supports

377 Individuals Served

Level of Care	Provider
State Hospitals	Civil beds Wernersville and Forensic Norristown
Extended Acute Care (EAC)	St Luke's Sacred Heart Hospital
Long-Term Structured Residence (LTSR)	Step By Step (SxS)
Enhanced CRR	Resource for Human Development and Merakey
Enhanced Personal Care Home (EPCH)	Salisbury Behavioral Health (SBH) and Merakey
Enhanced Supportive Living	SxS and SBH clustered apartments
Specialized Medical Home	SBH - for 6 people who meet skilled nursing criteria
Supported Living Program	SBH
Forensic Step Down	SxS
Community Residential Rehabilitation (CRR)	SxS - Weil Street, Richland, TLC Riverbend Apartments
Fairweather Lodge Program	SxS on 8th St
Supportive Apartment Living	SxS - Woodward and Congress Apartments

Step By Step Named Lodge of the Year

The Fairweather Lodge Program helps people reintegrate themselves into the community by providing emotional support, a place to live, and employment for its members. The program was developed by Dr. George Fairweather in California in 1963 as a result of extensive experimental research. In his studies, Dr. Fairweather found that people with serious mental illness are less likely to return to the hospital when they live and work together as a group, rather than live and work individually. His research also showed that the lodge program helps people stay in the community longer, provides more employment opportunities, and costs less than conventional treatment programs. Because of the success of the original groups, the Community Lodge Program has expanded considerably during the past 25 years and there are now lodges across the nation.



Police & First Responder MH Training

- CIT – Crisis Intervention Team training – CIT Training regarded as the golden standard of first responder training was implemented in LC in 2014
- LC just completed their 10th year of CIT Training to all the police Departments in LC – 194 police officers trained representing 16 different police departments
- LC provides two 2 day mental health trainings every year- 83 police officers trained
- All of the 911 Communication Center trained
- All of Allentown Fire Dept. trained
- All of Allentown EMS trained

Community Intervention Specialists

A mental health professional is assigned to each police department in Lehigh County to intervene on all human service related calls that police department receives



The Stepping Up Initiative

- In 2023 Lehigh County became a Stepping Up county.
- The Stepping Up Initiative is a National Initiative to reduce the number of people with mental illnesses in jails.
- The mission/purpose of the Forensic Familiar Faces Committee FC3 is to identify and provide resources to individuals struggling with various impairments that result in repeated incarcerations in Lehigh County.

WRAP Planning in the Jail

W.R.A.P. is an evidence-based prevention and wellness program created by people themselves in recovery will be brought to the Lehigh County Jail by Lee and Dennis Horton, two brothers from Philadelphia who were incarcerated for almost 28 years for a crime they did not commit.

Both believe their time in prison was not for naught and that they were a benefit especially to other inmates. the brothers say their own grief and trauma helped them to help others.

“Hands down the W.R.A.P. and peer specialist programs were the best programs the **Department of Corrections** (DOC) offered,” Dennis said.



Juvenile SPORÉ Epiphany Project

The Epiphany Project Intensive Support is a structured 9-week program that meets once a week at Camp Fowler. The program is a blend of purposefully sequenced experiential learning and adventure-based activities, combined with activities for self-reflection and journal writing, designed to promote mental wellness, coping skills and Positive Youth Development outcomes. Activities are trauma aware and healing centered and are carefully selected to nurture a sense of belonging; develop a common set of pro-social group norms and values; cultivate an atmosphere of trust; and, to provide a safe environment. This program involves a partnership with Valley Youth House as well as some of the local area schools.

Clubhouse Employment Supports

Individuals are provided the opportunity to develop the skills necessary to live a fulfilling, productive life in the community. The journey to employment has a goal not to change the individual but to find a natural fit between their strengths and experiences and jobs in the community.



Aging and Mental Health



Integrative Community Therapy

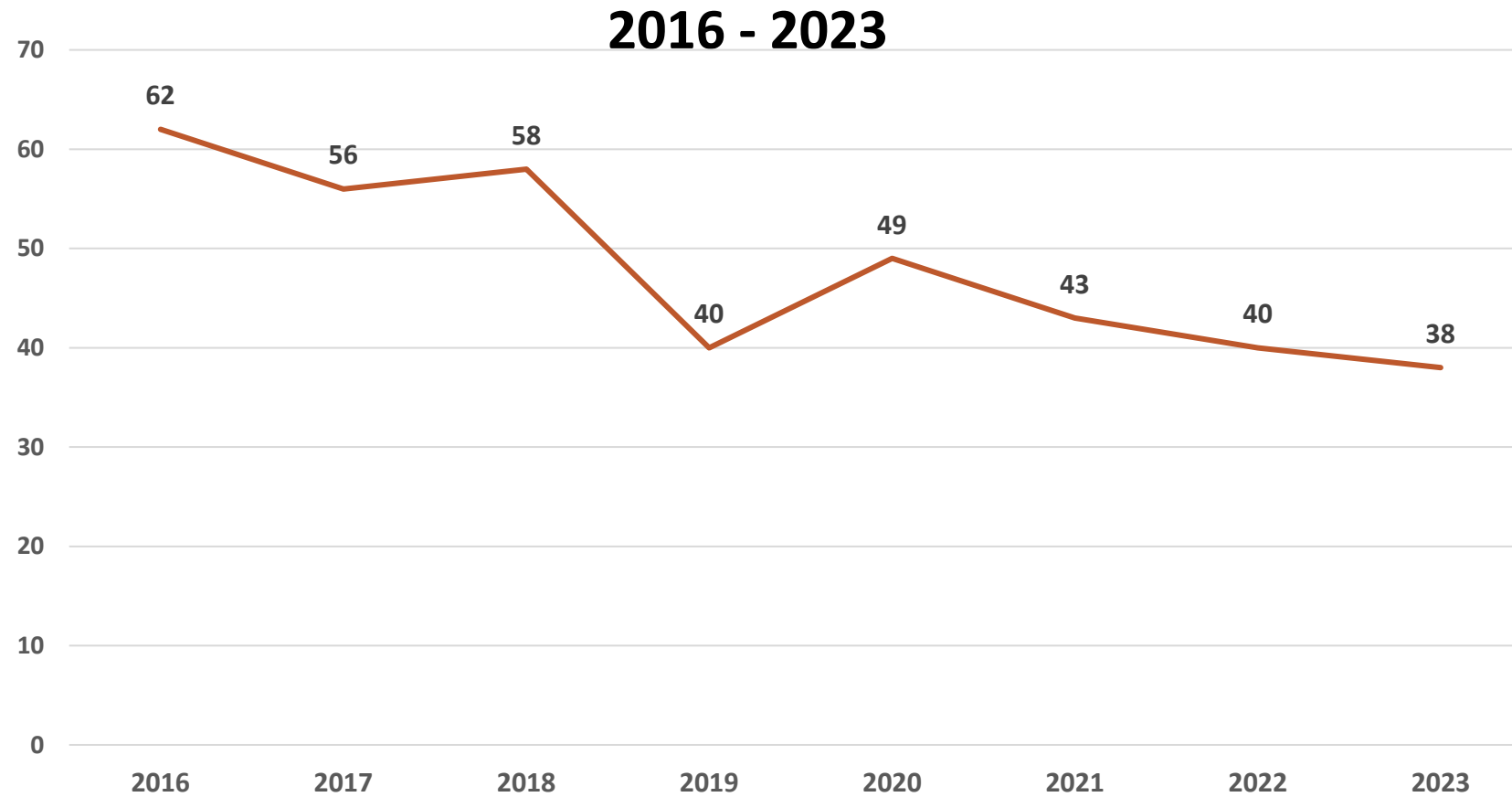
Integrative Community Therapy (ICT) is an accessible, effective method that does not rely on referrals, doctors, insurance, or wait lists to offer immediate, no-cost access to any person needing mental health support. ICT uses guided conversation between members of a community (defined by characteristics such as shared interests, socioeconomic status, occupation, cultural background, age, ethnicity, or geographic location) as a solution to the US mental health emergency.

Planning for the Future

Implemented electronic work flow for
Mental Health Court, including
electronic filing with the court.



Suicides in Lehigh County



Creation of LOSS Team

Suicide Task Force creating a LOSS Team **L**ocal **O**utreach
to **S**uicide **S**urvivors - is an active postvention model that has been
introduced in Lehigh County.





Lehigh County Integrated Services

Mission: Supporting children and their families to collaborate, connect and coordinate mental health services and community resources



three Cs

Collaborate

Connect

Coordinate

Child and Adolescent Service System Program (CASSP)

CASSP was designed to provide a comprehensive mental health system of care for children and their families

Six CASSP Principles



- 1- Child Centered**
- 2- Family Focused**
- 3- Community Based**
- 4- Multi System**
- 5- Culturally Competent**
- 6- Least Restrictive**

CASSP Coordination

1- CASSP Placement Authorization- Meeting to review a residential treatment recommendation. The CASSP Coordinator will facilitate a meeting to discuss the child's treatment history, diagnosis, medications, behaviors and treatment goals.

2- CASSP System Coordination Meetings (SCM)- Team approach to helping children and their families. A CASSP Coordinator works with the child and family to build/ pick the team and then facilitates a team meeting. Goal of meeting is defined by the child and family and identifies resources to help meet their goals.

System & Community Collaboration

- Facilitate outpatient mental health provider forum to increase awareness of services available across providers and human services
- Limited English Proficiency Policy – Coordination of all language services for DHS.
- Facilitate DHS Training for new employees to receive consistent training across all departments of human services
- Collaborate with Suicide Prevention Coalition of Lehigh County
- Connect with local universities and colleges to offer internship experiences in human services
- Facilitate Children's Round Table Mental Health Subcommittee that is connecting human services, schools, and community resources to decrease service gaps
- Promote mental health awareness in Lehigh County by pulling together mental health human services to do community outreach

Cross System Collaboration



Cross System Meetings

Allows professionals to partner across all human services to bridge gaps in service and improve quality of service to members of Lehigh County.

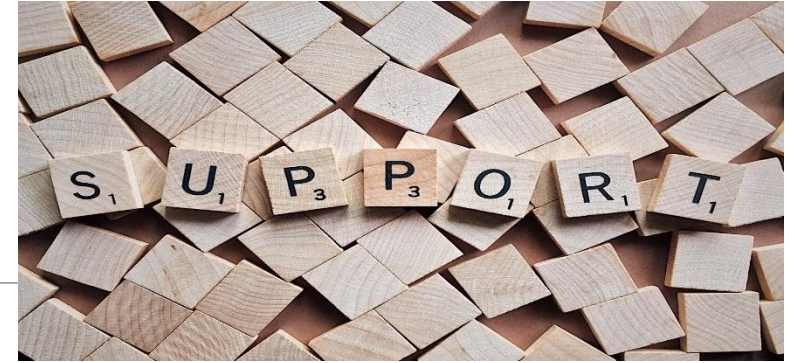
Assists in transition of services between systems. For example 21 year old aging out of Children and Youth to receive adult services.

Student Liaison

Caseworker who receives referrals from the local magistrates and schools to provide support and case management to students experiencing truancy.

Can visit student at family home, attend school meetings and/or schedule multidisciplinary meetings to bring everyone together to help student eliminate barriers to attending school and connect to any additional services.

Prevention Efforts / Supports



- Referrals - Integrated Services Caseworker partners with, Lehigh County Residents, Magisterial District Justices Offices, Community Partners, Juvenile Probation, Children and Youth and Lehigh County School Districts to assist families with short-term case management and/or linkage services before the family gets further involved with systems
- High Fidelity Wrap-Around – a process offered to families with goal to lessen dependency on professional services and link to natural and community supports
- Family Group Decision Making – a process which actively seeks the collaboration and leadership of family themselves crafting and implementing plans that support the safety, permanency and well-being of their children. Integrated Services has collaborated to connect this as a process available to residents in all Lehigh County human service departments.
- Respite Services – provide support to families caring for children with mental health needs, hoping to begin June 2024

Children and Youth Liaison



- Children's Mental Health Caseworker assigned as a liaison to work directly with Children and Youth Office
- Assists with diversionary efforts by providing information to families and Children and Youth Caseworkers regarding mental health services
- Provides case management services for children who receive mental health services and are in the custody of Children and Youth office and placed in out-of-home mental health treatment
- Assists with setting up mental health treatment for children placed outside Lehigh County, completed 116 service coordination requests in 2023
- Mental Health representative on pre/post placement meetings, attended 108 preplacement meetings in 2023
- Assists in obtaining adult mental health services for children aging out of OCYS custody

PLAN OF SAFE CARE (PoSC)

- A cross-system collaboration between Children & Youth, Early Intervention, Drug & Alcohol, Community Services for Children, Change on Hamilton, Nurse Family Partnership, Connections Clinic, LVHN/SLUHN. Purpose is to direct services and supports to ensure the safety and well-being of a substance-affected infant and their caregivers.
- In 2023:
 - Broadened scope to assist prenatal mothers as well
 - 65 PoSC cases, including 19 prenatal mothers
 - Provided concrete needs and support to families
 - Fostered networking among PoSC families
 - Provided community education on Plan of Safe Care to organizations and medical providers

Questions...

What and Where are.....

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

What Could/Should Be Different?

What Works?

How Can We Do Better?

