

Lehigh County

Integrated Family Service Plan

Fiscal Year 2009/2010

“Every Lehigh County family who is identified in need of services from multiple systems will have a single integrated treatment and service plan that accesses all appropriate resources.”

Integrated Family Service Plan



BACKGROUND

The Lehigh County Department of Human Services including Mental Health, Mental Retardation, Drug and Alcohol, Health Choices, Early Intervention, CASSP, Office of Children and Youth, Information and Referral, Aging and Adult Services and Lehigh County Juvenile Probation Department is participating in the statewide initiative requiring the departments to design and put into action an integrated service system to support healthy growth and development of children and families and to deliver services more effectively.

This is a thorough approach to serving children, birth to twenty-one years of age, through programs that focus on long-term prevention, early intervention, and services that support family stability, child safety, community protection, and healthy child development.

Background

- In 2004 The Department of Public Welfare introduced this initiative with the vision of a system that partners with families and delivers the supports and care that are needed.
- The system will be strength based and child and family centered across mental health, child welfare, mental retardation, early intervention, juvenile justice, drug and alcohol programs, education, and other child and family serving systems.

Background

- Definition of Integration (DPW Bulletin #2008-1)
- The integration framework incorporates the following elements for children and adolescents, in every county, who need public system involvement.
 - A continuum of care that provides for the healthy development, safety, and well being of the child.
 - A mechanism for all children entering the system to receive a comprehensive review of the child's needs.
 - A service plan, based on the comprehensive review, that accesses all resources from all appropriate sources to meet the needs of the child and family.
 - A prevention strategy for children that encourages healthy development and stability
 - Counties should look to integrate services where the child/family has needs and receives services from more than one categorical county program.

Lehigh County's IFSP Journey

- Initial Plan resulted in the completion of a service inventory that included all services provided or contracted out by the Department of Human Services and Juvenile Probation to serve children and families in Lehigh County.
- Formation of the Executive and Advisory Committee and the County vision for this initiative, “ *Every Lehigh County family who is identified in need of services from multiple systems will have a single integrated treatment and service plan that accesses all appropriate resources.*”
- Gaps and Barriers were identified through public meetings with county staff, advisory committees, and stakeholders.
- IFSP Advisory Committee combined the comments into eleven categories with an array of issues under each category.

Lehigh County's IFSP Journey

- Eleven categories of gaps and barriers
 1. Confidentiality/Communication issues across systems related to both the written information and data gathering systems
 2. Categorical funding
 3. Waiting period for MH services and the diagnostic requirements attached to obtaining services
 4. Insured versus uninsured access to services
 5. Community awareness of services
 6. Language barriers
 7. Access to services for adolescents – reluctance to seek services since all access requires parental consent – adolescents might access services if less barriers were in place (Department of Education)
 8. Services for adolescents are lacking -(eating disorders)
 9. Juveniles languishing in YDC's when another placement is appropriate to meet the identified need although cost prohibitive
 10. Legal System – deters case progress
 11. Lack of joint signature on Bulletin by Department of Education and the Department of Health to assure conflicts in existing regulations will be addressed (e.g. Provider 50 services)

Lehigh County's IFSP Priority Areas

- **The IFSP Advisory Committee recommended four priority areas to be addressed by Process Improvement Teams (PIT).**
 1. Review current operational process to ensure they are consistent with CASSP Principles and develop a template for an Integrated Service Plan for families needing services from multiple systems.
 2. Review Multi-System (OCYS, JPO, and MH/MR/D&A/HC) high-risk residential placement and discharge planning.
 3. Ensure all systems and staffs understand the confidentiality regulations and maximize the timely and relevant exchange of information for effective case coordination.
 4. Ensure timely access to appropriate Mental Health Services for children receiving child welfare services and under juvenile probation supervision.
- **The IFSP Advisory Committee recommended the addition of PIT 5 in December 2006.**
 5. Create a web page for IFSP and expand upon current Lehigh County DHS pages and create links between DHS and JPO offices.

Plan Submission

➤ Priorities for FY 2009-2010

- I. A description of progress to date on county efforts towards integration.
- II. Identification of critical areas for future development of integrated approaches for serving children in the county, including strategies to overcome obstacles and barriers.
- III. Outlining ongoing efforts to encourage meaningful family and youth engagement in the planning process and with implementation, including efforts to strengthen and support parenting.
- V. Tier One Counties will outline a plan, including, a timeline, for full integration of services.
- VI. Tier One counties will be eligible to apply for FY 2009-10 incentive funds for implementation of promising practices.

Tiered Approach

- Tiered Approach (DPW Bulletin #2008-1)
 - Recognizing that counties have made different levels of progress toward integration the Department of Public Welfare allowed counties to self-designate as a Tier One or Tier Two County for FY 2009-10.
 - Tier One: “Accelerated Integrated Counties”
 - Tier Two: “Continued Progress Counties”
- Lehigh County self-designated as a Tier One county for fiscal year 2007-08, 2008-09, and 2009-10.

Tiered Approach

- Tier One Counties should submit a plan including the following elements, including a timeline for full integration of services.
 - Centralized intake or other “no wrong door” approach that includes a comprehensive assessment process for all children and families.
 - A single service plan for multi-system clients that is developed based on the common assessment process and one that accesses resources from across system to meet the needs of the multi-system client.
 - An integrated or lead case manager for multi-system clients to reduce duplication, effort and costs.
 - An integrated prevention plan based on the Community level outcome indicator contained in Appendix A.
 - An annual county planning and budgeting process that supports the integrated system.

IFSP Executive & Advisory Committee

- Because it is committed to integrating services, Lehigh County has formed the Lehigh County Integrated Family Service Plan Advisory Committee and Executive Committee, which has generated the gathering of stakeholders' input, prioritization, and implementation of annual goals and the measurement of relevant outcomes.
- Membership consists of parents, previous consumers, community leaders and individuals in the fields of local government, human services, child welfare, mental health, mental retardation, drug and alcohol, juvenile probation, CASSP, aging and adult services, education, legal, medical, and family advocacy.
- *“The Integrated Family Service Plan Advisory Committee’s mission is to provide assistance, guidance, and advocacy to the Lehigh County Department of Human Services and the Juvenile Probation Department in the development, implementation, and evaluation of the Integrated Family Services Plan.”*
- The Advisory Committee has added a Community Co-Chair to work collaboratively with the County Co-Chair to plan and to facilitate the meetings.
- The Executive Committee has added both a Parent and Provider Representative to the group.

Progress on IFSP Goals

- Completed integrated forms including *Consent to Release Information Form*, *Common Service Plan*, and *Integrated Case History Form*.
- Selected target population for lead case management pilot group.
- Held focus group for pilot group's current case managers and supervisors.
- Submitted job description for lead case manager for approval from civil service and hired lead case manager.
- Began lead case management pilot group
- Increased community outreach through presentations at support groups, community events, and organizations.
- Held first IFSP Public Forum in July 2007.
- Increased number of community members to the Advisory Committee and PIT teams.
- Continue to provide no wrong door entry using Information & Referral Unit where the community can call one phone number to access services.

Progress on IFSP Goals

- Updated DHS Brochure in English and Spanish.
- Updated Customer Service Survey in paper and internet based format.
- Created a description of each Behavioral Health Service and how to access the service for parents and case managers, which is available on our website.
- Created mission and added Community Co-Chair for Advisory Committee.
- Created PIT 5 to improve the Lehigh County Department of Human Services web pages.
- Created web pages for the Integrated Family Service Plan
http://www.lehighcounty.org/Human/hs.cfm?doc=if_index.htm.
- Obtained a Master's Level Intern from Lehigh University Fellowship Program to assist with the completion of tasks for IFSP.
- The Autism Resource Community Hub of the Lehigh Valley (*ARCH of Lehigh Valley*) will serve Lehigh County MA eligible individuals diagnosed with an Autism Spectrum Disorder.

Progress on IFSP Goals

- Created a Fiscal Manager position to lead all fiscal offices under DHS and to provide an overall viewpoint of the funding mechanisms and realities of each office to ensure a budget structure to support integration.
- Created a part-time Program Specialist position dedicated to coordinate cross system and IFSP efforts and to complete the Integrated Family Service Plan.
- Determined that IFSP, CASSP, and FGDM should be removed from categorical offices and relocated under the Department of Human Services. These services are utilized to serve multi-system involved individuals and cross system endeavors and are accessed by all child-serving offices, so it was determined that blended funding should be used to support these services.
- Applied and selected to be a County Partner and early implementer of High Fidelity Wraparound.
- Reviewed current data system and began work to create an integrated data system.
- Held DHS wide trainings pertaining to confidentiality on program regulations, standards, and HIPAA; cultural diversity; and safety.

Promising Practice Grant

- Lehigh County was awarded an ICSP Promising Practices grant for FY 2007-08 in the amount of \$83,750.
- **Goal 1: Lehigh County children and families involved in multiple systems will be referred to the CASSP Unit for review and referral to the appropriate case collaborative service, including System Coordination, Complex Case Review, Lead Case Management, Family Group Decision Making, or Interagency Team Meetings within 7 business days upon receipt of referral.**
 - a. As demonstrated by a 75% success rate in the referral to appropriate case collaboration.
 - b. As demonstrated by 75% of multi-system involved children being referred to the CASSP Unit for case collaboration.
- **Goal 2: Parents involved in the lead case management pilot will improve their knowledge of the Lehigh County Department of Human Services system and increase their involvement in the development of their child's service plan.**
 - a. As indicated by an 80% rating of satisfaction of services received by Lehigh County.
 - b. As indicated by a 20% increase in satisfaction from Pre to Post Survey completion.

Lead Case Management Pilot

- Under the direction of the CASSP Coordinator, a case worker III will act as the lead case manager for multi-system involved children and families ensuring that all agencies are working collaboratively to provide coordinated services.
- The Executive Committee reviewed referrals for the pilot group and determined that the pilot would begin with six families who have multiple family members involved with multiple systems.
- With the input of the Executive and Advisory Committees goals were established to determine the success of the lead case management pilot.
- In addition to the previously stated goals the following goal refers to lead case management.
- **Lehigh County children and families referred to the lead case management pilot group will be assessed for services in multiple systems and be referred to identified services within 30 days of the intake into lead case management.**
 - a. As demonstrated by an 80% success rate in the referral to identified services.

Common Data System

- Determined that the current data systems that are utilized within Lehigh County present difficulty in obtaining cross system information requiring extensive work to gain needed information.
- As part of the 2008-2009 Promising Practices Grant, we have applied for funds to create a comprehensive data system to be used by HealthChoices, Mental Health, Drug and Alcohol, Information and Referral, Office of Children and Youth Services, CASSP as well as connecting with systems in Mental Retardation and Aging.
- Lehigh County has met with our consultant to determine the needs of Information and Referral, Children and Youth, CASSP, and IFSP.
- Phase I of System Development is taking place and will be presented to the County for initial review during the next quarter.

High Fidelity Wraparound

- Lehigh County was selected to be an early implementer of High Fidelity Wraparound.
- High Fidelity Wraparound is a process lead by a facilitator where multiple systems coming together with the child, youth, and family to create a highly individualized plan to address complex emotional needs. The goals of High Fidelity Wraparound are to meet the needs prioritized by youth and family, improve their ability and confidence to manage their own services and supports, develop or strengthen the natural supports, and integrate the work of all child serving systems and natural supports into one streamlined plan.
- Lehigh County has identified a target population that will address the coordination needs of older adolescents as they make the transition to adulthood, focusing on ages 16-21 years old.
- Lehigh County HealthChoices Program will be posting a RFP to solicit a provider.

R.O.A.D. (Rubbing Out Alcohol & Drugs)

- DPW and the Governor's Commission on Children & Families encouraged the implementation of prevention programs. Counties will prioritize at least two indicators as part of their planning process.
- Lehigh County Juvenile Probation Office is partnering with East Penn School District to implement a drug and alcohol education and intervention program beginning in Emmaus High School.
- This program will address the community level outcome indicators of Healthy Youth Behaviors and School Success.
- R.O.A.D. will consist of a 3 tier program in the school, parent education/support group, and two community education nights per year.
 - Tier One will address early intervention and prevention through life skills training.
 - Tier Two will consist of weekly sessions that provide education, counseling and support to regular users of drugs and alcohol to eliminate behaviors before leading to chronic abuse.
 - Tier three will provide three sessions per week to assist habitual users in re-entry into both school and community after completing inpatient rehabilitation or receiving intensive outpatient.

Goals for the Future

- Implement Lead Case Management Pilot @ 100% by 9/08.
- Evaluate the outcome reports of pilot group and determine future of integrated lead case management.
- Implement County developed, *Release of Information, Integrated Intake Form, Assessment Tool*, and *Integrated Service Plan* for integrated services lead case management group.
- Monitor fidelity of implementation High Fidelity Wraparound.
- Guide in the development of R.O.A.D. Program.
- Develop a Lehigh County Youth Advisory Committee.
- Expand communication with stakeholders by closing the loop and providing feedback and outcomes.
- Pursue interns for future work on IFSP.

Comments from the Public

The Lehigh County Department of Human Services is committed to engaging families, consumers, and community stakeholders in this very important process in an attempt to provide services in a thorough and coordinated way.

Please share your thoughts and recommendations. Questions and comments may be sent to Jennifer Clarke- Sirignano, jenniferclarke@lehighcounty.org. If you are interested in participating, contact the Department of Human Service's Information and Referral Unit at 610-782-3200.