

# LEHIGH COUNTY CITIZEN'S ACADEMY

DEPARTMENT OF HUMAN SERVICES

THURSDAY, MARCH 11, 2021

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KAY ACHENBACH, DIRECTOR

# What Are Human Services?

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- 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

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- 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

# Lehigh County Human Services

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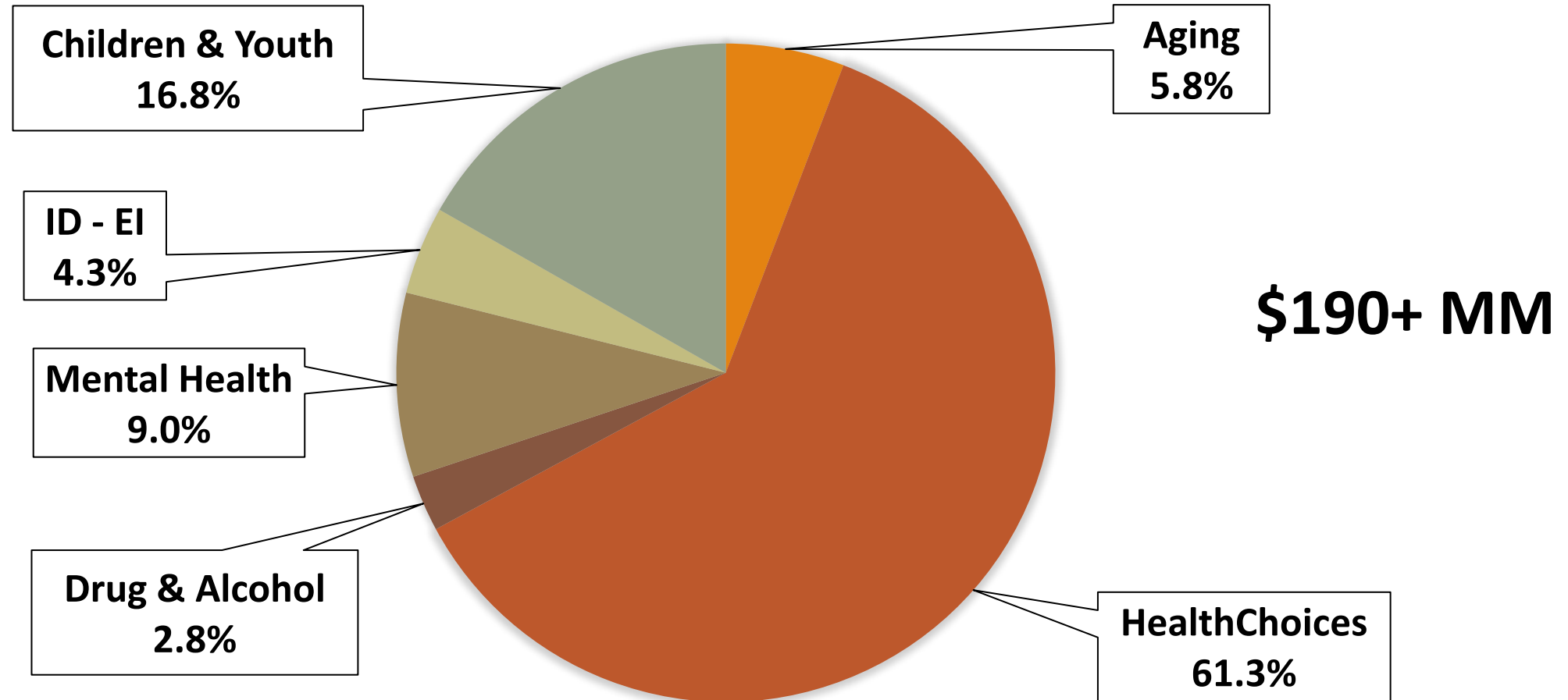
- Office of Aging and Adult Services – Clayton “JR” Reed
- Office of Children and Youth Services – Paula Griffin
- Office of Drug and Alcohol Services – Josh Bridges
- Office of Early Intervention Services – Josh Bridges
- Office of HealthChoices – Matt Bauder
- Office of Information and Referral – Josh Bridges
- Office of Integrated Services – Sue Lettera
- Office of Intellectual Disabilities – Josh Bridges
- Office of Mental Health Services – Josh Bridges

# Challenges

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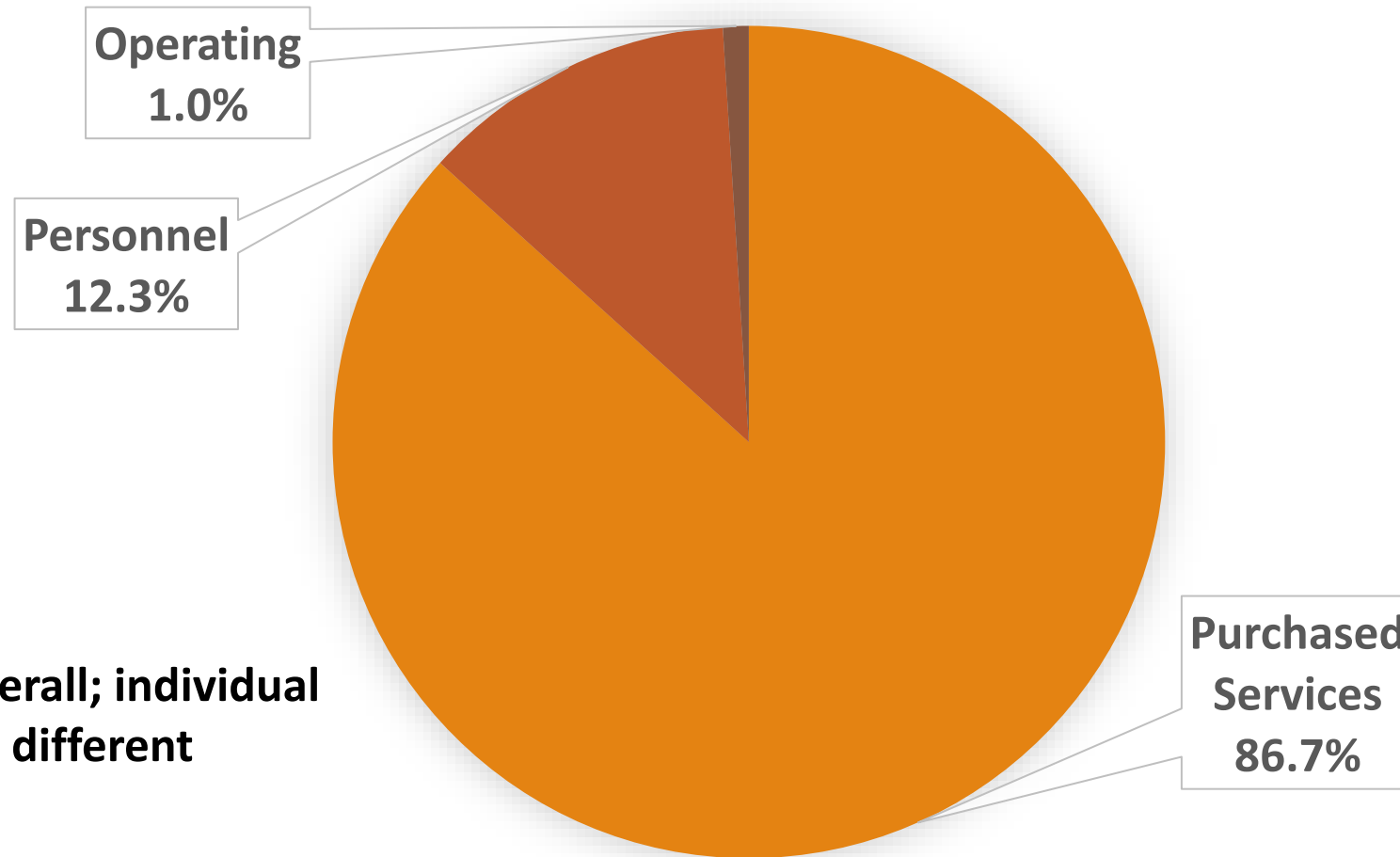
- The Human Services Programs are in Several State Departments
- Individualized Program Requirements
- Individualized Fiscal Requirements
- Confidentiality Requirements
- Limited Funding

# 2021 Lehigh County DHS Budget



# 2021 DHS Expenditure Budget – Personnel, Operating, Purchased Services

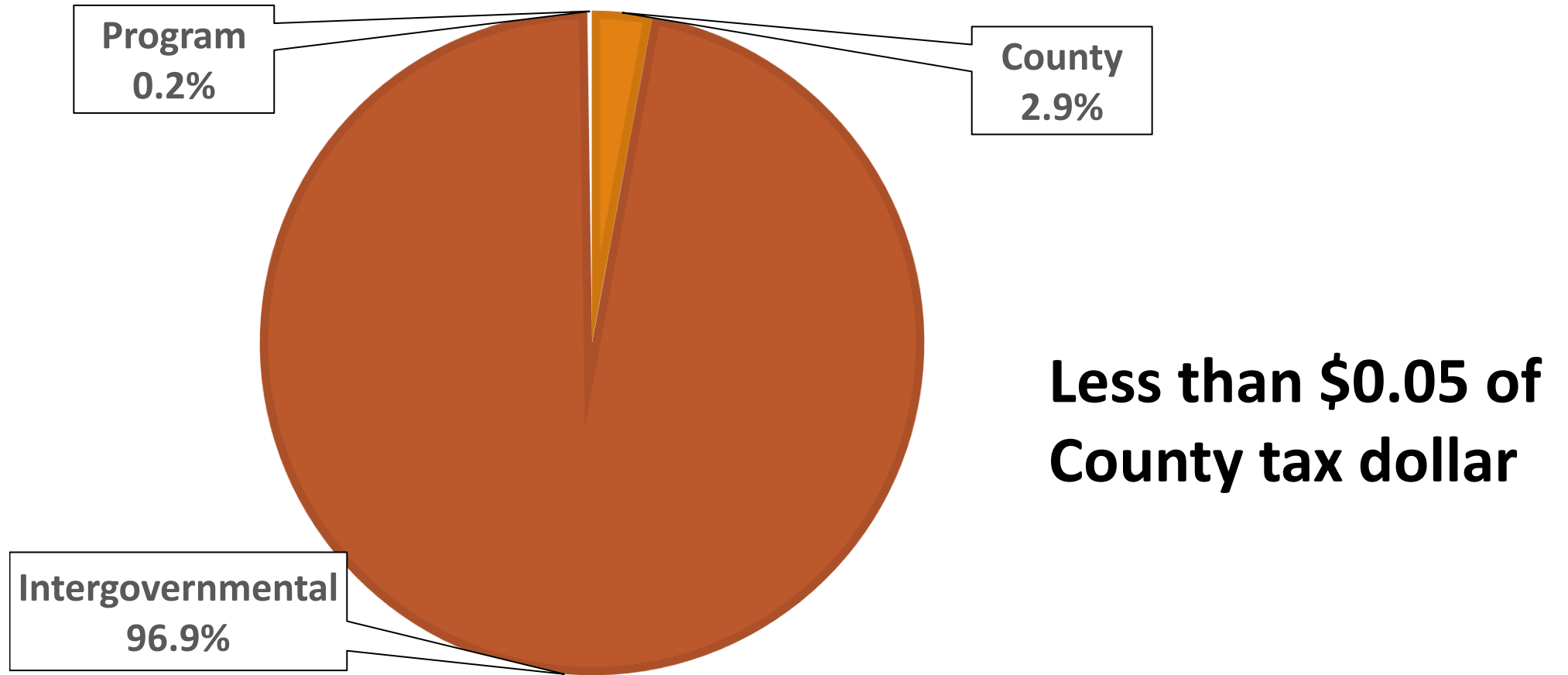
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**Note:**  
This is DHS overall; individual  
agencies have different  
percentages

# 2021 DHS Revenue by Source

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# Aging and Adult Services

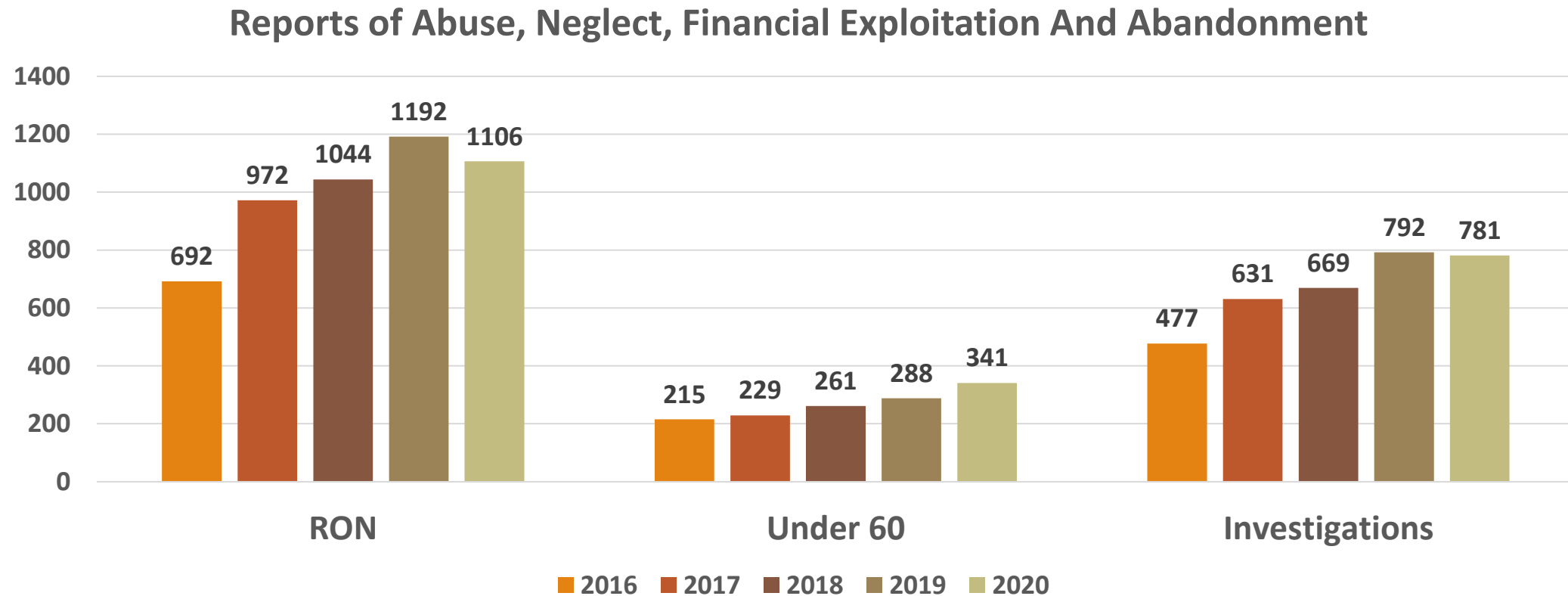
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Aging and Adult Services supports and empowers the well being of adults of all ages who live in Lehigh County

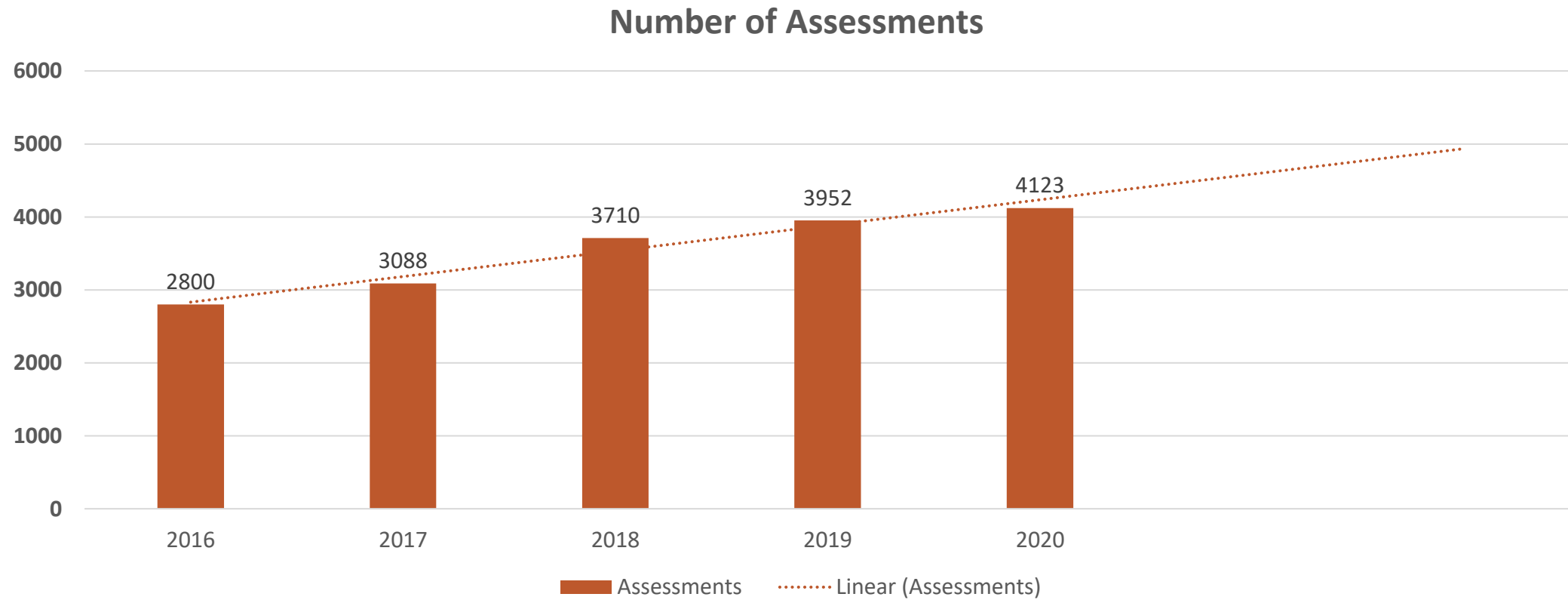
Nearly 6,600 (unduplicated) Aging consumers 60+ received direct services and/or congregate meals

Nearly 840 consumers 18-59 received direct services (meals, personal care, home assistance, assessments, reports of abuse, neglect, exploitation or abandonment for adult protective services, and service planning/care management)

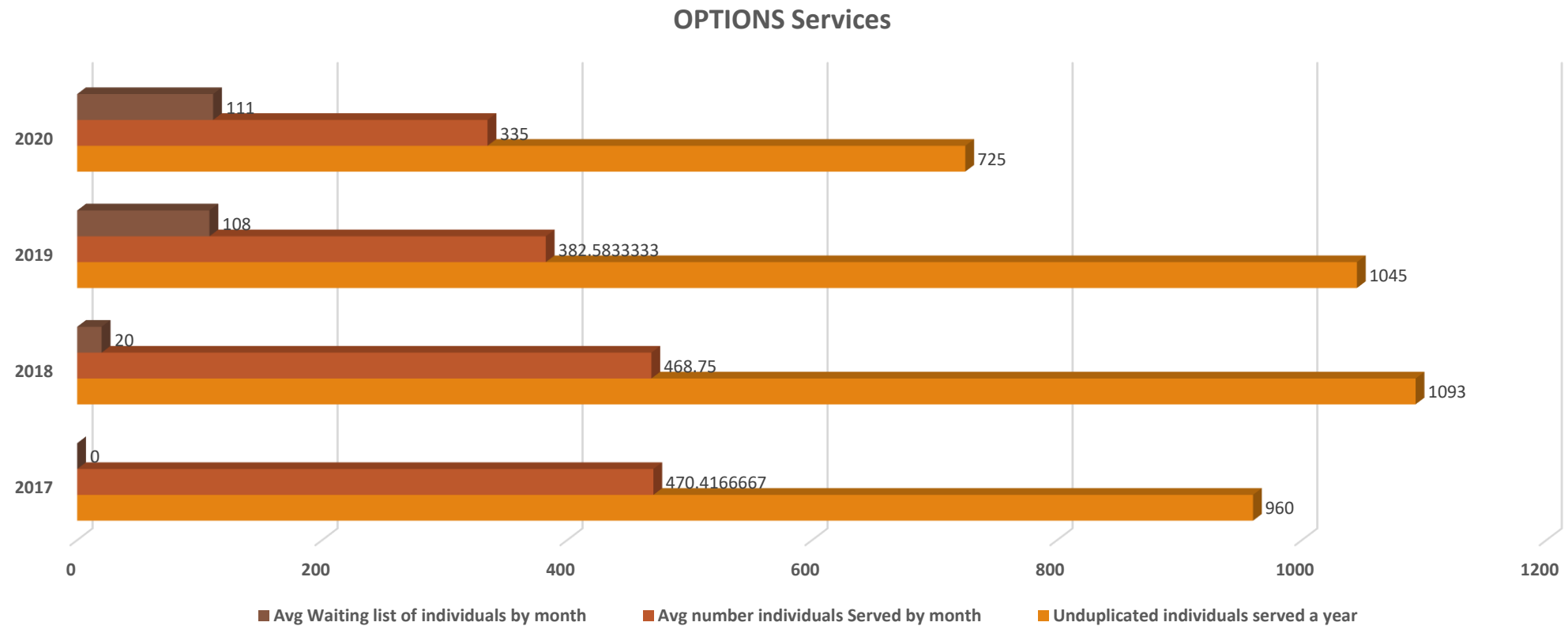
# Aging and Adult Services



# Aging and Adult Services



# Aging and Adult Services



# Aging and Adult Services

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## Homeless Assistance Program (HAP)

- ❖ 289 individuals had eviction/near homeless situation resolved
- ❖ 16 individuals had homeless situations resolved
- ❖ 115 households assisted
- ❖ 213 children resided in households

# Aging and Adult Services

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## Homeless Assistance Program (HAP) Cares Act

- ❖ 313 individuals had eviction/near homeless situation resolved
- ❖ 93 individuals had homeless situations resolved
- ❖ 133 households assisted
- ❖ 220 children resided in households

# Aging and Adult Services

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Cares Act Rent Relief Program (RRP)

Amount of funds dispersed \$1,696,830

Households served - 796

Landlords - 317

# Children & Youth Services

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***PROTECTING CHILDREN***

***STRENGTHENING FAMILIES***



# Children & Youth Services

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- 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.
- 294 in Out of Home Care
- 355 in Adoption
- 88 in Subsidized Legal Custodianship

# Family Engagement Initiative

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- 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

# Truancy and Absenteeism Prevention

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## 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

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

# Early Head Start – SAFESTART Program

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- A collaboration between Community Services for Children and C&Y
- Two full sites – West Allentown (old state hospital grounds) – East Allentown (LVH – 17<sup>th</sup> 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

# Child Line

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

**1-800-932-0313**



# Drug & Alcohol Services

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*The Drug and Alcohol Abuse Services program recognizes the disease concept of chemical dependency and believes that prevention and early intervention is the key to overcoming addiction*

# Drug & Alcohol Specialty Services

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**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**

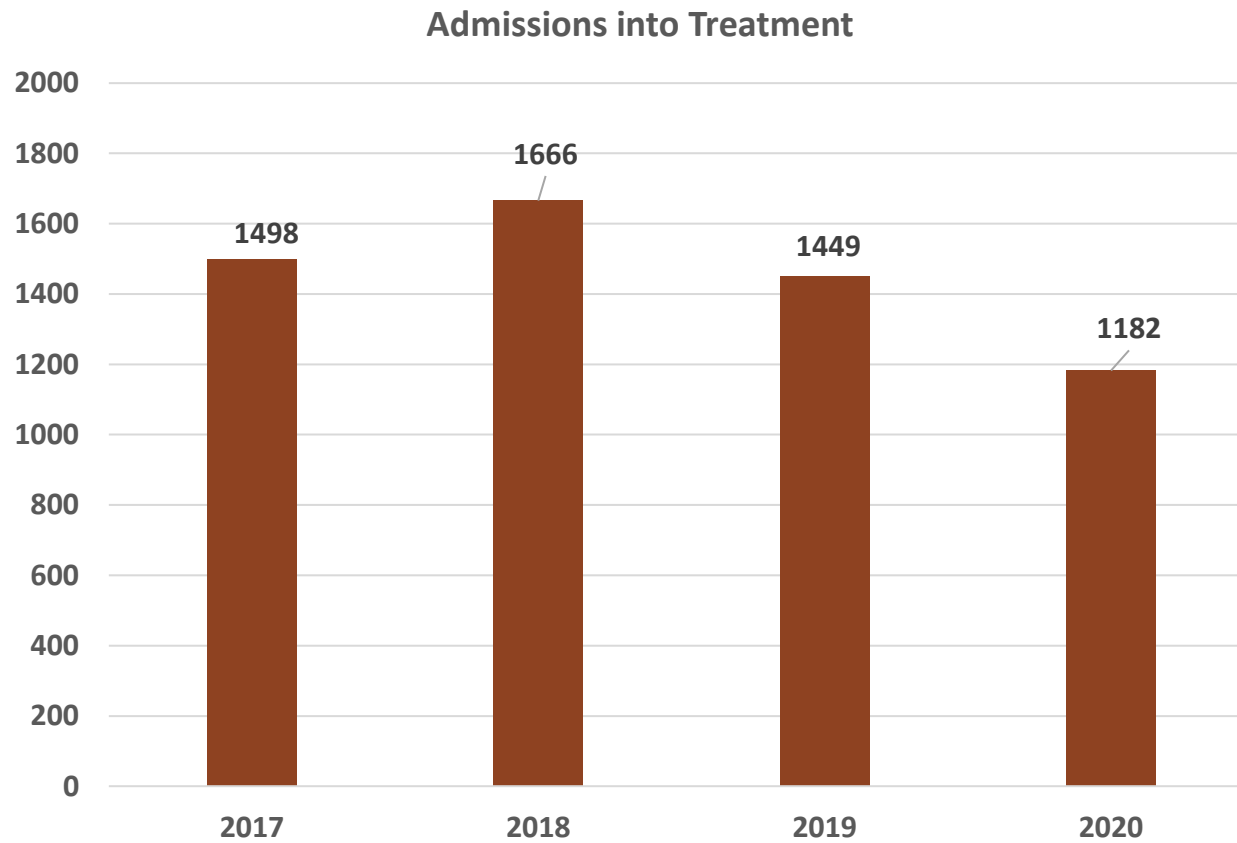
**Ambulatory Detoxification**

**2 Recovery Centers opened March 2021**



# Drug & Alcohol by the Numbers:

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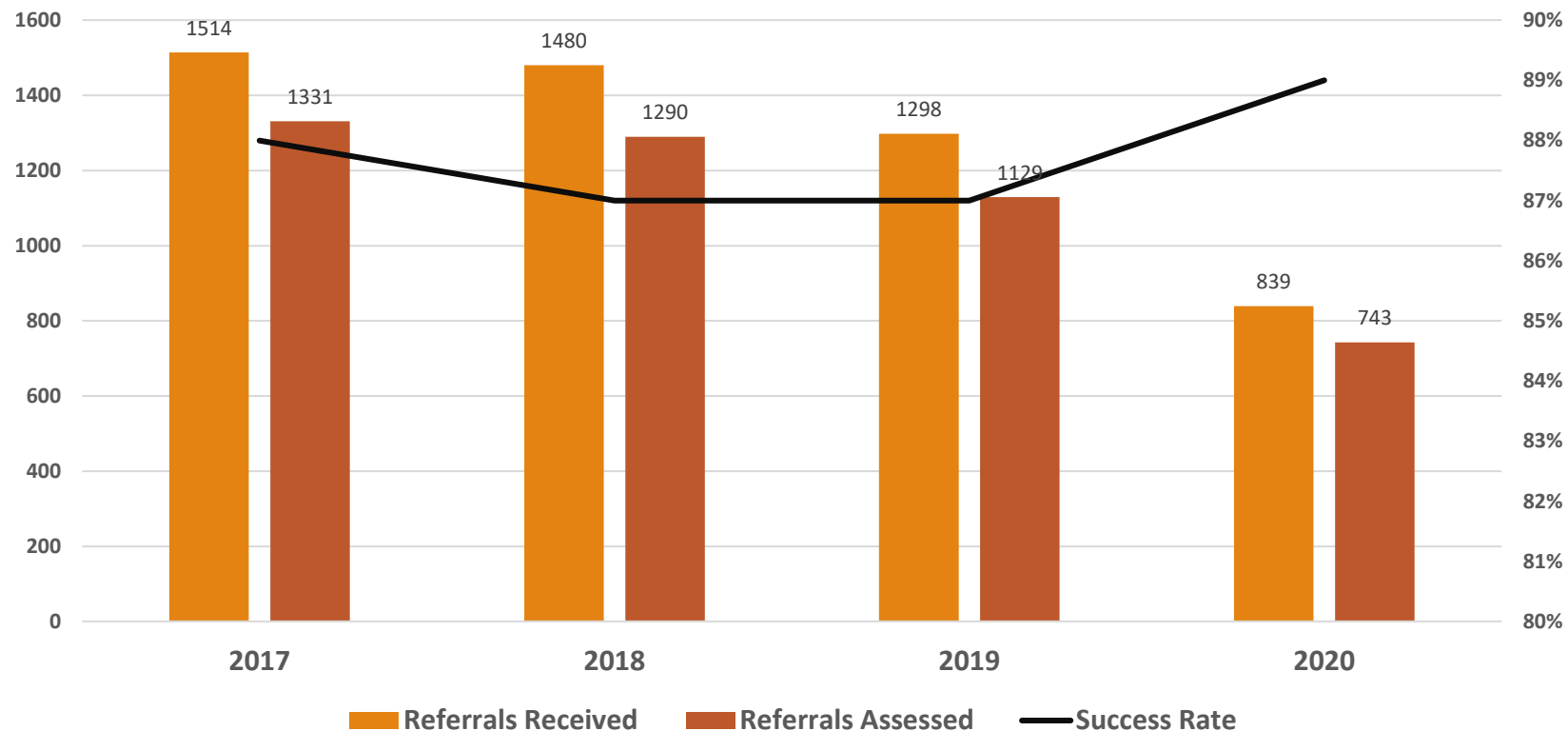


Our clients are admitted into multiple levels of care ranging from least restrictive to most restrictive. The levels of care are as follows:

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

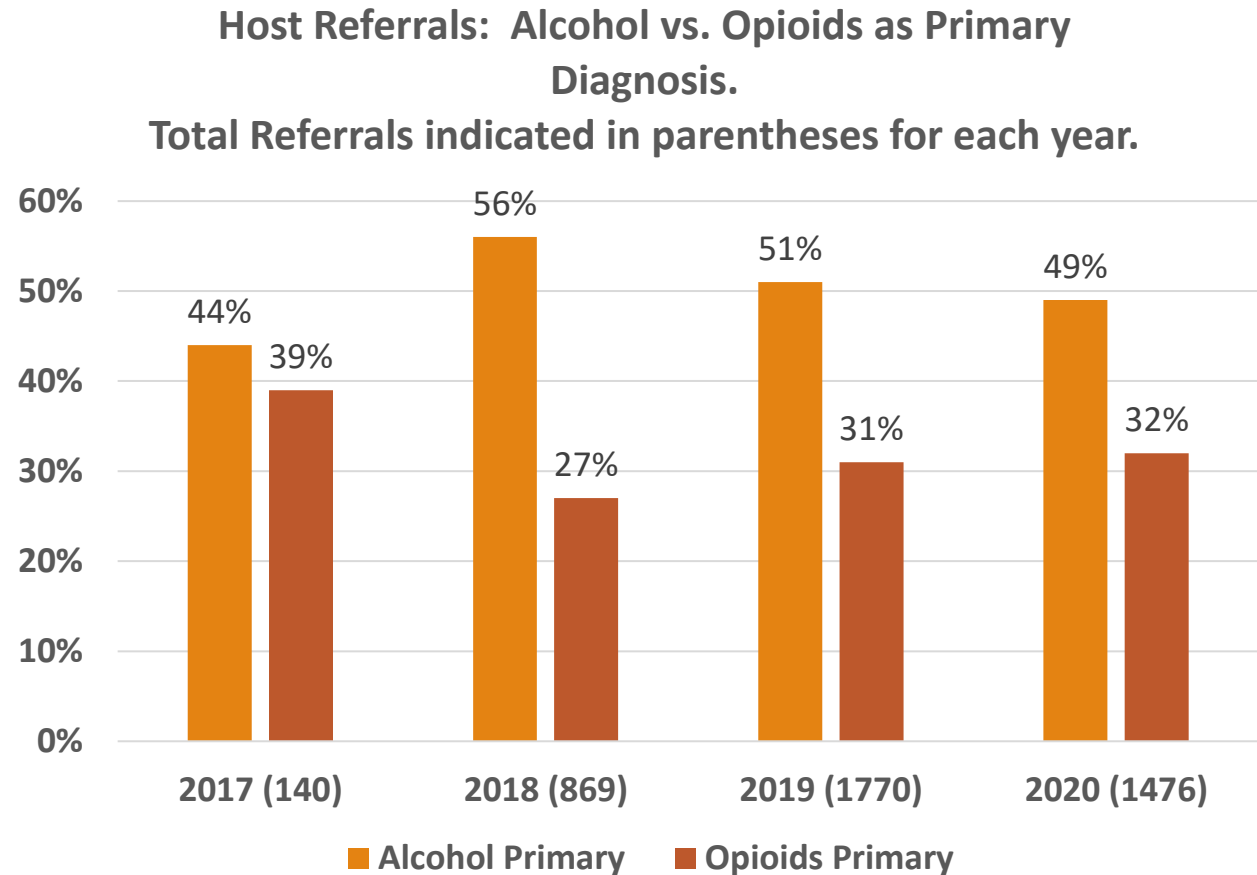
# Drug & Alcohol by the Numbers:

Of the Total Referrals Received, We Average an 88% Success Rate in Completing Evaluations (first step in getting help)



# Drug & Alcohol by the Numbers:

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 slight reduction in alcohol percentages may be due to a rise in stimulant misuse.



# BLUE GUARDIAN



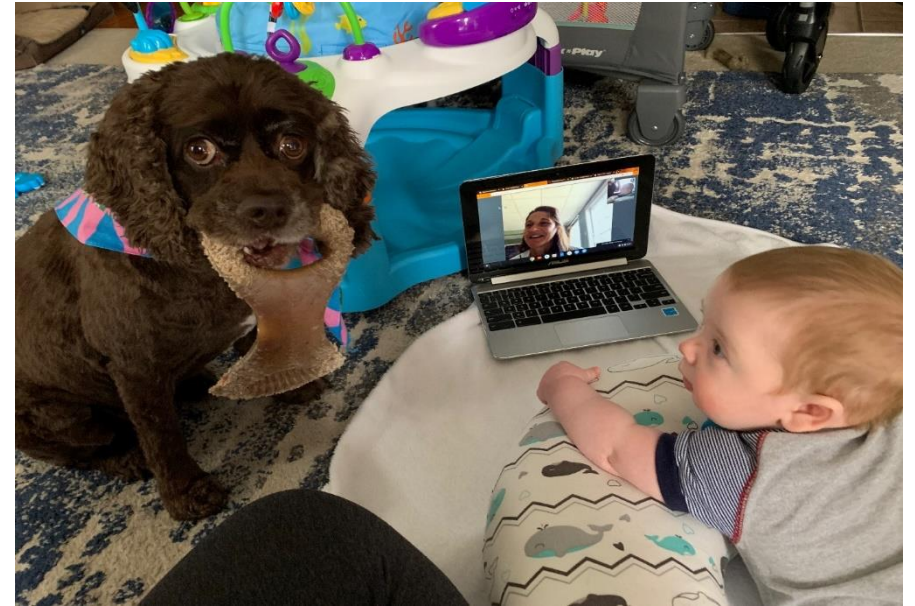
**Due to COVID-19, Blue Guardian contact moved to telephone outreach. In 2021 face to face contact resumed.**

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

# Early Intervention

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- ❖ EI serves children ages birth to 3 with developmental delays
- ❖ FY 19-20 EI received 1,849 referrals(down by several hundred due to the Pandemic).
- ❖ 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

## 2019-2020

- ❖ **1,742 children were evaluated of which 1,450 were eligible**
- ❖ **197 children were enrolled in the ITF Waiver**
- ❖ **600 children were transitioned from the county infant/toddler EI program to an Intermediate Unit preschool program.**
- ❖ **349 children were discharged successfully from the program**
- ❖ **100% of the children entering EI in 19-20 had their evaluations and IFSP's completed according to the mandated state timeline of 45 days from the date of referral.**

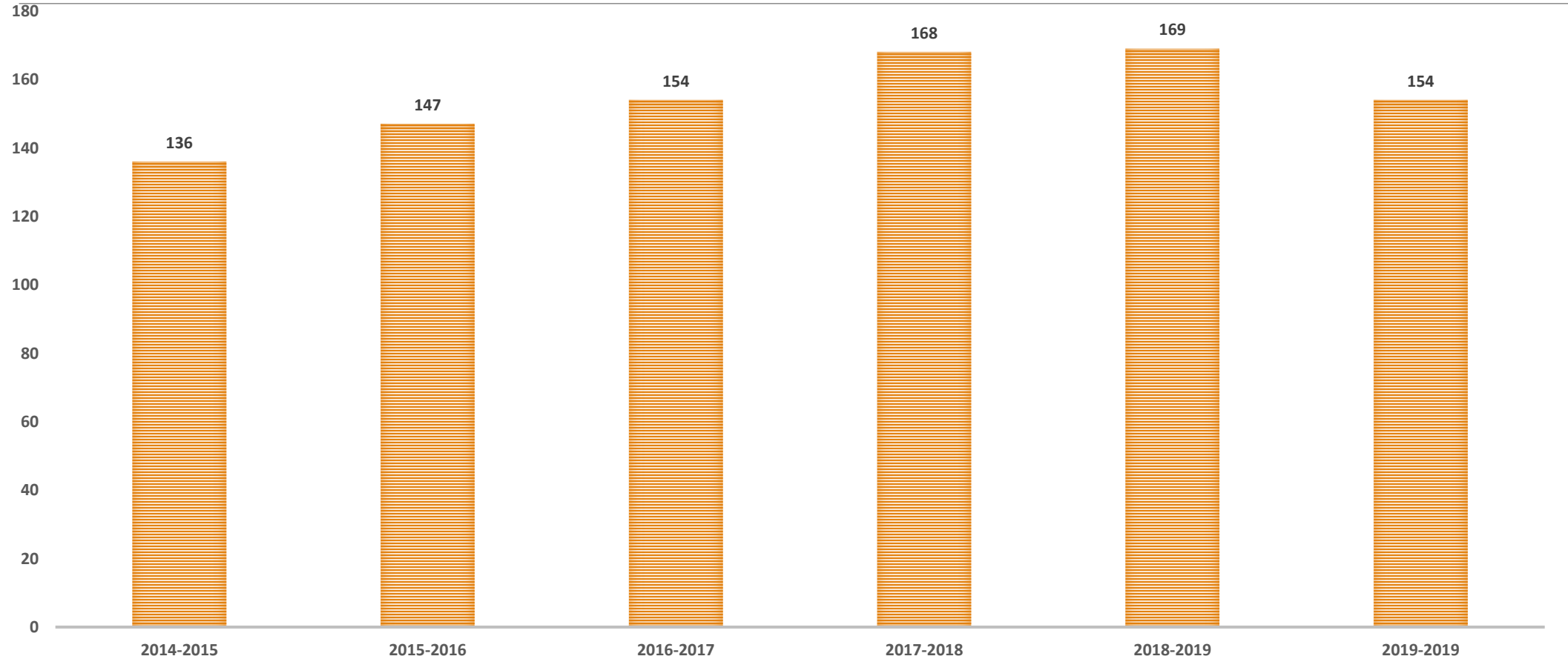
# Early Intervention Community Collaboration

- ❖ **Safe Start- two locations/two trained service coordinators assigned to each location**
- ❖ **Plans of Safe Care for infants affected by prenatal substance exposure-a collaboration between the county offices of C & Y, EI and D & A and the local birthing hospitals.**
- ❖ **Easter Seal Society-conducts screenings/provides referrals for children in child care centers and homeless shelters**
- ❖ **Unconditional Child Care-provides classroom coaching to child care centers to prevent children from being at risk of suspension/expulsion.**



# EI Yearly Growth

## YEARLY GROWTH / AVERAGE MONTHLY REFERRALS



# HealthChoices

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**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 2020, the Lehigh County HealthChoices program provided behavioral health services to 19,232 unduplicated members accounting for almost \$78 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

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- **Tobacco Cessation Plan**
- **Community HealthChoices (CHC) – new to Lehigh County as of January 2020**
- **Opioid Centers of Excellence**
- **Transitional Age Youth Certified Peer Specialist Pilot Program**
- **Integrated Care Performance initiative**
- **Antipsychotics Medications Dashboard**

# More State HealthChoices Initiatives

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- **Forensic Solutions**
- **Implementation of Intensive Behavioral Health Services (IBHS) - formerly BHRS**
- **Value Based Purchasing**
- **Tele-Health**
- **Trauma Focused Residential Treatment Facilities (RTF)**
- **Social Determinants of Health (SDoH)**

# HealthChoices

## Innovative Programming

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**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

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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.

# Crisis Intervention / Information & Referral

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Individuals Served: **3,847**

Phone Contacts: **2,727**

Home and Community Visits: **224**

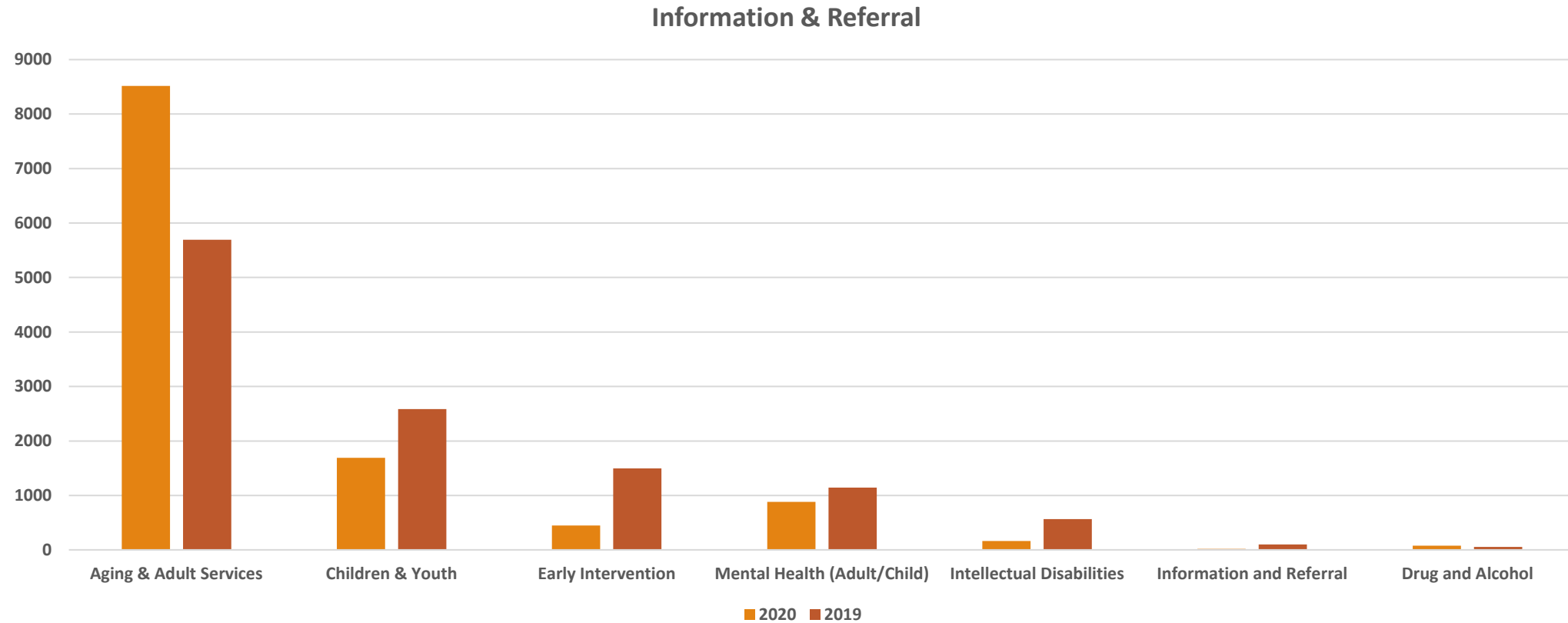
Walk-in Visits: **19**

Involuntary (302) Hospitalizations: **637**

Voluntary Hospitalizations: **403**

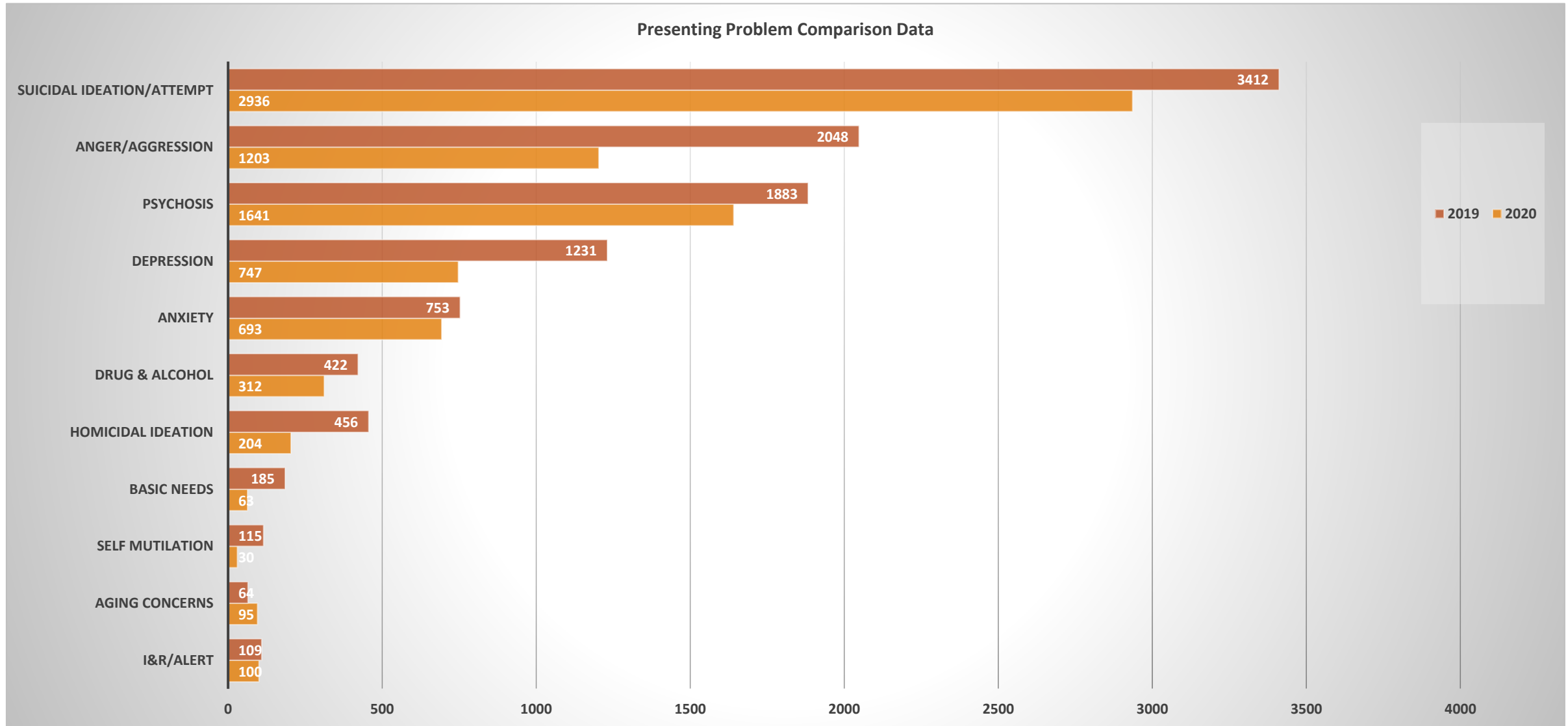


# Information Only/Referrals





# Crisis Intervention



# Crisis Intervention and I&R Program Enhancements

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- Community Connector
- Crisis Incident Stress Management (CISM) Team
- United Way Trauma Awareness Collaborator
- COVID Resource: Support, Information, and Referral
- Mental Health Promotion: “It’s ok to not be ok”



If you or someone you know  
needs mental health assistance, call:

Lehigh County Crisis Intervention  
610-782-3127

National Suicide Prevention Lifeline  
1-800-273-8255

Crisis Text Line  
Text "HOME" to 741741

# Intellectual Disabilities

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- 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
- 315 consumers in the Family Support Services Program
- 323 P/FDS Waivers, 103 Community Living Waivers, and 536 Consolidated Waivers provide necessary supports for individuals to be successful in the community

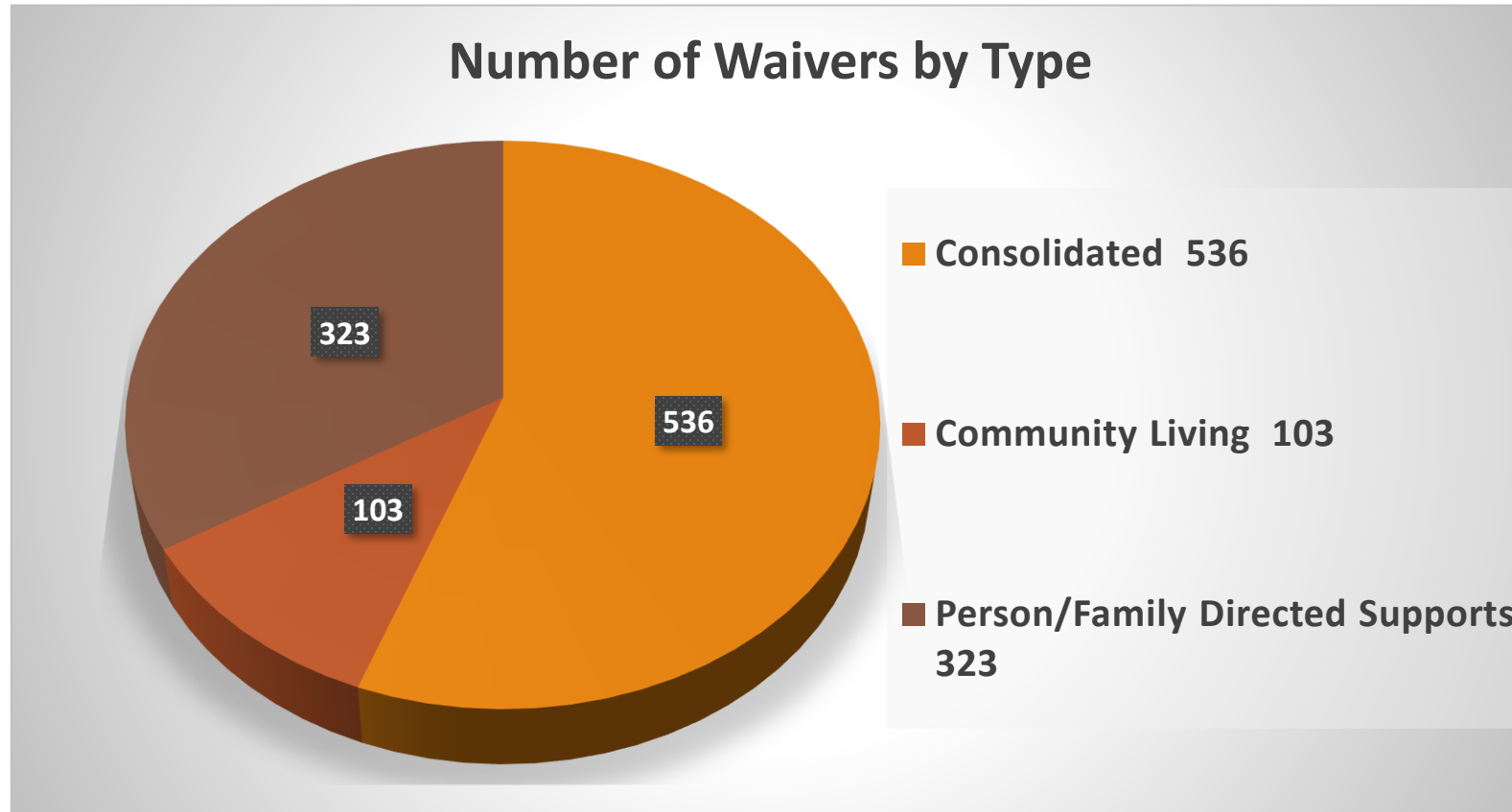
# Intellectual Disabilities

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

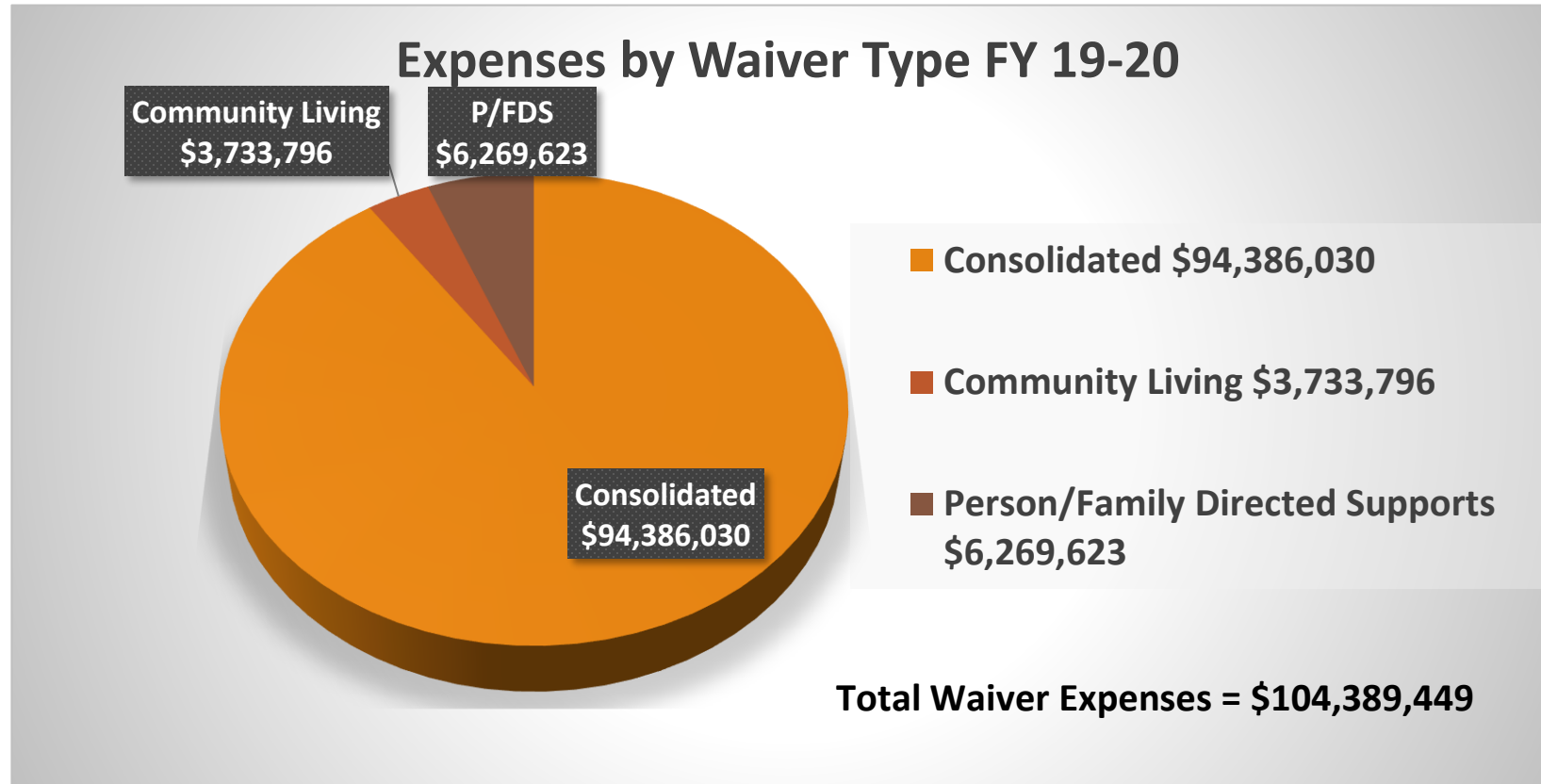
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- 90% of individuals who responded reported that their supports coordinator helps them get what they need.
- 85% of the respondents reporting that they were very happy or happy with their life.
- 90% of individuals who responded reported that they were generally satisfied with where they live.
- 88% of individuals who responded reported that they were generally satisfied with their work, school or other 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.

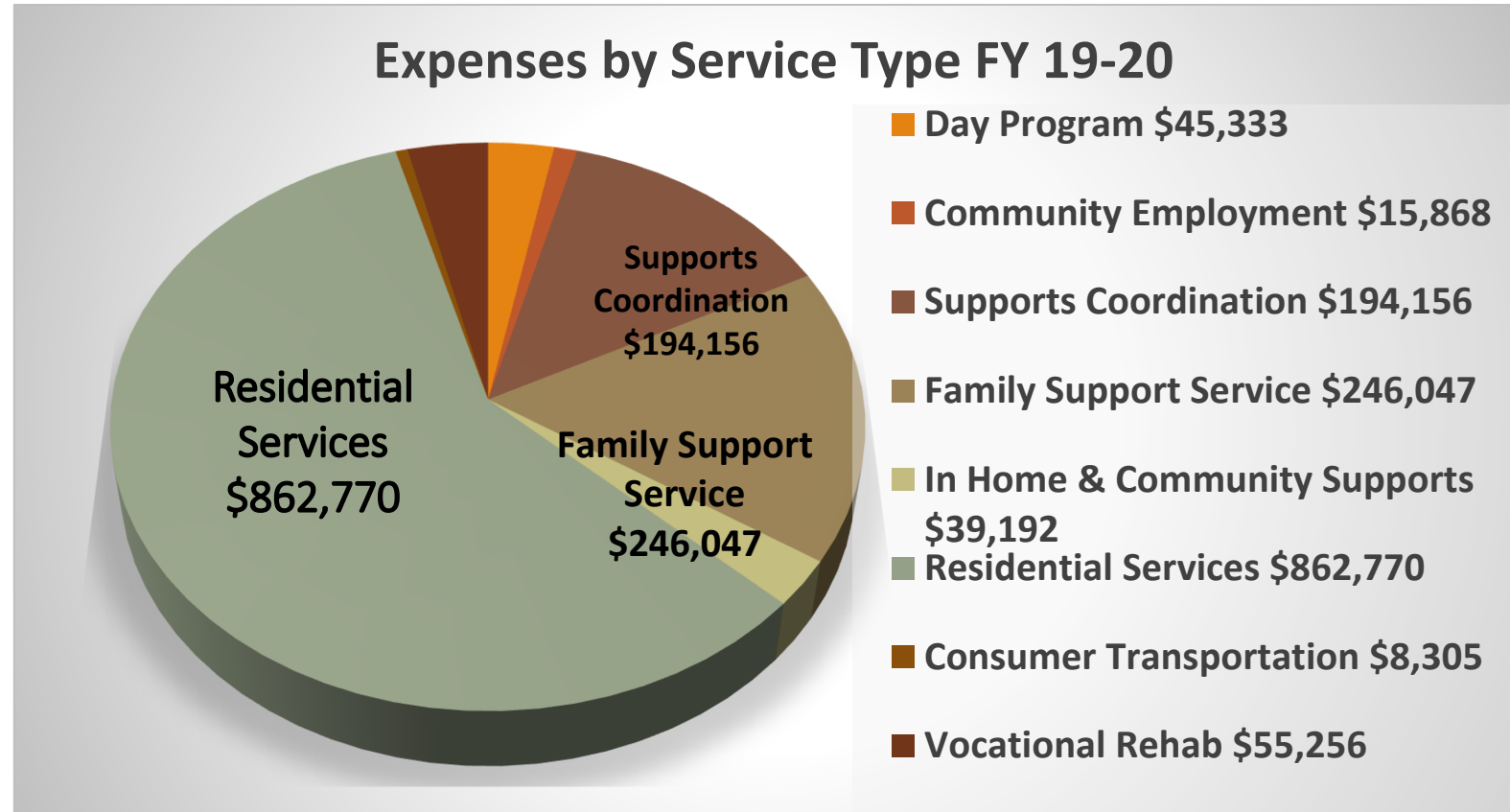
# Waiver Funding



# Waiver Funding



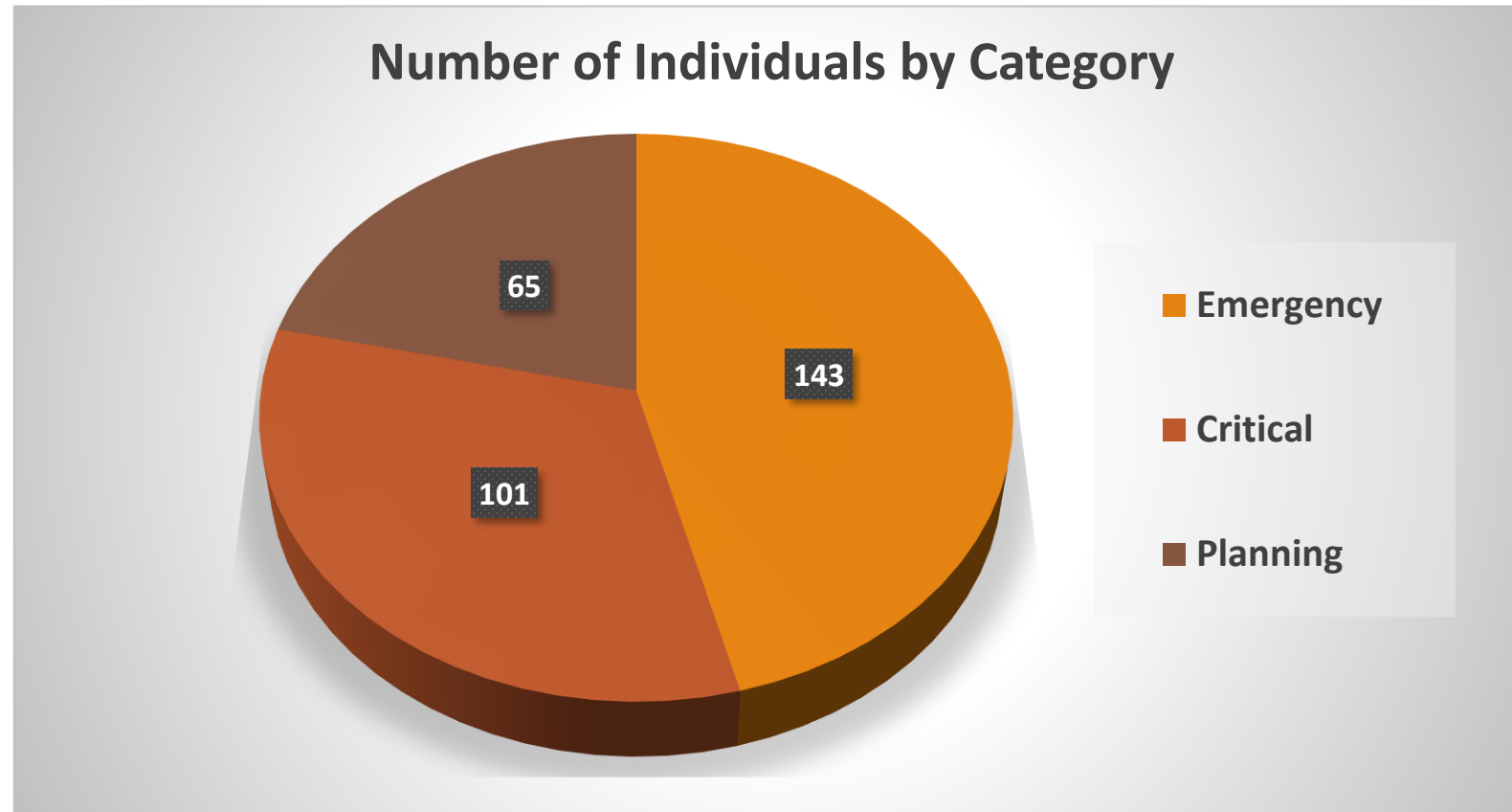
# Block Grant Funding





# PUNS/Waiting List

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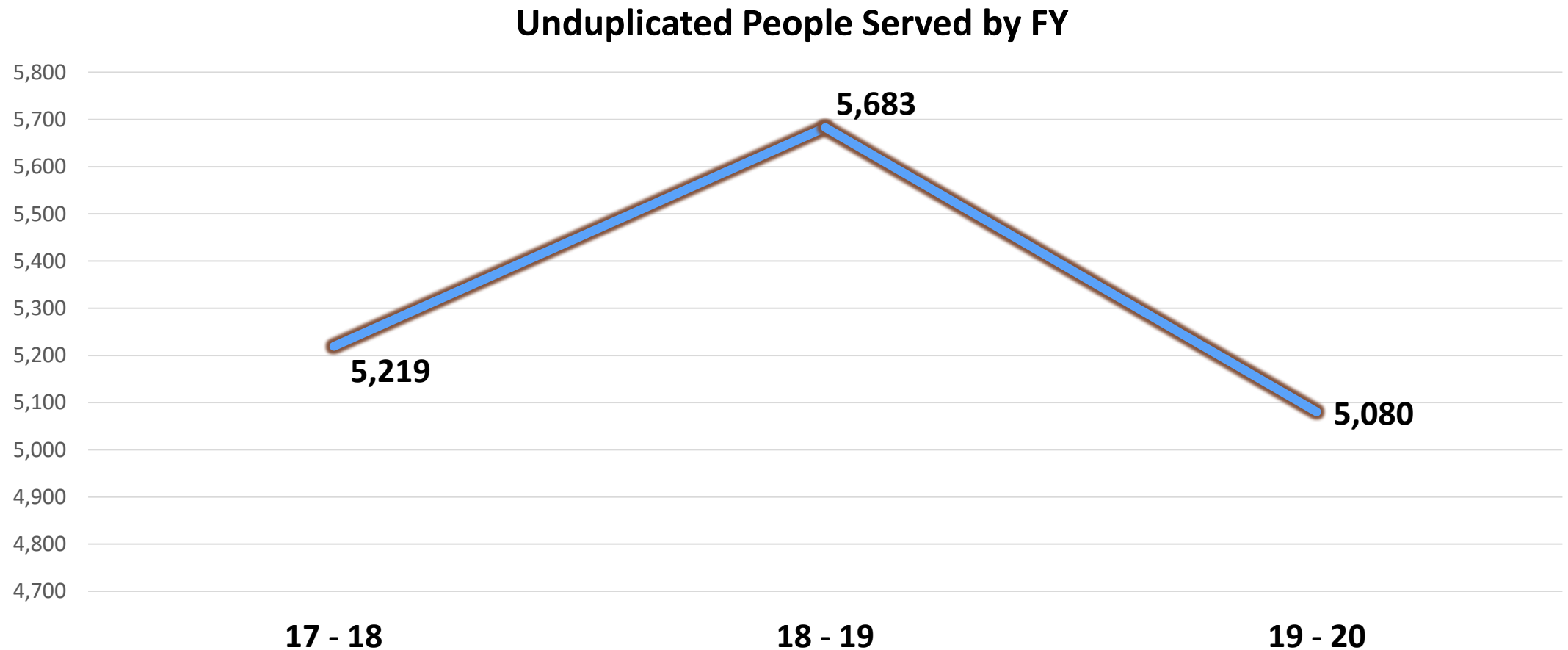


# Mental Health

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- **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**
- **Over 2,300 unduplicated county residents received county-funded mental health services**
- **The “roommate roundup” initiative has expanded to “model 2.0” and now is working with investors who will rent furnished homes for four or five 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 Services



# Mental Health-Forensic Supports

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- **Lehigh County partnered with providers in developing forensic initiatives to serve people who are involved in the criminal justice system and who have a serious and persistent mental illness.**

**These include:**

- **A Long Term Structured Residence (LTSR) which is a locked program serving eight individuals, was developed.**
- **A forensic step-down residential program for ten people who are no longer in need of treatment in the LTSR or who can go directly to the program from the Lehigh County Jail or the forensic unit and Norristown State Hospital.**
- **Forensic Certified Peer Specialist who work with people in the jail and then follow them into the community upon release.**
- **Having therapist start working with people in the jail and then continuing the therapeutic relation when the person returns to the community.**
- **Community Integration Specialists (Police Liaisons) who work with the police departments in the county**

# Mental Health-Forensic Supports

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- **CARE program** (Corrections Assessment Re- entry Endeavor), under a contract with Step by Step, this program provides intake and assessment, counseling, and psychiatric evaluations in the jail. This service also supports the transition from jail-based to community treatment.
- **Step by Step MPR** (Mobile Psychiatric Rehabilitation), provides mental health treatment to individuals while incarcerated at Lehigh County Jail to support recovery and prevent decompensation and assists individuals who are released to independent living to establish community reentry in a positive, healthy and organized manner.
- **CIT** (Crisis Intervention Team), has trained 126 officers representing 14 police departments in Lehigh County. This national model of training first responders was implemented in Lehigh County in 2014. The training includes mental health awareness, system information and contacts and de-escalation techniques.
- **CIT Assessment** Lehigh County has partnered with Cedar Crest College to assess the Crisis Intervention Team (CIT) training to determine its effectiveness and to make recommendation for improvement.

# Residential Housing Supports

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

# Mental Health

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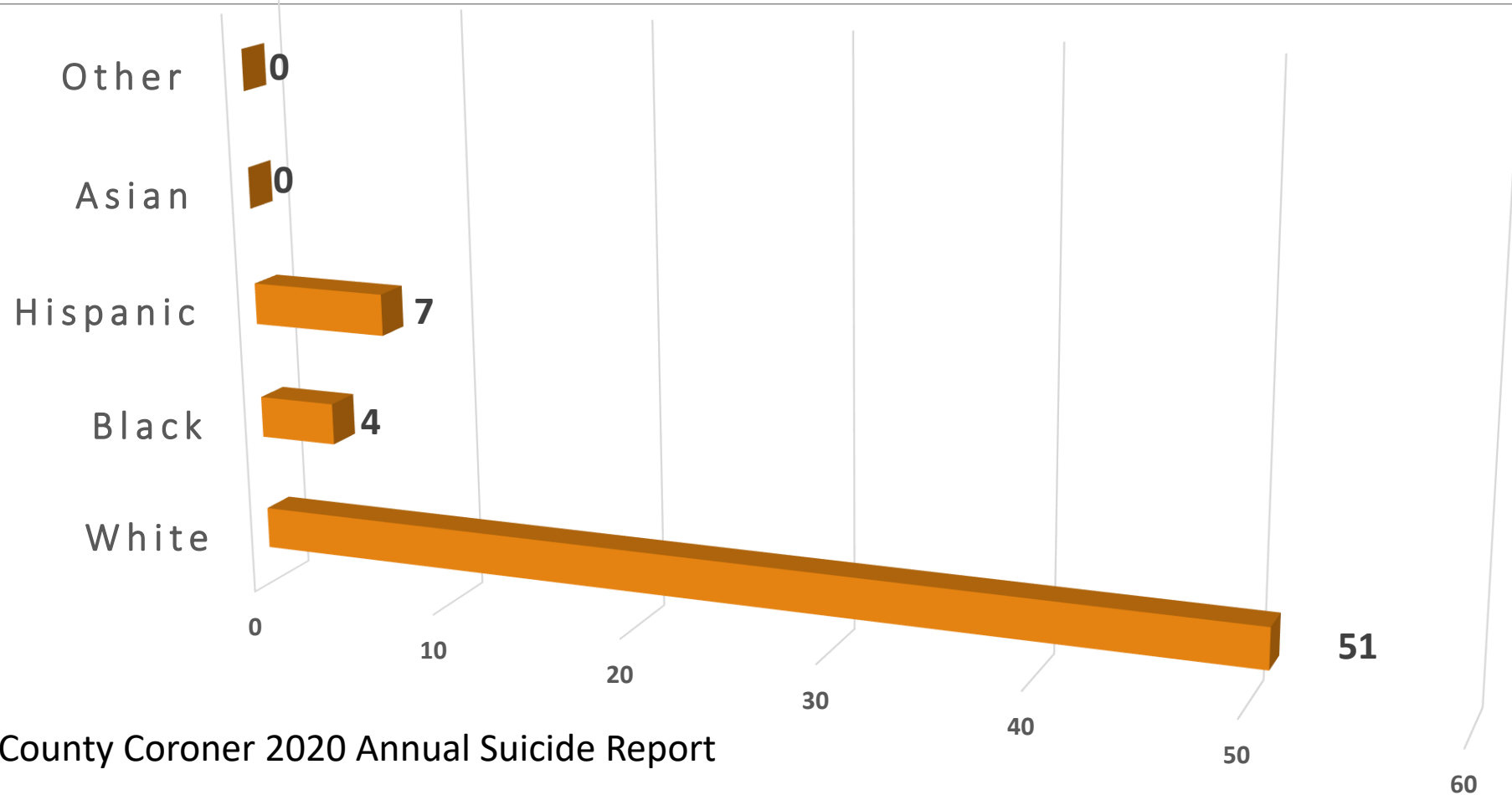
- The Step by Step Fairweather Lodge continues to support eight individuals as the only program in the Eastern PA to be certified as a lodge by the international association.
- A suicide task force is successfully operating in the county
- Lehigh County has 37 people at Wernersville State Hospital (WeSH), a reduction of seventy-one beds in the state hospital system since the announcement was made in January 2010 that Allentown State Hospital was closing
- Over 40 people were diverted from going to Wernersville State Hospital by being effectively supported in the community
- The SPORE Unit, which served 230 people with a recidivism rate for new charges of under 8%, underwent a name change to make the focus on recovery not offender and is now the Special Program Offering Recovery and Education.
- Enhanced MH training is being provided to all police departments in the county

# Mental Health

- **First Episode of Psychosis program (FEP)** launched in 2020, is a Coordinated Specialty Care (CSC) approach to treating young people (15-30) that recently experienced their first episode of psychosis. The team working with the young person offers an array of services, including low-dose medication management, individual and group therapy, family education, case management, supported education and employment, and Peer Support Services. Service coordination is guided by the young person's voice and choice. The FEP program seeks to improve the quality of life of young people by providing hope through empowerment to guide their own recovery, educating them about their psychosis, re-establishing and strengthening relationships, and re-integrating them back into the community whether it's attending school or working.
- **Mental Health Advance Directives (MHADs)**-all staff in the Mental Health Office have been trained in the utilization of MHADs and will be working with the people served by the office and with providers in assisting individuals in developing a plan for themselves. A MHAD allows people who are experiencing a crisis and are unable to state their desires in the moment to have a written plan that expresses their preferences on where to receive care and what treatments they are willing to undergo. They are also able to identify an agent or representative who is trusted and legally empowered to make healthcare decisions on their behalf.

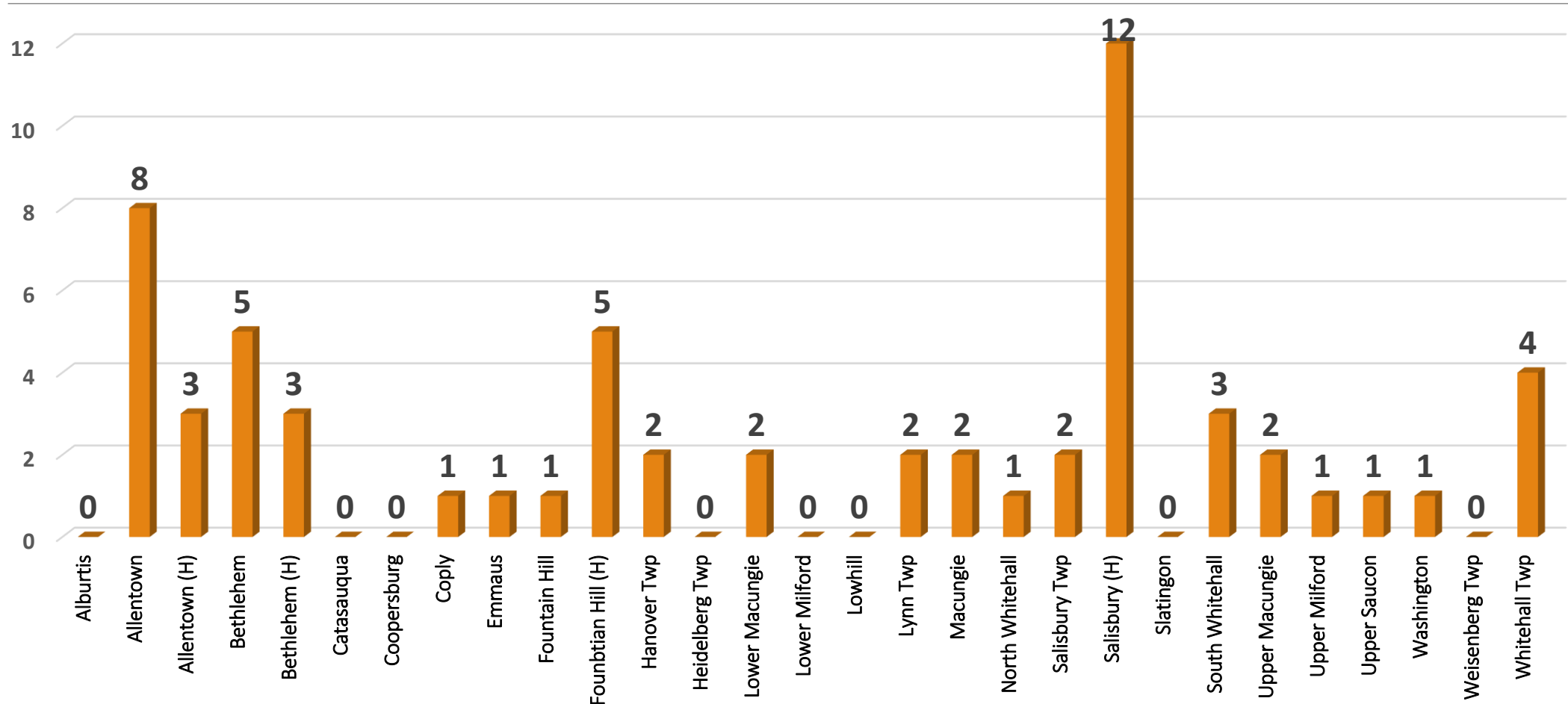


# Suicides - Decedent's Race

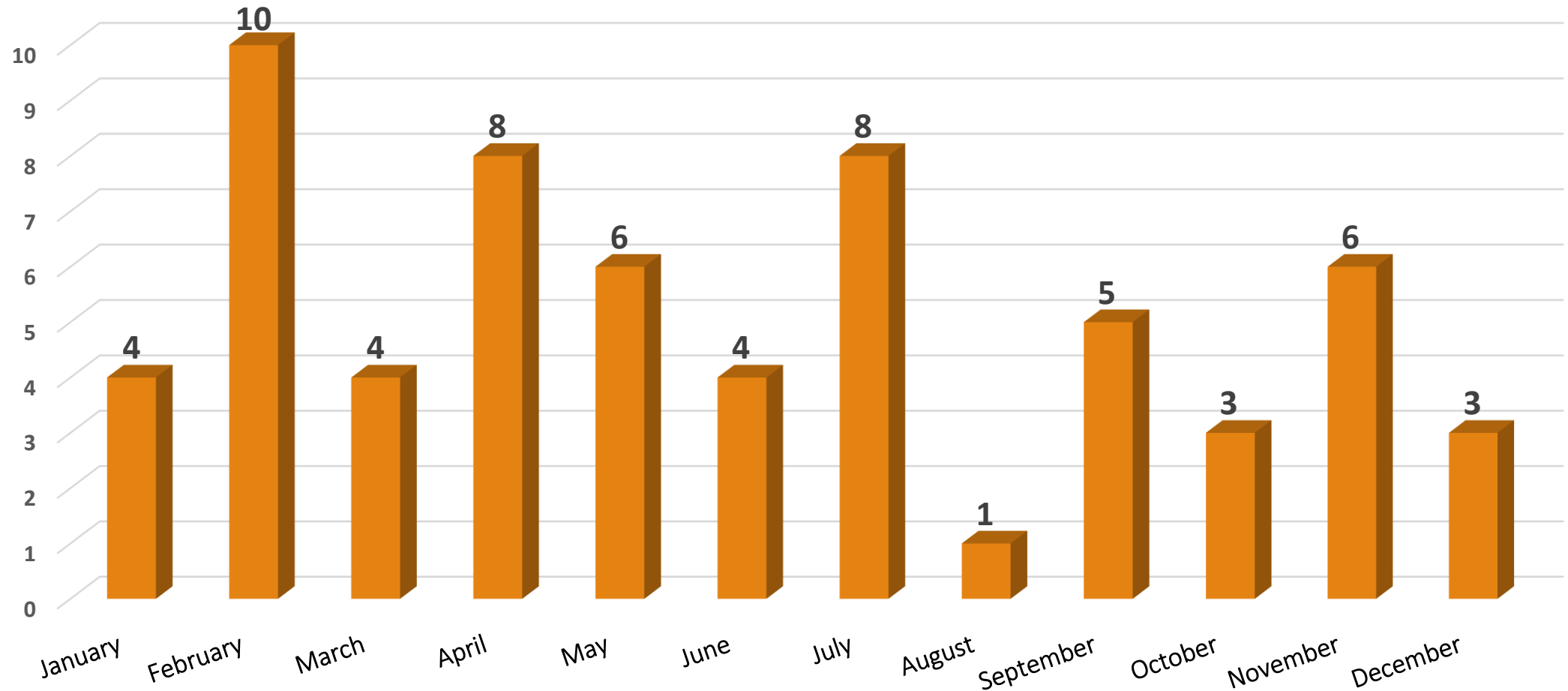


Source: Lehigh County Coroner 2020 Annual Suicide Report

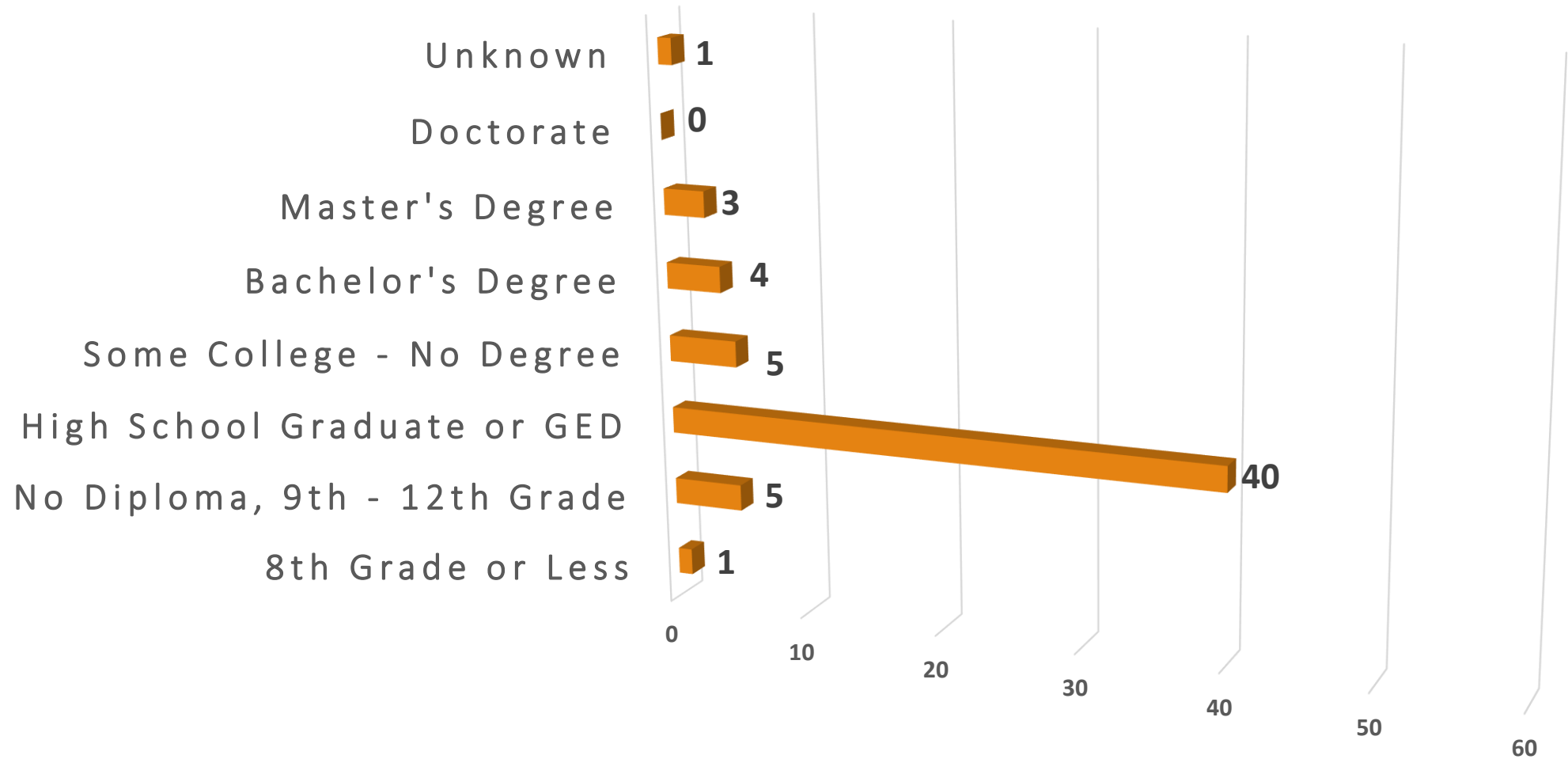
# Suicides - Political Subdivision Death



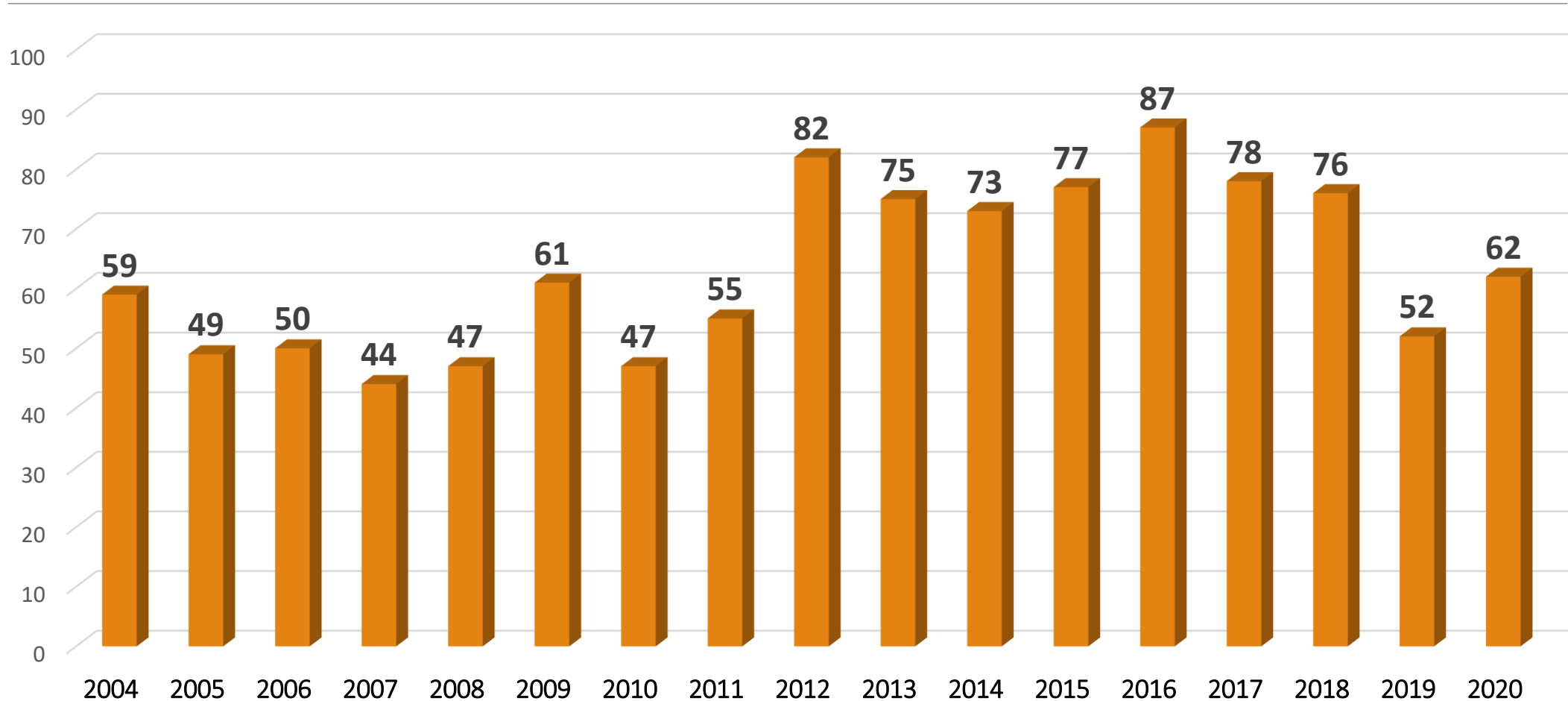
# Suicides - Month of Incident



# Suicides - Education Level



# 2004 – 2020 Suicide Totals





# Lehigh County Integrated Services

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- One of the Offices under the Department of Human Services
- Created to support Pennsylvania's 2012 System of Care Initiative to increase collaboration on multi-system involved cases.
- Supports all Department of Human Services (DHS) offices and Juvenile Probation with mental health case consultation and coordination.
- Helps to identify and bridge service and communication gaps between DHS offices and the child-serving systems.
- Provides leadership to cross-system projects within DHS such as Limited English Proficiency policy/procedure, Lehigh County Plan of Safe Care, and others when needed.

# Lehigh County Integrated Services

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

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**CASSP System Coordination:** 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 to maximize cross-system coordination and collaboration.

**Transitional Aged Youth:** Provides leadership to ensure cross-system collaboration and communication in identifying and securing community services for young people ages 16-21. Coordinates and facilitates transition to Adult Mental Health and other DHS systems.

**Child Welfare Liaison:** Children's Mental Health Caseworker who partners with Children and Youth Caseworkers to coordinate MH services for children in the custody of OCYS. Assists in diversionary efforts by providing families with information on the mental health system services and supports.

**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".

# Youth Mental Health First Aid

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Youth Mental Health First Aid is an 8 hour public education program which introduces participants to the unique risk factors and warning signs of mental health problems in adolescents, builds understanding of the importance of early intervention and teaches individuals how to help an adolescent in crisis or experiencing a mental health challenge.

Free to the community!!

Call Sue Lettera → 610-782-3201







# Resilient Lehigh Valley

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Cross-sector, collective-impact effort dedicated to increasing youth resiliency through creating a trauma-informed and resilient community

Multi-sector partnership of organizations and community members such as County DHS, school districts, IU-21, service system agencies, health care providers, law-enforcement, 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

Launched first Trauma Conference in June 2019

Launched website in 2020 → **[resilientlehighvalley.org](https://resilientlehighvalley.org)**



# ResilientLV Strategic Priorities

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- ❖ 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 services 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.

# Questions...

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

***What Could/Should Be Different?***

***What Works?***

***How Can We Do Better?***

