

Olmstead Plan for Pennsylvania's Mental Health System

Lebanon County

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- **Section I - Olmstead Planning Process:**

Lebanon County initially developed a local Olmstead Plan in 2012 following the announcement from the Commonwealth to achieve the goal of ending the unnecessary institutionalization of adults who have a serious and persistent mental illness. At that time, the chief focus existed on the county residents at Wernersville State Hospital and the Community Support Plan (CSP) recommendations. Following the revision of the Department of Human Service's Office of Mental Health and Substance Abuse Services *Olmstead Plan for Pennsylvania's State Mental Health System* in 2013 and the subsequent revision in May 2016, Lebanon County Mental Health/Intellectual Disabilities/Early Intervention (MH/ID/EI) began to formulate a strategy to move forward with implementing an incremental process of addressing not only the needs of the Lebanon County residents currently at Wernersville State Hospital, but those individuals that are at risk of possible hospitalization. The revised Plan does retain the core components from the 2013 plan, with a revision explaining the new sources of integrated housing through a U.S. Department of Housing and Urban Development demonstration project. Additionally, this Plan includes updates and steps to help accomplish the goal of not only ending unnecessary institutionalization of adults with serious mental illness, but also children with serious emotional disturbance, and those dually diagnosed with a substance use disorder, medical complexity or an intellectual disability. Data from the CSPs were used to assist the county in determining appropriate discharge options as well as services and supports still requiring further development.

Information was pulled from a variety of sources: written documents, including the Community Support Plans, internal MH/ID/EI databases with housing resources and outcomes, and meetings with community stakeholders. For those individuals currently residing at Wernersville State Hospital, data from the Community Support Plans (CSPs) were employed. Utilizing the Community Support Plans for all individuals residing and receiving treatment at Wernersville State Hospital, Lebanon County began to develop a database inclusive of all individual components of CSPs. This CSP database will serve as the primary resource for all the collective and individual needs for persons receiving this level of

support. Every individual's CSP data is to be entered into the database upon completion and/or update of their plans. From the database, the County Mental Health Program can gather information that will identify what services, supports, and infrastructure will be needed for those individuals. Relying on CSP data presented a unique challenge for this Plan. As of September 2016, only 21 out of 29 individuals currently occupying a Lebanon County bed has had a completed CSP. Of the 8 individuals that have not yet had a CSP, one individual has been there for over 2 years, 3 individuals have been hospitalized over one year, and 4 have been at the state hospital for less than one year. Of those 8, CSPs had either not yet been requested by the Wernersville treatment team or had not yet been scheduled by Wernersville staff. For the individuals that do not currently have a CSP, data was gleaned from informal treatment team meetings and recommendations, family communication, as well as the individual's input into their requested discharge placement. Additionally, the outcome of maximizing resources can be addressed through this process by ensuring that if the demand is not sufficient to develop a service in a particular county, a plan can be set forth to possibly develop a regional or Service Area support or service, as has been presented as a suggestion in the past at the Continuity of Care meetings.

Databases related to housing resources and outcomes provide another source of information. MH/ID/EI has developed a *Housing Options Worksheet* in working with consumers who have expressed a housing goal. This worksheet is also used in assisting those individuals who are currently living in large aggregate settings. Information from the worksheets is used to develop a housing plan for the individual, taking into account their desired placement and the least restrictive environment. Case managers are encouraged to use the worksheet for a variety of situations including: preference to work on a housing goal, desire to move locations, and diversion from incarceration or hospital setting. The listing of housing options is made available to case managers through MH/ID/EI's Housing Resource Guide, which is updated annually.

Lebanon County also held multiple stakeholder meetings to gather input from families, individuals in recovery, and providers into what services and supports are needed in the community. These meetings included: **Quality Management Team (QMT)**, the **Lebanon Housing Options Team (LHOT)**, the **Community Support Program (CSP)**, and **Diversion Team**. **QMT** meets on a quarterly basis and includes provider agencies, individuals in recovery, PerformCare, representation from the Capital Area Behavioral Healthcare Collaborative (CABHC) and MH/ID/EI staff. The purpose of the team is to review current mental health services to determine what, if any, changes should be made to improve the services. The team reviews and develops components of the county Mental Health Plan, reviews the Consumer Satisfaction Services (CSS) surveys, discusses issues related to

HealthChoices (PerformCare), and state initiatives for improvement and quality of care issues. **LHOT** meets every other month and works to identify necessary housing and resource needs to create or expand accessible, affordable and safe housing opportunities, for persons with disabilities in Lebanon County. A variety of agencies dealing with housing participate on this team, including: MH/ID/EI, the regional housing coordinator from the Self-Determination Housing Project, the Housing Authority of the County of Lebanon, Community Action Partnership, and Community Homes of the Lebanon Valley, among others. The **Community Support Program** works to see that every adult with a serious mental illness is able to enjoy the highest quality of life possible. Through this vision is a premise that every individual deserves to be accepted and included in their community, provided with easy access to humane comprehensive services and supports of their choice, and offered multiple opportunities to enhance personal growth and recovery. CSP members meet on a monthly basis. CSP is a consumer-driven group, comprised largely of individuals in recovery who are able to offer suggestions into what services have helped them. They also offer valuable insight into what our community would benefit from as we work together to develop that vision. **Diversion Team** is an internal MH/ID/EI meeting that also meets on a monthly basis. Team members include MH administrative staff, case management staff, and both the liaison for Wernersville State Hospital and the liaison for the Extended Acute Care Unit at WellSpan Philhaven. The goal of the team is to review all current individuals at Wernersville State Hospital as well as the Extended Acute Care Unit. Diversion Team serves as a monitoring entity of community inpatient units as individuals are referred for long-term care hospitalization. The team strives to ensure that all long-term care beds are utilized only as necessary, and as possible, individuals are diverted to the least restrictive environment. As cases are referred and admitted to long-term care placements, individuals are discussed in order to ascertain barriers to discharge. Ideas and recommendations are then presented to the treatment team at each hospital to assist in facilitating appropriate discharge plans in order to provide the shortest hospitalization as possible. These groups will continue to serve as valuable tools as we update and change our plan, adapting to the changing needs of our consumers.

As exhibited above, there is a lengthy planning process in determining the local Olmstead Plan. This information can then be cross-referenced with the existing services and supports currently available in the County as outlined in the Human Services Plan. By cross-referencing both sets of information, the county will know exactly what areas of support are sufficient in meeting the needs of these individuals, and what areas of support need to be further enhanced, newly developed or accordingly altered. This cooperative planning approach could be best suited in meeting the specialized needs of individuals who have a dual diagnosis of mental illness and an intellectual disability, individuals who have a dual

diagnosis of mental illness and substance abuse, individuals who have a dual diagnosis of mental illness and physical disability, individuals who have a dual diagnosis of mental illness and traumatic brain injury, consumers returning from incarceration, individuals that are hearing impaired, individuals who are homeless, individuals who are elderly, individuals who are medically fragile, individuals who do not speak English, transition age youth, and any other special needs.

The county Olmstead Plan will be a living document, subject to change based upon the dynamic needs of the persons we serve. Lebanon County will have a fully encompassing, current representation of the community based support needs of each individual receiving treatment and support at Wernersville State Hospital, as well as the other special populations noted above.

- **Section II - Services To Be Developed:**

In this section, we will identify current county services as well as services and supports to be developed.

Lebanon County explores a variety of community resources and supports prior to placement in Residential Treatment Facilities (Children/Youth) or the State Hospital System (Adults). There are currently 24 children and adolescents in Lebanon County who are authorized for placement in a Residential Treatment Facility (RTF). Prior to this placement, if the youth is assigned to a MH case manager, all other possibilities are pursued as least restrictive options. If the youth is unknown to our agency, the Child and Adolescent Service System Provider (CASSP) Coordinator participates in the Interagency Service Planning Team (ISPT) Meeting to ensure that all other services reviewed and pursued. If the CASSP Coordinator disagrees with the recommendation for RTF, she recommends a substitute service in the best interest of the youth and the family. The final authorization for RTF or a substitute is in the hands of the behavioral health managed care organization, PerformCare. If the final decision is made and authorizes RTF, it is expected that a case manager is involved with the team at the facility in discharge planning beginning at admission. Team meetings are held every 30 days, and the team is held accountable to ensure that there is measureable treatment planning, family engagement, and appropriate discharge planning. Lebanon County MH/ID/EI is also participating in several initiatives to address concerns at RTFs. The first is the RTF Workgroup which is co-run by the Capital Area Behavioral Healthcare Collaborative (CABHC) and PerformCare, the Behavioral Health Managed Care Organization. This workgroup has been ongoing throughout the past 10 years, with periods of rest, but was revitalized in January 2017. The workgroup addresses issues

surrounding length of stay, quality of care, diversion from RTF, and increased community-based programming. They are also looking at short-term RTF models that specifically focus on trauma. The second initiative is RTF Teleconferencing, which is an approved HealthChoices Reinvestment Plan. Teleconferencing would enable both case managers and families the ability to engage more effectively in team meetings and discharge planning. This plan is currently in development and is expected to be in effect by the end of this calendar year.

As the county looks at the use of the state hospital system, a concentrated effort is made to divert individuals from community inpatient units back to their prior living arrangement. Currently, there are 29 individuals from Lebanon County at Wernersville State Hospital, with varying lengths of stay. Diversion Team is an internal MH/ID/EI meeting that occurs on a monthly basis. Team members include MH administrative staff, case management staff, and both the liaison for Wernersville State Hospital and the liaison for the Extended Acute Care Unit at WellSpan Philhaven. The goal of the team is to review all current individuals at Wernersville State Hospital as well as the Extended Acute Care Unit. Diversion Team serves as a monitoring entity of community inpatient units as individuals are referred for long-term care hospitalization. The team strives to ensure that all long-term care beds are utilized only as necessary, and as possible, individuals are diverted to the least restrictive environment. As cases are referred and admitted to long-term care placements, individuals are discussed in order to ascertain barriers to discharge. Ideas and recommendations are then presented to the treatment team at each hospital to assist in facilitating appropriate discharge plans in order to provide the shortest hospitalization as possible.

a. Prevention and early intervention services and supports

1. **Lebanon County Crisis Intervention and mobile outreach services** are currently available 24 hours a day/7 days a week through a contract with WellSpan Philhaven. Crisis Intervention is located on the campus of WellSpan Good Samaritan Hospital in close proximity to the emergency department. Clinical Social Workers are also embedded in the emergency department at WellSpan Good Samaritan Hospital. The Lebanon County Drug & Alcohol Commission and Crisis Intervention currently are pursuing the idea of a “warm hand-off” when an opioid addiction survivor presents at the emergency department. There is early discussion about using HealthChoices reinvestment monies to fund a Drug & Alcohol Recovery Specialist to be employed full-time at Crisis Intervention. In FY 2015-2016, approximately 2,000 unduplicated individuals were served by Crisis Intervention and mobile outreach services. Age Range - Lifespan

2. **Mobile MH/ID Behavioral Intervention Team** is a project that is currently being pursued through HealthChoices reinvestment dollars. This team is designed for dually diagnosed individuals age 21 and older. An individual does not need to be open with both the county mental health and intellectual disabilities systems, but must meet qualifying criteria for both. Referrals will come from the county program. Community Services Group has been selected as the provider for this service. It is anticipated that the service will begin in Winter 2016, dependent upon staffing. The team for Lebanon County is expected to serve 10 individuals. Age Range – Adults 21+
3. **Targeted Case Management Services (TCM)** are currently available through MH/ID/EI, with funding coming from federal, state, and county dollars. Historically, TCM services have proven to be a valuable tool in diversion cases. Additionally, TCMs can assist in crisis situations in working with clients and potentially prevent referrals to higher levels of care. As of September 2016, 256 adults and 151 children and adolescents were receiving TCM services. Age Range – Age 3 – end of life
4. **Mental Health First Aid (MHFA) Trainings** are available in the county, free to anyone who lives or works in Lebanon County. Trainings are sponsored through WellSpan Philhaven. MHFA helps an individual to identify, understand, and respond to the signs and symptoms of addiction and mental illness, while also helping to educate on the local resources that are available and where to turn to guide someone towards getting appropriate professional help. Age Range – Adults 18+
5. **Question Persuade Refer (QPR) Suicide Prevention Trainings** are also available in Lebanon County, free to anyone who lives or works in the county. QPR trainings are funded jointly through PerformCare and Lebanon County MH/ID/EI. QPR discusses facts concerning suicide and suicide prevention, educates individuals on recognizing the warning signs of those who may be thinking about suicide, gives information on how to ask the question about suicide, persuade them to get help and refer them to the proper resource, and raises awareness of suicide – helping to dispel myths and misconceptions about suicide. Age Range – Adults 18+
6. **The Early Intervention Program** provides services to children from birth to age 3 living in Lebanon County who have a developmental delay or are at risk for a developmental delay. Therapeutic and support services are provided to eligible children and their families based on the individual needs of the child and the family as determined by a team assessment. Services such as special instruction, speech therapy, physical therapy, occupational therapy, or other family-centered services will teach families how to support and encourage their child's development in order for the child to develop skills to their full potential.

Services are provided in a natural environment such as the home or a daycare setting. After age 3, children are then referred to the Intermediate Unit (I.U.) for continued services. In FY 15-16, 299 children were served in the early intervention program. Age Range – Birth to Age 3

7. **Child and Adolescent Service System Program (CASSP)** – CASSP is comprised of a core team of professionals, from several child serving systems, dedicated to assisting families with children in need of support. This support may be community based and/or a formal service. The plan that is created is based not only on the needs of the child but considers their strengths in the process to encourage the likelihood of success. Age Range – Birth to 16

8. **The Transition Collaboration Team (TCT)** works with youth aged 17-21 to help prepare them for adulthood in the form of both formal and informal supports. This team consists of professionals with varied backgrounds so as to provide education and resources that are relevant to this demographic. Topics discussed include employment, education, mental health services and community linkages. Age Range – 17-21.

b. Housing Options

In the spirit of collaboration, MH/ID/EI appreciates our community housing partners and the efforts exercised to expand Housing First options within our county. We foster those partnerships through several different avenues, including but not limited to, Lebanon Housing Options Team (LHOT), Lebanon Rental Property Owners Association (LRPOA), the Housing Authority of Lebanon County, Lebanon County Coalition to End Homelessness, and a Lebanon County Housing Steering Committee. Through these diverse avenues we are able to advocate for our individuals in recovery as well as create positive relationships with private and public landlords that lead to expanded affordable housing options.

In January 2017, MH/ID/EI met with a local housing developer who expressed interest in obtaining additional information about the housing needs of the individuals that we serve. As a result of that meeting, a housing survey was created and dispersed to individuals who are currently working with a TCM, the WARRIOR (“We Are Remarkable Responsible Individuals of Resilience) Project through PA Counseling Services, or have an authorization with the Philhaven Supported Housing Program (SHP). The results of this housing survey will be tallied and shared with the developer in an effort to develop potential new housing opportunities.

1. Lebanon County has fully embraced the Housing First approach and is currently in process of establishing a new housing initiative entitled “**New Start.**” **New Start** will consist of 10 individual apartments and will utilize a Master Leasing Program. A partnership has been established with the Housing Authority of Lebanon County, who will locate and manage the

apartments. WellSpan Philhaven will provide the supportive housing services for New Start. HealthChoices Reinvestment dollars were utilized for the start-up funds for this project, with sustainment monies coming from the Community Residential Rehabilitation (CRR) Conversion Plan. It is estimated that this project will serve 10 individuals. Consideration of referrals is tentatively scheduled for January 2017. Age Range – Adults 18+

2. Lebanon County is also in the process of implementing a **Fairweather Lodge**. HealthChoices Reinvestment dollars are being utilized for the start-up costs of this housing option, with sustainment dollars coming from the CRR Conversion Plan. A home was purchased in March 2016 and we are currently negotiating the necessary renovations. A Request for Proposals to secure a Fairweather Lodge Coordinator provider was released in July 2016, with a re-distribution date in October 2016. It is estimated that the Fairweather Lodge will serve 6 individuals. It is anticipated, pending that the necessary renovations are complete and a provider is identified, that referrals will be accepted sometime in calendar year 2017. Age Range – Adults 18+
3. There is a need to secure **more stable affordable housing** in the county through independent landlords. Work continues to be done to educate landlords in working with tenants with mental illness. The CHIPP Coordinator provides outreach to the Lebanon Rental Property Owners Association (LRPOA) and attends the LRPOA monthly meetings when possible to facilitate collaboration. Affordable housing options are discussed at length as diversionary measures and to assure that the least restrictive environment is pursued. There is currently no one identified at Wernersville State Hospital for this setting. The need to secure more stable affordable housing has been identified in various housing surveys over the years but most recently in the January 2017 housing survey. Age Range - Lifespan
4. Lebanon County currently utilizes a **transitional partial Community Residential Rehabilitation (CRR) program**. The county has historically struggled in keeping this program fully occupied, and after an extended period of time has decided to use the monies currently funding the CRR and shift them to more recovery-oriented housing options. The CRR Conversion Plan was approved by OMHSAS in October 2015. The CRR Conversion Plan includes the creation of the Fairweather Lodge and Permanent Supportive Housing units (New Start) which are currently in development. Once the Fairweather Lodge and New Start are implemented and accepting referrals we will begin the 18 month transition to close the CRR. Until this 18 month time period begins, the CRR will continue business as usual. As of September 2016, there are 6 beds (3 male and 3 female) available at the CRR, with only 4 being occupied. Funding for the CRR is through county mental health funds. Age Range – Adults 18+

c. Non-residential treatment services and community supports

1. **Assertive Community Treatment Team (ACT)** is already established in Lebanon County and can serve up to a maximum of 55 individuals. There is currently one provider, WellSpan Philhaven. Funding is exclusively through the HealthChoices system. With the implementation of the CRR Conversion Plan, it is the intention of the county to utilize some mental health base funding for non-Medical Assistance (MA) individuals to be served by ACT. Mental Health base funding would be dependent upon identified needs. Age Range – Adults 18+
2. **Mobile Psychiatric Nurse** is already established in Lebanon County, with Behavioral Healthcare Corporation being the only provider. However, current funding is solely through the HealthChoices system. In Fiscal Year 2015-2016, 18 individuals were served. With funds made available through the CRR Conversion Plan, it is our intention to be able to use mental health base funding for non-MA individuals. Mental health base funding is dependent upon individual needs. Age Range – Adults 18+
3. **Increased psychiatric time, emergency psychiatric time, and/or the addition of Telepsychiatry** for Lebanon County. We continue to have lengthy waiting lists for psychiatric time, despite repeated attempts at brainstorming with the three community outpatient providers (PA Counseling Services, T.W. Ponessa & Associates, and WellSpan Philhaven) in the county. There is a HealthChoices reinvestment plan being considered which would provide grants to providers as incentive for the recruitment of psychiatrists. These monies could be used for loan forgiveness, travel expenses, and hiring bonuses. Staff would then be required to stay with a provider for 3 years. These grants would be over and above the provider's current staffing needs. In order to assist in discharge planning from the state hospital and for continuity of care, MH/ID/EI does contract with a psychiatrist for time at our office when the individual is not able to attain an appointment with a community outpatient provider. Once the person is able to be transferred to a community outpatient provider, MH/ID/EI case management staff assists the individual to do so. In Fiscal Year 14-15, the county provided mental health base funding for 277 individuals for outpatient services. Age Range – 3+
4. **Psychiatric Rehabilitation Services** – Lebanon County does not currently have a psychiatric rehabilitation services provider. However, we are able to offer social rehabilitation services through Halcyon Activity Center. In FY 2015-2016, 160 individuals were funded through mental health base funds for Halcyon. There is an approved HealthChoices Reinvestment plan for Psychiatric Rehabilitation Services to secure a provider in Lebanon County

through the Request for Proposals (RFP) process. Tentative implementation is January 2018. Age Range – Adults 18+

5. **Multi-Systemic Therapy (MST)** is offered in Lebanon County through PA Counseling Services. This service was implemented in April 2016. Funding is through the HealthChoices system; however, county funding is available until the individual receives Medical Assistance benefits. Referrals are generated through the juvenile justice or child welfare system. It is anticipated that 15-18 cases can be served by MST per year. Age Range – 12-17
6. **Functional Family Therapy (FFT)** has been recognized as a need not only in Lebanon County, but in the Capital Five region. This service is designed for individuals aged 11-18 who are at a high risk of out-of-home placement. Referrals may be generated from the juvenile justice, school, mental health, or child welfare systems. There is an approved HealthChoices Reinvestment plan; however the Behavioral Health Managed Care Organization (BH-MCO), PerformCare, is currently researching utilization and outcomes data in this region to determine if we will pursue implementation. There is no defined timeline for this service to begin.
7. **Sexual Offender Treatment Services** are available through 2 providers in Lebanon County. Diakon Family Life Services offers a Specialized In-Home Treatment Program (SPIN) for children and adolescents aged 7-18. SPIN addresses sexual problematic behaviors, and/or youth who have sexually acted out and/or have sexually offended. Current capacity of this program is 96, with funding through HealthChoices. TRIAD Treatment Specialists provides treatment services for adults age 18 and older. Sessions are typically private pay, with possible reimbursement by insurance companies. There is also some funding available through the state correctional system and Domestic Violence Intervention, on a case-by-case basis. Availability for services varies dependent on counselor caseload. Although not in Lebanon County, Commonwealth Clinical Group in Lancaster County, has been utilized previously in several cases. Commonwealth Clinical Group offers evaluation and treatment to adult and adolescent sexual offenders. The program provides group, individual, and family counseling in order to treat individuals suffering from sexual paraphilia, sexual addiction or other sexual disorders. Counseling sessions are conducted using a Cognitive-Behavioral approach. Additional theoretical frameworks and treatment approaches can be supplemented in order to best provide effective interventions to clients with different needs. Age Range – please see narrative above
8. **Non-Residential Full Day Structured Program** is currently only available through the local Area Agency on Aging (AAA). Currently, we do not have

any individuals at Wernersville State Hospital who have demonstrated a need for this service. However, if identified through the CSP process, MH/ID/EI would work with AAA to accommodate this need. Age Range – AAA regulations state that the age is 60 and over; however, they are allowed to have no more than 3 individuals under the age of 60 as long as they meet the requirements and have the proper diagnosis to attend.

9. **Family Psycho-Education** has been listed as a Priority Transformation in our FY 2016-2017 Human Services Plan and is also being monitored by the Quality Management Team. As there is no current provider, the initial timeline includes identifying a funding stream. The provider would need start-up funds as well as ongoing funding to sustain the educational service. At this time, we have not identified a funding stream to implement this service. The number of individuals served would be dependent upon the needs of families identified or as requested. Age Range – Adults 18+
10. **Lebanon County Crisis Intervention and mobile outreach services** are currently available 24 hours a day/7 days a week through a contract with WellSpan Philhaven. Crisis Intervention is located on the campus of WellSpan Good Samaritan Hospital in close proximity to the emergency department. Clinical Social Workers are also embedded in the emergency department at WellSpan Good Samaritan Hospital. The Lebanon County Drug & Alcohol Commission and Crisis Intervention currently are pursuing the idea of a “warm hand-off” when an opioid addiction survivor presents at the emergency department. There is early discussion about using HealthChoices reinvestment monies to fund a Drug & Alcohol Recovery Specialist to be employed full-time at Crisis Intervention. In FY 2015-2016, approximately 2,000 unduplicated individuals were served by Crisis Intervention and mobile outreach services. Age Range – Lifespan
11. **Transportation Services** remain a challenge in Lebanon County. The **Medical Assistance Transportation System (MATP)** is available for those individuals enrolled in the HealthChoices System and can be used for transportation to medical appointments. Discounted bus passes for the county bus system exist for individuals with disabilities and/or those who receive Medicare. In general, there are two main factors that impede the ability to navigate the county: limited bus routes and limited availability of buses during the evening hours (and somewhat during the day depending on the location). MH/ID/EI continues to work with our community partners in helping to identify strategies in furthering our public transportation system. In FY 15-16, MATP served 1,023 individuals. Age Range – Lifespan

d. Peer Support and Peer-run Services

1. As of October 1, 2016, Lebanon County has one provider (WellSpan Philhaven) that operates **Peer Support Services**. However, there is a coordinated effort between MH/ID/EI and HealthChoices to procure an additional provider. MH/ID/EI would then provide mental health base funds to both providers, with an estimate to serve 10 individuals each year. The majority of funding for Peer Support Services is through HealthChoices. In FY 2015-2016, 10 individuals utilize mental health base funding, while 64 utilized funding through HealthChoices. Lebanon County has two **peer-run services**: the Community Support Program and the Hearing Voices Network Support Group. In addition, the Quality Management Team, along with persons and families receiving services, has established a goal of updating the county ROSI (Recovery Oriented Systems Indicator) by December 31, 2016. The purpose of this project is to attempt to engage individuals in recovery and their families as more active participants in advisory and evaluation roles in determining additional mental health services and supports. Age Range – Adults 18+

e. Supported Employment Services

1. At the present time, Lebanon County MH/ID/EI holds contracts with 4 supported employment providers: *AHEDD Employment Services*, *Developmental and Disability Services (DDS)*, *Ephrata Area Rehabilitation Services (EARS)*, and *Quality Employment Services and Training (QUEST)* for services such as job coaching, job development, and mobile work crew. AHEDD is the only provider currently following the SAMHSA model of an outcomes based system, however, DDS has shown interest in following this model as well. 25 individuals were served in FY 2015-2016 with mental health base funding. Currently, there is no wait for services and adequate capacity for interested individuals. Quality Management Team will continue to monitor and engage the employment providers and assist the remaining 3 providers in transitioning to the SAMHSA model. The projected timeline for this project is by December 31, 2016. Age Range – Adults 18+

• **Section III - Housing in Integrated Settings:**

a. **Housing Inventory:**

Current Housing Options Available in Lebanon County

- Independent Living (homes, apartments, shared living arrangements, Section 8, low income housing) – *400 individuals who are currently receiving case management services*

- Partial Community Residential Rehabilitation (CRR) – *6 individuals*
- Personal Care Boarding Home
- Assisted Living
- Fairweather Lodge (anticipated availability 2017) – *6 individuals*
- New Start Master Leasing Program (anticipated availability January 2017) – *10 individuals*

Housing Options Available Outside of Lebanon County

- Independent Living (homes, apartments, shared living arrangements, Section 8, low income housing)
- Personal Care Boarding Home
- Assisted Living
- Based upon the data from the CSP process at Wernersville State Hospital, Lebanon County currently has a high number of individuals that will require a structured setting for discharge. As of September 2016, of the 21 individuals that had a completed CSP, 18 were recommended for a structured setting to facilitate a successful discharge. In order to best serve consumers, Lebanon County would benefit from the **Enhanced Personal Care Home model**. This home would serve 3-6 individuals with medical needs, but who are not deemed appropriate for nursing home level of care. Funding would remain a major factor in the construction of such a home, as costs would include procurement of a home, identifying a provider, staffing ratios (including medical staff and mental health professionals as needed), and ongoing household bills. If available, Community Hospital Integration Project Program (CHIPP) funding may be considered. Projected timeline is tentative, but could be looked at for FY 17-18.
Age Range – Adults 18+
- Lebanon County would benefit from a **Long-Term Structured Residence (LTSR)** to better support its' residents. As there is no current LTSR in Lebanon County, there is no CSP data to support this housing arrangement. However, the state hospital treatment teams frequently inquire about this option for those individuals who have continued there for over 2 years, and who have shown little success in other community settings. Informal numbers do vary as there is no data at this current time. Lebanon County would also welcome the idea of partnering with another county to consider a regionally based LTSR. If available,

CHIPP funding may be considered. We would anticipate serving up to 8 individuals in this setting. Age Range – Adults 18+

b. *Progress Toward Integration of Housing Services:*

Lebanon County MH/ID/EI remains diligent in its work to ensure that individuals are housed in integrated settings. To that end, we continue to partner with the Housing Authority of Lebanon County (HACL) as well as the Disability Empowerment Center to ensure accommodations to housing, as the need arises. The HACL does not discriminate in their application process and welcomes the opportunity to collaborate with us as housing options become available. To better assist in integration, MH/ID/EI also utilizes the Housing Options Worksheet to fully engage the individual in the decision-making process and to assist them toward their preferred housing placement.

All housing sites are located throughout Lebanon County, in mainstream society and offer individuals access to community resources, as well as meeting the Americans with Disabilities Act (ADA) regulations. Individuals are offered the choice of the setting they would like to live in, whether that entails an independent setting or a shared living arrangement. They have a choice in what activities they wish to pursue, and whom they choose to interact with. All steps are taken to ensure that an individual is living in an integrated community setting and has the chance to interact with others who do not have disabilities to the fullest extent possible. MH/ID/EI continues its work with local housing developers and other community agencies in discussions involving new housing opportunities in the county to allow for additional choice and integration.

c. *CRR Conversion Plan:*

Lebanon County has a CRR Conversion Plan that was approved by OMHSAS in October 2015. The plan is to close the Partial Care CRR, currently operated by Community Services Group, and to develop new supportive housing options including a Fairweather Lodge and a Master Leasing Program. Any remaining conversion funds will be used to provide services and supports to non-MA recipients including but not limited to mobile psychiatric nursing and Assertive Community Treatment. The CRR Conversion Plan includes the creation of the Fairweather Lodge and Permanent Supportive Housing units (New Start) which are currently in development. Once the Fairweather Lodge and New Start are implemented and accepting referrals we will begin the 18 month transition to close the CRR. Until this 18 month time period begins, the CRR will continue business as usual.

d. *Strategies Used to Maximize Resources:*

Community Action Partnership (CAP) has recently been identified as the Local Lead Agency (LLA) for Lebanon County. Department of Human Services (DHS) staff met with CAP and they were trained on the Section 811 program, however there are no identified Section 811 properties in Lebanon County at this time. The LLA remains in a period of transition right now due to the restructuring changes in the Regional Housing Coordinator positions with the Self-Determination Housing Project (SDHP) of Pennsylvania. Potential next steps may be to engage the LLA in conversation regarding the possibility of discussing Low Income Housing Tax Credit properties or working with the Housing Authority of Lebanon County for increased Housing Choice Vouchers. MH/ID/EI has an established relationship with CAP for other housing options, and welcomes the opportunity to work with them as the LLA.

Lebanon County does partner with a variety of housing providers and agencies in an effort to provide a complete continuum of housing options. Our Regional Housing Coordinator, through the Self-Determination Housing Project of Pennsylvania, maintains regular communication with our agency and is a member of the Lebanon Housing Options Team (LHOT). Several other agencies and providers are also a part of LHOT including: the Housing Authority of Lebanon County, Community Action Partnership, PA Counseling Services, WellSpan Philhaven, Community Services Group, the PA Link to Aging and Disability Services, the Lebanon County CASSP Coordinator, Community Homes of the Lebanon Valley, and private landlords. MH/ID/EI is a part of the local Homeless Coalition, a collaborative of community members, providers, and agencies. Their mission is twofold in that they strive to educate the community of the problem of homelessness in Lebanon County and also endeavor to eradicate hunger and homelessness for all county residents. Through a contract with WellSpan Philhaven, MH/ID/EI provides mental health base funding for a Supportive Housing Program (SHP). This program employs a full-time case manager who assists individuals in a variety of goal areas related to housing. In FY 2015-2016, SHP served 64 individuals.

● **Section IV - Special Populations:**

Lebanon County's goal is to be able to access and sustain funding to meet the specialized needs of our residents so that community treatment and interventions will be sufficient and long-term care for psychiatric treatment is no longer required. Across the board, systems and funding streams are already in place for the majority of our special needs populations; however, adequacy and consistency of funds remain the challenge. With the majority of the psychiatrically disabled population at or below the

poverty level, persons in these populations struggle to maintain consistent community living arrangements in support of their journey in recovery. In order to attain and maintain services and supports, we will require adequate and sustained funding. As we continue to strive for the highest level of services and supports, Lebanon County continues to evaluate the strengths and needs of the following special populations.

- **A. Individuals with a dual diagnosis (Mental Health/Intellectual Disability) Age Range – 3+**

Strengths:

- Mental Health case management services including Intensive Case Management (ICM), Resource Coordination (RC), Forensic Resource Coordination and administrative case management. Case management services are accessed through scheduled appointments with Lebanon County MH/ID/EI intake workers. (Intake workers also have the capacity for intake community appointments, as deemed necessary.) Intake workers, through the completion of a life domain needs assessment, prioritize areas of need for case management and guide the decision regarding level of case management and other support services, in compliance with state and federal regulations and guidelines.
- Crisis Intervention Program and Emergency Services staff that are trained and experienced to identify and address the issues and needs associated with the dually diagnosed population. Age Range - Lifespan
- Assertive Community Team (ACT) services through WellSpan Philhaven. ACT services are only available through a referral process and for individuals that meet eligibility criteria. Age Range – Adults 18+
- Certified Peer specialists through one licensed provider (WellSpan Philhaven). In addition, certified peer support specialists can be found embedded in multiple services and supports. Age Range – Adults 18+
- Supports Coordination Services available through Dauphin County Case Management Unit (CMU) or Service Access Management (SAM). Support coordination services are accessed through scheduled appointments with Lebanon County MH/ID/EI intake workers. (Intake workers also have the capacity for intake community appointments, as deemed necessary.) Intake workers, through the completion of a life domain needs assessment, prioritize areas of need for service coordination and guide the decision regarding level of case management and other support services, in compliance with state and federal regulations and guidelines.

- Supported Employment through five providers offering services in Lebanon County, with contracts negotiated through the state. Lebanon County is a participant in the current Employment Pilot, with funds being used to provide support in finding jobs and in maintaining employment. Funds have also been used for individuals who have transitioned out of high school and for those still in school that have afterschool or summer jobs.
- Lifesharing Options for those individuals seeking residential services and for those already receiving residential services.
- Relationship with the South Central PA Health Care Quality Unit (HCQU) to insure that technical assistance is provided when a health related concern is noted in incident reports.
- Interagency Team meetings are scheduled, when necessary, to bring all stakeholders involved with the dually diagnosed individual, to support and develop a person-centered plan.
- The Child and Adolescent Service System Program (CASSP), dedicated to assisting families with children in need of support. This support may be community based and/or a formal service. The plan that is created is based not only on the needs of the child but considers their strengths in the process to encourage the likelihood of success. Age Range – Birth to age 16
- The Transition Collaboration Team works with youth aged 17-21 to help prepare them for adulthood in the form of both formal and informal supports. Topics discussed include employment, education, mental health services, and community linkages.

Needs:

- Mobile Mental Health/Intellectual Disabilities Behavior Intervention Services in development through a HealthChoices reinvestment project. This should begin sometime in Winter 2016.
- Mental health screening at county central booking in an effort to divert to treatment versus fines/charges/imprisonment.
- Training among psychiatric professionals in treating individuals who are dually diagnosed.

- **B. Individuals with co-occurring disorders (mental health/substance use disorders)**
Age Range – 18+

Strengths:

- Co-occurring (mental health and substance abuse) Outpatient Treatment Services through two providers, PA Counseling Services and TW Ponessa and Associates, using the evidence based Hazelden co-occurring curriculum. Adults can access this service by contacting the provider directly or through referrals from various referring agencies.
- Drug & Alcohol (D & A) Screening at MH Intakes and Transitions
- Mental Health case management services including Intensive Case Management (ICM), Resource Coordination (RC), Forensic Resource Coordination and administrative case management. Case management services are accessed through scheduled appointments with Lebanon County MH/ID/EI intake workers. (Intake workers also have the capacity for intake community appointments, as deemed necessary.) Intake workers, through the completion of a life domain needs assessment, prioritize areas of need for case management and guide the decision regarding level of case management and other support services, in compliance with state and federal regulations and guidelines.
- Crisis Intervention Program and Emergency Services staff trained and experienced to identify and address the issues and needs associated with the co-occurring population. Age Range - Lifespan
- Upon identification and authorization from the co-occurring individual, all mental health service and support providers complete referrals to appropriate drug and alcohol services.
- Coordination with Courts and Probation Services, both adult and juvenile.
- Assertive Community Team (ACT) services through WellSpan Philhaven. ACT services are only available through a referral process and for individuals that meet eligibility criteria. Age Range – Adults 18+
- Dual Licensed Outpatient clinics.
- Certified Peer specialists through one licensed provider, WellSpan Philhaven. In addition, certified peer support specialists can be found embedded in multiple services and supports. Age Range – Adults 18+

- Center-based Social Rehabilitation Services & Drop-in Center that includes community outings through Halcyon Activities Center. Adults – 18+
- Community Support Planning through the Lebanon Community Support Program (CSP) monthly meetings. Based on the input from the CSP membership, various speakers and informative presentations are offered throughout the year.
- PA 24 Hour Gambling Hotline, Gambling Prevention Programs and Certified Gambling Counselors made available through the Lebanon County Drug and Alcohol Commission.
- Anger Management Group Therapy through one provider, PA Counseling Services. Adults can pursue these services by directly contacting the provider or through a referral process.
- Recovery Advocacy Service Empowerment (RASE) Project. A non-profit organization dedicated to assisting individuals and families affected by the disease of addiction. Providing a variety of recovery support and advocacy services including the Recovery Specialists Program (RSP) which is a community based service. RSP provides 1:1 recovery coaching designed to improve and increase an individual's level of life functioning and sustained recovery.
- Lebanon Recovery Center is a drop-in facility to serve those struggling with addiction within Lebanon County. Assistance in accessing treatment, 12-Step and peer support resources, employment application assistance, and other case management services available. This center also hosts recovery social events, 12-Step meetings and supportive life skills assistance.
- Drug and Alcohol Detox, Rehabilitation services and Methadone Clinics.
- Contingency Management Adolescent Drug & Alcohol Treatment Services (Evidence Based Practice) through PA Counseling Services. Individuals can access this service directly or through a referral process. Age Range – adolescents 12 to 17

Needs:

- Interagency Team meetings. With the great differences between the mental health system's privacy laws and the Drug and Alcohol Commission's privacy laws, it has created a barrier to coordination of care within an interagency setting. However, all efforts are made to obtain signed releases of information that meet the standards of both systems in an effort to support the individual in their journey toward recovery.

- Education, training and utilization of Harm Reduction philosophy by all providers. Harm Reduction is a set of practical strategies that help people reduce the negative consequences of drug use, alcoholism and mental illness by addressing the conditions of use and treatment. Rather than focusing solely and immediately on cessation of drug use or acceptance of mental health treatment, harm reduction makes improving the quality of the individual's life, health and wellbeing the primary criteria for success.

- **C. Individuals with both behavioral health and physical health needs** *Age Range – 18+*

Strengths:

- Coordinated Discharge Planning with Medical IP Units to Community and Skilled Nursing resources. Case managers or county administration participate in planning meetings to develop a person-centered plan.
- Lebanon County's Crisis Intervention Program staff trained and experienced to address issues and needs associated with this population. *Age Range – Lifespan*
- Mental Health case management services including Intensive Case Management (ICM), Resource Coordination (RC), Forensic Resource Coordination and administrative case management. Case management services are accessed through scheduled appointments with Lebanon County MH/ID/EI intake workers. (Intake workers also have the capacity for intake community appointments, as deemed necessary.) Intake workers, through the completion of a life domain needs assessment, prioritize areas of need for case management and guide the decision regarding level of case management and other support services, in compliance with state and federal regulations and guidelines.
- Interagency Team meetings are scheduled, when necessary, to bring all stakeholders involved with the individual to support and develop a person-centered plan.
- Coordination of psychiatric and medical concerns in licensed MH residential services such as the Community Residential Rehabilitation Program (CRR). Case managers work with the individual to identify necessary services and access providers within the community.
- APPRISE Program (insurance and medication program), available through the Area Agency on Aging. APPRISE is Pennsylvania's State Health Insurance Assistance Program (SHIP). The Pennsylvania Department of Aging created APPRISE to help Pennsylvania residents understand their Medicare and other health insurance benefits, and assist citizens in making informed decisions about their health care

options. APPRISE works individually and confidentially with clients to determine their individual health care needs and preferences, compare health insurance options, plan ahead for long term living, and obtain Medicare and supplemental coverage that fits their lifestyle and their budget.

- State Waivers for those who qualify such as the Independence Waiver and the OBRA Waiver. The Area Agency on Aging works with the individual to identify applicable waivers and eligibility criteria. The Independence Waiver allows for individuals with a physical disability to remain at home or in the community, and allows for as much independence as possible. General criteria is for individuals 18-60, who are eligible for nursing facility services, and do not have a primary diagnosis of Mental Health or Intellectual Disability. The OBRA Waiver is for adults with a disability that occurred prior to the age of 22. The OBRA Waiver addresses a nursing facility resident determined to be inappropriately placed, and also provides services that can assist an individual to live in the community and remain as independent as possible. Primary diagnosis cannot be Mental Health or Intellectual Disability.
- PA Elks Home Health Services Nurse to assist individuals in navigating both the behavioral health and physical health systems. This service is available to an individual of any age, but must have had an approved medical diagnosis prior to age 21.

Needs:

- Increased training for clinical (both medical and psychiatric staff) surrounding the needs of this population.
- Increase in psychiatric inpatient units that are willing to accept an individual that has medical complications.
- **D. Individuals with a traumatic brain injury Age Range – Lifespan**

Of those individuals who currently have a case manager through MH/ID/EI, there are 6 that are diagnosed with a traumatic brain injury (TBI). According to case management staff, there are also 3 other individuals who might have a TBI diagnosis but no formal diagnosis of TBI, either due to the case being newly opened with case management or lack of a formal diagnosis by a physician. Of the 6 cases formally diagnosed with TBI, only 2 are seeing a neurologist, and none are receiving any specialized services at this time, by their choice. All of them are currently living independently or in a family setting. None have indicated the need for specialized housing at this time. If the need for specialized services or housing arises, the

county will work with the individual to locate these resources to ensure that they are receiving all necessities for their recovery.

Strengths:

- BrainSTEPS – a program through the Lancaster-Lebanon IU13. The BrainSTEPS (Strategies Teaching Educators, Parents, & Students) Brain Injury School Re-Entry Consulting Program assists PA schools in creating educational plans for students following acquired brain injury. This program is eligible for youth, including transitional aged youth who are still enrolled in school.
- The Brain Injury Association of Pennsylvania offers those who have experienced brain injury and their family members the ability to improve quality of life through support, education, advocacy, and research. They offer a variety of programs and support groups to individuals throughout the course of the lifespan. They also provide Pre-Enrollment Assistance to people applying for the Commonwealth’s Head Injury Program. The Pennsylvania Head Injury Program (HIP) was created in 1988 by the Emergency Medical Services Act of 1985 and pays for head injury rehabilitation services for people who qualify. The goal of the program is to help individuals with a traumatic brain injury (TBI) live independently in their homes and communities. Individuals must be 21 years or older to apply for HIP.
- The COMMCARE Waiver is available for individuals 21 and older to provide services to help keep a person in their home and in the community to remain as independent as possible. Individuals must have a medically determinable diagnosis of TBI, be eligible for specialized rehabilitation facility services, the disability must result in substantial functional limitation in 3 or more major life activities such as mobility, behavior, communication, self-care, self-direction, independent living, or cognitive capacity, and they must not be ventilator dependent.

Needs:

- Outpatient therapists who are trained and specialized in treating individuals with traumatic brain injury.
- Specialized housing for individuals needing supervision and/or assistance with daily living needs if they do not meet criteria for other housing placements, or if their needs exceed what other options (personal care homes, assisted living environments) can provide. Although the county identifies this as a need, there is no concrete plan for development at this time. We will continue to search for viable

models and potential funding sources, especially if any individual formally diagnosed with TBI should have need for specialized housing.

- Day programming activities if they do not meet qualifying criteria for existing day programming offered through the Area Agency on Aging.
- **E. Individuals with criminal justice/juvenile justice history** *Age Range – Juvenile Justice: Age 10-20; Criminal Justice: Age 21+*

Strengths:

- Crisis Intervention Program and Emergency Services staff trained and experienced to address the issues and needs associated with the justice-involved individuals. *Age Range – Lifespan*
- Mental Health case management services including Intensive Case Management (ICM), Resource Coordination (RC), Forensic Resource Coordination and administrative case management. Case management services are accessed through scheduled appointments with Lebanon County MH/ID/EI intake workers. (Intake workers also have the capacity for intake community appointments, as deemed necessary.) Intake workers, through the completion of a life domain needs assessment, prioritize areas of need for case management and guide the decision regarding level of case management and other support services, in compliance with state and federal regulations and guidelines. *Age Range – 3+*
- Center-based Social Rehabilitation Services & Drop-in Center that includes community outings through Halcyon Activities Center. *Age Range – Adults 18+*
- Community Support Planning through the Lebanon Community Support Program (CSP) monthly meetings. Based on the input from the CSP membership, various speakers and informative presentations are offered throughout the year. *Age Range – Adults 18+*
- Interagency Team meetings are scheduled, when necessary, to bring all stakeholders involved with the individual together to support and develop a person-centered plan.
- Advocacy is available through mental health case managers (if involved), PA Mental Health Consumers Association, Lebanon County Mental Health Association and Disability Rights of PA.

- PA 24 Hour Gambling Hotline, Gambling Prevention Programs and Certified Gambling Counselors made available through the Lebanon County Drug and Alcohol Commission.
- Anger Management Group Therapy through one provider, PA Counseling Services. Adults can pursue these services by directly contacting the provider or through a referral process. Age Range – Adults 18+
- Outpatient clinics providing evidenced based services such as Dialectic Behavior Therapy (DBT) and Cognitive Behavior Therapy (CBT).
- Assertive Community Team (ACT) services. ACT services are only available through a referral process and for individuals that meet eligibility criteria. Age Range – Adults 18+
- Co-occurring (mental health and substance abuse) Outpatient Treatment Services through two providers, PA Counseling Services and TW Ponessa and Associates, using the evidence based Hazelden co-occurring curriculum. Adults can access this service by contacting the provider directly or through referrals from various referring agencies.
- Coordination with Courts and Probation Services, both juvenile and adult.
- Bi-annual collaboration meetings with the county prison system. These meetings include county administration, mental health case management provider, VA, probation, prison psychiatrist, prison social worker, prison deputy warden and the drug and alcohol commission. During meetings we discuss the prison admit process, coordination of care and the prison release process which includes coordination of care and community re-integration, and any / all issues or concerns related with the justice-involved individuals.
- Day Treatment Program for justice-involved juveniles. The Day Treatment Program is utilized as a cost effective alternative to residential placement. Juveniles are either identified by juvenile probation as being at a high risk of being placed outside their home or are already at a residential facility and return home early. The juveniles spend 20-24 hours per week at the Youth Advocate Programs building and work on an evidence based cognitive behavior thinking curriculum developed by the Department of Justice and the University of Cincinnati. Youth also work on life skills with an emphasis on educational and vocational training. Youth between the ages of 14-20 may be referred to this program.

- Truancy Intervention Services, operated by Youth Advocate Programs (YAP). Referrals are generated via school districts and Children & Youth Services (CYS). YAP's Truancy Intervention Program works intensively with youth and their parents/caregivers to increase school attendance, positive in-school behavior, academic performance, and the relationship between the school and the family, while also supporting the family with concrete and pro-social needs. The duration of the program is approximately 6 months. Age Range – Grades 1-12, with a primary focus on middle school.
- Re-Entry/Aftercare Services offered through Youth Advocate Programs. These services are designed to safely bring youth home from correctional or residential facilities. YAP's services reduce risk factors for recidivism and promote community safety, youth accountability, and youth well-being through the development of highly individualized service and safety plans that address the needs and strengths of each youth and their family. The duration of this service is approximately 9 months. Age Range – Birth to Age 21
- Domestic Violence Intervention Group. This is a program which utilizes the Duluth model as an intervention tool for men who have battered their partners. Throughout time, the men will reflect on their behaviors and assess how they used physical, sexual and emotional abuse to control their partner. The ultimate goal of the program is to urge the clients to find alternative methods of communicating and to help them move from a stance of power and control to one of non-violence and equality. Age Range – Adults 18+
- Tele-psychiatry services, in order to increase availability and access to psychiatric services. (Two providers approved to provide tele-psychiatry for Lebanon County, Philhaven and PA Counseling Services.) Age Range – 3+
- Certified Peer specialists through one licensed provider, WellSpan Philhaven. In addition, certified peer support specialists can be found embedded in multiple services and supports. Age Range – 18+
- Lebanon Recovery Center is a drop-in facility to serve those struggling with addiction within Lebanon County. Assistance in accessing treatment, 12-Step and peer support resources, employment application assistance, and other case management services available. This center also hosts recovery social events, 12-Step meetings and supportive life skills assistance.
- Competitive employment services (SAMHSA model). Employment services are available such as mobile work crew and job coaching through 4 providers, however, there is only 1 provider following the SAMHSA model. The other 3 providers have

been highly encouraged to research the SAMHSA model to implement. In addition, it is very challenging to assist the justice-involved individual with employment, as most employers are not open to hiring / working with this population.

- The “Adult CASSP” Team (formal name yet to be determined) is an attempt to establish an affordable alternative to a Mental Health court. This team brings representatives from multiple stakeholders together to discuss the special challenges and barriers an offender faces with community integration. These meetings include representatives from the district attorney’s office, the public defender’s office, Lebanon County Correctional Facility, Lebanon County Commission on Drug & Alcohol Abuse, probation, MH/ID/EI, and is facilitated by the CASSP Coordinator. Age Range – 18+
- A Validated Risk Needs Assessment is conducted for every child and adolescent who is referred to juvenile probation. This assessment evaluates the risk to re-offend and well as 8 need areas to target for specific intervention services. An example of a need area is family circumstances and parenting. This tool then drives the probation officer’s caseload assignment (based on low, medium, and high levels of risk) as well as targeting services that the youth and their family may benefit from at the present time. Age Range – Juvenile Offenders aged 10-20.
- **Multi-Systemic Therapy (MST)** is offered in Lebanon County through PA Counseling Services. This service was implemented in April 2016. Funding is through the HealthChoices system; however, county funding is available until the individual receives Medical Assistance benefits. Referrals are generated through the juvenile justice or child welfare system. It is anticipated that 15-18 cases can be served by MST per year. Age Range – 12-17

Needs:

- Mental Health Court / Jail diversion program in an effort to decrease the amount of individuals with serious mental illness in the prison system.
- Rapid-acute Adult Partial Hospitalization Program.
- Mobile Mental Health /Intellectual Disabilities Behavioral Intervention Services in development through a HealthChoices reinvestment project. This should begin sometime in FY 16-17.
- Mental health screening at county central booking in an effort to divert to treatment versus fines / charges / imprisonment.

- Section 8 Housing vouchers with priority for individuals with Serious Mental Illness (SMI). (The Housing Authority did not accept new applications between July 1, 2010 and April 6, 2016.) On April 7, 2016, the Housing Authority reopened their Section 8 waiting list to new applications, however, there is no priority given to those with Serious Mental Illness. If funding becomes available for new housing vouchers, they use a lottery system and pull from the wait list of applicants. Unfortunately the demand for housing assistance far exceeds the funding available to the Housing Authority.

- Advocacy within the prison system.

- **F. Individuals who are deaf or hearing impaired *Age Range - Lifespan***

Strengths:

- Lebanon County has been able to refer persons with deaf and hard of hearing issues to resources and services within surrounding counties as identified by individual needs.

Needs:

- Lebanon County, to date, has not experienced a large number of persons with deaf and hard of hearing issues so the community has been slow to develop services and supports specifically for this special population. However, we should develop resources and services to meet their needs. Until this happens, we will continue to develop individualized plans, utilizing all available services and supports, when the need arises.

- **G. Individuals who are experiencing homelessness *Age Range - Lifespan***

Strengths:

- Bridge, transitional, and shelter housing through Lebanon County Community Action Partnership (CAP). All 3 of these housing options seek to keep a family united, as research indicates that stable housing in children’s lives is important to their mental health. Currently, CAP operates 4 units of bridge housing, 3 units of transitional housing, and 3 units of family shelter housing. Rental assistance and shelter assistance is also available through this agency.
- Homeless Shelters (Lebanon HOPES, the Rescue Mission, and Agape Family Shelter). Although several options exist, there are excluding criteria at each facility.

- **Lebanon HOPES** – does not accept sexual offenders, violent offenders, those individuals who are currently abusing drugs or alcohol, or single men. Lebanon HOPES seeks to keep families united to maintain familial stability.
- **The Rescue Mission** – accepts MEN ONLY; does not accept sexual offenders, violent offenders, or those individuals who are currently abusing drugs or alcohol. Stay is limited to 3 nights – individuals must then leave or make the decision to enter the Mission’s 12 month discipleship program.
- **Agape Family Shelter** – accepts WOMEN AND CHILDREN ONLY. The Agape Family Shelter strives to keep families together as they recognize that stability is directly linked to mental health, both for children and adults.
- Lebanon County Coalition to End Homelessness – a network of community members and providers. The mission of the coalition is to eradicate hunger and homelessness for every Lebanon County resident.
- Partners for Progress – a permanent supportive housing program with funding through the McKinney Vento grant. This program consists of 11 individual apartments and is managed by the Housing Authority of the County of Lebanon. Supportive services are provided through a contract with WellSpan Philhaven. Age Range – Adults 18+
- Crisis Intervention Program and Emergency Services staff trained and experienced to address the issues and needs associated with the individuals experiencing homelessness. Age Range - Lifespan
- Mental Health case management services including Intensive Case Management (ICM), Resource Coordination (RC), Forensic Resource Coordination and administrative case management. Case management services are accessed through scheduled appointments with Lebanon County MH/ID/EI intake workers. (Intake workers also have the capacity for intake community appointments, as deemed necessary.) Intake workers, through the completion of a life domain needs assessment, prioritize areas of need for case management and guide the decision regarding level of case management and other support services, in compliance with state and federal regulations and guidelines.

Needs:

- The development of a coordinated entry system.
- Limited funding for assistance.

- Training for social service agencies in using the Homeless Management Information System (HMIS). This system would allow agencies to develop a complete database of homeless individuals, as well as establishing levels of priority.

- **H. Older adults**

Strengths:

- Lebanon County's Crisis Intervention Program staff trained and experienced to address the issues and needs associated with the aging population.
- The Lebanon County MH/ID/EI Program works closely with the local Area Agency on Aging to develop person-centered plans for older adults who have a mental health diagnosis. Annually, memorandums of understanding (MOU) agreements are renewed. These MOU's affirm the collaborative working relationship that exists between our systems to support older adults.
- Mental Health case management services including Intensive Case Management (ICM), Resource Coordination (RC), Forensic Resource Coordination and administrative case management. Case management services are accessed through scheduled appointments with Lebanon County MH/ID/EI intake workers. (Intake workers also have the capacity for intake community appointments, as deemed necessary.) Intake workers, through the completion of a life domain needs assessment, prioritize areas of need for case management and guide the decision regarding level of case management and other support services, in compliance with state and federal regulations and guidelines.
- Service Coordination through Lebanon County Area Agency on Aging. Older adults can access these services through an intake with Lebanon County Area Agency on Aging.
- Center-based Social Rehabilitation Services & Drop-in Center that includes community outings through Halcyon Activities Center.
- Coordinated Discharge Planning with Medical inpatient Units to Community and Skilled Nursing resources. Case managers or county administration participate in planning meetings to develop a person-centered plan.
- Community Support Planning through the Lebanon Community Support Program (CSP) monthly meetings. Based on the input from the CSP membership, various speakers and informative presentations are offered throughout the year.

- Interagency Team meetings are scheduled, when necessary, to bring all stakeholders involved with the older adult together to support and develop a person-centered plan.
- Advocacy is available through mental health case managers, Area Agency on Aging service coordinators, PA Mental Health Consumers Association, Lebanon County Mental Health Association and Disability Rights of PA.
- Coordination of psychiatric and medical concerns in licensed MH residential services such as the Community Residential Rehabilitation Program (CRR). Case managers work with the older adult to identify necessary services and access providers within the community.
- Income-based Senior Housing Options through completion of applications, based upon eligibility criteria.
- APPRISE Program (insurance & medication program), available through the Area Agency on Aging. APPRISE is Pennsylvania's State Health Insurance Assistance Program (SHIP). The Pennsylvania Department of Aging created APPRISE to help Pennsylvania residents understand their Medicare and other health insurance benefits, and assist citizens in making informed decisions about their health care options. APPRISE works individually and confidentially with clients to determine their individual health care needs and preferences, compare health insurance options, plan ahead for long term living, and obtain Medicare and supplemental coverage that fits their lifestyle and their budget.
- Senior Centers (daily activity centers) available through the Area Agency on Aging.
- Volunteer opportunities through the Retired Senior Volunteer Program (RSVP) & Area Agency on Aging.
- PA 24 Hour Gambling Hotline, Gambling Prevention Programs and Certified Gambling Counselors made available through the Lebanon County Drug and Alcohol Commission.
- State Waivers for those who qualify such as the Independence Waiver and the OBRA Waiver. Area Agency on Aging works with the individual to identify applicable waivers and eligibility criteria. The Independence Waiver allows for individuals with a physical disability to remain at home or in the community, and allows for as much independence as possible. General criteria is for individuals 18-60, who are eligible for nursing facility services, and do not have a primary diagnosis of Mental Health or Intellectual Disability. The OBRA Waiver is for adults with a disability that occurred

prior to the age of 22. The OBRA Waiver addresses a nursing facility resident determined to be inappropriately placed, and also provides services that can assist an individual to live in the community and remain as independent as possible. Primary diagnosis must also not be Mental Health or Intellectual Disability.

- Anger Management Group Therapy through one provider, PA Counseling Services. Older adults can pursue these services by directly contacting the provider or through a referral process.
- Emergency respite services through Area Agency on Aging.
- Domestic Violence Intervention Group. This is a program which utilizes the Duluth model as an intervention tool for men who have battered their partners. Throughout time, the men will reflect on their behaviors and assess how they used physical, sexual and emotional abuse to control their partner. The ultimate goal of the program is to urge the clients to find alternative methods of communicating and to help them move from a stance of power and control to one of non-violence and equality.
- Mental health awareness trainings for the community. The county sponsors several mental health awareness trainings including Mental Health First Aid (MHFA) and Question Persuade Refer (QPR) suicide prevention trainings each fiscal year for individuals that live and work in Lebanon County. The county plans to continue offering these trainings as long as funding permits.
- WellSpan Philhaven's "Rapid Access Clinic" where individuals can walk-in during clinic hours every week day and see a therapist, who can arrange for them to see a CRNP that day regarding meds, if needed. (This opportunity is available to adults in the community who are not currently in treatment with an outpatient provider.)
- Certified Peer Support Specialist for Older Adults. We are able to refer to one peer specialist provider (WellSpan Philhaven) with staff specifically trained to work with older adults.
- Lebanon Recovery Center is a drop-in facility to serve those struggling with addiction within Lebanon County. Assistance in accessing treatment, 12-Step and peer support resources, employment application assistance, and other case management services available. This center also hosts recovery social events, 12-Step meetings and supportive life skills assistance.
- Representative Payee services available through 3 providers (The Arc, CrissCross Representative Payee Services and The Advocacy Alliance). Age Range – Adults 18+

- The Pennsylvania Link to Aging and Disability Resources – Berks-Lancaster-Lebanon Service Area partner network – is a "no wrong door" system: a shared statewide approach for Services and Supports for adults and older adults. While this resource primarily address resources for adults and older adults, it is also a networking opportunity to discuss available resources for all individuals with disabilities (regardless of age), including transition-aged youth.
- Federally Qualified Health Center (FQHC) and Behavioral Health services co-location through Welsh Mountain Health Centers (Lebanon Community Health). This is a Physical Health / Behavioral Health project.
- Albright LIFE (Living Independently for Elders) center of Lebanon, an adult day care center, provides a team of caregivers, therapists and clinicians to support each individual's needs while encouraging socialization. Available to adults age 55 and older.
- A Supported Housing Program through WellSpan Philhaven which provides assistance in the development of necessary skills, allowing them to obtain and retain appropriate living arrangements in the community. This program does not provide apartment units or rooms for individuals in recovery to rent.

Needs:

- Nursing Homes willing to accept individuals with serious mental illness has long been a challenge, both in serving the state hospital population, as well as other community special populations. It is not unusual for an individual to be approved for nursing home level of care and have a lengthy waiting list until a home accepts the admission. Age Range – Typically older adults (60+) but may vary based on medical needs
- Guidelines for mental health case managers referring to skilled nursing facilities and alternative community resources. No guidelines exist to assist the case manager in knowing how to work within the complex older adult system. Case managers often rely on Area Agency on Aging to assist them in referrals. An extensive Letter of Agreement (LOA) between AAA and MH/ID/EI exists and is updated on an annual basis. The LOA indicates a process for cross-systems collaboration as well as case review/planning and service delivery, which will be reviewed with case management staff. AAA staff are also invited by the MH/ID/EI Consultation & Education Coordinator to monthly in-service programs for education regarding psychiatric medications, best practices, and various agency updates throughout Lebanon County. AAA is invited to complete in-service trainings for Mental Health staff as deemed necessary.

- Licensed Psychiatric Rehabilitation program. (Lebanon County does not have any psychiatric rehabilitation in the county, whether licensed or unlicensed.)
- Geriatric Psychiatric Services. (Currently, there are no providers specializing in geriatric psychiatric services in Lebanon County or easily accessible to Lebanon County residents.)
- Geriatric Psychiatric Inpatient Units. (Currently, there are no providers with a geriatric psychiatric inpatient unit in Lebanon County or easily accessible to Lebanon County residents.)

- **I. Individuals who are medically fragile *Age Range – Lifespan***

Strengths:

- Coordinated Discharge Planning with Medical IP Units to Community and Skilled Nursing resources. Case managers or county administration participate in planning meetings to develop a person-centered plan.
- Lebanon County’s Crisis Intervention Program staff trained and experienced to address issues and needs associated with this population.
- Mental Health case management services including Intensive Case Management (ICM), Resource Coordination (RC), Forensic Resource Coordination and administrative case management. Case management services are accessed through scheduled appointments with Lebanon County MH/ID/EI intake workers. (Intake workers also have the capacity for intake community appointments, as deemed necessary.) Intake workers, through the completion of a life domain needs assessment, prioritize areas of need for case management and guide the decision regarding level of case management and other support services, in compliance with state and federal regulations and guidelines.
- Interagency Team meetings are scheduled, when necessary, to bring all stakeholders involved with the individual to support and develop a person-centered plan.
- Coordination of psychiatric and medical concerns in licensed MH residential services such as the Community Residential Rehabilitation Program (CRR). Case managers work with the individual to identify necessary services and access providers within the community.
- APPRISE Program (insurance and medication program), available through the Area Agency on Aging. APPRISE is Pennsylvania’s State Health Insurance Assistance Program (SHIP). The Pennsylvania Department of Aging created APPRISE to help

Pennsylvania residents understand their Medicare and other health insurance benefits, and assist citizens in making informed decisions about their health care options. APPRISE works individually and confidentially with clients to determine their individual health care needs and preferences, compare health insurance options, plan ahead for long term living, and obtain Medicare and supplemental coverage that fits their lifestyle and their budget.

- State Waivers for those who qualify such as the Independence Waiver and the OBRA Waiver. The Area Agency on Aging works with the individual to identify applicable waivers and eligibility criteria. The Independence Waiver allows for individuals with a physical disability to remain at home or in the community, and allows for as much independence as possible. General criteria is for individuals 18-60, who are eligible for nursing facility services, and do not have a primary diagnosis of Mental Health or Intellectual Disability. The OBRA Waiver is for adults with a disability that occurred prior to the age of 22. The OBRA Waiver addresses a nursing facility resident determined to be inappropriately placed, and also provides services that can assist an individual to live in the community and remain as independent as possible. Primary diagnosis must also not be Mental Health or Intellectual Disability.
- PA Elks Home Health Services Nurse to assist individuals in navigating both the behavioral health and physical health systems. This service is available to an individual of any age, but must have an approved medical diagnosis prior to age 21.
- Multi-system Case Reviews through the CASSP Transition Collaboration Team (TCT) during which the CASSP Coordinator brings all stakeholders together with a core team to develop a person-centered plan, exploring all possible resources available to the Transition-aged Youth. Several recent cases have centered around the medical complexity of the youth and how best to serve them and their family.

Needs:

- Increased training for clinical (both medical and psychiatric staff) surrounding the needs of this population.
- Increase in psychiatric inpatient units that are willing to accept an individual that has medical complications.
- Nursing Homes willing to accept individuals with serious mental illness has long been a challenge, both in serving the state hospital population, as well as other community special populations. It is not unusual for an individual to be approved for nursing home level of care and have a lengthy waiting list until a home accepts the admission. Age Range – Typically older adults (60+) but may vary based on medical needs

- **J. Individuals with limited English proficiency *Age Range - Lifespan***

Strengths:

- The Lebanon County MH/ID/EI Program, as well as the Medicaid BH-MCO, PerformCare, has in place policies and procedures to support agencies in addressing the language and linguistic support needs of persons in service. This is particularly necessary when the mental health workforce does not represent the cultural, language, and ethnic demographics of the community population. Lebanon County maintains a contract with EXACT Communication for ethnic-specific language and linguistic services to persons. Additionally, service providers are including components in their assessment tools with regard to ethnic needs to provide more culturally competent services.
- Language Line Services, Inc. is a free service that staff can utilize in working with individuals with limited English proficiency.

Needs:

- Bilingual staff in all service providers. Overall, service providers in Lebanon County are limited in their ability to hire bilingual staff, despite constant advertisements and attempts to secure qualified bilingual staff. (There is simply not enough qualified bilingual staff in the area to meet the needs.)
- **K. Transition age youth including young adults *Age Range – 17-21***

Strengths:

- Crisis Intervention Program and Emergency Services staff trained and experienced to address the issues and needs associated with transition-aged youth.
- Mental Health case management services including Intensive Case Management (ICM), Resource Coordination (RC), Forensic Resource Coordination and administrative case management. Case management services are accessed through scheduled appointments with Lebanon County MH/ID/EI intake workers. (Intake workers also have the capacity for intake community appointments, as deemed necessary.) Intake workers, through the completion of a life domain needs assessment, prioritize areas of need for case management and guide the decision regarding level of case management and other support services, in compliance with state and federal regulations and guidelines.

- Interagency Team meetings are scheduled, when necessary, to bring all stakeholders involved with the transition-aged youth together, to support and develop a person-centered plan.
- The system has been diligently working to divert transition-aged youth from Residential Treatment Facilities (RTFs) and Community Residential Rehabilitation (CRR) host homes to less restrictive services, whenever possible, in an effort to lessen reliance on these services.
- Multi-system Case Reviews through CASSP Transition Collaboration Team (TCT) during which the CASSP Coordinator brings all stakeholders together with a core team to develop a person-centered plan, exploring all possible resources available to the Transition-aged Youth.
- Transition Planning to Adult Services through the Transition Treatment Team during which the CASSP Coordinator brings together the child/adolescent case management unit and the adult case management units to coordinate a “seamless” transition to adult services. This is available for all Transition-aged youth currently receiving case management services.
- Center-based Social Rehabilitation Services and Drop-in Center that includes community outings through Halcyon Activities Center.
- The WARRIOR Project is an acronym standing for “We Are Remarkable Responsible Individuals of Resilience” Project. The WARRIOR Project is a specialized transitional support service for youth ages 16-21, made available through the use of HealthChoices reinvestment funds. At this program, the youth develops a person-centered plan (goals) as they prepare for adulthood and then chooses effective strategies to accomplish them. This person-centered plan allows plans and decisions to be made in partnership with the youth, not for them. The WARRIOR Project Coordinator is also trained in the Prepared Renter Program (PREP), to assist individuals with independent living skills.
- Certified Peer specialists through one licensed provider (WellSpan Philhaven). In addition, certified peer support specialists can be found embedded in multiple services and supports.
- Respite and/or Emergency Respite services. With the assistance of the HealthChoices system, the respite management provider (Youth Advocate Programs) is continually trying to further develop a network of providers for this service. Currently there are 3 providers identified for adults and/or transition-aged youth with one of the providers offering emergency respite.

- Assertive Community Team (ACT) services through WellSpan Philhaven. ACT services are only available through a referral process and for individuals that meet eligibility criteria. Age Range – 18+
- Co-occurring (mental health and substance abuse) Outpatient Treatment Services through two providers, PA Counseling Services and TW Ponessa and Associates, using the evidence based Hazelden co-occurring curriculum. Individuals can access this service by contacting the provider directly or through referrals from various referring agencies.
- Full continuum of services through HealthChoices system including inpatient services, partial hospitalization, outpatient services, Behavioral Health Rehabilitation Services (BHRS) – BSC/MT/TSS, After-school program, Family Based Mental Health Services, CRR Host Home and RTF.
- Juvenile Firesetters Program (JFACTS) through Community Services Group. This is a highly specialized service for juveniles with fire setting behaviors which was developed by the provider and is available through a referral process.
- Contingency Management Adolescent Drug & Alcohol treatment services (evidence based practice) through PA Counseling Services. Individuals can access this service directly or through a referral process. Age Range – 12-17
- PA 24 Hour Gambling Hotline, Gambling Prevention Programs and Certified Gambling Counselors made available through the Lebanon County Drug and Alcohol Commission.
- Mentor-A-Mother Program through the Community Health Council of Lebanon. Young mothers can participate in group gatherings that provide a safe environment for discussions, questions, learning and support. In the group mentoring setting, young parents are connected with mentors who are dedicated to encouraging successes within their educational, social and parental goals. Age Range – 13-20
- Domestic Violence Intervention Group. This is a program which utilizes the Duluth model as an intervention tool for men who have battered their partners. Throughout time, the men will reflect on their behaviors and assess how they used physical, sexual and emotional abuse to control their partner. The ultimate goal of the program is to urge the clients to find alternative methods of communicating and to help them move from a stance of power and control to one of non-violence and equality.

- Mental health awareness trainings for the community. The county sponsors several mental health awareness trainings including Mental Health First Aid (MHFA) and Question Persuade Refer (QPR) suicide prevention trainings each fiscal year for individuals that live and work in Lebanon County. The county plans to continue offering these trainings as long as funding permits.
- WellSpan Philhaven’s “Rapid Access Clinic” where individuals can walk-in during clinic hours every week day and see a therapist, who can arrange for them to see a CRNP that day regarding meds, if needed. (This opportunity is available to adults, ages 18 or older, in the community who are not currently in treatment with an outpatient provider.)
- Tele-psychiatry services, in order to increase availability and access to psychiatric services. (Two providers approved to provide tele-psychiatry for Lebanon County, WellSpan Philhaven and PA Counseling Services.)
- Lebanon Recovery Center is a drop-in facility to serve those struggling with addiction within Lebanon County. Assistance in accessing treatment, 12-Step and peer support resources, employment application assistance, and other case management services available. This center also hosts recovery social events, 12-Step meetings and supportive life skills assistance. Age Range – 18+
- Representative Payee services available through 3 providers (The Arc, CrissCross Representative Payee Services and The Advocacy Alliance). Age Range – 18+
- The Pennsylvania Link to Aging and Disability Resources – Berks-Lancaster-Lebanon Service Area partner network – is a "no wrong door" system: a shared statewide approach for Services and Supports for adults with disabilities and older adults. While this resource primarily address resources for adults and older adults, it is also a networking opportunity to discuss available resources for all individuals with disabilities (regardless of age), including transition-aged youth.
- Federally Qualified Health Center (FQHC) and Behavioral Health services co-location through Welsh Mountain Health Centers (Lebanon Community Health). This is a Physical Health / Behavioral Health project.
- Competitive employment services (SAMHSA model). Employment services are available such as mobile work crew and job coaching through 4 providers, however, there is only 1 provider following the SAMHSA model. The other 3 providers have been highly encouraged to research the SAMHSA model to implement. Age Range – 18+

- A Supported Housing Program through WellSpan Philhaven which provides assistance in the development of necessary living skills, allowing them to obtain and retain appropriate living arrangements in the community. This program does not provide apartment units or rooms for individuals in recovery to rent.
- The “Adult CASSP” Team (formal name is yet to be determined) is an attempt to establish an affordable alternative to a Mental Health court. This team brings representatives from multiple stakeholders together to discuss the special challenges and barriers an offender faces with community integration. These meetings include representatives from the district attorney’s office, the public defender’s office, Lebanon County Correctional Facility, Lebanon County Commission on Drug & Alcohol Abuse, probation, MH/ID/EI, and is facilitated by the CASSP Coordinator.

Needs:

- Specialized Transitional Adult housing Program as well as Specialized / Supported Housing services. Landlords are very resistant to rent to transition-aged youth due to their poor experiences with this population in the past. Often, transition-aged youth are unsuccessful in an independent living situation (independent apartment) and then many options are closed for them in the community. It would be helpful to have specialized housing programs to assist the transition-aged youth in learning the skills before going into an independent living situation. Although the county identifies this as a need, there is no concrete plan for development at this time. Lebanon County will continue to search for viable models and potential funding sources in examining this need.
- Licensed psychiatric rehabilitation program. (Lebanon County does not have any psychiatric rehabilitation in the county, whether licensed or unlicensed.)
- Mental Health Court / Jail diversion program in an effort to decrease the amount of individuals with serious mental illness in the prison system.
- Mobile Mental Health/Intellectual Disabilities Behavioral Intervention Services in development through a HealthChoices reinvestment project. This should begin sometime in Winter 2016.