

**LEHIGH COUNTY  
INTEGRATED CHILDREN'S  
SERVICES PLAN**

**2010 - 2011**

Developed cooperatively

by the

Lehigh County Offices

of

Human Services

and

Juvenile Probation

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## **Executive Summary**

The Lehigh County Department of Human Services is committed to assisting individuals and families in becoming self-sufficient citizens and improving the quality of life for our community. The role of the Department of Human Services is to ensure that each of the offices provides quality and cost effective services. The intent is to provide citizens within the County access to seamless services for children and families. Lehigh County's participation in this initiative will assist in the implementation of integrated services for children and families.

Lehigh County has formed the Lehigh County Integrated Family Services Advisory Committee and Executive Committee to work in a collaborative manner to ensure the completion of tasks and goals outlined in the Integrated Family Service Plan (IFSP). Lehigh County's vision statement is as follows: **“Every Lehigh County family who is identified in need of services from multiple systems will have a single integrated treatment and service plan that accesses all appropriate resources”**

The Department of Human Services, Juvenile Probation, and community providers continue to engage in collaborative efforts to better service delivery to children and families. Lehigh County has been working diligently to incorporate the CASSP Principles and Cross System Values in the development of integrated approaches in all interventions and county practices through the implementation of our Integrated Family Service Plan. Lehigh County has focused efforts on lead case management, development of common data system, cross training, implementation of High Fidelity Wraparound, and creation of the Parent/Guardian and Youth Advisory Groups.

Lehigh County is invested in creating an environment that stakeholders have a voice in the creation of system that is supportive but also encourages self-reliance. Over the next year, multiple efforts will be held to educate the public on the IFSP initiative, County services, and to obtain stakeholders' perspectives on integrating services in Lehigh County

## **Description of Stakeholder / Family / Youth Input**

Lehigh County is committed to improving service delivery to children and families by creating a supportive environment that engages the community in the care of individuals. The Lehigh County IFSP Executive Committee and IFSP Advisory Committee has generated the gathering of stakeholders to assist with input, prioritization and implementation of annual goals, and the measurement of relevant outcomes for the Integrated Family Service Plan.

The IFSP Executive Committee works in a collaborative manner with the Advisory Committee and Process Improvement Teams (PIT) to ensure the completion of tasks and goals outlined in the Integrated Family Services Plan, which is completed on an annual basis. The committee works on a variety of tasks related to the completion of the annual integrated plan. It provides direction to the PIT teams in achieving expectations and completing recommendations in their assigned priority areas. The committee also creates new PIT teams when new issues arise that require lengthy attention. It also engages in outreach activities to obtain input from consumers, families, and community stakeholders. The committee is committed to researching and developing new avenues in achieving integrated services to multi-system children and families. The Executive Committee has been meeting on a monthly basis since its inception in 2004.

The Integrated Family Services Plan Advisory Committee consists of parents, previous consumers, community leaders and individuals in the fields of local government, human services, child welfare, mental health, mental retardation, drug and alcohol, juvenile probation, aging and adult services, education, legal, medical, and family advocacy. This committee continues to feel the importance of including the entire family in the creation of the service plan rather than just children and adolescents and identifies its mission as follows: **“The Integrated Family Service Plan Advisory Committee's mission is to provide assistance, guidance, and advocacy to the Lehigh County Department of Human Services and the Juvenile Probation Department in the development, implementation, and evaluation of the Integrated Family Services Plan.”** Along

with reviewing and supporting the progress of the executive committee, the advisory committee has been key to making recommendations in order to affect system integration.

The Process Improvement Teams (PIT Teams) include Executive and Advisory Committee members, as well as individuals from the community, families, providers, and county personnel. The cross system process improvement teams will identify needs and barriers that currently exist and identify opportunities to increase effectiveness and efficiency regarding service delivery. The design of the Process Improvement Teams is to evaluate the needs of the underserved population, identify barriers that will hinder integration, develop solutions to barriers and create new initiatives, increase effectiveness of service delivery, present outcomes, and illustrate progress towards accomplishing goals.

Both parents and previous consumers played an essential role during the selection process for High Fidelity Wraparound. Initially, parents, previous consumers, and providers helped to identify the target population through interviews and survey completion. They also played a role in the application for a mini-grant from the Youth and Family Institute. Finally, the stakeholders participated in the review of provider responses and the interviews to select our High Fidelity Wraparound provider.

To capture more input from family members, previous consumers, and adolescents, Lehigh County has begun work to create two groups, the Youth and Parent/Guardian Advisory Groups. The creation of these advisory groups will provide an opportunity for parent, family, and youth to share their views, concerns, and recommendations to improve services for children and families in Lehigh County. These groups will be facilitated by Recovery Partnership to allow the members to feel safe to share experiences and thoughts without the concern of affecting their services. Recovery Partnership is a member of both the Advisory and Executive Committee, which will facilitate the exchange of information between the groups. Once the group has formed a membership, a meeting similar to our

previous Public Forums will be held to provide an update on progress made thus far and give the stakeholders the opportunity to provide input and to help to shape the future of integrated services in Lehigh County. The County continues to use many avenues to inform the public of this initiative and invite their participation and will continue outreach to expand stakeholder involvement.

## Strategies for Involving Families and Youth in Integrated Children’s Services Planning

The *role of family and youth* in integrating services is critical to for the success of service delivery. Counties should clearly articulate what steps it will take to ensure families/youth are involved in all steps of system development for integrating services. The following checklist will assist you in the planning process to increase meaningful involvement/engagement of families and youth. This is a priority integration area for the Department.

The following items are evidence of strong family/youth engagement; note which apply to your county or are planned for 2009/10 implementation. Under other, list specific processes that occur in your county which show strong family/youth engagement in the ICSP planning and implementation process.

Strategy for involving families and youth is currently in place in the county	YES	NO	2010/11 plan will include
<p>Special orientation and training is offered on an ongoing basis to assist families/youth that need a better understanding of administrative, budgetary, and other issues that play a role in planning.</p> <p>Tips:</p> <ul style="list-style-type: none"> <li>• Include families in the planning and delivery of these trainings.</li> <li>• Use existing family leaders from local support groups and programs.</li> <li>• Identify these leaders from community centers, religious organizations, parent groups, disability groups or school family committees.</li> </ul>	<p>The county does not provide training, but does work with families on an individual basis to address their own plan’s needs.</p> <p>The county website has been expanded to provide information to the community.</p> <p>Through the following groups IFSP, Autism Task Force, and BHRS Partners in Quality parents and providers have worked to develop surveys and brochures that are available to families and on website.</p> <p>Groups also receive presentations on initiatives that the County is involved in.</p>	<p>Currently the county holds public meetings to present office plans and budgets to allow for community input and questions.</p>	
<p>Families/youth have more than token representation at meetings and staff is actively asking for their input at both the process and implementation stages.</p> <p>Tips:</p> <ul style="list-style-type: none"> <li>• Offer a variety of methods to give input including going to where families meet frequently, like shopping centers</li> <li>• Having a variety of levels for input, paper surveys, phone surveys, focus groups, and attending the formal county ICSP meetings.</li> <li>• Make sure that all families, including contributing families get regular and informative updates on what actions have occurred even if families could not attend the meetings where decisions were made.</li> </ul>	<p>The county provides a number of opportunities to receive information and provide input. We currently hold meetings, conduct surveys, present at meetings and hold a public forum. We have also created a web page that includes IFSP activities and information.</p> <p>Active role in the creation of brochures intended for educating families about services.</p> <p>We have created both a Youth and Parent Advisory Committees</p> <p>Parents and previous consumers have taken an active role in the review and selection of the HFWA provider</p>		<p>We are working to provide feedback to the community through the creation of a newsletter.</p>

Strategy for involving families and youth is currently in place in the county	YES	NO	2010/11 plan will include
<p>There are active working partnerships with parent groups within the county. Please list groups in your narrative section.</p> <p>Tips:</p> <ul style="list-style-type: none"> <li>• Ask people charged with collaborating with family groups for a list to identify groups, including the CASSP Coordinator, and Intermediate Unit staff (Migrant worker programs, local substance abuse parent support groups. Autism Specialist, Alternative Education Specialist, Special Education Task Force and Early Intervention Coordinators, Easter Seals/Rehabilitation Services, Clergy etc.)</li> <li>• Typical Local PA Groups <ul style="list-style-type: none"> <li>○ Head Start</li> <li>○ Family Support Alliance (formerly Parents Anonymous)</li> <li>○ Mental Health Association</li> <li>○ NAMI</li> <li>○ Ahead (Autism)</li> <li>○ Family Centers (school districts)</li> <li>○ 21<sup>st</sup> Century Afterschool Programs</li> </ul> </li> </ul>	<p>The county is linked to and works with a number parent groups. Information is available to the public through I&amp;R. Developing Parent and Youth Advisory Group to be facilitated by Recovery Partnership.</p> <p>Autism Task Force is family driven.</p>		<p>We will continue engage with these groups to create good working relationships.</p>
<p>A process is in place to ask other agencies that work with families/youth (such as schools and childcare centers) to recommend parents to participate in planning.</p> <p>Tips:</p> <ul style="list-style-type: none"> <li>• Recruit families to help develop outreach materials – newsletters, brochures and/or county website information.</li> </ul>	<p>The county utilizes partnerships to engage families. The county website provides a wealth of information for each office and IFSP.</p> <p>Utilized provider network to disseminate information and solicit family involvement.</p>		<p>We plan to expand family involvement through the creation of a youth and parent Advisory Committees as well as the creation of a newsletter.</p> <p>We plan to collaborate with providers to hold meetings with families to provide information and receive feedback.</p>
<p>Families/youth who participate in planning sessions are compensated in some manor.</p> <p>Tips:</p> <ul style="list-style-type: none"> <li>• Pay a stipend/salary</li> <li>• Provide transportation, meals, child care (on site or reimbursement)</li> <li>• Offer donations from businesses- meals, gift cards</li> </ul>	<p>Currently participants are provided with refreshments and parking reimbursement.</p> <p>Gift cards have been provided for completion of surveys.</p> <p>Utilized gift cards, parking and refreshments for Parent and Youth Advisory.</p>		<p>Compensation of refreshments, parking, and gift cards will be provided to participants of the Advisory Committees.</p>



<b>Strategy for involving families and youth is currently in place in the county</b>	YES	NO	2010/11 plan will include
<p>Meeting times and locations are flexible to meet family/ youth needs and availability.</p> <p>Tips:</p> <ul style="list-style-type: none"> <li>• Holding planning meetings on the evenings or on weekends</li> <li>• In locations such as schools, community centers, churches and other settings that may be more familiar and comfortable to families/youth than state or local office buildings.</li> <li>• Work with schools to develop capacity for students to use participation to meet graduation or other school requirements.</li> <li>• Work with JPO to develop capacity for youth to use participation to meet probation obligations including community service.</li> </ul>	<p>Meetings time and locations have been changed to try to meet the schedules of the participants</p> <p>The County currently uses Family Group Conferencing and soon will be using HFWA and Family Development Credentialing to ensure that the families are the driving force behind the creation of their teams and plan.</p>		<p>This issue will continue to be addressed.</p> <p>The Youth and Parent committees will be scheduled to meet participants' needs.</p>
<p>Surveys are conducted to elicit the views of a wide range of families/youth.</p> <p>Tips:</p> <ul style="list-style-type: none"> <li>• Use families and youth to design and edit surveys.</li> <li>• Make sure they are culturally and linguistically accessible</li> <li>• Make sure they are clearly written at a 6<sup>th</sup> grade level.</li> <li>• Provide an option to submit them anonymously.</li> </ul>	<p>PIT teams have utilized surveys to obtain information. The Executive Committee used surveys to identify the pilot group for HFWA</p> <p>Surveys have been utilized to receive feedback about respite, lead case management, and BHRS</p> <p>Website has a survey to receive feedback about County services</p>		
<p>Parents or others who work regularly with families/youth are utilized to conduct focus groups that probe the views of selected groups of parents such as teenage parents, single parents, grandparents raising grandchildren, foster parents, and adoptive parents.</p> <p>Tips:</p> <ul style="list-style-type: none"> <li>• Develop funding that supports the operation of these groups. Direct or in kind, i.e. invite leaders to participate in county trainings.</li> </ul>	<p>This is currently done for individual offices.</p> <p>Families and previous consumers were part of the review and selection process for HFWA.</p> <p>Children's Roundtable has created a subcommittee to address truancy issues.</p>		<p>Recovery Partnership will be conducting surveys and facilitating the Youth and Parent Committees.</p>
<p>A process is in place to work with family and youth support programs to tap into informal networks such as family support groups or youth advisory councils, for example Independent Living Programs.</p> <p>Tips:</p> <ul style="list-style-type: none"> <li>• Develop process with stakeholders</li> <li>• Commit decisions to writing and make them public</li> </ul>	<p>We have used other groups to obtain input to projects and give presentations on IFSP.</p>		<p>We plan to work with the provider network to hold meetings with families and youth to receive feedback and provide information.</p>
<p>A process is in place to work with home-visiting programs, such as Parents As Teachers (PAT) through Family Centers or health clinics to involve families/youth who may be otherwise difficult to reach.</p>	<p>OCYS support and fund 5 family centers in ASD.</p>		
<p>A process is in place to work with families/youth involved in specific programs, for example Family Group Decision Making or Independent Living Programs, within children and youth,</p>	<p>Many of these families have provided input through surveys to improve service delivery.</p>		<p>We plan to work with the provider network to</p>

<b>Strategy for involving families and youth is currently in place in the county</b>	YES	NO	2010/11 plan will include
mental health, early intervention, juvenile justice, drug and alcohol, etc to involve families who have benefited from these services.			hold meetings with families to receive feedback and provide information
Acknowledgment of the contributions of families and youth are done routinely and publicly.	Many of the offices hold programs to acknowledge families in MR OCYS and unsung heroes. The MH office held luncheon for youth and families overcoming adversity		
Experienced facilitators are utilized to conduct sessions for planning group members, administrators, and staff when exploring attitudes and stereotypes about different ethnic, racial and religious groups.	Experts continued to be used to conduct trainings.		
Family and youth satisfaction surveys regarding their satisfaction with being actively involved in the ICSP process are routinely conducted.	Surveys have been used over three years and will continue to be used  The LCM pilot group participates in satisfaction surveys.		Participants of HFWA will participate in surveys to ensure the fidelity of the program.
County resource mapping is utilized to show what services are available, including family support groups.	Currently the County website is used to provide this information. County Brochures are taken to community events & fairs and are available in the I&R public waiting room.		Plan to create IFSP newsletter.
County staff has attended local family support groups to understand the services they offer and to promote integration activities.	Staff have provided presentations and attended activities to obtain and provide information.  Met with the Parish Nurse Coalition to exchange information		
Articles about ICSP as well as meeting times and places are placed in local newspapers.	The Public Forum is publicized in multiple newspapers.  County website holds a calendar, which list meetings.  DHS staff has participated in public fairs to disseminate information and request participation on committees.		
Mailings are sent to all school administrators, guidance counselors, and Student Assistance Program representatives to be involved in the ICSP process.		Information is provided, but not to all stated groups.	Plan to create IFSP newsletter and will be sent to

Strategy for involving families and youth is currently in place in the county	YES	NO	2010/11 plan will include
			all school districts.
There is a system in place to routinely follow up after meetings with mailings or phone calls to individuals who were unable to attend meetings for their input.	All members receive copies of the minutes from the meetings. Minutes are also available via our web page.		
There is an assumption that if you generate lots of public participation that you will, by default if nothing else, have people who have a personal stake in seeing things improve.	We have learned that those who regularly participate in meetings are individuals that are invested in the process of improving services in the County.		
There is a uniform note taking/ tracking process in place so that all of the groups and meetings can be Recorded and used to create a concrete plan that incorporates the spectrum of discussions and input and is available and understandable to all participants.	All groups take notes and provide them to the Co-chairs to ensure the information is provided to the Executive and Advisory Committee.  Minutes are taken, distributed to all members, and available on our website.		
OTHER:			

## **Self-Assessment of Community Level Outcome Indicators:**

In an effort to address the community level outcome indicator of School Success, Lehigh County is supporting the creation of a Truancy Prevention Panel. Lehigh County Children's Roundtable Truancy Subcommittee is collaborating with Allentown School District to implement a truancy prevention program in Mosser Elementary School. The Truancy Prevention Panel will be utilized after a student has missed more than three school days without a lawful excuse. The family will be given the option of meeting with the panel rather than appearing in front of the Magisterial District Judge. Meeting with the panel will give the family the opportunity to discuss why the student has been missing school and receive services to assist the family to address needs. The family may be offered services such as Family Group Conferencing, CASSP System Coordination, or other truancy prevention services. The hope is that by offering one of these processes the family will be able to address the concerns that are leading to the absences and ensure future school success. Using the panel will also provide a system to record why students are missing school and give the opportunity to create services that will meet the needs of the population they are serving.

Lehigh County is also addressing the community level outcome indicator of Safe and Stable Families and Communities by utilizing High Fidelity Wraparound to reduce placements of the older adolescents and transitional population. The High Fidelity Wraparound team-based approach of collaborating with the youth and family as the guiding force in the development of individualized service plan is compatible with the goals the Lehigh County has been addressing in our Integrated Family Service Plan.

High Fidelity Wraparound is a process led by a facilitator where multiple systems, a mix of professional supports, natural supports, and community members come together with the child, youth and family to create a highly individualized plan to address complex emotional needs. The goals of High Fidelity Wraparound are to meet the needs prioritized by youth and family and based on their strengths and culture, improve their ability and confidence to manage their own services and supports,

develop or strengthen the natural supports, and integrate the work of all children serving systems and natural supports into one streamlined plan. Lehigh County has identified a target population that will address the coordination needs of older adolescents as they make the transition to adulthood, focusing on ages 16-21 years old.

## **SELF-ASSESSMENT OF COMMUNITY LEVEL OUTCOME INDICATORS**

### **Outcome Area:**

- School Success

### **Indicator:**

- Truancy in public schools

### **Discussion (further analysis of local data, comparison to other community, state or national trends, current efforts to address outcome area, if selecting the same indicator(s) as last year, also provide an update on your efforts):**

Currently Lehigh County's overall truancy rate is 4.21%, which is below the state average 7.57%. Through further evaluation of each school district, it became apparent that the Allentown School District is showing a much higher truancy rate than the other districts in Lehigh County. Since 2005, the rate has continued to climb from 6.25% in 2005-2006, 8.99% in 2006-2007, to 10.07% in 2007-2008. The continued increase in truancy is of great concern for Allentown School District, Magisterial District Judge, Lehigh County Court of Common Pleas, Office of Children and Youth, and Juvenile Probation.

The Children's Round Table developed a subcommittee to address truancy issues. Lehigh County has been addressing truancy through the 222 Initiative, Mosser Village Family Center, as well as TIP and Making the Grade for middle school students. The subcommittee has created a pilot program to address truancy at the elementary school age level with the hope to address the bad habit early and stop the cycle to ensure future school success.

### **Proposed strategies to improve the outcome area:**

Working in collaboration with the Allentown School District, the Court, Department of Human Services, Juvenile Probation, Drug and Alcohol, Magisterial District Judge, and providers, the subcommittee has created a Truancy Prevention Panel pilot group. The subcommittee reviewed the truancy rate of the elementary schools within the district and determined that Mosser Elementary School would be the appropriate site for the pilot program. On average, the school was documenting between 13-27 students absent per month. The Truancy Prevention Panel will be offered to families as an option after three unexcused absences rather than appearing before the Magisterial District Judge. Meeting with the panel will give the family the opportunity to address the reasons for school absence. The panel will have the option of offering the family services such as Family Group Conferencing, CASSP, or other truancy intervention programs. The subcommittee identified those processes because the family drives

the creation of the plan and selection of services that meet the family's needs. The following is a timeline for the project:

- Develop description of the Truancy Prevention Panel September 2009
- Meet with District Justice representative to confirm the ability to hold citations.
- Develop panel members
- Implement Truancy Prevention Panel at Mosser Elementary School Fall 2009
- Gather baseline data 2009-2010
- Creating description of Truancy Prevention Coordinator Spring 2010
- Designate a coordinator August 2010

**Measure of short-term goal:**

- The use of the Truancy Prevention Panel will decrease the need for future intervention from the Magisterial District Judge.
- Families referred to Family Group Conferencing by the panel will demonstrate a decrease in unexcused absences.

**Are you requesting ICSP funds to implement this plan? (Tier One only):** Yes. The county is requesting funds for the initial salary of the Truancy Prevention Coordinator

**Outcome Area:**

- Safe and Stable Families and Communities

**Indicator:**

- Psychiatric Residential Treatment Facilities Usage

**Discussion (further analysis of local data, comparison to other community, state or national trends, current efforts to address outcome area, if selecting the same indicator(s) as last year, also provide an update on your efforts):**

Lehigh County's usage of Psychiatric Residential Treatment Facility rate is 1.6%, which is equal to the statewide average, but in comparison to other Class 3 counties, our rate is higher than all but one county. The county has been working closely with the managed care organization to reduce the use of residential facilities. With the implementation of High Fidelity Wraparound for the older adolescent/transitional population, it is hoped that the intervention will reduce the use of residential services

**Proposed strategies to improve the outcome area:**

Lehigh County will be implementing the use of High Fidelity Wraparound in the fall 2009. The goals of High Fidelity Wraparound are to meet the needs prioritized by youth and family and based on their strengths and culture, improve their ability and confidence to manage their own services and supports, develop or strengthen the natural supports, and integrate the work of all children serving systems and natural supports into one streamlined plan. Having the youth and family as the lead will allow a plan to be created that will ideally keep the youth in the community utilizing both services and community/natural supports.

**Measure of short-term goal:**

The county wants to see a reduction in residential placement for youth involved in High Fidelity Wraparound.

**Are you requesting ICSP funds to implement this plan? (Tier One only):**

## **Response to DPW feedback and summary of early successes, challenges, and barriers**

### **Increase outreach to families:**

Lehigh County is invested in obtaining input from families. Lehigh County is in the process of creating two groups, a Youth Advisory group and Parent/Guardian Advisory Group. The creation of these advisory groups will provide an opportunity for a parent family, and youth to share their views, concerns, and recommendations to improve services for children and families in Lehigh County.

Lehigh County has hired Recovery Partnership to assist in the creation and facilitation of these groups. Recovery Partnership is an organization consisting of individuals who receive or received mental health services and/or their family members. Recovery Partnership will work collaboratively with Lehigh County to make sure the participants' voice is heard and valued in this effort.

Lehigh County is also working with the provider network to arrange forums with families and youth to share their experiences and take a more active role in developing, evaluating, and planning the future of integrated services in Lehigh County. As community providers, they have daily contact with potential participants and are in a good position to encourage family participation.

### **ROAD Program:**

Lehigh County Juvenile Probation Department chose to partner with East Penn School District to implement the ROAD program for a number of reasons. Prior to the ICSP guidelines being released, the parties began work on a drug and alcohol education and intervention program to take place in the Emmaus High School. The program stemmed from a need for a prevention and diversion program, which was identified by the Juvenile Probation Officer that is located at the high school when there seemed to be an increase in students' involvement in drug and alcohol use. Local officials were also concerned about the prevalent use within the district. East Penn School District has a cross section of both socio-economic and cultural diverse population. The district also demonstrated the ability to implement and sustain the program. The ultimate goal is to introduce the program to other districts and to middle and elementary schools.

The original design of the ROAD program was to mandate the participation of parents in the Parent Education/Support Group if their child was participating in the program. After further discussion the parents will be strongly encourage to participate because it is essential that the parents be educated to prevent escalation of use and the need for probation involvement. A student would not be turned away from the program if their parent refused to participate.

**Early Successes:**

Lehigh County has continued to engage in a variety of cross system approaches, which continues to result in better service delivery to children and families. The forth-coming information is a highlight of successes because of the collaborative work being done in Lehigh County. With the creation of the Integrated Family Advisory Committee and Executive Committee, it has continued to foster the collaborative relationships between County agencies and the community, as well as yielding successes in serving the children and families of Lehigh County. To continue towards integration, Lehigh County continues to self-designate as a Tier One “Accelerated Integrated” County and has created a multi year plan to achieve this goal. The Process Improvement Teams (PIT) were created to address the gaps and barriers that have been identified by survey responses from parents and providers as well as ongoing needs identified by the IFSP Advisory Committee. The Process Improvement Teams have been meeting since fall, 2005, and include Executive and Advisory Committee members, as well as individuals from the community, families, providers, and county personnel. The teams have addressed a range of issues including discharge planning from residential facilities, confidentiality regulations, access to behavioral services, expanding county DHS web pages, and training needs.

Lehigh County has continued its effort in integration through developing positive working relationships between county offices and with community partners. Numerous ventures have taken place to elaborate on previously created successes and to improve the manner in which Lehigh County serves children and families. The County has been focusing on how to best address the complex needs of the families the county serves. As a result, a number of collaborative efforts have been created.



Complex Case Review has been expanded to include participation from CASSP, MH/MR/D&A/HC, MCO, OCYS, Probation, providers, schools, and families to address case specific issues for multi-system clients, to review goals, and to address immediate needs to reduce delays in executing the child's plan. Lehigh County Office of Children and Youth Services has implemented Emergency Pre-Placement meetings to address the immediate concerns for children who are at risk of placement. The ultimate goal is to try to prevent placement. Family Group Decision Making continues to put the family in the role of developing an appropriate service plan to address their needs. The Student Assistance Program continues to engage collaboration between the school, child, family, mental health, and drug and alcohol system. There are two consortiums held annually to provide training, education, and networking between school, providers, and county agencies. Juvenile probation works collectively with local law enforcement jurisdictions with Project Safe Neighborhoods. They also continue to expand the Community Justice Panels. A Fiscal Manager position has been created to lead all fiscal offices under DHS and to provide an overall viewpoint of the funding mechanisms and realities of each office to ensure a budget structure to support integration. Lead Case Management pilot program has been implemented and has been using integrated forms including *Consent to Release Information Form*, *Common Service Plan*, and *Integrated Case History Form*. It will continue to provide no wrong door entry using Information & Referral Unit where the community can call one phone number to access services. To ensure that we are serving the Non-English speaking population, the Department of Human Services has created a bilingual pool of employees and prints all materials related to IFSP in English and Spanish.

Cross system coordination has been incorporated into the duties of a part-time Program Specialist, whose time is dedicated to coordinating IFSP efforts and completing of the Integrated Family Service Plan. Presentations were made at support groups, and there was participation in community events to increase community awareness of the work Lehigh County has been doing to integrate services. Lehigh County continues the Autism Spectrum Disorders Taskforce with

membership of families, county agencies, local providers, and schools to address the needs of this population. Through a HealthChoices reinvestment plan the ARCH, Autism Resource Community HUB of Lehigh Valley was opened this year. The ARCH will serve Lehigh County MA eligible individuals diagnosed with an Autism Spectrum Disorder at a one stop shopping model integrating clinical and non-clinical approaches while providing a safe, therapeutic, and educational environment. Lehigh County Department of Human Services continues to work in collaboration with other community agencies to develop and participate in prevention programs including parenting programs, truancy program, creation of brochures on child development and early intervention, provided inclusion coaches, and contributed to gang prevention initiative. The Office of Children and Youth continues to fund prevention programs including summer camps, art programs, child abuse prevention, parent education, funding for items and services beyond the scope of government resources for at-risk children, and support to maintain placement within the child's home. The Office of Children and Youth and Juvenile Probation Department are participating in a shared case initiative. This collaborative effort recently initiated shared case, shared court hearing, and shared planning meetings. The Department of Human Services and Juvenile Probation Department have participated in a cross system training of all frontline staff and supervisors. The purpose of the trainings was to gain an understanding of each office's function and to allow each office to share essential information for fostering collaborative working relationships.

The aforementioned have been implemented to achieve the ultimate goal of providing the best level of service to children and families. The County has expanded upon early successes mentioned in previous plans and will continue to move towards integration

### **Challenges and Barriers:**

Lehigh County continues to work towards integrating services, but has encountered some obstacles in this effort. Confidentiality regulations have continued to pose difficulty in agencies sharing information, but have shown improvement following training staff on program regulations

HIPPA standards, and confidentiality. Issues pertaining to confidentiality will continue to be addressed by IFSP committees. The impediment of cross funding, the ability to manage dollars across services, and the need to report budget information into categorical offices adds complexity to integrating funding. Competing data systems create difficulties in sharing information between agencies for cross-system involved clients. To address this, Lehigh County is designing a common data system that will be able to house information in one location making collaborative work more obtainable. Lehigh County continues to address the difficulty of obtaining consistent participation from families and youth. The County is currently in the process of creating Parent/Guardian and Youth Advisory Groups that will allow a safe environment for participants to share thoughts and play a role in creating a better service delivery to families in Lehigh County.

#### **Planning for Full Integration of Children's Services:**

Over the last year, Lehigh County has maintained participation in collaborative endeavors and has increased its effort through involvement in the Integrated Children's Service Plan Initiative. The County created governance over this process with the inception of the Lehigh County Integrated Family Service Plan Executive Committee and the Advisory Board. Both felt it was imperative to include the family in the creation of an integrated service plan, rather than just the child or adolescent, resulting in the change in our name from ICSP to IFSP. Following this narrative is a timeline illustrating accomplishments and describing the goals still to be addressed. Efforts over the past year have focused on implementation of the lead case management, selection process for High Fidelity Wraparound, providing cross training to all frontline staff and supervisors for Department of Human Service and Juvenile Probation Department, creation of the Youth and Parent/Guardian Advisory Groups, and continued development of a common data system.

Lehigh County's Information and Referral Unit (I&R) has provided a single point of contact for the referral to human service offices since 1998. This office provides a no wrong door entry for Lehigh County residents in need of information and entry into human services. I&R insures timely

referral to emergency services and facilitates the initial stage of multi-office collaboration. Having this type service allows the community to call one number and receive appropriate direction to the human service office that will best serve their needs. The Executive and Advisory Committee will continue their focus on the integrated system by reviewing currently used assessments, selecting a common assessment tool, and implementing the tool.

Over the last year, Lehigh County implemented the Lead Case Management Pilot. This individual will act as the lead case manager for multi-system involved children and families ensuring that all agencies are working collaboratively to provide coordinated services. The lead case manager acts as the main point of contact for the child, family, and professionals delivering services to the child and family. The lead case manager insures that all agencies are providing services outlined in the integrated service plan and are working collaboratively to arrange and maintain appropriate services for children and families. This pilot also gives the opportunity to use the new integrated forms and to determine any changes. The Executive and Advisory Committee are in the process of reviewing the outcomes of the pilot and determining if any changes are needed in the process. The committees will assist in creating a plan to expand lead case management and the implementation phase.

Lehigh County created a Children's Roundtable to show their commitment towards the statewide initiative demonstrating the commitment of the Pennsylvania Supreme Court to improve the management of dependency cases across the state. Program goals include the sharing of information between counties, training judges, collaborating between the child welfare and justice systems, and collecting data. Lehigh County was selected as one of the counties to participate in the PA Permanency Process Initiative. Children and Youth is also working on a foster care improvement project. Concerns related to truancy became a focus of discussion, and as a result, a Truancy Subcommittee was created. The subcommittee plans to address truancy in the Allentown School District by implementing a Truancy Prevention Panel pilot at the Mosser Elementary School. The panel will be offered to families after a student has accrued three unexcused absences as an option

rather than reporting to the Magisterial District Judge. The panel will be used as an avenue for parents to identify reasons why the child is missing school and to offer coordination interventions or services to assist with needs. The hope is that by utilizing the Truancy Prevention Panel, the students will attend school and prevent the repetition of the cycle of truancy resulting in future school success. The subcommittee is working with the Allentown School District to create the panel and referral process. Future plans include the hiring of a Truancy Prevention Coordinator to be used across the district and to create a Bench Book that will contain resources that the District Judges will be able to utilize when recommending services.

The Office of Children and Youth was selected to participate in the National Governor's Association Out of Home Placement Reduction. The goal for this plan is to safely reduce out of home placement by 20% before the end of 2010. The department will also decrease the utilization of institutional and secure placements. One of the strategies is to increase utilization of Family Group Conferencing by making it mandatory to offer to all families that are open for services and referral for every child that reaches age sixteen in out of home care. Family Group Conferencing is a strength based practice that recognized that the family has the best understanding of how to care for its members. This practice gives the family the opportunity to come together to make decisions and a plan to keep their children safe. OCYS will also use Family Development Credentialing to train front line with skills to become more effective in assisting individuals and families learn to care for themselves, learn skills to achieve their goals, and support self-sufficiency. Trainings will be offered to both agency employees and providers. OCYS will also continue to utilize Family Findings on all placement case where the child is placed in stranger care and there is a lack of family resources identified.

Juvenile Probation has been working to implement the Youth Level of Service (YLS) risk need assessment as a tool to help better identify risks and needs of the juveniles and to gain access to the best services. New cases and re-offenders will be using Case Management Essentials at intake to

develop a case specific supervision plan based on risks and needs. This will be a customized working document that has services to address needs and will be part of the juvenile's terms of probation. This will be created with a bridge between the YLS risk levels, top three needs, and the service matrix. The service matrix is still in the development phase and will be implemented in the near future. Juvenile Probation has also developed an aftercare probation officer for juveniles in placement. This will be a mini unit consisting of two probation officers with a maximum caseload of twenty-five individuals each. The probation officer will develop aftercare plans from the onset of placement as well as perform face-to-face visits with the juvenile.

The Juvenile Probation Department is working in partnership with the Allentown School District to implement School Justice Panels in the middle schools. The MacArthur Foundation awarded the grant to fund the start up costs of the panels. This is a pre-adjudication diversion program for youth with special needs within the middle schools in Allentown School District. Juveniles with summary offenses and low-level misdemeanors will report in front of the panel with the goal of providing services to divert from the future involvement with probation. The School Justice Panels are in the process of being developed and will include school personnel and community members. Outreach to the community and the Magisterial District Judges are scheduled to occur during the fall with implementation at year's end.

The Juvenile Probation Office and East Penn School District will implement the R.O.A.D. Program, Rubbing Out Alcohol and Drugs. Currently the County is awaiting word regarding the request for funding through the Promising Practice Grant. Regardless of receiving the grant money, the program will be implemented and funding will be arranged through the Juvenile Probation Department, East Penn School District, and Medical Assistance funding. This is a drug and alcohol education and intervention program beginning in Emmaus High School with the ultimate goal of introducing it into the middle and elementary schools where deemed appropriate. R.O.A.D. will consist of a three-tier program in the school, parent education/support group, and two community

education nights per year. Tier One will address early intervention and prevention through life skills training. Tier Two will consist of weekly sessions that provide education, counseling and support to regular users of drugs and alcohol to eliminate behaviors before leading to chronic abuse. Tier three will provide three sessions per week to assist habitual users in re-entry into both school and community after completing inpatient rehabilitation or receiving intensive outpatient services. This program hopes to address a number of goals to create a safe environment for learning, which improves academic performance, improves school attendance, reduce school dropout, improves the image of the school, and reduce costs to taxpayers. It is the hope that this program will prevent and reduce drug and alcohol offenses; reduce juvenile crime; reduce caseload supervision under juvenile probation; reduce costs for placements, rehabilitation, outpatient, and jail; and protect the community at large

The High Fidelity Wraparound team-based approach of collaborating with the youth and family as the guiding force in the development of individualized service plans is compatible with the goals that Lehigh County has been addressing in our Integrated Family Service Plan. Lehigh County applied to be an early implementer of High Fidelity Wraparound and was selected as a County Partner. The addition of High Fidelity Wraparound will improve our approach to working with children and families in their development of individualized plans that incorporate natural supports while using an outcome based approach. The High Fidelity Wraparound Provider has been selected and will begin training later this fall. The focus over the next year will be to implement the process, to provide community outreach and education of the process, to create a strong base of community and natural supports for the transitional population, to create outcomes, and to gather data on the fidelity of the process. Utilizing a wraparound facilitator will help the youth and family to create a team that will meet the individual's needs while utilizing both traditional and natural supports of the community. The implementation and oversight of High Fidelity Wraparound has been added to the goals of our Integrated Family Service Plan.

Currently, Lehigh County is utilizing competing data systems, which pose difficulties in collaboration and data collection. Over the past two years, Lehigh County has been developing a common data system. As we move towards implementation, the Executive and Advisory Committees will continue overseeing and monitoring the new data system. Future steps include training to use the system, piloting the program, executing changes, and implementing the common data system.

To educate the residents of Lehigh County, the DHS offices will continue to provide outreach efforts to share what services are available. As part of IFSP, the county will continue efforts to increase stakeholder participation in this initiative. Lehigh County will continue to participate in community events to increase public awareness of the IFSP initiative and what the Department of Human Services and Juvenile Probation has to offer to families. Lehigh County has been working with Recovery Partnership to create Youth Advisory and Parent/Guardian Advisory Groups. This will give individuals an environment to share their thoughts and concerns related to services they have received in Lehigh County. Our hope is to generate the gathering of a group of individuals who are interested in helping Lehigh County to create integrated services to better serve children and families within the County. The County will also work with the provider network to hold informational meetings with their consumers to obtain feedback on how we can create a system that supports the needs of the families that we serve in Lehigh County. The County will continue to provide the community with the ability to gain information through technology. We will continue to expand the Network of Care site and launch the site to the community. Lehigh County will continue to expand the County website to provide the community with an array of information about county services as well as community resources. Future plans are to create a newsletter that will report accomplishments and efforts towards integration and will be available on the website.

Lehigh County's commitment to integrating services has helped shape the creation of a multi-year timeline. This timeline will highlight accomplishments made over the past years and the goals we intend to achieve over the next two years.



## Lehigh County Integrated Family Service Plan Timeline

	<b>Year 1 / Year 2</b> 7/2005-6/2007	<b>Year 3</b> 7/2007-6/2008	<b>Year 4</b> 7/2008-6/2009	<b>Year 5</b> 7/2009-6/2010	<b>Year 6</b> 7/2010-6/2011
IFSP Work Plan	<p>1. Create Executive Committee</p> <p>2. Create Work Plan</p> <p>3. Meet with Consultant</p> <p>4. Establish Advisory Committee (2/05)</p> <p>5. Establish membership for PIT teams to begin meeting Fall 05</p> <p style="text-align: center;"><b>Year 2</b></p> <p>1. Self Designate as Tier One County</p> <p>2. Establish Work Plan and Timeline for Integration</p> <p>3. Part-time Program Specialist to be assigned to coordinate IFSP efforts.</p> <p>4. Reassign tasks CASSP Coordinator to address IFSP efforts.</p>	<p>1. Self Designate as Tier One County</p> <p>2. Establish Work Plan for the year</p> <p>3. Address Blended Funding for cross system needs.</p> <p>4. Remove IFSP, CASSP, &amp; FGDM out of categorical offices and place under DHS.</p> <p>5. Begin Integrated Lead Case Management Pilot</p> <p>6. Begin Lehigh University Fellow internship.</p> <p>7. Review current databases and determine how to integrate the systems.</p>	<p>1. Self Designate as Tier One County</p> <p>2. Establish Work Plan</p> <p>3. Lead Case Management Pilot running @ 100% by 9/08.</p> <p>4. Review outcomes of pilot group and plan expansion of lead case management.</p> <p>5. Create Lead Case Management Unit structure.</p> <p>6. Develop Common Data System.</p> <p>7. Plan for Blended Funding.</p> <p>8. Develop future plan for integration goals.</p>	<p>1. Self Designate as Tier One County</p> <p>2. Establish Work Plan</p> <p>3. Review outcomes of pilot group and plan expansion of lead case management.</p> <p>4. Create Lead Case Management Unit structure.</p> <p>5. Pilot Common Data System.</p> <p>6. Plan for Blended Funding.</p> <p>7. Develop future plan for integration goals.</p> <p>8. Implement High Fidelity Wraparound</p> <p>9. Implement ROAD program</p> <p>10. Develop Parent and Youth Advisory Groups</p> <p>11. .Create IFSP Newsletter</p>	<p>1. Establish Work Plan</p> <p>2. Monitor Lead Case Management Pilot</p> <p>3. Monitor High Fidelity Wraparound</p> <p>4. Monitor ROAD Program</p> <p>5. Collaborate with Children’s Round Table</p> <p>6. Continue collaborative work with the Parent and Youth Advisory Group</p> <p>7. Expand Network of Care and County Website</p>
Executive & Advisory Committee	<p>1. Executive Committee to meet with Patricia Miles to prioritize areas to be addressed.</p> <p>2. Hold public meetings</p>	<p>1. Continue to evaluate the progress of PIT teams and the integrated lead case management pilot.</p> <p>2. Create By-laws for Advisory</p>	<p>1. Continue evaluation of progress towards integrating.</p> <p>2. Executive Committee will evaluate the outcome reports of pilot group and determine future</p>	<p>1. Continue evaluation of progress towards integrating.</p> <p>2. Executive Committee will develop ongoing goals for</p>	<p>1. Executive Committee will develop ongoing goals for IFSP.</p> <p>2. Monitor fidelity of High Fidelity Wraparound.</p>

	<b>Year 1 / Year 2</b> 7/2005-6/2007	<b>Year 3</b> 7/2007-6/2008	<b>Year 4</b> 7/2008-6/2009	<b>Year 5</b> 7/2009-6/2010	<b>Year 6</b> 7/2010-6/2011
Executive & Advisory Committee Continued	<p>to obtain gaps and barriers in serving children and families.</p> <p>3. Advisory to review gaps and barriers.</p> <p>4. Advisory to identify County vision for IFSP.</p> <p>5. Identify priority areas</p> <p>6. Create process improvement teams to address priority areas to begin meeting Fall 2005.</p> <p style="text-align: center;"><b>Year 2</b></p> <p>1. Reinstate role of Advisory Committee</p> <p>2. Develop mission for Advisory Committee</p> <p>3. Create Community Co-Chair for Advisory Committee</p> <p>4. Establish a family and provider representative to serve on the Executive Committee.</p> <p>5. Create new PIT team to create IFSP web page and improve county website and links between DHS offices and JPO.</p>	<p>Committee.</p> <p>3. Executive Committee will create outcomes for pilot group.</p> <p>4. Review results of Mental Health/Juvenile Justice Self-Assessment and determine future action to address population's needs.</p> <p>5. Executive Committee will develop protocol for referral to lead case management.</p>	<p>of lead case management</p> <p>3. Executive Committee will develop ongoing goals for IFSP.</p> <p>4. Pursue Interns for future work on IFSP.</p> <p>5. Monitor fidelity of implementing High Fidelity Wraparound.</p> <p>6. Guide in the development of R.O.A.D. Program.</p> <p>7. Develop a Lehigh County Youth Advisory Committee.</p> <p>8. Engage more family involvement in IFSP.</p> <p>9. Expand communication with stakeholders by closing the loop with feedback and outcome reports.</p> <p>10. Develop cross training between DHS and JPO offices.</p>	<p>IFSP.</p> <p>3. Monitor fidelity of implementing High Fidelity Wraparound</p> <p>4. Monitor lead case management.</p> <p>5. Executive Committee will evaluate the outcome reports of pilot group and determine future of lead case management.</p> <p>6. Establish role and tasks for Parent and Youth Advisory Group</p> <p>7. Expand membership of Advisory Committee.</p> <p>8. Collaborate with CRT Truancy Subcommittee pertaining to prevention panels</p> <p>9 Review and select Assessment tool.</p> <p>10. Monitor implementation of Common Data System.</p> <p>11. Develop outcomes for truancy.</p>	<p>3. Monitor lead case management.</p> <p>4. Monitor ROAD program.</p> <p>5. Review outcomes of Truancy Prevention Panel.</p> <p>7. Implement Common Assessment tool</p>

	<b>Year 1 / Year 2</b> 7/2005-6/2007	<b>Year 3</b> 7/2007-6/2008	<b>Year 4</b> 7/2008-6/2009	<b>Year 5</b> 7/2009-6/2010	<b>Year 6</b> 7/2010-6/2011
Process Improvement Team (PIT teams)	<p>PIT 1 Review current operational process to ensure they are consistent with CASSP Principles and develop template for and Integrated Service Plan for families needing services from multiple systems.</p> <p>PIT 2 Review Multi-System high-risk residential placement and discharge planning.</p> <p>PIT 3 Ensure all systems and staffs understand the confidentiality regulations and maximize the timely and relevant exchange of information for effective case coordination.</p> <p>PIT 4 Ensure timely access to appropriate Mental Health Services for children receiving child welfare services and under juvenile probation supervision.</p>	<p>PIT 1 will provide recommendations to Executive and Advisory Committees.</p> <p>PIT 2 review results of surveys and provide recommendations to the Executive and Advisory Committees.</p> <p>PIT 3 to finalize Memorandum of Understanding to be signed by DHS offices and JPO.</p> <p>PIT 4 will provide recommendations to MH &amp; MBH and report results to Committees. Send letters with description of services to MH Facilities. Conduct training for legal entities.</p> <p>PIT 5 will continue to expand information on website and create links between DHS offices &amp; JPO.</p>	<p>PIT 1 completed tasks will provide Cross System training to DHS. IFSP will be added to office orientation training.</p> <p>PIT 2 developed action plans to improve treatment and discharge planning. Developed Tips for Parents with children involved with MH treatment.</p> <p>PIT 3 has developed into a training committee. Confidentiality training will be held annually for new hires and every other year review training for all. Cultural Diversity, Safety, and CPR training will be held every other year.</p> <p>PIT 4 completed interim tasks resulting in improvement in obtaining treatment services and working relationship. Will hold training for the judges late 2008. Members joined the Children's Round Table.</p> <p>PIT 5 continues to expand DHS website and outreach.</p>	<p>1. To be determined by Executive and Advisory Committee if additional PIT teams are needed to address priority goals.</p>	<p>To be determined by Executive and Advisory Committee if additional PIT teams are needed to address priority goals.</p>
Process Improvement Team (PIT teams) Continued	<p><b>Year 2</b></p> <p>PIT 1 to complete meetings and surveys to review service delivery, system improvements and effectiveness of services.</p> <p>PIT 2 to complete surveys pertaining to feedback on</p>				

	<b>Year 1 / Year 2</b> 7/2005-6/2007	<b>Year 3</b> 7/2007-6/2008	<b>Year 4</b> 7/2008-6/2009	<b>Year 5</b> 7/2009-6/2010	<b>Year 6</b> 7/2010-6/2011
	<p>discharge planning from residential placements.</p> <p>PIT 3 to create a LC DHS Consent to Release Information Form to be used by all DHS offices.</p> <p>PIT 4 to review comments from meeting and establish needed changes to improve access to MH services.</p> <p>Establish PIT 5 to create a web page for IFSP and to begin improving the County DHS Offices' web pages.</p>				
<b>Integrated Forms</b>	<p><b>Year 2</b></p> <p>1. Develop one Consent to Release Information Form to be used by all DHS offices.</p> <p>2. Create an Integrated Intake Tool</p>	<p>1. Finalize Single Integrated Service Plan.</p> <p>2. Develop Assessment Tool.</p> <p>4. Develop Outcome Tool.</p> <p>5. Implement integrated forms in the pilot group.</p> <p>6. Make any recommended changes to forms.</p>	<p>1. Implement integrated forms in the pilot group.</p> <p>2. Make any recommended changes to forms.</p> <p>3. Evaluate the success of integrated forms.</p> <p>4. Implement Release of Information and MOU.</p>	<p>1. Evaluate the success of integrated forms.</p> <p>2. Determine which forms will be used.</p> <p>3. Train staff and implement forms to DHS.</p>	<p>1. Implement integrated forms.</p>
<b>Integrated Lead Case Management</b>	<p><b>Year 2</b></p> <p>1. Research current models of lead case management.</p> <p>2. Review models and establish how lead case management will look in</p>	<p>1. Obtain approval from Civil Service for lead case manager position.</p> <p>2. Hire lead case manager.</p> <p>3. Train lead case manager within all DHS offices, JPO and</p>	<p>1. Lead Case Management Pilot running @ 100% by 9/08.</p> <p>2. Evaluate pilot 3 months, 6 months, 9 months, &amp; 12 months after beginning work with families.</p> <p>3. Review outcome of lead case</p>	<p>1. Review outcomes of lead case management.</p> <p>2. Determine how to expand lead case management.</p> <p>3. Track fiscal difficulties</p>	<p>1. Expand lead case management.</p> <p>2. Hire additional caseworkers.</p> <p>3 Train new case workers</p>

	<b>Year 1 / Year 2</b> 7/2005-6/2007	<b>Year 3</b> 7/2007-6/2008	<b>Year 4</b> 7/2008-6/2009	<b>Year 5</b> 7/2009-6/2010	<b>Year 6</b> 7/2010-6/2011
	<p>Lehigh County.</p> <p>3. Create Lead Case Manager Job Description &amp; Responsibilities.</p> <p>4. Submit Description to Civil Service for approval.</p> <p>5. Select target group of multi-system children and families to be part of pilot group for lead case management.</p> <p>6. Meet with current workers to describe initiative and pilot for lead case management</p>	<p>MBH.</p> <p>4. Initiate lead case management pilot.</p> <p>5. Engage families through System Coordination Meetings.</p> <p>6. Engage providers and schools within lead case management process.</p> <p>7. Evaluate pilot 3 months, 6 months, 9 months, &amp; 12 months after beginning work with families.</p>	<p>management pilot.</p> <p>4. Expand lead case management.</p> <p>5. Track fiscal difficulties related to case planning for multi system children.</p>	<p>related to case planning for multi system children</p>	
Community Outreach	<p>1. Hold public meeting to obtain perspective of the system and the gaps and barriers to serving children and families.</p> <p>2. Community Fair</p> <p>3. Attend community events to increase public awareness of DHS offices.</p> <p style="text-align: center;"><b>Year 2</b></p> <p>1. Increase inclusion of stakeholders in the initiative.</p>	<p>1. Continue efforts to increase stakeholder participation in this initiative.</p> <p>2. Complete presentations at supports groups, transition council, and standing advisory groups.</p> <p>3. Hold IFSP Public Forum in September 2008.</p> <p>4. Continue improvements to County DHS web site pages by creating links between offices and incorporating new information.</p>	<p>1. Continue efforts to increase stakeholder participation in this initiative.</p> <p>2. Create Youth Advisory Committee with Recovery Partnership</p> <p>3. Hold IFSP Public Forum with Parent and Youth Advisory Groups in Fall 2009.</p> <p>3. Continue improvements to County DHS web site pages by creating links between offices and incorporating new information.</p>	<p>1. Continue efforts to increase stakeholder participation in this initiative</p> <p>2. Continue participation in community events to increase public awareness of initiative and what DHS &amp; JPO can offer to families.</p> <p>3. Outreach to the community pertaining to HFWA.</p> <p>4. Network of Care launch</p>	<p>1. Continue efforts to increase stakeholder participation in this initiative</p> <p>2. Continue participation in community events to increase public awareness of initiative and what DHS &amp; JPO can offer to families.</p> <p>3. Create newsletter to highlight integrated activities.</p> <p>4. Expand outreach through communication to</p>

	<b>Year 1 / Year 2</b> 7/2005-6/2007	<b>Year 3</b> 7/2007-6/2008	<b>Year 4</b> 7/2008-6/2009	<b>Year 5</b> 7/2009-6/2010	<b>Year 6</b> 7/2010-6/2011
	<p>2. Increase community outreach through presentations at support groups.</p> <p>3. Increase number of community members on Advisory &amp; PIT teams.</p> <p>4. Hold IFSP Public Forum in July 2007.</p> <p>5. Design web page for IFSP.</p> <p>6. List calendar of events on web page and current newsletters.</p> <p>7. Hold and Participate in community events to provide information on County offices and increase public awareness.</p>	<p>5. Continue participation in community events to increase public awareness of initiative and what DHS &amp; JPO can offer to families.</p> <p>6. Distribute DHS Brochures</p>	<p>4. Continue participation in community events to increase public awareness of initiative and what DHS &amp; JPO can offer to families.</p> <p>5. Expand outreach through communication to stakeholders.</p>	<p>5. Implement Parent and Youth Advisory Groups.</p> <p>6. Continue improvements to county website.</p> <p>7. Distribute brochures: IFSP, Tips from Parent for Parents, Creating a MH Portfolio, and Best Practice Guidelines for Children and Youth in Mental Health Placements.</p> <p>8. Expand outreach through communication to stakeholders</p>	<p>stakeholders</p>
County Budget / Funding	<p>1. Research for a cross system fund for multi-system involved children.</p> <p><b>Year 2</b></p> <p>1. County Budget Presentation to Commissioners (Sept. 06)</p> <p>2. Apply for Promising Practice Incentive Grant &amp; Budget Submission</p>	<p>1. County Budget Presentation to Commissioners (Sept. 07)</p> <p>2. Apply for Promising Practice Incentive Grant &amp; Budget Submission</p> <p>3. Establish Blended Funding for pilot.</p>	<p>1. Utilization of Blended Funding</p> <p>2. County Budget Presentation to Commissioners (Sept. 08).</p> <p>3. Apply for Promising Practice Incentive Grant &amp; Budget Submission (If available)</p>	<p>1. Utilization of Blended Funding</p> <p>2. County Budget Presentation to Commissioners (Sept. 09).</p> <p>3. Apply for Promising Practice Incentive Grant &amp; Budget Submission (If available)</p>	<p>Utilization of Blended Funding</p> <p>2. County Budget Presentation to Commissioners (Sept. 10).</p> <p>3. Apply for Promising Practice Incentive Grant &amp; Budget Submission (If available)</p>

	<b>Year 1 / Year 2</b> 7/2005-6/2007	<b>Year 3</b> 7/2007-6/2008	<b>Year 4</b> 7/2008-6/2009	<b>Year 5</b> 7/2009-6/2010	<b>Year 6</b> 7/2010-6/2011
Training	<b>Year 2</b> 1. Plan staff training for confidentiality, cultural competency, safety, and IFSP.	1. Hold trainings on confidentiality, cultural competency, safety and IFSP.	1. Develop trainings that are related to integration initiative. Continue to hold trainings annually and bi- annually.  2. Create cross training between DHS & JPO offices.  3. Hold Intra Agency Training for all DHS and JPO staff.	1. Continue to hold trainings annually and bi- annually.  2. Complete Intra Agency Trainings.  3. Hold LEP training in 10/09.  4. Train staff and community on HFWA  5. Community training on School Justice Panels.	1. Continue to hold trainings annually and bi- annually
Additional Efforts Towards Integrating	1. Medical Assistance Realignment (ICSI)  2. I&R database for community resources.  3. Create auto tool to update identified information between KEA! database and BHIS database.  4. Implement Family Group Decision Making  5. Complete HealthChoices reinvestment plans	1. Submit RFP using HC reinvestment dollars for ARCH of Lehigh Valley.  2. Continue prevention programs.  3. Create Safe House for Children.  4. Continue developing programs using reinvestment dollars.  5. Implement Secure RTF.  6. Identify new provider for Children's Crisis Residential.	1. Continue integration efforts through prevention programs and reinvestment plans.  2. Continue outreach efforts.  3. Post RFP for High Fidelity Wraparound, select provider, train staff, and implement.  4. Continue developing programs using reinvestment dollars.  5. Secure RTF to be implemented in early 2009.  6. Continue funding for prevention programs and parent education.	1. Continue integration efforts through prevention programs and reinvestment plans.  2. Continue outreach efforts.  3. Begin HFWA.  4. Implement Truancy Prevention Panel Pilot  5. JPO implementing YLS, risk needs assessment  6. Implement School Justice Panels.  7. OCYS implement Family Development Credentialing.	1. Continue integration efforts through prevention programs and reinvestment plans.  2. Continue outreach efforts
Additional Efforts Towards Integrating Continued	<b>Year 2</b> 1. Complete Medical Assistance Realignment (ICSI) tasks  2. Make additions to DHS Brochure to include	7. Continue efforts in providing information in English and Spanish.  6. OCYS, JPO, & ASD to implement truancy program within Allentown School	7. Implement Truancy Program 9/08.  8. Continue work towards creating the SafeHouse.	8. OCYS continued work on NGA plan	

	<b>Year 1 / Year 2</b> <b>7/2005-6/2007</b>	<b>Year 3</b> <b>7/2007-6/2008</b>	<b>Year 4</b> <b>7/2008-6/2009</b>	<b>Year 5</b> <b>7/2009-6/2010</b>	<b>Year 6</b> <b>7/2010-6/2011</b>
	<p>information on IFSP &amp; CASSP. Print in English &amp; Spanish.</p> <p>3. Provide all announcements, letters and surveys in English and Spanish.</p> <p>4. Add ability for literal translation of County web site by selecting desired language.</p> <p>5. Expand the use of Complex Case Review and System Coordination.</p> <p>6. Create Prevention programs to address parenting &amp; truancy.</p> <p>7. Create Outcome based contracts with providers to show the effectiveness of the programs</p> <p>8. Continue planning efforts towards reinvestment funds.</p>	<p>District.</p> <p>7. D&amp;A to complete BDAP Risk Needs Assessment.</p> <p>8. Continue outreach efforts</p>	<p>9. Implementation of Family Findings through OCYS.</p>		



**Promising Practices Incentive Grants for Tier One Counties**

**Appendix E**

**Integrated Children's Services Plan Tier One Counties Only**

**BUDGET FORM**

County ICSP Point of  
Contact Name  
Email address

Kay Achenbach  
kayachenbach@lehigh county. org

BUDGET CATEGORY	% FTE	ANNUAL SALARY or vendor rate	ICSP request	Other funds to support the project currently (your narrative will discuss sustainability for the future)
<b>PERSONNEL (NON RECURRING COST)</b>				
Coordinators	100%	60,778	60,778	0
Consultants				
Benefits (if applicable)	30.2%	18,355	18,355	0
<b>SUBTOTAL - PERSONNEL</b>				
<b>INFRASTRUCTURE (NON-RECURRING COST)</b>				
Cross Systems Training				
Data and Evaluation				
Quality Assurance Measures				
Other (list all costs included in this line item)				
<b>SUBTOTAL - INFRASTRUCTURE</b>				
<b>OPERATIONS (NON RECURRING COSTS ONLY = SEE DIRECTIONS)</b>				
Communications				
Administration				
Transportation				
Subcontractors				
Service and Office Equipment				
Data Processing Equipment				
Other (list all costs included in this line item)				
<b>SUBTOTAL - OPERATIONS</b>				
<b>TOTAL REQUESTED</b>			<b>79,133</b>	<b>0</b>

## **APPENDIX E**

### **Budget Narrative**

Lehigh County is requesting funding for a Truancy Prevention Coordinator, as mentioned in the Self Assessment. The request is based on the projected salary of an experienced supervisory level staff member, projected through county calendar years 2010 and 2011. The request includes an expected benefit component of 30.2%. The position will be costed into the Juvenile Probation budget for ongoing sustainability, which is county funded, though County intends to address other means of funding (HSDF, etc) for future funding.

**2010-2011 Integrated Children's Service Plan Cover Page**

County Information			
County/Joinder			Submission Date
<b>Lehigh County</b>			September 17, 2009
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Title	Director of Human Services		
Signature		Date	
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City, State, Zip	Allentown, PA 18101		
Phone Number	610-782-3951		
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Signatories (use additional pages if needed)			
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Director	Pamela Buehrle	Director	Donna Zimmerman
Signature		Signature	
Date		Date	
Program Name	LC MH/MR/D&A	Program Name	LC Juvenile Probation
Director	Tim Boyer	Director	Elizabeth Fritz
Signature		Signature	
Date		Date	
Program Name	LC Information & Referral	Program Name	DHS Fiscal Officer
Director	Joshua Bridges	Director	Kay Achenbach
Signature		Signature	
Date		Date	
Program Name	LC CASSP Coordinator	Program Name	LC IFSP Program Specialist
	Patricia Theodore		Jennifer Clarke-Sirignano
Signature		Signature	
Date		Date	
Program Name	IFSP Community CoChair (Parent Representative)	Program Name	IFSP Provider Representative
			William Vogler
Signature		Signature	
Date		Date	

## **Appendix B**

### **Lehigh County Integrated Family Services Executive Committee**

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## Appendix C

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