

DHS PIT Team #1 Meeting Notes

Wednesday, January 4, 2006

I. Welcome and Introductions

- P.B. called the meeting to order and welcomed all in attendance. Introductions followed.

II. Review of Process

- P.B. explained the team's task and need to integrated services for children in Lehigh County
- She presented a brief background and explained the initiative started two years ago
- a. State wide initiative
 - State required OCYS to work with other agencies and put together services for child involved in multi systems. We included the family and now call the process "Integrated Family Service Plan" (IFSP)
- b. Lehigh approach
 - Lehigh County's approach is now IFSP and we submitted our plan under this name
 - All offices are represented in this program initiative
- c. Executive committee
 - An Executive Committee was formed within the County (Administrator of MH/MR/D&A/HealthChoices; Chief JPO; United Way Representative; Director of I&R; Director of Area Agency on Aging)
 - Met jointly on services for the family
- d. Advisory committee
 - Formed a larger committee with office heads and providers across the community (they met monthly, now meet quarterly and unsure of their direction at this point)
- e. Process Improvement Teams (PIT)
 - Decided to look at group of service providers and asked where there might be gaps in services and prepared list of these things (top 4-5 areas where people have issues) and created PIT Team to work on these gaps in service
 - Use of the process improvement approach (i.e., PIT Team) was created when Lehigh County OCYS took a look at foster care services for children
 - There are four teams addressing gaps by each focus group:
 - 1) Modify current process to assure integrated plan developed;
 - 2) Multi-system high-risk placement;
 - 3) Sharing Information/Confidentiality; and
 - 4) Improve access to MH services

- We will look at the current process and at how we can become more effective with our services
- f. PIT process
- We will review and assess problem(s), obtain feedback from those who use the system, sit down as a team to address how to fix the problem, then make a recommendation to the advisory committee
 - We will develop a protocol on providing IFS in Lehigh County
 - We will use the brown paper process (write the current process on the brown paper, obtain feedback on post-it notes, review the feedback information and come up with a plan to improve the process)
 - A key component to the recommendation(s) - must have a form of measurement (measure success)
 - We will focus on clients involved in DHS and JPO then could expand to DPW, APO, etc.
 - Every Lehigh County family involved in multi systems will have an integrated plan for all the systems
- III. PIT TEAM 1 – Review current operational process and create template to insure integrated services/service plans
- Review how a case comes to DHS/JPO, what happens to the case after it is processed, i.e., what information do they get, look at how people experience the system, etc.
 - We will look at system through the CASSP system
 - If you see others that you would like to add now would be the time
 - Add community protection and accountability
- IV. Current Practice – “as is”
- J.B. distributed a flow chart of how the referral comes into DHS (all contact through I&R and handle either as Information Only or referral to DHS office)
 - Crisis intervention and Drug and Alcohol intake can take direct referrals
 - 1) Greatest barrier is confidentiality (couldn't let OCYS know case is open with MH until a release is signed)
 - Review and decide which services we want to integrate (what would integration look like in a perfect world?)
 - Confidentiality needs to be resolved before we may integrate services
 - Suggested we have clients sign a confidentiality form up front or over the phone, etc.
 - Each system should have a release of information signed so that they can integrate with other systems for better communication
 - I&R staff are able to see if a family is involved in multi systems
 - House Bill 2339 - provider sharing of information by system but must be signed by court - we could go on record and support this bill
 - Suggested we figure out how to provide for the family from an IFP perspective and develop a protocol that occurs during the first phone call
 - We need to define integration
 - Will need to look at what has been accomplished and get it up to the 21st century

- Review time line as to when all agencies will get together to work with a family at a face-to-face meeting, what type of case/scenario do we need to get to this point?
- Suggested we develop a format as to what to do next when a caseworker finds there is involvement in JPO and identify a lead person (design lead person protocol for follow-up on these type cases)
- Discuss how to begin measuring the successes of integration and how people experience this system
 - 1) Create flow chart and ask consumers, staff and providers to provide feedback
 - 2) Define current system on brown paper (break down for each office then bring back to the State)
 - 3) Develop a template (flow chart) of the process with instructions
 - 4) JPO staff will be shown the flow chart and asked to provide where they see barriers as well as what works
 - 5) We need to education others on the process that is in place and ask them what impediments are in this system
 - 6) We will access and chart the information, make referrals, define timeliness for the, provide knowledge of the current system; identify the gaps in services, etc.
 - 7) Team will review what is placed on brown paper and allow 20 minutes to allow for a productive meeting once people are educated as to what integrated services are in the State before the meeting (why it came about, who, what is it, etc.)

V. Assignment

- All agreed we will use this flow chart
- We will meet bi-weekly
- Next meeting is Tuesday, January 17, 2:30-4 p.m. followed by February 1, 2006, 2:30 p.m. follow by every two weeks at 2:30 p.m.
- Note that we need to cover release and inform group to ask them to look at releases over the phone, legally and ethically, what was done in the past, etc.
- Bring statistics of how many multi-system cases there currently are with OCYS and JPO
- Draft a statement or letter of support of HB 2239 on behalf of this committee (will send sample letter for members to cut and past e on to your letterhead)
- Look for or ask for your agency's interagency release and bring to next meeting
- J.B. will work on and bring flow chart and instructions

Tuesday, January 17, 2006

2:30 p.m.

Room 516

Lehigh County Government Center

Kindly notify S.R. 610.782.3303 in the event you are unable to attend a meeting