



Lehigh County

Integrated Family Services

- ◆ PA DPW Bulletin #2005-1 requires counties to update its **Integrated Children's Services Plan** and report on progress made in accord with the plan filed in 2004.



Lehigh County

Integrated Family Services

- ◆ Due August 15, 2005
- ◆ Focus on Three Priority Areas:
 1. County Progress on their efforts toward integration
 2. Identification of critical areas for further development of integrated approaches for serving children in the county, based on consideration of the counties' vision, needs, and results to date (Recommendations to be discussed on July 8)
 3. Documentation of current expenditures for providing services to children through each of the categorical programs and provisions of an opportunity for the county to request additional dollars to support the priorities within its integrated children's plan.



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Integrated Family Services

- ◆ Due August 15, 2005
- ◆ Focus on Three Priority Areas:
 1. **County Progress on their efforts toward integration**
 - ◆ This is being prepared by staff to document efforts that have been expended in furthering the concept of integrated services.
 - ◆ Systems of Care, Cross-Systems Coordination, Child and Adolescent Service System Program (CASSP), Community Partnerships, Family Service System Reform (FSSR), SHOCAP Multi-discipline, MST, Wraparound, Family Group Decision Making, Family Centers, etc.



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Integrated Family Services

- ◆ Due August 15, 2005
- ◆ Focus on Three Priority Areas:
 1. **County Progress on their efforts toward integration**
 - Develop a single inventory of programs and services
 - Identify where gaps in one system might be appropriately be filled by capacity in another –
 - **2004 County Services only**
 - **2005 Quantity of Services Provided**
 - **2005 Include Community Resources – County Initiative**



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Integrated Family Services

- ◆ Due August 15, 2005
- ◆ Focus on Three Priority Areas:
 3. **Documentation of current expenditures for providing services to children through each of the categorical programs**
 - ◆ This is being compiled by the fiscal offices in each of the County Agencies.
 - provisions of an opportunity for the county to request additional dollars to support the priorities within its integrated children's plan.**
 - ◆ Alternative to FSSR funding needs to be included
 - ◆ Consideration for funding Coordinator position



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Integrated Family Services

Executive Summary from 2004

- ◆ Identify county's vision for building an integrated system for serving children
- ◆ Identify process to develop an integrated children and family plan
 - Review Gaps & Barriers Identified in 2004
 - Combine with survey results obtained by Pat Levin
 - Aggregate in various categories
 - Determine priority ranking and resources payback analysis required to address issue 😊
 - Form Performance Integration Teams to develop plan 😊
 - Review Action Plan with Stakeholders 😊
 - Modify as appropriate and implement
 - Determine outcomes measures and monitor 😊

😊 Advisory Committee Involved



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Integrated Family Services

Gaps & Barriers Identified in 2004

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



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Gaps & Barriers Identified in 2004

- Combine with survey results obtained by Pat Levin
- Aggregate in various categories:
 1. Confidentiality/Communication issues across systems related to both the written information and data gathering systems
 - a. Inability to Communicate Because of Confidentiality
 - b. Telephone Transfers in C&Y – No Answers
 - In Once Case, Individual Ended Up with Valley Youth House After Being Transferred Within C&Y Five Times
 - c. Will it be Lehigh Valley Plan?
 - d. I&R Linking to Appropriate Resources
 - e. Share Among Providers/Agencies Who's Working with a Family
 - Need to Identify Accountability
 - f. HIPAA Regulations
 - g. Confidentiality Requirements
 - h. Communications
 - i. Effective Information Technology
 - j. Regulations/Laws
 - k. Confidentiality
 - l. Territorial Issues
 - m. Don't Know Each Other & Don't Know Resources Available
 - Suggest Periodic Meetings
 - n. Communications Open Between Agencies – CONFIDENTIALITY



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Gaps & Barriers Identified in 2004

1. Confidentiality/Communication issues across systems related to both the written information and data gathering systems (Cont)
 - o. Establish Mandatory Policy for Interdisciplinary Team Meetings every 2 weeks or monthly
 - p. Once Contacts Made, Good Cooperation – Communications do Exist
 - q. CAC - Model Process in Child Abuse
 - r. Use Technology to Improve Communications
 - Video Conferencing
 - Information Systems
 - Knowledge of Software Capabilities
 - s. Monthly Meetings
 - t. Information Sharing

Caseloads are too much big, no callbacks, rudeness, lack of communication, and lack of follow through.

Requirement of paperwork, and income verification to obtain services



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Integrated Family Services

Gaps & Barriers Identified in 2004

1. Confidentiality/Communication issues across systems related to both the written information and data gathering systems (Cont)
 - Share Among Providers/Agencies Who's Working with a Family
 - Need to Identify Accountability

Rudeness from Staff workers.

Lack of Communication with staff to obtain answers to questions. (56%)

Overwhelmed at Criteria/Requirements/paperwork. (30%)

Language barriers.

Transportation availability.



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Four Priorities recommended:

#1. Review Current Operational Process to determine how it can better meet CASSP principles and achieve Task #4 Develop Template

#2. Multi-system (C&Y, JPO, MH) high-risk residential placement and discharge planning

#3. How to share information w/Confidentiality restraints or work to expand circle of confidentiality

#4. Reduce delays in accessing MH services for children receiving welfare services and under JPO supervision



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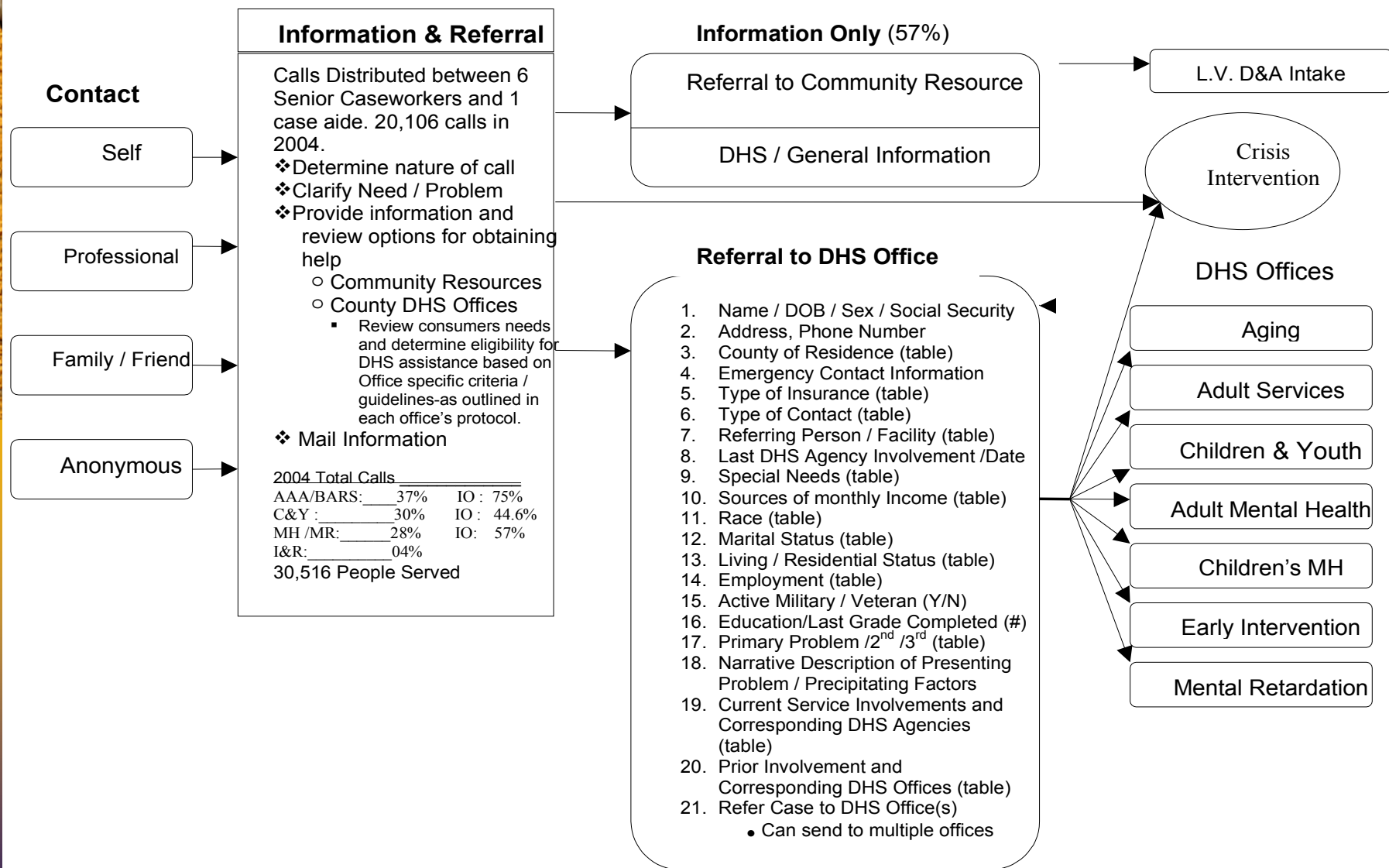
Integrated Family Services

Four Priorities recommended:

#1. Review Current Operational Process to determine how it can better meet CASSP principles and achieve Task #4 Develop Template

- **Flow chart developed and shared at June meeting (see next slide)**
- **Does not require an integrated plan to be developed**
 - **Need to determine model(s) to be used**
 - **Case Manager assigned?**
 - **CASSP approach?**
 - **Wrap Around?**
 - **Systems of Care Approach?**
 - **Family Group Decision Making?**
 - **Lead agency?**
- **Does not require sharing of info unless customer agrees**
- **Need form to document multi-agency integration of services**
- **Redflag, e.g., possible involvement by Children's MH/EI when referring to C&Y**

I&R - First Point of Contact





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Integrated Family Services

Four Priorities recommended:

#1. Review Current Operational Process to determine how it can better meet CASSP principles and achieve Task #4 Develop Template

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- Does not require an integrated plan to be developed
 - Need to determine model(s) to be used
 - Case Manager assigned?
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Integrated Family Services

Four Priorities recommended:

#2. Multi-system (C&Y, JPO, MH) high-risk residential placement and discharge planning

•Desired Outcomes

- Reduce time in placement
- Increase time in community on return



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Four Priorities recommended:

#3. How to share information w/Confidentiality restraints or work to expand circle of confidentiality

- If we are to integrate services, we need to know who is working with the family, both agency and community resources
- Effective use of information and communications technology/data base



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Integrated Family Services

Four Priorities recommended:

#4. Reduce delays in accessing MH services for children receiving welfare services and/or under JPO supervision

- Resources to improve early diagnosis
- More service capacity
- More choice of service
- Better access to high quality physical health care
- Better coordination among MH,MR and Education
- Unfriendly ER for MH service needs
- Etc.



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Integrated Family Services

Four Priorities recommended:

#1. Review Current Operational Process to determine how it can better meet CASSP principles and achieve Task #4 Develop Template



Establish PIT #1

Chaired by: Joshua Bridges

Dave Weiskotten



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Four Priorities recommended:

#2. Multi-system (C&Y, JPO, MH) high-risk residential placement and discharge planning



Establish PIT #2

Chaired by:



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Integrated Family Services

Four Priorities recommended:

#3. How to share information w/Confidentiality restraints or work to expand circle of confidentiality



Establish PIT #3

Chaired by: Grayson McNair



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Four Priorities recommended:

#4. Reduce delays in accessing MH services for children receiving welfare services and/or under JPO supervision



Establish PIT #4

Chaired by:



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◆ Planning Process

- Cross system planning teams (**Performance Integration Teams**)
 - Review information and indicate emerging needs and currently underserved populations.
 - Identify critical population in terms of needs, desired outcomes and critical issues.
 - Identify barriers to enacting county vision and propose solutions to remove such barriers
 - Identify requirements for system development to address outstanding needs and implement vision which include assessing the existing capacity to gather, organize, analyze, and distribute data across systems
 - Highlight new initiatives, present or planned



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◆ Planning Process

– Performance Integration Teams (cont.)

- Identify opportunities to increase effectiveness and efficiency regarding service delivery and program mix
- Identify opportunities for and barriers to children and families receiving services in the most appropriate setting
- Identify outcomes related to implementation of a county's child serving vision
- Begin to track the indicators that illustrate progress toward accomplishing each outcome