

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

**2011 – 2012**

Developed cooperatively

by the

Lehigh County Offices

of

Human Services

and

Juvenile Probation

**2011-2012 Integrated Children's Service Plan Contact Information and Team Membership**

<b>County Information</b>	
<b>County/Joinder</b>	<b>Lehigh County</b>
<b>Submission Date</b>	<b>September 16, 2010</b>
<b>Tier One (yes / no)</b>	<b>Yes</b>
<b>ICSP Contact: Name</b>	<b>Jennifer Clarke-Sirignano</b>
<b>Title</b>	<b>IFSP Program Specialist</b>
<b>Street Address</b>	<b>17 South 7<sup>th</sup> Street</b>
<b>City, State, Zip</b>	<b>Allentown, PA 18101</b>
<b>Phone Number</b>	<b>610-782-3524</b>
<b>Fax Number</b>	<b>610-820-3689</b>
<b>Email Address</b>	<b>jenniferclarke@lehighcounty.org</b>
<b>Percentage of children served through County level programs, needing services from multiple systems during the last 12 months</b>	400 youth received services through multiple offices.

**Cross-Systems Team Members**

List the names and organization affiliation for those **actively** participating on the cross-systems team.

<b>Representative</b>	<b>Name and organization affiliation for person currently participating in planning team</b>
Family members	Shirl Comick, parent Sandra Graves, parent Paulette Hunter, Parent
Adolescents who have received services	Demara Williams (SOC Committee)
Department of Human Services	Jan Creedon, Director of Human Services Gloria Hamm, Lehigh County Board of Commissioners (Advisor)
Children and Youth Services	Pamela Buehrle, Director of Children & Youth
Mental Health	Corinna Bealer, Children's MH Coordinator
Mental Retardation	Tim Boyer, Administrator of MH/MR/EI/D&A
Drug & Alcohol Services	Darbe George, D&A Administrator

<b>Representative</b>	<b>Name and organization affiliation for person currently participating in planning team</b>
Early Intervention	Lynne Matejicka, Supervisor
County fiscal agents	Kay Achenbach, DHS Fiscal Officer
School districts or Intermediate Unit Representatives	Eileen Colon, Allentown School District Tee Decker, CLIU21 Steve Hawkes, CLIU21 Julie Schaible
Agency caseworkers and supervisors	Joshua Bridges, Director of Information & Referral Jennifer Clarke-Sirignano, IFSP Program Specialist Kimberly Melusky, Program Analyst, Aging/Adult Roxanne Michels, Lead Case Manager Patricia Theodore, CASSP Donna Zimmerman, Director of Aging & Adult Linda Berghold, MR (SOC committee)
Juvenile probation officers and juvenile detention center directors	Thomas Ganser, Deputy Chief Juvenile Probation Joseph Reichard, Supervisor Juvenile Probation Drew Taylor, SPORE Program Debra Kopenhaver, Supervisor Ed Weiland, SPORE (SOC Committee) Andrew DeAngelo (SOC Committee)
Juvenile and Family Court Judges	The Honorable J. Brian Johnson (Advisor through SOC and CRT)
Private agencies who provide services in collaboration with the county agencies	Tom Corso, Community Commitment, Inc David Gilgoff, Valley Youth House Rosemary Slegel, Pinebrook Family Services William Vogler, Family & Counseling Services Sharon Arangio, Pinebrook (SOC Committee)
Behavioral health managed care organizations	Allison Frantz, HealthChoices Administrator Diane Marciano, Magellan Behavioral Health
Physical health managed care or professional organizations	
County Assistance Office Staff	Rick Mengel, LC CAO (occasional participant)
Early Intervention professionals	
Early Childhood Education and Care	

representatives	
Community employers	
Child and families advocates	Catherine Gray, Recovery Partnership
Foster and adoptive parents	
Representatives of the community, e.g., United Way, the faith-based community or other community organizations,	
Attorneys representing children and parents	
Representative of the District Attorney's office	
Local law enforcement agencies.	
Other	<p>Additional members are active through PIT teams and work groups related to IFSP.</p> <p>Additional members participate through electronic communication and occasionally attend meetings.</p>

## **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.

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.”**

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 maintained participation in collaborative endeavors and has increased its effort through involvement in the Integrated Children's Service Plan Initiative. Efforts have continued to focus on lead case management, Family Group Conferencing, and implementing High Fidelity Wraparound. All of these processes have included the opportunity for the family and youth to share their experiences and thoughts on the development of their integrated service plan. Gaining this information has assisted the county in how it approaches service plan development and the family leading the process. This also allows families that are currently receiving services to provide essential feedback pertaining to the processes and services they are participating in.

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. It 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 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.

Lehigh County has created a System of Care subcommittee to promote a change in the traditional categorical approach and turn a fragmented service delivery approach into a single, comprehensive community oriented delivery system. The creation of this committee has expanded the participation of community members and consumers in the formation of an integrated system.

Lehigh County has been working to develop collaborative working relationships with the school districts in the County. During fiscal year 2010-11 Lehigh County will partner with Prevention Providers, Treatment Providers, and School Districts to provide trainings, educational and informational programs to prevent substance abuse, and to expand the R.O.A.D Program, Rubbing Out Alcohol and Drugs, to a new school district, Whitehall/Coplay. This will give us the opportunity to engage the school districts into the planning process.

Over the last year, Lehigh County has worked to capture more input from family members, previous consumers, and adolescents through participation in outreach activities to educate families on services available through the County and gain feedback and input from the community members. We began the process of creating youth and parent advisory groups. Unfortunately, the structure of the group did not yield much participation from families and youth. We did hold meetings in both the afternoon and evening at a neutral location and provided parking and refreshments. Currently, we are looking at changing the process for these meetings and plan to devote a main part of the year to outreach within the community to engage, educate, and serve our stakeholders. We will continue to partner with Recovery Partnership and will also utilize our provider community to assist in engaging our families in the planning process. These sessions 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. 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.

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

In an effort to address the community level outcome indicators of Healthy Youth Behaviors and School Success, Lehigh County will continue monitoring the progress of the R.O.A.D. Program, Rubbing Out Alcohol and Drugs. Lehigh County Juvenile Probation Office and Drug and Alcohol Abuse Program has been partnering with East Penn School District to implement a drug and alcohol education and intervention program in Emmaus High School. R.O.A.D. consists 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 they lead 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. Lehigh County Juvenile Probation Department chose to partner with East Penn School District to implement the R.O.A.D. program for a number of reasons. 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. This program hopes to address a number of goals to create a safe environment for learning, which improves academic performance, improves school attendance, reduces school dropout, improves the image of the school, and reduces 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.

With the success of implementing the R.O.A.D program, Rubbing Out Alcohol and Drugs, in Emmaus High School, the Lehigh County Drug and Alcohol Abuse Program will be expanding the drug and alcohol education and intervention program into Whitehall/Coplay School District. The program hopes to address a number of goals to create a safe environment for learning, which improves academic performance, improves school attendance, reduces school dropout, improves the image of the school, and prevents and reduces drug and alcohol use and offences.

Due to the lengthy process of implementing the R.O.A.D. program into Emmaus High School and shorter timeframe to gather outcomes, Lehigh County has elected to continue to gather data on these indicators. With the opportunity to implement a drug and alcohol education and intervention program into two school districts' high schools, we have the opportunity to gather data and information that will help guide in the introduction of the program into additional schools.

## SELF-ASSESSMENT OF COMMUNITY LEVEL OUTCOME INDICATORS

**Outcome Area:** School Success

**Indicator:** Withdrawal from Public School  
Truancy Rates

**Discussion (further analysis of local data, comparison to other community, state or national trends, current efforts to address outcome area):**

Pennsylvania State average for students withdrawing from school was 1.9%. In Lehigh County, it is 2.4%. In regards to truancy, the state average was 7.59%. In Lehigh County, the average was 4.18%. Pennsylvania average daily attendance was 93.6%. In Lehigh County, it was 93.2%. Both school districts currently utilize the Student Assistance Program, Lehigh County Central Intake, and Lehigh County Intake and Referral to assist in locating agencies and programs to work with their students.

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

**Measure of short-term goal:**

The proposal is to utilize the R.O.A.D. Program as an intervention and treatment program as the youth involved in the program attend school. The Guidance Department, Assistant Principals, and Student Assistance Program will monitor attendance, academics, and disciplinary issues for each student who attends and completes the program. Students will continue to be monitored throughout their high school careers until they graduate.

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

No

**Outcome Area:** Healthy Youth Behaviors

**Indicator:** Juvenile Arrests  
Delinquency Dispositions

**Discussion (further analysis of local data, comparison to other community, state or national trends, current efforts to address outcome area):**

Pennsylvania State average for children ages 10 to 17 being arrested is 82 of 1000. The Lehigh County average is 74 out of 1000 children. Juvenile dispositions and placements indicate that the state average percentage of dispositions resulting in placements is 16.9%. In Lehigh County, it is 16.3%. Lehigh County Juvenile Probation utilizes various community based and residential programs locally and throughout the state to provide services to juveniles under supervision.

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

**Measure of short-term goal:**

The proposal is to utilize the R.O.A.D. Program as an intervention and diversion. We will track all the youth referred to the program throughout their length of involvement and have 6-month follow-ups upon their discharge. We have the ability to monitor if they become involved in the juvenile justice system up until their 18<sup>th</sup> birthday.

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

No

## **Update on Integration Accomplishments**

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 over the last six years. The creation of the Lehigh County Integrated Family Service Advisory Committee was a significant success and 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. 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 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.

The Advisory Committee identified the County Vision 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.”* Lehigh County has maintained participation in collaborative endeavors and has increased its effort through involvement in the Integrated Children’s Service Plan Initiative. Efforts over the past year have focused on lead case management, implementing High Fidelity Wraparound, providing cross training to all frontline staff and supervisors for Department of Human Service and Juvenile Probation Department, expanding the participation of parents and youth in planning efforts,

developing a common data system, and implementing the R.O.A.D. Program, Rubbing Out Alcohol and Drugs, in Emmaus High School.

Lehigh County applied to be an early implementer of High Fidelity Wraparound and was selected as a County Partner. Since the beginning of September, 2009, we have focused on implementing the process, providing community outreach and education of the process, and creating a strong base of community and natural supports for the transitional population. The High Fidelity Wraparound (HFW) 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 that 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 14-21 years old. Through the input of families, case workers, and community providers, the County expanded the age from 16 years old to 14 years old to capture youth as they begin their journey into transition. High Fidelity Wraparound is currently funded through a three year reinvestment plan. 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.

Lehigh County Department of Human Services and Juvenile Probation partnered with the East Penn School District to successfully implement the R.O.A.D. program, Rubbing Out Alcohol and Drugs, in Emmaus High School. The drug and alcohol education and intervention program hopes to address a number of goals to create a safe environment for learning, which improves academic performance, improves school attendance, reduces school dropout, improves the image of the school, and prevents and reduces drug and alcohol use and offences.

Through the use of ICSP Promising Practice Incentive Grant funds, Lehigh County has funded a number of endeavors over the last year including implementing the R.O.A.D. Program, funding the Allentown School District Absentee Program, collecting data for the Lead Case Management Program, funding the Student Assistance Program (SAP) Consortium, purchasing Autism & Law and Enforcement and Autism and Fire Rescue DVDs, and expanding family involvement through outreach.

Throughout our work to integrate services, Lehigh County has encountered some obstacles. Confidentiality regulations have posed difficulty in agencies sharing information. Competing data systems create difficulties in sharing information between agencies for multi-system involved families and youth. The obstacle 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. The consistent participation of families and youth has been a struggle.

The following information highlights additional successes that have taken place over the past six years because of the collaborative work being done in Lehigh County.

- Trainings have been arranged to educate staff on confidentiality regulations, cross system training on each office's function, safety, limited English language proficiency, and HFW with annual in services to follow.
- The CASSP Coordinator role was re-evaluated resulting in two management level personnel to complete identified tasks. The CASSP Coordinator will focus on the administrative tasks related to cross system needs and will insure that the CASSP Principles and Cross System Values are being followed in the development of integrated approaches in all interventions and county practices. This individual is also a member of all PIT teams, the Executive Committee, and the Advisory Committee to ensure that the mission of integration is being pursued.
- Complex Case Review has expanded to include participation from CASSP, MH/MR/D&A/HC, MCO, OCYS, Probation, providers, schools, families, and youth 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 Conferencing continues to put the family in the role of developing an appropriate service plan to address their needs. All OCYS caseworker 3 personnel received the full 4-day FGDM training. The supervisors received the 1-day FGDM overview training.
- The Office of Children and Youth Services continues to fund programs to address the needs of the transitional population, as well as preventative services to reduce the need for out of home placement.
- The Integrated Children's Services Initiative (ICSI) for Medical Assistance Realignment has fostered a collaborative relationship between Mental Health/Mental Retardation/Drug & Alcohol/ HealthChoices Program, Office of Children and Youth Services, and Juvenile Probation in identifying appropriate consumers and providers to be involved in the initiative. Residential programs and community providers have already converted to receive medical assistance payment.
- 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.
- Early Intervention is working with childcare centers to address the needs of children with developmental delays.
- The Student Assistance Program continues to engage collaboration between the school, child, family, mental health, and drug and alcohol system. There is consortium held annually to provide training, education, and networking between school, providers, and county agencies.

- The Office of Children and Youth and Juvenile Probation continue to share two wrap-around coordinators who work with families and children utilizing the wrap around philosophy.
- Juvenile probation works collectively with local law enforcement jurisdictions with Project Safe Neighborhoods. They also continue to expand the Community Justice Panels and School Justice Panel.
- 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.
- 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.
- The Advisory Committee has defined their own mission; *“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.”*
- A Process Improvement Team was created to address the need for an IFSP web page and to improve the County DHS website. A link was also attached to allow web pages to be viewed in other languages.
- Integrated forms were completed including *Consent to Release Information Form, Common Service Plan, and Integrated Case History Form.*
- The Consent to Release Information form was completed and will be utilized to share information between the DHS offices as well as Probation. This form will be implemented with the lead case management pilot group to evaluate the effectiveness of the form
- A description was created of each level of behavioral health care and how to access it for fee-for-service and Health Choices consumers which can be accessed on the county website.
- A Common Service History Form was developed to capture demographic information, client strengths, service history, medical history and needs, and service needs.
- An integrated service plan was developed to be used to record the goals for all of the involved agencies with the child and family. This form will be implemented with the lead case management pilot group to evaluate the effectiveness of the form.
- No wrong door entry will continue to be provided using Information & Referral Unit where the community can call one phone number to access services.

- Presentations were made at public forums, community fairs, school in-service day, SAP consortium, support groups, and participation in community events to increase community awareness of the work Lehigh County has been doing to integrate 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. Training was provided to all staff on Limited English Proficiency to ensure that staff knows how to access appropriate assistance when communicating with individuals who do not speak English.
- 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. Lehigh County provided trainings to child care workers on preventing child abuse and neglect.
- It was determined that IFSP, and CASSP should be removed from categorical offices and relocated under the Department of Human Services. These services are utilized to serve multi-system involved individuals and cross system endeavors and are accessed by all child-serving offices, so it was determined that blended funding should be used to support these services.
- 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*.
- 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 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.
- 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.

- 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.
- 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.
- 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.
- The Juvenile Probation Department is working in partnership with the Allentown School District to implement School Justice Panels in the middle schools.

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

Lehigh County continues to engage 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. The past year's activities have included the implementation of High Fidelity Wraparound, expanding the use of lead case management, CASSP complex case review, and Family Group Conferencing, providing trainings to staff, and implementing the R.O.A.D. program in Emmaus High School.

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 Committee has made suggestions to add additional questions to the intake tool currently used. The Executive and Advisory Committee will continue their focus on the integrated system by selecting a common assessment tool and implementing the tool. It has also been determined that the construction of one referral for cross system coordination would be created to allow case workers, service providers, community members, and families make one referral rather than multiple referrals. Through participation in multiple trainings pertaining to Systems of Care and

family engagement, it was conveyed that the environment that families enter into to receive help must be welcoming. The County would also like to make the waiting room a more inviting environment for families including the creation of a family and children's waiting area, sliding reception window, and signs leading families to the appropriate location. The County will solicit families' input on the design through our outreach meetings.

The High Fidelity Wraparound (HFW) 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 that Lehigh County has been addressing in our Integrated Family Service Plan. To improve our approach in working with children and families in the development of individualized plans that incorporated natural supports while using an outcome based approach, Lehigh County applied and was selected to be an early implementer of High Fidelity Wraparound. High Fidelity Wraparound has been incorporated into the goals of the Integrated Family Service Plan using the Executive and Advisory Committees as the governing group to ensure integration and cross system collaboration is addressed in the creation of individualized service plans. 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 14-21 years old. Lehigh County has partnered with Pinebrook Family Services to focus on the implementation of the process over the past year. This has led to outreach in the community to educate and engage community partners in the process. Through input from families and providers, the initial target population was expanded to include youth between the ages of 14 and 15 years old. High Fidelity Wraparound is currently funded through a three year reinvestment plan. To sustain the implementation of this process, Lehigh County will work with our current provider to enroll as a Joint Planning Team to contract with our BH-MCO, Magellan Health Service to access Medicaid funds. The County has also requested funding through the Needs Based Budget for High Fidelity Wraparound for Fiscal Year 2011-2012. The use of Youth and Family teams beginning at age 14 years old has helped strengthen natural supports and empower adolescents and young adults to manage the development of their individualized service plans. To support families in accessing both professional services and community activities and supports, the County has created inventories that are available on the Lehigh County website as well as through our Network of Care. The addition of High Fidelity Wraparound has improved our approach to working with children and families by using individualized service plans where the youth and family prioritizes the needs and incorporates community and natural supports with professional supports.

Lehigh County has continued to utilize Lead Case Management to serve our complex multi-system involved youth. 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. Lead Case Management has given the opportunity to use the new integrated forms. This has also expanded the use of an integrated common service plan for the youth that have been involved in lead case management. The collection of family input regarding their involvement in lead case management is done through surveys at admission, every six months following, and at discharge. Functional outcomes based on quality of life indicators are being collected for the youth participating in lead case management.

Lehigh County has been working diligently to incorporate the CASSP Principles, Cross System Values, and High Fidelity Wraparound Guiding Principles in the development of integrated approaches in all interventions and county practices through the implementation of our Integrated Family Service Plan. We have encouraged team collaboration with the family and youth as the guiding force through High Fidelity Wraparound, Family Group Conferencing, Person Centered Planning, CASSP, and Lead Case Management. While utilizing these processes, it has increased the number of youth and families that have a single integrated service plan. The County is committed to expanding the use of family and youth driven planning processes to create single service plan for multi-system involved youth. We will continue this effort through our Integrated Service Plan goals.

Lehigh County is focusing the Fiscal Year 2010-11 Budget request on Drug and Alcohol Intervention within the local school districts. In an effort to address the community level outcome indicators Healthy Youth Behaviors and School Success, Lehigh County has partnered with Prevention Providers, Treatment Providers, and School Districts to provide trainings, educational and informational programs to prevent substance abuse, and to expand the R.O.A.D Program, Rubbing Out Alcohol and Drugs, into a new school district. To continue to serve the

student population in our local schools, Lehigh County requested funding to train twenty-four school personnel interested in joining the SAP teams. The primary goal of the Student Assistance Program (SAP) is to help students overcome these barriers in order that they may achieve, remain in school, and advance. Lehigh County will partner with the School Districts and Prevention Providers to educate the ancillary school personnel; such as coaches, bus drivers, cafeteria workers, and school nurses, on how to recognize that a student may need a referral to SAP and how to make that referral. This training will educate them that SAP will assist children that have experienced an event that impedes on the child's ability to function and excel in school. We feel that these are the individuals that see the students in a more relaxed state and will hear and see things that others may not, and we want them to have the ability to help the students access assistance. Lehigh County will work with the local high schools to provide prevention programs for the students prior to the School Prom. These endeavors will help to bring services to students across the county who may not have had access to prevention services.

Lehigh County is committed to continuing our transformation to create an integrated, youth driven and family driven System of Care that utilizes the planning process of High Fidelity Wraparound to ensure the youth and family's voice and choice in creation of an individualized integrated service plan. The County created a System of Care Committee under our Integrated Family Service Plan, which has been meeting on a regular basis since February, 2010, to continue this shift in our approach to working with youth and families. Lehigh County has been in an environment of change through the integration of children's services. This work has fostered the collaborative relationships between the Department of Human Services and Juvenile Probation with the community to improve the delivery of services and create the environment to support the healthy growth and development of children and families. It was decided that a

System of Care work committee would be created to establish a work plan, educate and engage stakeholders on SOC, create the Juvenile Cross System Team, create a data committee, and create a governance committee. The SOC committee's membership is comprised of representation from families, transitional youth, advocates, education, HFW provider, DHS, JPO, IFSP, CASSP, MH, MR, D&A, OCYS, HC, and SPORE. The team collaborated with the Court and Children's Roundtable to clarify where struggles exist with our multi-system court involved youth. They also gain input from stakeholders to ensure that the youth and family voice was incorporated into the development of this plan. Taking into consideration all of the identified needs resulted in all of the categorical offices agreeing to develop a cross system team with representation from each of the offices that would have the ability to facilitate services and funding that has been determined necessary by the High Fidelity Wraparound team in the development of individualized service plans. Lehigh County plans to submit an application to partner with the Pennsylvania System of Care Partnership to continue the transformation of the current system into a comprehensive community-oriented delivery system for youth and family. The utilization of the juvenile cross system team will assist in our endeavors to increase utilization of community and natural supports, reduce out of home placements, divert youth from adjudication, and develop youth and family driven service plans. Incorporating System of Care will expedite our ability to create an environment that supports the healthy growth and development of children and families. These endeavors will fall under the goals and guidance of the Integrated Family Service Plan.

The County is invested in creating an environment that stakeholders have a voice and partner in the creation of a system that is supportive but also encourages self-reliance. To engage youth and family in this process, Lehigh County has requested ICSP Promising Practice

Grant funds for FY 2011-12 to provide outreach, educational opportunities, and prevention programs for youth and families. To achieve these goals, two additional work groups will be created during fiscal year 2010-2011 to establish work plans prior to be awarded grant funding. The groups will focus on types of outreach to gain continued participation from families, determine the type of input that we wanted to solicit from families and youth, and develop a curriculum for community forum. 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. To educate the residents of Lehigh County, the DHS offices will continue to provide outreach efforts to share what services are available. The County continues to use many avenues to inform the public of this initiative and invites their participation and will continue outreach to expand stakeholder involvement.

Over the next year, Lehigh County will focus on expanding upon our current endeavors to improve the manner we serve children and families. The County will incorporate the processes that have proven to be successful in developing integrated service plans for our multi-system involved youth. 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. 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. 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

	Year 1 / Year 2 7/2005-6/2007	Year 3 / Year 4 7/2007-6/2009	Year 5 7/2009-6/2010	Year 6 7/2010-6/2011	Year 7 7/2011-6/2012
IFSP Work Plan	<ol style="list-style-type: none"> <li>1. Create Executive Committee</li> <li>2. Create Work Plan</li> <li>3. Meet with Consultant</li> <li>4. Establish Advisory Committee (2/05)</li> <li>5. Establish membership for PIT teams to begin meeting Fall 05</li> </ol> <p style="text-align: center;"><b>Year 2</b></p> <ol style="list-style-type: none"> <li>1. Self Designate as Tier One County</li> <li>2. Establish Work Plan and Timeline for Integration</li> <li>3. Part-time Program Specialist to be assigned to coordinate IFSP efforts.</li> <li>4. Reassign tasks CASSP Coordinator to address IFSP efforts.</li> </ol>	<ol style="list-style-type: none"> <li>1. Self Designate as Tier One County</li> <li>2. Establish Work Plan for the year</li> <li>3. Address Blended Funding for cross system needs.</li> <li>4. Remove IFSP, CASSP, &amp; FGDM out of categorical offices and place under DHS.</li> <li>5. Begin Integrated Lead Case Management Pilot</li> <li>6. Begin Lehigh University Fellow internship.</li> <li>7. Review current databases and determine how to integrate the systems.</li> </ol> <p style="text-align: center;"><b>Year 4</b></p> <ol style="list-style-type: none"> <li>1. Self Designate as Tier One County</li> <li>2. Establish Work Plan</li> <li>3. Lead Case Management Pilot running @ 100% by 9/08.</li> <li>4. Review outcomes of pilot group and plan expansion of lead case management.</li> <li>5. Create Lead Case</li> </ol>	<ol style="list-style-type: none"> <li>1. Self Designate as Tier One County</li> <li>2. Establish Work Plan</li> <li>3. Review outcomes of pilot group and plan expansion of lead case management.</li> <li>4. Create Lead Case Management Unit structure.</li> <li>5. Pilot Common Data System.</li> <li>6. Plan for Blended Funding.</li> <li>7. Develop future plan for integration goals.</li> <li>8. Implement High Fidelity Wraparound</li> <li>9. Implement ROAD program</li> <li>10. Develop Parent and Youth Advisory Groups</li> </ol>	<ol style="list-style-type: none"> <li>1. Establish Work Plan</li> <li>2. Monitor Lead Case Management</li> <li>3. Monitor High Fidelity Wraparound</li> <li>4. Monitor ROAD Program and implement in new district</li> <li>5. Collaborate with Children’s Round Table</li> <li>6. Continue collaborative work with the Parent and Youth Advisory Group</li> <li>7. Expand Network of Care and County Website</li> <li>8. Create Work Groups for SOC, Data, &amp; Family/Youth Engagement</li> <li>9. Create Juvenile Cross System Team</li> </ol>	<ol style="list-style-type: none"> <li>1. Self Designate as Tier One County</li> <li>2. Establish Work Plan</li> <li>3. Monitor Lead Case Management</li> <li>4. Monitor High Fidelity Wraparound</li> <li>5. Monitor ROAD Programs</li> <li>6 Collaborate with Children’s Round Table</li> <li>7.. Continue Work Groups for SOC, Data, &amp; Family/Youth engagement</li> <li>8. Plan and Hold Community Education Forum</li> <li>9. Implement Juvenile Cross System Team</li> </ol>

	<b>Year 1 / Year 2</b> <b>7/2005-6/2007</b>	<b>Year 3 / Year 4</b> <b>7/2007-6/2009</b>	<b>Year 5</b> <b>7/2009-6/2010</b>	<b>Year 6</b> <b>7/2010-6/2011</b>	<b>Year 7</b> <b>7/2011-6/2012</b>
		<p>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>			
Executive & Advisory Committee	<p>1. Executive Committee to meet with Patricia Miles to prioritize areas to be addressed.</p> <p>2. Hold public meetings 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>1. Continue to evaluate the progress of PIT teams and the integrated lead case management pilot.</p> <p>2. Create By-laws for Advisory 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 style="text-align: center;"><b>Year 4</b></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 of lead case management</p> <p>3. Executive Committee will develop ongoing goals for IFSP.</p>	<p>1. Continue evaluation of progress towards integrating.</p> <p>2. Executive Committee will develop ongoing goals for 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>1. Executive Committee will develop ongoing goals for IFSP.</p> <p>2. Monitor fidelity of High Fidelity Wraparound.</p> <p>3. Monitor lead case management.</p> <p>4. Monitor ROAD program.</p> <p>5. Review outcomes of Truancy Prevention Panel.</p> <p>6. Implement Common Assessment tool</p> <p>7. Guide work group and monitor goals.</p>	<p>1. Executive Committee will develop ongoing goals for IFSP.</p> <p>2. Monitor fidelity of High Fidelity Wraparound.</p> <p>3. Monitor lead case management.</p> <p>4. Monitor ROAD programs</p> <p>5. Monitor Juvenile Cross System Team</p> <p>6. Monitor SOC Data Committee</p> <p>7. Plan Community Education Forum</p>

	<b>Year 1 / Year 2 7/2005-6/2007</b>	<b>Year 3 / Year 4 7/2007-6/2009</b>	<b>Year 5 7/2009-6/2010</b>	<b>Year 6 7/2010-6/2011</b>	<b>Year 7 7/2011-6/2012</b>
Executive & Advisory Committee Continued	<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>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>9 Review and select Assessment tool.</p> <p>10. Monitor implementation of Common Data System.</p> <p>11. Develop outcomes for truancy.</p>		
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</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</p>	<p>1. To be determined by Executive and Advisory Committee if additional PIT teams are needed to address priority goals.</p> <p>PIT 5 will continue to update county web pages.</p>	<p>To be determined by Executive and Advisory Committee if additional PIT teams are needed to address priority goals.</p> <p>1. Create Work Groups for SOC, Data, &amp; Family/Youth Engagement</p> <p>2. PIT 5 will continue to update county web pages.</p>	<p>To be determined by Executive and Advisory Committee if additional PIT teams are needed to address priority goals.</p> <p>1. Continue work groups</p> <ul style="list-style-type: none"> <li>• SOC</li> <li>• Data Committee</li> <li>• Family/Youth Engagement</li> </ul>

	<b>Year 1 / Year 2</b> <b>7/2005-6/2007</b>	<b>Year 3 / Year 4</b> <b>7/2007-6/2009</b>	<b>Year 5</b> <b>7/2009-6/2010</b>	<b>Year 6</b> <b>7/2010-6/2011</b>	<b>Year 7</b> <b>7/2011-6/2012</b>
Process Improvement Team (PIT teams) Continued	<p>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><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 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>	<p>legal entities.</p> <p>PIT 5 will continue to expand information on website and create links between DHS offices &amp; JPO.</p> <p><b>Year 4</b></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>			

	<b>Year 1 / Year 2</b> <b>7/2005-6/2007</b>	<b>Year 3 / Year 4</b> <b>7/2007-6/2009</b>	<b>Year 5</b> <b>7/2009-6/2010</b>	<b>Year 6</b> <b>7/2010-6/2011</b>	<b>Year 7</b> <b>7/2011-6/2012</b>
Integrated Forms	<p><b>Year 2</b></p> <ol style="list-style-type: none"> <li>1. Develop one Consent to Release Information Form to be used by all DHS offices.</li> <li>2. Create an Integrated Intake Tool</li> </ol>	<ol style="list-style-type: none"> <li>1. Finalize Single Integrated Service Plan.</li> <li>2. Develop Assessment Tool.</li> <li>4. Develop Outcome Tool.</li> <li>5. Implement integrated forms in the pilot group.</li> <li>6. Make any recommended changes to forms.</li> </ol> <p><b>Year 4</b></p> <ol style="list-style-type: none"> <li>1. Implement integrated forms in the pilot group.</li> <li>2. Make any recommended changes to forms.</li> <li>3. Evaluate the success of integrated forms.</li> <li>4. Implement Release of Information and MOU.</li> </ol>	<ol style="list-style-type: none"> <li>1. Evaluate the success of integrated forms.</li> <li>2. Determine which forms will be used.</li> <li>3. Train staff and implement forms to DHS.</li> </ol>	<ol style="list-style-type: none"> <li>1. Train staff and implement forms to DHS</li> <li>2. Implement integrated forms.</li> <li>3. Expand use of Integrated service plans</li> <li>4. Create cross system referral form</li> </ol>	<ol style="list-style-type: none"> <li>1. Implement integrated forms.</li> <li>2. Monitor use of integrated forms</li> <li>3. Expand use of Integrated service plans</li> <li>4. Implement one cross system referral form</li> </ol>
Integrated Lead Case Management	<p><b>Year 2</b></p> <ol style="list-style-type: none"> <li>1. Research current models of lead case management.</li> <li>2. Review models and establish how lead case management will look in Lehigh County.</li> <li>3. Create Lead Case Manager Job Description &amp; Responsibilities.</li> <li>4. Submit Description to Civil Service for approval.</li> </ol>	<ol style="list-style-type: none"> <li>1. Obtain approval from Civil Service for lead case manager position.</li> <li>2. Hire lead case manager.</li> <li>3. Train lead case manager within all DHS offices, JPO and MBH.</li> <li>4. Initiate lead case management pilot.</li> <li>5. Engage families through System Coordination Meetings.</li> <li>6. Engage providers and schools</li> </ol>	<ol style="list-style-type: none"> <li>1. Review outcomes of lead case management.</li> <li>2. Determine how to expand lead case management.</li> <li>3. Track fiscal difficulties related to case planning for multi system children</li> </ol>	<ol style="list-style-type: none"> <li>1. Determine how to expand lead case management.</li> <li>2. Expand lead case management.</li> <li>3. Hire additional caseworkers.</li> <li>4. Train new case workers</li> <li>5. Track fiscal difficulties related to case planning for multi system children</li> <li>6. Work with HFW</li> </ol>	<ol style="list-style-type: none"> <li>1. Expand use of integrated service plans.</li> <li>2. Track fiscal difficulties related to case planning for multi system children</li> <li>3. Work with HFW</li> </ol>

	<b>Year 1 / Year 2</b> <b>7/2005-6/2007</b>	<b>Year 3 / Year 4</b> <b>7/2007-6/2009</b>	<b>Year 5</b> <b>7/2009-6/2010</b>	<b>Year 6</b> <b>7/2010-6/2011</b>	<b>Year 7</b> <b>7/2011-6/2012</b>
Lead Case Management Continued	<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>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><b>Year 4</b></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 management pilot.</p> <p>4. Expand lead case management.</p> <p>5. Track fiscal difficulties 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><b>Year 2</b></p> <p>1. Increase inclusion of</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</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>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. Expand outreach through communication to stakeholders</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. Implement prevention programs.</p> <p>4. Plan &amp; hold Community</p>

	<b>Year 1 / Year 2 7/2005-6/2007</b>	<b>Year 3 / Year 4 7/2007-6/2009</b>	<b>Year 5 7/2009-6/2010</b>	<b>Year 6 7/2010-6/2011</b>	<b>Year 7 7/2011-6/2012</b>
Community Outreach Continued	<p>stakeholders in the initiative.</p> <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>and incorporating new information.</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 style="text-align: center;"><b>Year 4</b></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>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>4. Network of Care launch</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>4. Implement prevention programs</p> <p>5. Outreach to the community pertaining to HFWA.</p>	<p>Education Forum</p> <p>5. Distribute FGD coloring books.</p> <p>6. Distribute Baby Book Packets</p> <p>7. Hold stakeholder meetings.</p>

	<b>Year 1 / Year 2</b> <b>7/2005-6/2007</b>	<b>Year 3 / Year 4</b> <b>7/2007-6/2009</b>	<b>Year 5</b> <b>7/2009-6/2010</b>	<b>Year 6</b> <b>7/2010-6/2011</b>	<b>Year 7</b> <b>7/2011-6/2012</b>
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><b>Year 4</b></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>1. 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> <p>4. Apply to be County Partner for SOC</p> <p>5. Apply for NBB funds for HFW.</p>	<p>1. Utilization of Blended Funding</p> <p>2. County Budget Presentation to Commissioners (Sept. 11).</p> <p>3. Apply for Promising Practice Incentive Grant &amp; Budget Submission (If available)</p>
Training	<p><b>Year 2</b></p> <p>1. Plan staff training for confidentiality, cultural competency, safety, and IFSP.</p>	<p>1. Hold trainings on confidentiality, cultural competency, safety and IFSP.</p> <p><b>Year 4</b></p> <p>1. Develop trainings that are related to integration initiative. Continue to hold trainings annually and bi- annually.</p> <p>2. Create cross training between DHS &amp; JPO offices.</p> <p>3. Hold Intra Agency Training for all DHS and JPO staff.</p>	<p>1. Continue to hold trainings annually and bi- annually.</p> <p>2. Complete Intra Agency Trainings.</p> <p>3. Hold LEP training in 10/09.</p> <p>4. Train staff and community on HFWA</p> <p>5. Community training on School Justice Panels.</p>	<p>1. Continue to hold trainings annually and bi- annually</p>	<p>1. Continue to hold trainings annually and bi- annually</p>
Additional Efforts Towards Integrating	<p>1. Medical Assistance Realignment (ICSI)</p> <p>2. I&amp;R database for community resources.</p> <p>3. Create auto tool to</p>	<p>1. Submit RFP using HC reinvestment dollars for ARCH of Lehigh Valley.</p> <p>2. Continue prevention programs.</p>	<p>1. Continue integration efforts through prevention programs and reinvestment plans.</p> <p>2. Continue outreach efforts.</p>	<p>1. Continue integration efforts through prevention programs and reinvestment plans.</p> <p>2. Continue outreach efforts</p>	<p>1. Continue integration efforts through prevention programs and reinvestment plans.</p> <p>2. Continue outreach efforts</p>



	<b>Year 1 / Year 2</b> <b>7/2005-6/2007</b>	<b>Year 3 / Year 4</b> <b>7/2007-6/2009</b>	<b>Year 5</b> <b>7/2009-6/2010</b>	<b>Year 6</b> <b>7/2010-6/2011</b>	<b>Year 7</b> <b>7/2011-6/2012</b>
Additional Efforts Towards Integrating Continued	<p>update identified information between KEA! database and BHIS database.</p> <p>4. Implement Family Group Decision Making</p> <p>5. Complete HealthChoices reinvestment plans</p> <p style="text-align: center;"><b>Year 2</b></p> <p>1. Complete Medical Assistance Realignment (ICSI) tasks</p> <p>2. Make additions to DHS Brochure to include 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</p>	<p>3. Create Safe House for Children.</p> <p>4. Continue developing programs using reinvestment dollars.</p> <p>5. Implement Secure RTF.</p> <p>6. Identify new provider for Children's Crisis Residential.</p> <p>7. Continue efforts in providing information in English and Spanish.</p> <p>6. OCYS, JPO, &amp; ASD to implement truancy program within Allentown School District.</p> <p>7. D&amp;A to complete BDAP Risk Needs Assessment.</p> <p>8. Continue outreach efforts</p> <p style="text-align: center;"><b>Year 4</b></p> <p>1. Continue integration efforts through prevention programs and reinvestment plans.</p> <p>2. Continue outreach efforts.</p> <p>3. Post RFP for High Fidelity Wraparound, select provider, train staff, and implement.</p> <p>4. Continue developing programs using reinvestment dollars.</p>	<p>3. Begin HFW</p> <p>4. Implement Truancy Prevention Panel Pilot</p> <p>5. JPO implementing YLS, risk needs assessment</p> <p>6. Implement School Justice Panels.</p> <p>7. OCYS implement Family Development Credentialing.</p> <p>8. OCYS continued work on NGA plan</p> <p>9. Implement ROAD in East Penn SD</p>	<p>3. Expand HFW target population and number of youth served.</p> <p>4. Implement D&amp;A intervention programs.</p> <p>5. Provide trainings to school personnel.</p> <p>6. Expand ROAD program into Whitehall/Coplay SD</p> <p>7. OCYS continued work on NGA plan</p>	<p>3. Increase number served through HFW</p> <p>4. Implement prevention programs in schools.</p> <p>5. Create Children's waiting area in I&amp;R.</p> <p>6. Implement SOC &amp; Juvenile Cross System Team</p>

	<b>Year 1 / Year 2</b> <b>7/2005-6/2007</b>	<b>Year 3 / Year 4</b> <b>7/2007-6/2009</b>	<b>Year 5</b> <b>7/2009-6/2010</b>	<b>Year 6</b> <b>7/2010-6/2011</b>	<b>Year 7</b> <b>7/2011-6/2012</b>
	of the programs 8. Continue planning efforts towards reinvestment funds.	5. Secure RTF to be implemented in early 2009.  6. Continue funding for prevention programs and parent education.  7. Implement Truancy Program 9/08. 8. Continue work towards creating the SafeHouse.  9. Implementation of Family Findings through OCYS			

Promising Practices Incentive Grants for Tier One Counties

County ICSP Point of Contact Name Jennifer Clarke-Sirignano  
 Email Address [jenniferclarke@lehighcounty.org](mailto:jenniferclarke@lehighcounty.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				
Consultants <b>Recovery Partnership</b>			\$6,250	\$0
Benefits (if applicable)				
<b>SUBTOTAL - PERSONNEL</b>			<b>\$6,250</b>	<b>\$0</b>
<b>INFRASTRUCTURE (NON-RECURRING COST)</b>				
Cross Systems Training <b>Community Education Forum</b>			\$5000	\$0
Data and Evaluation				
Quality Assurance Measures				
Other (list )				
<b>Prevention Program in Schools</b>			\$45,000	\$0
<b>Literacy – Children’s Books</b>			\$11,000	\$0
<b>I&amp;R waiting room</b>			\$20,000	\$0
<b>Meeting Costs</b>			\$1,000	\$0
<b>SUBTOTAL - INFRASTRUCTURE</b>			<b>\$82,000</b>	
<b>OPERATIONS (NON RECURRING COSTS ONLY = SEE DIRECTIONS)</b>				
<b>Communications</b>				
<b>Administration</b>				
<b>Transportation</b>				
<b>Subcontractors</b>				
<b>Service and Office Equipment</b>				
<b>Data Processing Equipment</b>				
<b>Other (list all costs included in this line item)</b>				
<b>SUBTOTAL - OPERATIONS</b>				
<b>TOTAL REQUESTED</b>			<b>\$88,250</b>	<b>\$0</b>

Narrative:

**Lehigh County Integrated Children's Service Plan  
Fiscal year 2011-12 Promising Practices Budget Request**

Lehigh County will focus the Fiscal Year 2011-12 budget request on Family and Youth Engagement. In an effort to address the need for further family and youth involvement in the development of the Integrated Family Service Plan, Lehigh County will provide a number of outreach activities. The County will partner with a family advocate provider, prevention providers, treatment providers and school districts to provide stakeholder meetings, educational and information prevention programs, encourage early literacy, educational forum, and improvements to our Information and Referral waiting room.

Lehigh County has been invested in expanding the involvement of families in the creation of an integrated system for children and families. Over the past year meetings were held with the intention of creating a parent and youth advisory group, unfortunately consistent participation was not there. The County is dedicated to expanding stakeholder involvement resulting in our request for funding to conduct stakeholder meetings utilizing Recovery Partnership to facilitate the meetings. 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. Over the next year we will create a work group to identify areas that requires stakeholder feedback. This work group will also work with providers to arrange meetings with families that they are working with, develop a calendar for the stakeholder meetings, and plan an agenda for a community education forum. Lehigh County will also offer a community education forum that will give the

community partners and families the opportunity to participate an educational program that will provide information on services provided by the County and identified topics from families during stakeholder meetings. The cost for holding stakeholder meetings and a community education forum will be \$11,250.00.

Lehigh County has participated in a number of trainings and meetings to improve our method of working with families. Each one made the same remark that we should walk in the door that families go into to access service, is it a friendly and welcoming environment. We brought this question back to our advisory group to gain feedback. As a result Lehigh County is requesting funding to improve the Information and Referral waiting room. These improvements will include the creation of a children's waiting area that will be family friendly and include children's activity centers, furniture, and books. Additional improvements would include changing to a sliding reception window, sound system, and signs leading families to the location. Plans will be reviewed with families to gain input on proposed changes. The cost to create a family waiting room would be one time cost of \$20,000.00.

Lehigh County is requesting funding to provide books to children in two areas. Our Early Intervention Program has begun a program to promote early literacy and parents reading to their children by providing books for babies. Babies' first books will be provided in both English and Spanish to low income families. The County would like to expand this opportunity through the request to purchase additional books to include more families in this program. Lehigh County continues to utilize the planning process of Family Group Conferencing. This process 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. To help children involved in Family

Group Conferencing understand the process, their advisory group created coloring books for children. Lehigh County has requested funding to print the books for distribution. The costs for purchasing books would be \$11,000.00.

Lehigh County is invested in providing outreach to youth throughout the County. We will continue our partnership with School Districts and Prevention Providers to provide prevention programs for students. This educational program will be offered to students around events such as homecoming or proms. There will also be opportunity to have a parent's informational sessions to educate families. The costs of prevention programs will be \$45,000.00.

The sustainability costs of the activities will be budgeted into various budgets from the agencies, on a pro-rated distribution to be decided by the Fiscal Manager.

### **Program Outcomes:**

Lehigh County children and families referred to High Fidelity Wraparound will have a single service plan that include all youth/families needs and includes input from all system professionals involved with the child and family.

- a. As demonstrated by a 75% success rate in the referral to identified services.

Parents involved in the lead case management pilot will improve their knowledge of the Lehigh County Department of Human Services system and increase their involvement in the development of their child's service plan.

- a. As indicated by an 80% rating of satisfaction of services received by Lehigh County.
- b. As indicated by a 20% increase in satisfaction from Pre to Post Survey completion.

Baseline data will be collected in fiscal year 2010-11 to be used as a comparison to data collected in fiscal year 2011-12. These goals were selected to ensure that the youth and family's voice is the guiding force in the development of single integrated service plans.