

**Public Hearing for
Coordinated Human Services in Lackawanna County
Fiscal Year 2012-2013
Friday, October 12, 2012**

**DEPARTMENT OF HUMAN SERVICES
Executive Director's Office ~Phone: 963-6790**

*Lackawanna County Area Agency on Aging (963-6740)

*Lackawanna County Children & Youth Services (963-6781)

*Lackawanna-Susquehanna Office of Drug & Alcohol Programs (963-6820)

*Lackawanna-Susquehanna Behavioral Health/Intellectual Disabilities/
Early Intervention Program
(Administrative Offices 346-5741)
(Scranton—348-6100)
(Carbondale—282-1732)

*Special Services (includes Human Services Development Fund,
Homeless Assistance Program, Center for Family Engagement)
(963-6790)



**LACKAWANNA COUNTY BOARD OF COMMISSIONERS
JIM WANSACZ - COREY D. O'BRIEN - PATRICK M. O'MALLEY**

The Lackawanna County Human Services System has made significant strides in improving and coordinating its human service management and service delivery network and plans in the 2012-2013 Fiscal Year to continue to enhance a system which meets the needs of the County's residents.

COORDINATED PLAN
2012 – 2013

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**LACKAWANNA COUNTY
DEPARTMENT OF HUMAN SERVICES**

LACKAWANNA COUNTY DEPARTMENT OF HUMAN SERVICES

The Lackawanna County Department of Human Services supports and encourages the development, coordination and delivery of human services to its residents. The Department relies on internal County Departments (e.g., Children and Youth, Aging, Behavioral Health/Intellectual Disabilities/Early Intervention Program and Drug & Alcohol) and the partnerships with external community provider agencies in order to accomplish its goals and objectives:

- To engage in activities designed to continuously enhance and improve Lackawanna County's Coordinated and Comprehensive Human Service Planning System through devoting financial resources, fiscal analysis and quality management.
- To work in collaboration with the Lackawanna County Criminal Justice System (e.g., the Courts, Adult and Juvenile Probation, Prison, District Attorney's Office, etc.) in order to provide a coordinated array of services for individuals and families involved in the Criminal Justice and Human Service systems thru active participation in the County's Criminal Justice Advisory Board.
- To work in tandem with the Center for Family Engagement to identify needs and match resources in the community relative to Human Services provision, to encourage the use of natural supports such as Family Group Decision Making, which enables families to participate in strength based problem solving.
- To partner with the United Way of Lackawanna County and other appropriate stakeholder partners in order to assess community human service problems/issues, this will then serve as the basis for future community-wide human services planning.
- To oversee cost reviews of those community provider agencies receiving state/federal funds which pass through the Department of Human Services ensuring financial accountability and positive outcome based measurements.
- To encourage coordination and integration of all services in order to maintain a responsive, cost efficient human services delivery system.
- To engage in activities that support the continued operation of HealthChoices, the state mandated behavioral health managed care program, while representing the full interests of the County on the Northeast Behavioral Health Care Consortium Board of Directors.

- To actively pursue planning and goal setting in collaboration with the PA Department of Public Welfare's County Assistance Office, the United Way and the Scranton-Lackawanna Human Development Agency. Representatives from each agency serve on the Lackawanna County Human Services Task Force and are thus regularly involved with planning and program development.

- To engage in activities which support the creation of the Northeast PA Autism Coalition.

- As the successor of the Bureau of Institutional Management, the Department is responsible for the planning and coordination of services delivered through the following County Departments:
 - Lackawanna County Area Agency on Aging
 - Lackawanna County Children and Youth Services
 - Lackawanna-Susquehanna Office of Drug & Alcohol Programs
 - Lackawanna-Susquehanna Behavioral Health/Intellectual Disabilities/Early Intervention Program
 - Lackawanna County Special Services:
 - Homeless Assistance Programs
 - Human Services Development Fund
 - Center for Family Engagement

AREA AGENCY ON AGING

LACKAWANNA COUNTY AREA AGENCY ON AGING

- To maintain frail older adults in their homes through the provision and continuous improvement of home and community based services;
- To provide services and financial support to caregivers of older adults and adults with disabilities, so that the stress often associated with fulfilling the role of caregiver is lessened;
- To enhance the ability of the agency to conduct eligibility determination assessments of individuals (under and over 60 years of age) in need of long term living (i.e., nursing home, waiver or personal care home) services, while positioning the agency to serve as the gateway to home and community based services, waiver and medical assistance funded programs;
- To expand, in cooperation with federal and state-mandated initiatives, services and programs geared toward adults between the ages of 18 and 59 with physical disabilities so that the agency can fulfill its obligation to provide a seamless system of access to all home and community based, waiver and medical assistance funded programs;
- To provide, in collaboration with federal and state-mandated regulations, a protective service program designed to protect, enable and empower older adults at risk of abuse, neglect, exploitation or abandonment;
- To advocate for the rights of older adults by providing legal services through the Elderly Law Project and participating in partnership initiatives and programs designed to protect older adults at risk of victimization, including the Ombudsman Program, the Lackawanna County Elder Abuse Task Force, and the National Committee for the Prevention of Elder Abuse;
- To facilitate an aging provider network that is responsive, receptive and committed to providing quality services to individuals in the community;
- To continue the development of an aging provider network that is equipped and prepared to address state-mandated cost sharing initiatives and consumer contribution policies;
- To ensure that consumer satisfaction is maintained and consumer choice is protected, the agency will consistently engage in quality assurance activities through internal and external monitoring of services and programs;
- To provide older adults the opportunity to be active and connected with their community by supporting a county-wide network of Senior Centers which offer social and educational activities as well as health services, meals, and entertainment;
- To provide technical assistance and direction to Senior Centers, which encourages their financial self-sufficiency;

- To increase participation and volunteerism in Senior Centers and in other community based programs;
- To continuously expand the PDA Medical Assistance waiver Program for older adults who meet specific eligibility requirements by providing long term care services at home as an alternative to nursing home placement;
- To support the Commonwealth Long Term Living Council's Nursing Home Transition Program by identifying nursing home residents (under and over 60 years of age); providing long term living counseling in order to inform identified individuals of the range of home and community based service options available to them; providing the guidance and assistance necessary so that individuals can transition from the nursing home to the another community setting (e.g., home, apartment, personal care home, etc.)
- To partner with local coordinated transportation entities on managing a cohesive, accessible and available system of transportation for older adults and adults with disabilities that maximizes cost effectiveness;
- To facilitate the development of comprehensive Guardianship Program designed to protect and empower older adults in need of assistance with decision making pertaining to both their person and estate;
- To advocate for, develop and maintain a comprehensive, cross-systems program to address the needs of older adults in need of mental health treatment and/or drug and alcohol services, while adhering to the Memorandum of Understanding developed between the LCAAA and the Northeast Behavioral Health Care Consortium (NBHCC), which facilitates the HealthChoices Program in the Northeast.
- To advocate for, develop and maintain a comprehensive, cross-systems program to address the needs of older adults with mental retardation;
- To provide and maintain a health insurance counseling program, which offers advice, direction and assistance to older adults navigating their health insurance options;
- To educate local, state, and federal legislators and the community about the issues pertaining to older adults and to work collaboratively on initiatives designed to meet the needs of an expanding, changing, and diverse aging population through the development and activation of an Aging website.
- To encourage and participate in the development of a minority Outreach Program in order to meet the needs of the growing minority population in Lackawanna County, which includes older adults who do not speak the English Language and those caring for young grandchildren.

CHILDREN & YOUTH SERVICES

LACKAWANNA COUNTY CHILDREN AND YOUTH SERVICES

- To foster and increase resiliency in the families and children we serve through adoption of many of the practices and activities outlined below.
- To continue expanding the Agency foster home program to include therapeutic interventions by private providers.
- To continue to ensure that all children are in the least restrictive setting possible to meet their needs, including but not limited to a continued reduction in the use of congregate care.
- To emphasize a coordination of human service delivery.
- To continue collaborating with the Lackawanna County Family Court to expand and strengthen the role of alternative dispute resolution such as pre-trial conferencing and mediation in dependency and continue to build upon the intensive courts.
- In conjunction with the Lackawanna County Family Court and Human Services continue to support the Center for Family Engagement as the primary group for addressing concerns related to services delivered to children and families.
- To continue to move the agency towards a research based clinically grounded organization through the examination of data and the support of the agency clinical unit.
- To support the ARTS Engage program to ensure that at risk youth have as many opportunities as possible to foster pro-social behavior and increase self esteem while preventing involvement with the dependency and delinquency systems.
- To continue and strengthen the practice of family engagement in the agency and through its partners in human services and the Family Court.
- To improve recruitment and retention of workers through the strengthening of supervisory support, more effective transfer of learning between the Child Welfare Training Program and trainers in the office, and improving the hiring process and orientation of new workers.
- To enhance collaboration with local Universities for direct service provision, consultation and research.
- Move towards a system of total quality management through the implementation of numerous levels of quality assurance/continues quality improvement.
- To continue to assess the cost effectiveness and performance of purchased services.

- To increase placement stability of youth in out-of-home placement.
- Continue implementing and supporting the CAPS database to ensure that critical administrative and management decisions are based on empirical data.
- To implement and expand the integration and coordination of behavioral health services with child welfare.

**OFFICE OF DRUG & ALCOHOL
PROGRAMS**

LACKAWANNA SUSQUEHANNA OFFICE OF DRUG AND ALCOHOL PROGRAMS
COORDINATED PLAN

- To maintain a full continuum of care for Lackawanna and Susquehanna County residents in need of drug and alcohol prevention, intervention, treatment, case management **to include D&A screening and assessment, and recovery support services** through in-house services as well as a variety of county and regional providers.
- **To maintain the provision of preferential and specialized services at both the county and provider level** for BDAP identified priority populations (i.e. addicted women with children; pregnant women; and injecting drug users).
- To provide drug and alcohol **screening/ intake, assessment/ evaluation, placement, treatment funding, continued stay reviews, and recovery support services** for those individuals eligible for fee-for-service Medical Assistance (MA) and who are uninsured or underinsured.
- To continue serve inmates of both County Prison Systems through the provision of in-house and on-site D&A screening, assessment, and placement services, **and the funding of prison-based D&A treatment services.**
- To develop an equal partnership with our problem solving court system in the procurement and utilization of treatment resources to enhance availability and access to care for the clients we mutually serve.
- To enhance service development to meet the needs of specific target populations through cooperative planning with appropriate county agencies (e.g. children and youth, mental health, criminal justice, etc.), and with other community partners (e.g., NRCI, DATS, local universities, associations etc.) as necessary.
- To expand and enhance our recovery support programming by having Certified D&A Recovery **Support Specialist staff in-house and at the provider level delivering recovery support services to persons with substance dependence and their families.**
- **Reduce recidivism upon completion of inpatient treatment and the costs associated therein through the delivery of effective recovery support services in-house and at the provider level.**
- To continue to contribute to the maintenance of a **recovery drop-in facility** for crisis intervention, information and referral, and case coordination/ recovery support services for the underserved populations of Lackawanna County(i.e. substance abusers, mental health recipients, co occurring clients and the homeless) providing them a safe, recovery oriented environment.
- To **maintain** Hotline services to Lackawanna and Susquehanna County residents for the purpose of individuals in need of emergency detox referral, and intervention services during evening and weekend hours.

- **To implementing the newly developed SCA comprehensive strategic prevention and treatment plan involving programs, strategies, policies and practices that are both evidence-based and data-driven.**
- To continue to provide teacher training, classroom and community education in substance abuse prevention, violence prevention, and tobacco prevention curricula .
- To continue to provide technical support and core team membership to county school districts in the maintenance of Student Assistance Programs, as well as the maintenance and expansion of existing on-site and after school- office based student support groups.
- To maintain support and continue to participate in regional drug and alcohol planning efforts on treatment, prevention, managed care, and other federal and state initiatives.
- To continue staff participation on local task forces, boards and committees (i.e., Lackawanna County Human Service Task Force; Drug Free Schools Advisory Councils; Criminal Justice Advisory Board (CJAB) ; Northeast Behavioral Health Care Consortium; FEMA; campus community coalitions; etc.).
- To prepare the SCA and its local provider network for the Commonwealth's move toward performance based planning to include treatment as well as prevention services.
- To further enhance cooperative relationships with Lackawanna County's Problem Solving Court system through staff support of specific initiatives (i.e. ACT 53 referrals; Court Liaison Intervention Program; Drug Treatment Courts).
- As a member of the PA Department of Education's Commonwealth Training System to **maintain the** provision of high quality, cost effective SAP at **training grades K-12** to the school districts within I.U. 19's administrative jurisdiction, as well as to other regions of the state.
- To continue to address positive parental attitudes toward ATOD abuse through the provision of parent programs in cooperation with schools, community groups and organizations.
- To continue the provision of specialized staff training for drug and alcohol professionals through cooperative planning with the Bureau of Drug and Alcohol Programs and Marywood University's Department of Continuing Education.
- To promote increased awareness of Fetal Alcohol Spectrum Disorders in Lackawanna and Susquehanna Counties through education and training.
- Maintain the established bi-county (Lackawanna / Susquehanna) prevention conglomerate that meets all state grant requirements and responds to local needs.
- **Elimination of Navision Financials and the cost and duplicate entry associated with it via the complete integration into the County New World Program BDAP S.T.A.R program to.**

**JOINT
BEHAVIORAL HEALTH/INTELLECTUAL
DISABILITIES/EARLY INTERVENTION**

JOINT BEHAVIORAL HEALTH / INTELLECTUAL DISABILITIES /
EARLY INTERVENTION
GOALS AND OBJECTIVES

The Lackawanna Behavioral Health/Intellectual Disabilities/Early Intervention Program, in an effort to highlight cross-system issues, is presenting system-wide goals and objectives. These goals and objectives are reflective of system needs identified by both Behavioral Health and Intellectual Disabilities stakeholders and are organized as joint Behavioral Health/Intellectual Disabilities goals and objectives followed by program specific objectives.

The Lackawanna Behavioral Health/Intellectual Disabilities/Early Intervention Program's goals and objectives are based on consumer input, family involvement, an ongoing consumer satisfaction process, public input through focus groups, public hearings, proposals submitted by provider agencies, and state priorities. As a result of this stakeholder input, the Lackawanna Behavioral Health and Intellectual Disabilities Program is proposing the following cross-system goals and objectives for Behavioral Health and Intellectual Disabilities:

GOAL: *To enhance the positive quality of individual, family and community life by providing services that are consistently available, accessible and responsive to the needs of individuals and families seeking assistance and to work with the community to facilitate and promote solutions for the enrichment of all.*

OBJECTIVES:

- To promote continuous quality improvement in services offered to persons with behavioral health and intellectual disabilities by encouraging provider collaboration to insure the availability of a qualified workforce:
 - System-wide training focused on recovery initiative, systems change, alternative models of services, and best practice
 - Direct care professional staff initiatives i.e., improve job satisfaction of paraprofessionals, and the creation of desirable career paths within the direct support profession and from direct support to other human service positions,
 - Cultivate leadership development programs,
 - Stabilize and improve the recruitment and retention of direct-care workers
 - Staff development and cross-systems training experiences targeted at enhancing staff skills.

- To promote the effective and efficient provision of services and supports by engaging in systematic data collection and analysis of program performance and impact.

BEHAVIORAL HEALTH / INTELLECTUAL DISABILITIES /
EARLY INTERVENTION
GOALS AND OBJECTIVES (continued)

- Measuring consumer satisfaction i.e., child, families and adult; outcomes, and quality of services
 - Enhancing fiscal management and risk management, including the health and safety of all persons receiving supports
 - Responding to automated reporting requirements at the local, state and federal level to include compliance with the Health Insurance Portability & Accountability Act (HIPAA).
- To promote supports and services that are accessible, effective and driven by best practices:
- Integrate research, training and the dissemination of information on best practice
 - Active involvement of consumer and/or their family in planning, program development and evaluation.
- To provide supports that enable persons to engage in activities in community settings that are consistent with personal goals and preferences by:
- Promoting thoughtful identification and planning for supports and services
 - Encouraging conscientious monitoring and revisions of support/service plans
 - Teams aligning resources and strategies that enhance personal independence and productivity
 - Increasing opportunities to acquire skills and direction that enable consumers to take greater control of their lives.
- To facilitate participation in consumer-directed activities such as the Community Support Program/self-advocacy initiatives on a local and/or regional basis, and peer specialist initiatives.
- To enhance the quality of services for children/adolescents including those who are Dually Diagnosed and their families through the ongoing interagency collaborative process and the use of the following service options:
- Individualized supports such as Home-Based Services
 - School linked options (classroom support, after school programming, peer mentoring, support groups, and summer recreation/employment programs)
 - Family support services (family aid, respite)

BEHAVIORAL HEALTH / INTELLECTUAL DISABILITIES /
EARLY INTERVENTION
GOALS AND OBJECTIVES (continued)

- Transition support services for adolescents age 16 to 26 (OVR, Education)
- To develop a variety of support options, that are consumer directed in Lackawanna County.
- To provide services and supports in a manner that demonstrates respect for individual dignity, personal preferences and cultural differences.
- To enhance the quality of services by ensuring that services and supports are tied to meaningful and measurable outcomes for persons with intellectual disabilities or behavioral health needs through:
 - Quality Management Plan
 - MIS development
 - Performance indicators
- To promote access to employment and the training necessary to sustain employment.
 - Ensure access to information on employment options and the opportunity to consider employment as part of individualized planning
 - Target funding for employment services for young adults ages 16 to 26, in transition to adult life.
 - Maximize available employment resources by collaborating with other employment agencies (OVR, PA Career Link, MAWD).
- Foster excellence in the design and administration of services and supports:
 - Practice continuous quality improvement
 - Advance organizational structures that enable individual support needs to be addressed in an efficient and equitable manner
 - Improve programs and operations by actively seeking and responding to the input of consumers/families/other stakeholders
 - Address gaps in quality management and satisfaction with services through the development of performance outcomes and satisfaction measures.

BEHAVIORAL HEALTH / INTELLECTUAL DISABILITIES /
EARLY INTERVENTION
GOALS AND OBJECTIVES (continued)

- To ensure appropriate services for aging consumers which promote:
 - Full community participation
 - Integrating service systems
 - Home adaptations
 - End of life decisions
 - Quality of life

BEHAVIORAL HEALTH

BEHAVIORAL HEALTH GOALS AND OBJECTIVES

GOAL: *To enhance the positive quality of individual, family and community life by providing services that are consistently available, accessible and responsive to the needs of individuals and families seeking assistance and to work with the community to facilitate and promote solutions for the enrichment of all.*

OBJECTIVES:

- To enhance the quality of services for persons with behavioral health needs and those in recovery through further development of:
 - Self-directed services that optimize the person's autonomy including the development of consumer drop-in centers/clubhouse options)
 - Resource coordination
 - Intensive case management
 - Blended case management
 - Mobile/site Psychiatric Rehabilitation Services

- To continue to provide psychiatric support/staff time as well as cross-training opportunities for persons working with adults and adolescents with behavioral health needs within the criminal justice system in Lackawanna County (e.g. Problem Solving Courts and expanded forensic services). The Problem Solving Courts serving persons with behavioral health needs and individuals with co-occurring issues will continue to be expanded with the implementation of an intercept model which will support the diversion of persons with behavioral health needs from the criminal justice system to treatment alternatives.

- To continue to develop additional community resources which foster family involvement that enables persons to access services in their home community through the further expansion of a Community Hospital Integration Project Program (CHIPPS).

- To provide services to sexual abuse victims and/or offenders including:
 - Evaluation/ongoing treatment
 - Staff development and training

- To continue to develop a variety of community housing options ranging from home-based supports through supported living within Lackawanna County to serve persons with behavioral health needs.

BEHAVIORAL HEALTH GOALS AND OBJECTIVES (continued)

- To ensure crisis intervention options for persons, including those with dual diagnoses, within Lackawanna County through the following services:
 - Mobile crisis
 - Out-of-home respite options
 - Crisis Residential Services (children/adolescents/adults)

- To work closely with the Northeast Behavioral Health Care Consortium (NBHCC) to ensure that the continued implementation and delivery of Behavioral Health Care Services is done in cooperation with consumers, families, advocates, local government and provider networks within Lackawanna County.

- To facilitate knowledge and understanding of the HealthChoices initiative in Lackawanna County by continuing to provide training for consumers, families, advocates local government and provider networks.

- To actualize the formal development of a Behavioral Health Disaster Response effort within Lackawanna County, which will include team and partnership building.

INTELLECTUAL DISABILITIES

INTELLECTUAL DISABILITIES
GOALS AND OBJECTIVES

GOAL: *To enhance the quality of life for individuals, and their families and community life by providing services that are consistently available, accessible and responsive to their needs; of individuals and families seeking assistance at the same time working with the community to facilitate and promote solutions for the enrichment of all.*

OBJECTIVES:

- To implement appropriate business processes which support self-determination:
 - Implementing Financial Management Services including Vendor Fiscal and Agency with Choice
 - Implementing the Supports Intensity Scale (SIS) and PA Plus
 - Implementing of a single planning and assessment document

- To provide consumer/family directed services by:
 - Ensuring information and support is available to assist participants to make informed selections among service options
 - Ensuring each participant services and supports are planned and effectively implemented in accordance with each participant's unique needs, expressed preferences and decisions concerning his/her life in the community.
 - Ensuring participants and other stakeholders' activity in program design, performance appraisal, and quality improvement activities.

- To ensure individuals with intellectual disabilities and their families receive supports and services delivered in a culturally competent manner.
 - Respecting ethnic and cultural diversity in the design and delivery of services
 - Engaging different communities in effective consultation processes and reflecting their needs in policy development
 - Building skills and providing diversity awareness training to all employees

- To strengthen communication with individuals, families, surrogates, caregivers and other stakeholders thereby, enhancing the distribution of health and safety information provided by:
 - The Health Care Quality Units (HCQU)
 - Independent Monitoring for Quality (IM4Q) Teams

INTELLECTUAL DISABILITIES GOALS AND OBJECTIVES (continued)

- Incident Management
- Annual Consumer and Family Focus Groups

- To enhance consumer administrative supports which may be necessary to exercise choice and control over services:
 - Refocusing of existing services/resources (i.e., consumer driven services)
 - Implementing State contracted Participant Directed Services by offering Vendor Fiscal services to individuals and their families

- To expand and improve competitive integrated employment opportunities through the provision of consumer directed services and supports, thereby increasing the number of people with intellectual disabilities who are actively employed in their community.

- To enhance the provision of transition services for students with intellectual disabilities as they prepare to leave school and access post school outcomes including employment, postsecondary education, vocational services and inclusive meaningful adult community services.

- To develop and enhance community residential options for persons which include Life Sharing, home ownership and supported living, prioritizing:
 - Persons transitioning into adult services (i.e., from EPSDT; Children and Youth Services)
 - Persons residing with elderly caregivers
 - Special needs populations (dually diagnosed; criminal justice system)

- To enhance active involvement of individuals with intellectual disabilities and/or their families as the primary decision makers regarding the services and supports they receive including informed choices about inclusive community services.
 - Empower individuals/families to speak out for themselves, initiate ideas, make decisions about supports consistent with available resources
 - Improve dissemination of quality information

INTELLECTUAL DISABILITIES GOALS AND OBJECTIVES (continued)

- Increase understanding and use of consumer directed services
- Improve effective partnerships with professionals to achieve positive outcomes

- To bolster the proactive partnership between consumers, families, advocates county government, the provider network, and the Lackawanna Behavioral Health/Intellectual Disabilities/Early Intervention Program as we strive toward system improvement and enhancement.

- To promote opportunities for individuals with intellectual disabilities in the areas of self-expression, goal setting and decision making regarding:
 - Health care
 - Family supports
 - Sexual expression
 - Housing
 - Employment

- To promote a systemic approach to continuous improvement of quality in the provision of services and supports, thereby improving consumer outcomes and service quality.
 - Increase provider focus on achieving consumer outcomes through quality assurance reviews and quality improvement initiatives.
 - Engaging in systematic data collection
 - Analyzing program performance and impact
 - Ensuring services and supports lead to positive outcomes for each participant.

- To ensure quality supports and services by implementing best practices through positive approaches to behavior management, and the progressive use of least restrictive alternatives.

EARLY INTERVENTION

EARLY INTERVENTION
GOALS AND OBJECTIVES

GOAL: *To enhance the quality of life for infants, toddlers and families by providing Early Intervention services to address the family's concern for their child and to ensure that the needs of both the child and family are met through the services the child receives.*

OBJECTIVES:

- To ensure early intervention services for infants and toddlers, including those with emotional needs; which are routine based and outcome orientated and sufficient in intensity and quality to promote positive development.

- To ensure that infants, toddlers, and families that reside within the County Joinder are aware of the Lackawanna Early Intervention Program through the following:
 - Making available the Programs Annual Administrators Report
 - Distributing the statewide Child Find brochure “Watch Me Grow” to doctor offices, day care facilities, and other community locations
 - Raising awareness of services available to children and families through the use of local media (i.e. Newspaper advertisements, television Public Service Announcements, and county planning hearing notifications)

- To ensure that infants, toddlers and families concerns are addressed when the Lackawanna Independent Evaluation Team completes an evaluation to determine service eligibility for Early Intervention Program.

- To ensure that infants, toddlers and families, receive Early Intervention services that are both routines based and address outcomes that focus on the families concerns regarding the array of services provided to promote a positive development.

**BH/ID/EI MANAGEMENT
GOALS AND OBJECTIVES**

MANAGEMENT GOALS AND OBJECTIVES

The management goals and objectives for the Lackawanna Behavioral Health/Intellectual Disabilities/Early Intervention Program are presented as system objectives for behavioral health and intellectual disabilities and early intervention.

GOAL: To enhance active community integration and to support recovery by assuring the availability of community services while ensuring service quality, measurable outcomes, cost effectiveness, and efficiency.

OBJECTIVES

- To enhance the ongoing partnership with all stakeholders in the design, implementation, and ongoing evaluation of services.
- To encourage maximum utilization of natural community supports and self-help networks.
- To promote flexibility in services by pursuing regulatory relief in order to address customer needs.
- To increase the availability of service alternatives and options by redirecting existing resources based on individual needs/outcomes through:
 - Performance-based contracting
 - Less restrictive levels of care
 - Individualized, self-directed, and person-centered pathways to recovery
 - Strengths based approaches
- To increase community capacity to serve persons receiving multiple systems supports by:
 - Developing a variety of recovery-based and person centered training opportunities for staff
 - Promoting collaborative cross-systems training and supports
- To promote choice and empowerment by assuring that persons are made aware of the availability of all services through the utilization of established procedures that guarantees conflict-free choice and promote access.
- To strengthen the existing collaboration with the criminal justice system, education, providers of physical health care, managed care organizations, vocational rehabilitation, human service agencies, community acute care hospitals, county assistance offices, and state operated facilities, in the planning, development, and implementation of services.

MANAGEMENT GOALS AND OBJECTIVES (continued)

- To promote holistic activities which improve access to quality health care for individuals with intellectual or behavioral disabilities including:
 - Hope and motivation about recovery
 - Analyzing health care data/trends
 - Responding to automated reporting requirements at the local, state, and federal level to include compliance with the Health Insurance Portability & Accountability Act (HIPAA)
 - Training on effectively promoting, accessing and utilizing physical and behavioral health care services
 - Coordination with physical health providers, including managed care entities, for the provision of health care services, including medications

- To encourage program, service, and administrative integration and consolidation, in order to maximize resources and eliminate duplication.

- To aggressively seek new, innovative and non-traditional sources of funds for the provision of recovery-based/person centered services.

- To develop methods of partnering with the Lackawanna Counties' Managed Behavioral Health Care Organization in the provision of Behavioral Health Care Services for all persons within Lackawanna Counties.

- To develop a prominent community presence through:
 - Enhancing outreach efforts which increase awareness of services and supports to culturally diverse groups
 - Increasing awareness and recognition of consumers as responsible, contributing members of their local community
 - Emphasizing the positive impact of the behavioral health/intellectual disabilities service delivery system on the economic community.

- To promote culturally competent services which recognize:
 - The role of the family
 - Culture
 - Historical context
 - Socioeconomic status
 - Geographic location

MANAGEMENT GOALS AND OBJECTIVES (continued)

- To enhance system integrity and provider stability through:
 - Joint venturing and provider alliances
 - Progressive rate setting
 - Marketing
 - Risk management

SPECIAL SERVICES
Homeless Assistance Programs
Human Services Development Fund
Center for Family Engagement

LACKAWANNA COUNTY SPECIAL SERVICES
Goals and Objectives

a. Homeless Assistance Program (HAP)

- To appropriately allocate Department of Public Welfare (DPW) HAP funds while complying with program regulations and reporting requirements.
- To coordinate with all program funding sources in order to identify needs and develop a comprehensive service delivery system designed to prevent homelessness in our planning and service area.

b. Human Services Development Fund (HSDF)

- To identify the human service needs of low-income adults.
- To develop a comprehensive human service network through planning and coordination with the County Departments (Aging, Children & Youth, BH/ID/EI, and Drug & Alcohol).
- To appropriately allocate DPW HSDF funds while complying with program regulations and reporting requirements.
- To ensure program accountability and compliance through effective and on-going monitoring.

c. Center for Family Engagement

- The Center for Family Engagement (CFE) was established in 2006 to provide coordination to the numerous collaborative boards through the to analyze data, such as the Pennsylvania Youth Survey (PAYS) and best determine the Human Services needs in Lackawanna County. The CFE oversees the evidence based community collaboration model known as the Communities that Care (CTC) and the County Action Plan based upon the CTC Process. In addition, the CFE has been responsible for developing the County's Integrated Children Services Plan (ICSP) Plan. Although the ICSP was defunded by the Department of Public Welfare, the principals of planning and coordination continue to be active in the CFE. The CFE provides a link to the needs of the community with active service development through its partnerships with service providers, governmental entities and the HealthChoices Managed Care network.

WRITTEN COMMENTS

