

# **POTTER COUNTY OLMSTEAD PLAN IMPLEMENTATION**

**Original October 2016**

**Final May 5 2017**

## **I. OLMSTEAD PLANNING PROCESS:**

### **Stakeholder groups participating in the development of the plan:**

The following groups were a part of the development of this year's plan.

- Consumers attending the Drop Inn Center;
- Integrated Children's Services Planning committee, which include families, providers, local businesses and consumers;
- Coudersport Ministerium and other county wide church organizations;
- Consumer/Family Satisfaction Team reviews;
- Potter County Management Team comprised of elected officials and row officers;
- The Potter County Human Services Management Team;
- Local and State Police along with the Sheriff's Department and Jail Warden;
- The SCA (Single County Authority) Advisory Board (consumers and professionals);
- PRIDE – People Reaching Independence Dreams and Excellence (consumers);
- Quarterly Provider Meetings, (Dickinson, Guidance Center and Beacon Light);
- The Potter County Human Services Advisory Board (consumers included on board); and
- The Systems of Care Advisory Board which is comprised of consumers and families;

The residents of Potter County are served through Potter County Human Services Mental Health Department and by the behavioral health managed care organization, Community Care Behavioral Health (CCBH).

Potter County, in 2002 was added as a member of the NW9 CHIPP (Community Hospital Integration Program Plan) consortium.

When an individual is identified as a CHIPP (Community Hospital Integration Program Plan) and is returned to the community, their bed is closed at Warren State Hospital. The funds to treat the individual are transferred to the county program to support the individual in the community or develop programs to divert the individual or others from being admitted to the state hospital.

There is a bed capitation for each Program in a state hospital's Service Area. The Consortium has a cap of fifty three beds. As of September 23, 2016, the Consortium's census at Warren State Hospital was thirty five, eighteen under its bed cap. Also, the Consortium has never exceeded its bed cap.

Since the implementation of behavioral health managed care clinical services have expanded and flourished in the counties and the full array of traditional clinical and nonclinical services

including community inpatient, outpatient, partial hospitalization, intensive outpatient, psychiatric rehabilitation, blended case management, telephone and mobile crisis, medication management, and certified peer support services are available.

The Potter County Olmstead plan was developed in conjunction with the annual Block Grant and Potter County Human Service Strategic Plan and included individuals with mental illness, their family members, advocates, behavioral health managed care organization, providers, the Coudersport Ministerium, other stakeholders, and the community at large.

The Potter County Human Services Administrator, the Mental Health and Intellectual Disabilities Directors regularly meet with contracted providers to monitor service delivery and identify gaps in the system.

The consumer driven Consumer/Family Satisfaction Team (C/FST) service has proven invaluable in obtaining data on what services and supports are vital to our adults and their families.

Potter County works closely with the counties in the CHIPP (Community Hospital Integration Program Plan) Consortium served by Warren State Hospital. PCHS (Potter County Human Services) regularly participates in the meetings of the Behavioral Health Alliance of Rural PA (BHARP), which represents the twenty three counties their Health Choices contract and with the counties in our sub region of the Health Choices Contract thorough the Regional Service System Transformation meetings hosted by CCBH (Community Care Behavioral Health). Input into planning is ongoing throughout the year.

**The primary forums for obtaining input and planning include:**

- The two County Block Grant Forums. This is where the general public, families and consumers have a major voice in determining what services are provided and help in the development of the strategic plan of moving forward with improvements and/or new programming.
- Participation in the Warren State Hospital Service Area Plan Committee, Continuity of Care Committees, and the regional CHIPP (Community Hospital Integration Project Program) Consortium to identify regional needs and develop regional services.
- Participation at the monthly BHARP (Behavioral Health Alliance of Rural Pennsylvania) Executive and Central Governing Board meetings and BHARP (Behavioral Health Alliance of Rural Pennsylvania) Certified Peer Support, Dual, Reinvestment, and Recovery subcommittees to identify regional needs and develop regional services.
- Potter County Human Services participates in the County Criminal Justice Advisory Boards (CJAB) that are comprised of the County Judges, Commissioners, Probation and Parole Directors, County Jail Wardens, Drug and Alcohol Director, District Justices, Children and Youth, Emergency Management Directors, and other stakeholders. The CJAB (Criminal Justice Advisory Board) actively work toward strategic planning for services, including behavioral health and substance abuse, for inmates and parolees. This

group has instituted DUI (Driving Under Influence) Court, Drug Court, Pre-Trial Initiative Program and a Women's Recovery Center.

- PCHS monitors the housing needs and homeless population's needs through participation in the County Local Housing Options Team (LHOT), the Coudersport Ministerium and a cooperative working relationship with the Potter County Housing Authority.

## II. SERVICES TO BE DEVELOPED:

Potter County's Plan has been developed with input from the two block grant forums and has included as many stakeholders and groups willing to participate in developing our Counties' goals by offering participation in local boards, informational forums and surveys.

- a) **Prevention and Early Intervention:** Potter County has a licensed telephone crisis service available 24/7 to all residents provided by Dickinson Centers, Inc., and Concern. Potter County is also looking to develop a 2-1-1 system as a form of I&R (Information and Referral) for all types of services available within Potter County.

Potter County after hours only has a licensed crises phone center. Delegate services are also offered. There is only average of 2 involuntary commitments a month after hours. The average phone calls to crisis line are 12 a month. Potter County has meetings with State Police, Local Police and the Emergency Room to review any problem or concerns. Improvements are made if needed.

Dickinson is contracted to do daytime crisis. They are licensed for mobile, walk in and telephone. Walk in averages (3) three per month. Phone averages (1) one per month. Mobile averages (7) seven per month.

- b) **Non-Institutional Housing Options:** Potter County Mental Health's first priority is to find the homeless a place to live. The consumer then has the choice of services and supports needed to maintain housing. Potter County has limited availability of supported housing options particularly for chronically homeless individuals and families. We do provide services for the homeless and interim apartments available for emergency housing. And, we have an Oxford House for those needing housing who are in recovery from Drug & Alcohol Issues.

Potter County will continue to explore options to provide supported housing to individuals that have disabilities who are experiencing chronic homelessness including Sec 8 properties. We are also working with supporting services to assist individuals in accessing Sec 8 to open up more slots in the supported housing program for individuals that may not be eligible for Sec 8.

Potter County has 5 housing facilities for older adults and individuals with disabilities. The Freeman house, Redwood village, Honeoye Haven, Oswayo Apartments, and Silver Maples. There is usually an opening available between the 5(five).

- c) **Non-Residential Treatment Services:** Potter County has several providers offering traditional clinical and non-clinical mental health supports including outpatient, intensive outpatient, telephone and mobile crisis, mobile therapy, administrative and blended case management, site based psychiatric rehabilitation, and medication management. Potter also provides Multi-Systemic Therapy, Family Group Decision Making, Parent Child Interactive Therapy and Parents As Teachers to help fill gaps in our system.

Potter County in conjunction with PCCD (Pennsylvania Commission on Crime and Delinquency), CJAB (Criminal Justice Advisory Board) and the Potter County Court System has developed a DUI (Driving Under Influence) Court, Drug Court, Pre-Trial Program and a Women's Recovery Center to assist individuals with Co-Occurring Mental Health and Drug and Alcohol Disorders.

We found transportation to be one of the key determinants to the success of individuals in the program and have developed a contract with Health Ride Plus to provide transportation services to Aging, Drug & Alcohol, Mental Health and Intellectual Disabilities consumers to assist them with attending vital services.

Potter County does find a need for a IRT/CRR Host Home. The need would be less than 3 consumers under 18 per year. HealthChoices would pay for treatment and Mental Health, Children and Youth and Juvenile Probation or Parents would be responsible for the Room and Board. Also there is a need for less than 5 per year for Adult Respite. This would come from Mental Health base funds. Potter County plans on working with the Systems of Care and advertise for contractors for those needs.

A supportive Housing paid for with base funds is also needed. The need would be around 5 per year. A program description needs developed and should be by end of 2017.

- d) **Peer Support and Peer Run Services:** There is only one licensed certified peer specialist program in our counties, which is operated by Dickinson Centers Inc. They currently employ 2 Peer Specialists and serve 48 individuals.

Potter County Human Services in conjunction with Dickinson Centers, Inc. operate a Consumer run Drop In Center located in Coudersport, PA.

PCHS (Potter County Human Services), with the assistance of the Northern Tier Children's Home operate a Women's Recovery Center as an alternative to incarceration program. Women who have graduated the program are afforded the opportunity to go back and volunteer or work in the facility to assist residents meet and exceed program and individual goals.

An area of need that PCHS (Potter County Human Services) would support is that our existing peer support provider implementing programming geared towards special populations like the aging or transition aged youth.

Potter County will need to complete a needs assessment survey with consumers to get their input on needed kinds peer support services. Will work with Systems of Care to help plan the implementation of the survey and review results. The goal is to have this done by end of 2017. By 2018 would like to have those services available.

- e) **Supported Employment Services**: Potter County supports the employment goals of the individuals in our program through a contract with Goodwill Industries to provide employment assessment and training. We currently use Goodwill for supportive employment and training in their stores only. If a consumer does not want to be at the Goodwill store, services are offered through Dickinson's Supportive Employment program. Dickinson's program has several employers throughout the community they work with. Also they will work with any employer to assist the consumer in the working environment.

OVR (Office of Vocational Rehabilitation) is also available to those that qualify. They have a local office in our county.

Potter County Human Services also works with a program called Experience Works that assists individuals with mental health and intellectual disabilities seek and obtain employment.

PCHS (Potter County Human Services) also works with Truck Lite and Med Plast to help our consumers whose goal is to obtain independent employment.

### **III. HOUSING IN INTEGRATED SETTINGS:**

- a) **Housing inventory**: Starting in 2012, Potter County joined in a Health Choices Reinvestment Project: the Northwest Nine (NW9) Bridge and Master Leasing Program. In the Program individuals receive supported housing for either one year (Master) or two years (Bridge) until they can transition into or receive a Section 8 voucher.

The Potter County Housing Authority offers Sec 8 and site based housing programs. Additionally, they have taken over the McKinney-Vento Housing grant and are operating the Transitional Housing program which offers five (5) one (1) bedroom apartments and

one (1) family home. If the consumer has an income they are responsible for 33% of their income towards the rent. Potter County Human Services works closely with the housing authority and provides blended case management to the individuals residing in these locations.

Potter County also has a contract with The Northern Tier Children's Home to provide emergency and short term supported housing for individuals and/or families who are either homeless or in need of emergency housing due to circumstances out of their control. They have 4 units available.

Finally, Potter County receives contingency funds from the CCBH (Community Care Behavioral Health), the managed care organization. These funds assist with security deposits, first month rent and emergency rent in cases where individuals may be evicted from their current residence.

Potter County has access to all Housing First openings within Region 2: Warren, Forest, Mckean, Potter, Elk, Cameron, Clearfield and Jefferson counties. Potter County is notified of all available apartments that participate in Housing First approach. The Regional Housing Coordinator for Self Determination Housing Project of PA notifies Potter County and all the qualifications needed when an opening occurs. Also get notice of availability from other counties.

- b) **Progress towards integration of housing services:** Potter County Case Managers assist consumers in obtaining the housing needs for their disabilities. We currently use (LIFT) Life and Independence for Today for our referral source to have home accommodations done that is needed for the consumer to live independently in their home.

Currently, within Potter County supported housing opportunities availability is limited. This is a priority area that the Mental Health program will be addressing in 2017. The supportive housing will not provide a place to live. The program will assist the consumer to find a residence of their choosing in the community. Potter County does provide a system of behavioral health services to assist individuals in maintain their tenancy including Blended Case Management, Administrative Case Management, peer specialist, site based psychiatric rehabilitation, and a Drop In Center. We also have a HealthChoices supplemental mobile medication management service provided by Beacon Light.

Transportation is available through the Area Transportation Authority of North Central Pennsylvania. There is a discount fee for those that are disabled. For consumers that have medical assistance transportation to medical appointments and pharmacy are provided by the Medical Assistance Transportation Program.

- c) **CRR Conversion:** This is not applicable as Potter County has not had this service available.

d) **Maximize resources:**

1. **LLA:** Potter County does not have properties participating in the PHFA Section 811 Rental Assistance Demonstration Project. The BHARP (Behavioral Health Alliance of Rural Pennsylvania) Housing Coordinator is currently acting as the Local Lead Agency. If Projects are developed in Potter County, Potter County Human Services will consider becoming the LLA.
2. **Partnerships:** Potter County has an active LHOTs (Local Housing Option Team) supporting collaboration for the housing program. Potter County Human Services works in collaboration with the Potter County Housing authority to provide referrals and assist with case management services.

PCHS also works with the local chapter of the Oxford House to assist individuals who are in recovery to receive housing and employment services.

Potter County Human Services also participates in meetings of the Consortium Housing Committee from our CHIPP (Community Hospital Integration Project Program) Program, and the BHARP (Behavioral Health Alliance Rural Pennsylvania) Housing Workgroup.

IV. **SPECIAL POPULATIONS:**

- a) **Individuals With Dual Diagnosis:** Potter County Human Services participates in the BHARP Dual Diagnosis Workgroup and has access to the Dual Diagnosis Treatment Team (DDTT) (similar to an ACT) provided by Northwest Human Services and the Community Stabilization and Reintegration Unit (CSRU) (an Adult RTF) provided by Beacon Light for individuals age 18 and up with co-occurring intellectual/developmental disabilities and mental illness. The Potter County SCO (Single County Authority) and BCM (Blended Case Manager) provide services to complex dual diagnosis individuals to assure access to services for all age groups from both the IDD (Intellectual Disabilities Department) and MH (Mental Health) systems as needed. Potter County Human Services regularly consults with Western Region ODP (Office of Developmental Programs) and OMHSAS (Office of Mental Health and Substance Abuse Services) through “Complex Case” referrals and meetings.
- b) **Individuals with Co-Occurring Disorders:** Potter County has four providers, Dickinson Centers, Inc., the Guidance Center, Beacon Light and Concern that provide licensed mental health outpatient services and ADAS (Alcohol and Drug Abuse Services) and Crossroads that provide drug and alcohol counselling services for all age groups. Potter County provides a Social Worker to transition individuals age 18 and up with co-

occurring disorders from incarceration in our county jails and recovery center back into the community. Blended Case management staff follows and monitor the services of these individuals for at least one year post release to assure they engage in needed services and can access resources they are eligible for.

The Oxford House is a (7) seven bed Drug and Alcohol housing program for age 18 and up. Most of those that stay have co-occurring disorders and were homeless. The majority of consumers in the Transitional Housing program have co-occurring disorders.

Blended Case Managers for those with co-occurring disorders make the necessary referrals for Peer support, Recovery Specialist and all outpatient services needed. Case Managers also assist in getting the AA and NA schedule to all with co-occurring disorders.

- c) **Individuals With Both Behavioral Health and Physical Health Needs:** Currently one of our Behavioral Health providers, Dickinson Centers Inc. have been able to employ physical health “wellness” nurses to monitor the physical health needs of individuals enrolled in their behavioral health programs.

The local hospital, Cole Memorial has established a work groups that includes nurses, physicians, psychologists, psychiatrists, mental health providers and Potter County Human Services to work on a project to meet this populations needs. Cole Memorial has secured a grant to assist this group in development of services to fill in the gaps in treatment in this area.

Potter County also provides SCO (Single County Authority) and Blended Case management services to monitor consumers and assist them with their needs by making appropriate referrals to service providers that can help them with their specific issues or problems.

- d) **Individuals with Traumatic Brain Injury (TBI):** Outpatient neurology is available in our communities through Cole Memorial Hospital. The Potter County Human Services Mental Health Department and BSU (Base Service Unit) are available to staff complex cases involving TBI (Traumatic Brain Injury) with outpatient provides and case management to assure individuals of all age groups have access to all available community supports.
- e) **Individuals With Criminal Justice/Juvenile Justice History:** Potter County in collaboration with the County Judicial System, County Sheriff and Jail Warden, Probation Department, Commissioners, the local CJAB (Criminal Justice Advisory Board) have developed several programs that have receive state and national recognition. Our DUI (Driving Under the Influence) Court has been operational for 3 years and has received national accreditation for the success it has demonstrated assisting individuals receive treatment while avoiding jail time.

Potter County has also developed a Drug Court that offers individuals the opportunity to participate in treatments and other services as an alternative to incarceration.

We are also in the early stages of developing a Pre-Trial Program that will offer offenders the opportunity to participate in treatment and return to the community rather than remain in jail until their hearing.

Finally in conjunction with The Northern Tier Children's Home, the county has developed a Women's Recovery Center. The program is designed to provide women offenders with the opportunity to receive Mental Health and Drug & Alcohol treatment along with Parenting skills, employment training, life skills and employment opportunities in an effort to have the women return to society with skills to remain successful and reduce recidivism.

Potter County also funds mental health counseling, county intakes, blended case management services and a variety of other program to individuals incarcerated in the county jail.

Potter County has signed a commitment to the Stepping Up Initiative for 2017. The initiative is under development and will take a few months to get started. This will help reduce recidivism of mental health inmates. Mental health will work closely with the inmate, jail, probation/parole, attorneys, DA, Judge, outpatient MH, family and others. It is estimated about 7 a month will be served. Looking forward to having a forensic counselor and a forensic caseworker actively involved.

Potter County uses the CASSP system for Juveniles in the criminal Justice system. Potter County has a CYS/probation officer for the juvenile population. All services are ready for the family when the juvenile returns home. Family Base, Wrap-Around, Case management, and all outpatient services appointments are made before release.

All Potter County Housing options do not discriminate to those who are released from Jail. Inmates can use the Oxford House, Transitional Housing, Section 8, Emergency Shelter, and Housing Assistance upon release. A couple local charities, The Christmas house and The Salvation Army are also resources used for those needing housing.

- f) **Individuals Who are Deaf or Hearing Impaired:** Potter County Human Services contracts with a certified interpreter to help providers communicate with individuals that are deaf or hard of hearing. CCBH (Community Care Behavioral Health) also provides interpreters for their members as well.
  
- g) **Individuals Who are Experiencing Homelessness:** Homelessness is a growing issue in Potter County. In an effort to tackle this issue the Potter County Human Services Coordinated Services Department provides several types of programs to help consumers facing homelessness. Through the utilization of HSDF (Human Services Development Fund) dollars we operate an emergency shelter program where local hotels are used to

house individuals for up to three (3) days while case managers work to hook the individual up to other program or services.

Another program is the temporary housing assistance program that enables individuals or families the opportunity to be provided housing for up to one (1) month at the Northern Tier Children's Home Campus. PCHS (Potter County Human Services) leases an apartment and makes this available for residents in need of short term assistance.

CHIPP (Community Hospital Integration Project Program) funding is used to maintain the lease for individuals transitioning from long term inpatient or incarceration back into the community or as diversion from restrictive placement for up to 30 days.

Finally, in conjunction with the Potter County Housing Authority, housing is made available through the McKinney-Vento grant for individuals to utilize until they are able to receive Section 8 housing.

- h) **Older Adults:** With the structure of Potter County Human Services our programs meet on a monthly basis to ensure a positive working relationship and that services are provided to this population. Potter County Human Services through the Block Grant was able to hire a protective services case manager to help those seniors experiencing difficulties. Potter County Human Services has a Memorandums of Understanding (MOU) with the Area Agency on Aging which is regularly revised to reflect the changes in services.

Potter County Human Services provides training to the four (4) Senior Centers on topics such as: mental health first aid, crisis intervention, prescription drug abuse, elder abuse and neglect, grief counseling, Apprise/Medicare, various physical and mental disorders, legal resources, end of life decisions, and many other topics to help seniors stay in their homes if that is that they choose to do.

- i) **Individuals Who are Medically Fragile:** Currently one of our Behavioral Health providers, Dickinson Centers Inc. have been able to employ physical health "wellness" nurses to monitor the physical health needs of individuals enrolled in their behavioral health programs.

The local hospital, Cole Memorial has established a work groups that includes nurses, physicians, psychologists, psychiatrists, mental health providers and Potter County Human Services to work on a project to meet this populations needs. Cole Memorial has secured a grant to assist this group in development of services to fill in the gaps in treatment in this area.

Those that are medically fragile and not able to remain at home are referred to a medical assistance wavier program. There are several providers to choose from for a home care attendant. Consumers that qualify for the waivers have the option of choosing the worker themselves or going through a provider.

- j) **Individuals With Limited English Proficiency**: Only 1.2% of Potter County households reported using a language other than English in the home during 2010-14 according to the US Census. If non English Speaking individuals are encountered in the behavioral health system they are accommodated through the use of interpreters as needed. Historically, local providers and the local hospital have been used to access interpreters.
  
- k) **Transition Age Youth Including Young Adults**: Potter County has developed an Independent Living program through cooperation with the Children & Youth Department that has leased a home where Young Adults between 18 – 21 can live for a period of time to complete their education, learn life skills and participate in Mental Health treatment.

Potter County has utilized Residential Treatment Facilities (RTF) having an average annual placement (prior to 2014) rate of about 5 youth. In 2015 the placement rate increased to 8 and in June 2016 only 3 children were in RTF (Residential Treatment Facility) placement. This number remains fairly consistent and PCHS works with referral sources to divert from placement and with RTF's (Residential Treatment Facility) to plan discharges as soon as treatment is started.

Potter County has utilized, through the CHIPP (Community Hospital Integration Project Program) Consortium the Project for Assistance in Transition from Homelessness (PATH) Grant. The PATH coordinator has been successful in helping individuals age 17 through 30 achieve safe living situations and to help them get connected to the supports within other systems that can help them move on with their lives – especially education and vocation.

For those youth that have an IEP the CASSP system is used until 21 years of age. Family Group Decision can also be used up to 21 if needed. Blended Case Management is also Used for transitional age youth. All necessary referrals will be made by the caseworker.

Respite is also available for this age group.