

OLMSTEAD PLAN 2016

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I. Planning Process

Tioga County has a positive and strong relationship with the individuals living here. Tioga has a local Drop-In Center, as well a Community Support Program (CSP), along with other options for day programs. Those programs listed below were used to solicit input regarding services in Tioga County. Five questions were asked to those at the Community Support Program, the Drop in Center, Psychological Rehabilitation, and Social Rehabilitation. Those questions were:

1. What services do you use?
2. What do you like best about these services?
3. Where are you living?
4. What barriers do you have that are keeping you from permanent housing?
5. What services do you wish were available to you?

Staff visited the program to ask the above. After talking with the individuals/ consumers, several things were apparent. Consumers use multiple services, enjoy their services, and have several barriers that prevent them from obtaining and maintaining permanent housing. Those findings will be discussed further in future paragraphs of the plan.

In order to further gather input regarding the MH services for Tioga county individuals there are several other methods that are used. Tioga County holds quarterly provider meetings with all providers and solicits their input regarding needs and services for all consumers. Additionally Tioga County is a member of Behavioral Health Alliance of Rural Pennsylvania (BHARP) and participates in their monthly meetings, planning for services in the area. Tioga County's Advisory Board meets on a monthly basis and has a wide variety of members, including those receiving services in the Mental Health system. All board members have input into all services at each meeting. Tioga County receives and reviews regular feed from the Consumer/Family Satisfaction Surveys. This year Tioga has begun to participate in the Intellectual Disability Regional Collaborative initiative and this will allow us to work closely with families receiving our services. Additionally our HMO, Community Care Behavioral Health, is starting Adult Member Advising Meetings. Community Care works with providers to help them to deliver innovative and accessible, behavioral health services. The belief is that behavioral health recovery is possible and that all individuals should have a voice in their treatment. The number one goal is to improve the quality of services for members and families in the communities through a partnership focused on suggested recovery outcomes. Adult Community Care Members and Family Members of Adult Community Care Members are encouraged to attend. Tioga has representation on the Regional LINK committee. Tioga County is not as active with the Service Access Planning (SAP) meetings as they had previously been. We do periodically participate by phone with our local SAP discussions. Tioga actively participated for many years, but has more recently been very active with our Community Care organizations, BHARP, The RSST process (Regional Service System Transformation. It is run by CCBH. It is the team we utilize to expand services or providers.) We have successfully used Reinvestment dollars and seen much more benefit from our involvement with these processes. The MH Director and the MH Caseworker

visited Clarks Summit State Hospital and met with each resident from Tioga to discuss their progress and any needs that they may have.

The services that were identified as being used were CSP, individual therapy, Psychiatric Rehab, the Drop-in Center, Peer Specialists, Blended Case Management (BCM), for building resiliency in youth they also utilize Family Based and Mobile Therapy. Consumers liked the sense of independence and freedom associated with using these programs instead of institutions. They also liked the support, companionship, and safety they felt being in these programs. Many consumers said that they felt like they could open up without being judged and that their information was kept confidential. Others simply used the services for something to do or to hang out with others.

The barriers that were identified were the need for employment opportunities, lack of transportation options, educational opportunities regarding trade school, vocational training, or other educational options, and additional veterans' services.

Most consumers live in some type of subsidized housing, personal care homes, or with others. Barriers to permanent housing were income, dependent status, background, or disabilities. Most were trying to move into a more independent permanent housing situation.

II. Services to be Developed

Tioga County has experienced higher numbers treating at Clarks Summit State Hospital (CSSH) over the past year. At the time of revision Tioga County has 11 individuals residing in Clarks Summit. This facility is for adults and elderly, no youth. Tioga transitioned 2 individuals back to the community this past year. These individuals had been there under 2 years. Both of these individuals were able to return to the community and live at least semi independently. The total number served at the CSSH over the year is approximately 14 individuals. About half of those have been at the State Hospital for over 5 years, and some for many more years than that. Discharge planning for those that stay there in a longer term fashion is difficult, as there are few options in Tioga County that offers 24/7 care. Each discharge is handled on an individual basis and plans are made that are appropriate for each person. Tioga does have the following language in their provider contracts as a means to assure that those coming back into the community can participate in services:

4.11 Mental Health Services for Individuals Discharged from State Hospitals. The Provider shall establish a "no eject/no reject" policy as well as fully and faithfully implement individual Community Support Plans (CSPs) for consumers discharged from state hospitals. The "no eject/no reject" policy is based on the recognition that an individual's success in the community depends, in part, on the assurance that the person will not be evicted from his/her home or have services terminated for punitive reasons. The County shall collaborate with the Provider in the planning and services delivery process.

Tioga would like to develop a small (4 bed) short term transitional/emergency support housing option. This is in the early stages of discussion but identified needs include the: need for housing for individuals transitioning out of the CSSH, need for intensive supportive housing for individuals that are experiencing some type of short term instability and could use the 24 hours

supports to assist them in their recovery in the community, need for individuals/families to that are experiencing an emergency short term need for housing. This housing would serve primarily persons over the age of 18.

Forensic Housing is in the early stages of discussion and cost benefit analysis. This program will be modeled after Union County's Justice Bridge Housing Program. It will serve non-violent offenders that are experiencing a substance abuse disorder and are at high risk for recidivism. We are looking at the potential expansion of the existing Homeless Assistance Program and using rental subsidies for up to 12 months or until they are able to transition into other housing. The individuals will receive supports as long as they are on probation or parole. This will be primarily for 18 and over individuals.

Tioga County currently has 6 children, under the age of 18 residing in JACHO placements. Two of those youth have been using this level of care for over two years, and continued stay has been recommended. Tioga County has custody of both of those youth, as their home environment was not appropriate prior to their need in this level of care. The CASSP Coordinator is working with the IDD Program to identify those youth that have a diagnosis of autism and may be able to receive additional supports in the community should the waiver expansion be implemented on 7/1/17.

In FY 16/17 Tioga County has established a contract with the local Partnership with Community Health to assist and coordinate transportation needs for individuals. This contract has helped alleviate many of the barriers encountered in obtaining services and is planned to be continued into FY 17/18. The number that can be served will depend on the length of the trips as well as the frequency of those requests. An estimate for people served is 75.

Supported Employment is an evidence based service to promote employment for persons with serious mental illness. These programs provide jobs that are competitive and permanent in nature. There is a rapid job search component, and there is follow along supports that are not time limited. The programs use a team approach, and treatment is integrated. To be reported under this code, the program must meet the guidelines on evidence based practices that are a part of the county plan guidelines. At this time Tioga County is working with a second provider to expand this service to individuals with a serious mental illness. This will provide additional opportunities as well as provider choice. Tioga County is hoping to employ 5 new individuals within the next year.

Tioga County, through a contract with SAM, Inc., plans to hire an additional screener position and part of their position will be to attend court so when the Judge wants a person to get into treatment, have an assessment or psychological evaluation this position will utilize block grant funding to offer three sessions before the person can get into the appropriate service provider/payer. This will assist adults, the elderly and children in the criminal justice system,

families in the C&Y (Children and Youth) system, those in front of the Judge for Drug and Alcohol issues as well as those for Mental Health hearing.

Housing is actually an issue for many residents in Tioga County, not just this population. Employment opportunities are scarce, and often job opportunities pay only minimum wage. It is difficult to find housing that is affordable. Couple that with the fact that Tioga does not have any MH housing facilities that are staffed 24 hours a day to meet the needs of individuals being discharged from State Hospitals, and initially require this level of service to remain in the community.

Although housing is an issue there are several programs that are available for housing assistance. Many of the following programs have waiting lists, thus the issue. Tioga has several housing programs scattered around the county however these are generally full with waiting lists. Some of the housing options currently available are:

- The Tioga County Housing Initiative, a homeless shelter, opened over a year ago and can house 17 individuals in transition.
- Tioga's Bridge Housing program has 14 apartments for homeless/near homeless people or domestic violence women and families. These are one and two bedroom, fully furnished apartments where individuals and families can live for up to a year with supports. Bridge housing has served those age newborn through 65. At this program they have created an additional six apartments for individuals with Mental Illness, and those apartments can be occupied for over the year time period. These six apartments are primarily for the adult population. Additionally, within this program are two Independent Living apartments for youth who are transitioning out of care and need the supports to succeed. Independent living serves those 17-21 years of age.
- Tioga County has several HUD approved apartment complexes for low income families. These are located around the county, offering choices in Blossburg, Wellsboro, Elkland, Lawrenceville, Nelson, Mansfield, and Westfield.
- Additionally HUD offer 213 vouchers for other types of housing around the county to help the lower income families.
- Tioga has some subsidized elderly properties that offer space to individuals with disabilities. There are at least two in Wellsboro, one in Elkland, one in Westfield, and one in Mansfield.
- There are a few privately owned assisted living apartments in the Wellsboro area.
- There are a few Personal Care Home options around the county, most are under 16 beds.
- United Christian Ministries runs several shelter type living facilities in Northern Tioga County. Kenner court houses 7 men, Garnet House houses 8 women, and David's by the Lake houses 3 families of 4.
- The Tioga Housing Initiative offers short term arrangements for the homeless in Whitneyville.

When working on planning with our consumers the county takes a Housing First approach to try to prevent homelessness. The housing specialist works with the PHARE grant which helps

individuals and families obtain housing, prevent eviction, and keep their utilities. This is done by paying for the first month's rent/ security deposit, rental arrears, or utilities that are about to be shut off. This helps many people that are going through a hardship or are first starting out a chance to have permanent housing. Other programs such as housing vouchers, dollar energy grant, and Consumer Assistance Program (CAP) help these individuals stay in their home.

Psychiatric and Psychological services are other areas in Tioga County where there is a deficit in the amount of service verses the need. Individuals seeking psychiatric or psychological services sometimes have to wait months to see a doctor. One provider, Crossroads, provides tele-psychiatry, however this is not something that all consumers are comfortable with. Although outpatient providers are available, consumers run into transportation issues and finding a provider that can accept the various insurances. In order to help alleviate the transportation issues, Tioga has contracted with the Tioga Partnership for Community Health to set up a contract for some additional supports with transportation. The Partnership sub-contracted with the only local taxi service and, when all other avenues fail, a transportation request can be made for the taxi to transport our clientele in all the systems we serve.

The Department of Human Services Administrator participates in the Regional Service System Transformation meetings. Through this participation, the Administrator is able to provide input on reported waiting lists, barriers for individuals seeking service and discuss how best to overcome those barriers. Provider expansions, service development and new options to services are discussed and reviewed.

Tioga County has the following services already in place to provide prevention services, as well as support services to those being discharged from local or state facilities.

Treatment Services:

Administrative Case Management
Outpatient psychiatric and psychological
Tele-psychiatric services
Crisis Services – Telephone, Mobile, and Walk-In
Social Rehabilitation
Drop In Services
Supportive Living
Sub Oxon Clinic in Williamsport

Support Services:

Deaf and Hard of Hearing services
Community Support Program (CSP)
Syracom translation services
Consumer Support Planning (CSP)
Regional Service Area Planning
Family to Family Training
Administrative Case Management
Intellectual disabilities collaboration

Certified Peer Specialists MH & D&A

Blended Case Management

D&A outpatient services

D&A Inpatient Treatment

Psychiatric Rehabilitation – site based and mobile

Infrastructure:

Bridge Housing (HAP)

Veterans Programs

County Assistance office collaboration

Public Housing Authority collaboration

Homeless Prevention Rapid Rehousing Program (PRP services) CASSP Services

Personal Care Homes

Community Living arrangements

Supportive living/life sharing for individuals

Public funded housing programs

Housing Financial Assistance

Six MH Residential Supportive Housing Apartments

Four Family Living Apartments thru re-investment

Tioga County Homeless Initiative

Local Housing Options Team (LHOT)

Facility Based Vocational Rehabilitation

Section 8 housing vouchers

Transition Age Services

Peer to Peer Training

Community Employment

SAP teams in 3 school districts

TREHAB collaboration

Housing contingency funds

Aging Services collaboration

Employment Services

Veterans Services collaboration

Rep Payee Services

Forensic MH/D&A

Housing Specialist

Residential Treatment

Foster Care/Kinship Care

III. Housing Inventory- Tioga County

County	Type	# of units	# Occupied	Waiting List (Y/N)	If yes, # on waiting list
Tioga	Bridge Housing (Transitional)	14	11	Yes	9
Tioga	Residential Supportive Housing (Mental Health Transitional)	6	2	Yes	5
Tioga	Mansfield Village (Permanent low income)	50	50	Yes	138
Tioga	Mansfield Court (Permanent elderly or disability, low/medium income)	24	24	Yes	unknown
Tioga	Bradford Tioga County Housing Authority (Permanent low income)	460	459	Yes	383
Tioga	United Christian Ministries (Single Room Occupancy homeless)	18	18	Yes	2
Tioga	Private Landlords	100	unknown	No	unknown
Tioga	Tioga County Homeless Initiative (homeless shelter)	17	13	No	N/A
Tioga	Greenwood Gardens	40	35	Yes	25
Tioga	West End Apt	16	15	Yes	21

Housing Deficiencies-

When you review the options that Tioga already has available, the “lack of affordable housing” statement seems incorrect. However, there seems to be more need than there is housing. Housing opportunities are something that Tioga continues to work on, however there are no additional funds being given to the HUD programs to provide more vouchers, builders would be reluctant to erect additional facilities with out the promise for assistance to families in need. The facilities that offer housing are reluctant to open those to individuals with a history of drug-related crimes, or poor credit history. Housing and Urban Development (HUD) list is often closed to take new applicants as all their funds are already encumbered. There are long wait lists for those trying to get into low income/ public/ subsidized housing. Most rent is too expensive for most residents to afford. Most places for rent that are cheap are often unsafe or are in need of renovations. The unemployment rate in Tioga is high, and several additional factories are closing this year. Income levels are low. Many services are located in the Wellsboro or Mansfield area, however some of the apartment complexes for low income are located in outer lying towns and the issue with lack of transportation then makes it difficult for those people to get to services.

Additionally Tioga works with Self Determination Housing Project (SDHP) their project is:

At SDHP, one of our goals is to educate housing and social service providers about [Fair Housing](#), so that disability discrimination becomes a thing of the past. Jeff Fields, Region 10 RHC, recently provided a training for Nursing Home Transition Coordinators covering the Southeast region of the state. Nursing Home Transition (NHT) is an innovative state program that helps individuals move out of Nursing Homes and into community settings with support. The NHT Coordinators learned about the protected rights of people with disabilities in housing and how to advocate for those rights through reasonable accommodation and modification requests. This services is offered for special populations but is included here in the Housing Inventory Section. Jim Meehan, who works with Tioga County, recently held a training for professionals about how to teach others to be responsible renters. Basics like how to read a lease, how to find an apartment, and role playing dialogue are included in this training. SDHP also helps to advocate for those that may not be able to advocate for themselves. The staff are very knowledgeable of laws and rights to those that are renting their homes. The expectation from the training is that those trained will pass along this knowledge and reach about 40 individuals looking for housing over the next year. The representative for our area is always available for consultations.

Tioga County works closely with BHARP as mentioned previously. In working with the Local Lead Agency and Kristi Schuster, our representative, we were notified that although the BHAU is currently the LLA for the BHARP counties; they will be transitioning out of the role effective April 30, 2017. County Administrators have been asked to think about potential agencies to take over the role for their counties. At this time, the new LLAs will only be trained when 811 units come into their county. The Regional Housing Coordinators and DHS will keep the new LLAs updated.

Tioga County’s Local Housing Options Team (LHOT) meets once a month, and is led by our Housing Coordinator. Currently, attendance has been low, ranging from 3 to 5 people. The

team is in the process of changing the focus of LHOT from homelessness to affordable housing. Some of the participating partners are BHARP, Aging Services, Mental Health, D&A, C&Y, County Assistance Office, Transportation, the Fair Housing Coordinator, and local landlords at times.

IV. Special Populations

MH/ID /D&A- Tioga County serves each population separately as well as offers comprehensive dual services. Each service provides services for youth through the elderly, based on each individual's needs. The MH unit serves anyone open with a MH diagnosis regardless of other diagnosis, when they need MH funding to cover their Mental Health needs. Drug and Alcohol (D&A) case manager can assist folks with obtaining the appropriate level of D&A services, and fund those. Intellectual Developmental Disabilities (IDD) case coordination is provided for anyone with an ID diagnosis, and funds those services. If an individual is diagnosed with MH/ID and is experiencing difficulty in the community, the Base Service Unit and ID program work together to access additional support services offered through the dual diagnosis treatment team and the community stabilization residential unit in order to divert a hospitalization. In addition, C&Y case managers are cross trained in recognizing D&A/MH/EI/ and IDD issues.

Tioga also offers Mental Health and Drug and Alcohol services through several private agencies including Crossroads, Harbor and Laurel Health Services.

Behavioral and physical health needs – The services are based on each individual's needs and those all listed above are available, should the individual meet the criteria for the service. Appropriate ancillary referrals are made when there is a need. These services are available for all ages. Tioga continually is evaluating the needs and attempting to put in new or enhanced services when those needs are identified. For example there are plans to enhance the services being offered in the schools by one behavioral health provider. Several local providers are now using the Nurse Navigator services. There are also plans to add additional services in our local jails to assist with housing needs.

Traumatic Brain Injury- The services are based on each individual's needs and those all listed above are available, should the individual meet the criteria for the service. Appropriate ancillary referrals are made when there is a need. The services would serve all ages. The IDD system has services available should someone meet the criteria to be opened for that service. Tioga also works with the BrainSteps program and the Association of Pennsylvania for Brain Injury.

Incarceration – Tioga County has a Forensic Case Manager that works with adult inmates who are ready to be released and will assist them in finding housing, applying for Medical Assistance and finding the appropriate support services. Each inmate is assessed at entry for jail based services offered by Crossroads and Harbor Services for Mental Health and Drug and Alcohol Services. There are expansion plans listed for the jail transition housing to be added in the future.

Deaf and hearing impaired – The services are based on each individual’s needs and those all listed above are available, should the individual meet the criteria for the service. Appropriate ancillary referrals are made when there is a need. The ID Program has multiple resources and are accessed when needed. Upon the approval of the Harry M. Settlement the IDD program received training on the unique need of Deaf people with intellectual disabilities. Although this training was targeted for those with IDD, the information and its applicability is wide spread. Additionally, we have consulted with the IDD program on what services and providers are available locally. The need has not arisen, but should it arise, we would reach out to the Deaf Services Coordinator for any additional assistance needed.

All ages would have access to services in Tioga County. Tioga has the Telecommunication Device for Deaf (TDD) phone available for working with the hearing impaired. Tioga contracts with independent sign language interpreters and other language speaking translators when needed.

Homeless – Most of the programs have been mentioned previously. Also mentioned previously is the fact that Tioga works with all their populations with Housing First as we know and understand how important having the basic need for shelter impacts their entire life. Tioga County has a specific group called the Tioga County Homeless Initiative that provides shelter to folks who are homeless. United Christian Ministries previously mentioned, is another homeless program that provides services for the homeless. They provide adult and family housing for women, men and family housing/units to meet local needs. There is a domestic violence program in Tioga County, Haven, which offers housing supports for women and children in an abusive home.

Several local communities in Tioga County offer other publically funded housing options around Tioga County.

Older Adults and Medically Fragile– There are three Nursing homes in the county, two Assisted Living homes, and three Personal Care Homes. There are five Senior Centers across the County that are open anywhere from 2-5 days a week. Services offered at the Centers include presentations on topics including mental health, drug and alcohol, aging and recovery services. They also bring in presenters on other topics as requested by the individuals in attendance. Finally, they are a place for meals, parties and other gatherings.

The office of the Area on Aging offers many in home services to assist the elderly or ill to be maintained in their homes. Tioga County has several private home based service providers available also.

There are other groups across the County, such as the Elkland Senior Citizens Club, that meet monthly just to socialize, break bread and enjoy each other’s company. Older adults qualify for manor housing when they turn 62. Those 52 years of age and older can apply, but those over 62 have preference. Tioga has some subsidized elderly properties that offer space to individuals with disabilities. There are at least two in Wellsboro, one in Elkland, one in Westfield, and one

in Mansfield. There are a few privately owned assisted living apartments in the Wellsboro area. There are a few Personal Care Home options around the county, most are under 16 beds. There are three Nursing Homes in the Wellsboro area.

Linguistic minorities- Traditionally, Tioga County has not had a large varied linguist population. Over the past few years, due to the influx from the gas industry, there has become more of a need for these services, and schools are now hiring staff to assist with this population. Additionally, the County Human Services office has purchased the services of Cyracom Translation Services to meet the need of non-English speaking populations. All ages would have access to these services. All contracts with service providers have language in them specific to the need for translation/communication for clients.

All human service agencies, providers and other entities that receive federal funding, either directly or indirectly, through a grant, contract, or subcontract are responsible for providing oral language interpretation, providing translation of written materials, and providing notice to persons with LEP of their rights to language assistance and the availability of such assistance free of charge. Practices which violate Title VI include providing services to LEP persons that are more limited in scope or are lower in quality than those provided to other persons, subjecting LEP persons to unreasonable delays in the delivery of services, limiting participation in a program or activity on the basis of English proficiency, providing services to LEP persons that are not as effective as those provided to persons who are proficient in English, or failing to inform LEP persons of the right to receive free interpreter services and/or requiring LEP persons to provide their own interpreter.

Transition Youth – Tioga County’s Independent Living Program has apartments for youth transitioning out of care and from other housing options. The age population served is from 17 years through age 21. They also coordinate with C&Y case management for necessary services. These include working with youth to secure housing, including providing financial assistance while the youth gets established, teaching independent living skills, assisting with obtaining necessary documents or other needs as deemed appropriate. Tioga Is at maximum capacity in their Bridge Housing apartment program so to develop additional youth apartments would mean that other types would need to be cut back. However the C&Y caseworker works with each youth to develop housing plans. There have been instances where local apartments were found rather than the independent living options at Bridge Housing. Independent living serves youth aged 17-21.