

PENNSYLVANIA OLMSTEAD PLAN

Erie County

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I. OLMSTEAD PLANNING PROCESS:

In gathering the information below, many stakeholders were involved with developing the plan including: mental health consumers, family members, advocacy groups, mental health providers, Community Care Behavioral Health, Criminal Justice, Office of Intellectual Disabilities, Office of Drug and Alcohol and Office of Children and Youth representatives. Stakeholders provided input in a variety of settings including: Department of Human Services – Mental Health Consultative Committee, Peer Support Initiative Committee, Provider Monitoring meetings, ReCovErie Consumer Support Planning Committee, Member Advisory Committee, Family Advisory Committee, Home Team and multiple County workgroups. On-going input will be received from these forums as the plan is implemented. Monitoring will be conducted by representatives from the Erie County Mental Health/Intellectual Disabilities Office, Community Care Behavioral Health and Mental Health Provider Agencies through the on-going meetings mentioned above, quality audits and Consumer/Family Satisfaction Team (CFST) surveys.

II. SERVICES TO BE DEVELOPED:

a)

Prevention and Early Intervention	Number of Individuals to be Served	Timeline for Development of the Program	Resources Needed
Early Onset Recovery Program (EORP)	50	In Process	<ul style="list-style-type: none">• Staff to support• Funding• Staff training
State Licensed Family Residential Program	48	In Process	<ul style="list-style-type: none">• Staff to support• Funding• Staff training
System of Care (SOC) Expansion including three positions: SOC Project Director, SOC Family Lead Contact and SOC Youth Task Lead	25	April 2017	<ul style="list-style-type: none">• Contracted agency to support• SAMHSA SOC funding• Staff to support• Training

Contact			
Center of Excellence	300	January 2017	<ul style="list-style-type: none"> • Staff to support • Staff training • Funding
Warm Hand Off	20	October 31, 2016	<ul style="list-style-type: none"> • Staff to support • Department of Drug & Alcohol (DDAP) training • Funding

For the 2016-2017 Fiscal Year, OMHSAS provided funding for Safe Harbor Behavioral Health of UPMC Hamot to start an [Early Onset Recovery Program \(EORP\)](#). EORP provides team delivered specialty care to individuals who are 15 to 35 years of age, Erie County residents and who are experiencing psychotic symptoms or illness. This program is best suited for someone with fewer than two years of treatment for psychosis. Services include: psychotherapy, supported employment and education, family education and support, case management and medication management.

On September 12, 2016, Gaudenzia cut the ribbon on its newest program called [House of Healing](#). It is a family residential program to serve women and expectant moms dealing with addiction issues. The facility can house 16 females who could have up to two children residing with them in the house. Services within House of Healing include: life skills training, parenting classes, individual and group therapy, peer groups, education remediation, vocational training, AA & NA orientation, drug and alcohol screenings, aftercare planning and follow up services.

October 1, 2016 Erie-Luzerne System of Care (SOC) Initiative was awarded a [System of Care \(SOC\) Expansion and Sustainability Cooperative Grant](#) from Substance Abuse and Mental Health Services Administration (SAMHSA). A System of Care (SOC) approach will be used to improve services for children and youth (and their families) up to age 21 with complex behavioral health challenges and will initiate efforts to infuse a trauma-informed culture, and to help those with early signs and symptoms of serious mental illness, including first episode psychosis. There are formal youth or family organizations currently within Erie County; the initiative will allow the youth and family leads to develop and implement plans for youth and family organizations to expand self-help, advocacy, and support. These lead contacts will be active participants in the governance of the System of Care.

The [Opioid Use Disorder \(OUD\) Center of Excellence](#) was awarded to Esper Treatment Center by the Department of Health. This program will develop a

community-based care management team of licensed and unlicensed professionals, track and report aggregate outcomes, meet defined referral standards for drug and alcohol, as well as mental health counseling, report on standard quality outcomes, and participate in a learning network. The care management team will help individuals with opioid use disorders to navigate the healthcare system by facilitating admissions into treatment from referral sources such as emergency departments & primary care physicians, help individuals transition from inpatient level of care to an outpatient treatment center, and to facilitate the transition of individuals leaving state & county corrections systems to ongoing treatment within the community. This team will also collaborate with local primary care providers to educate about screening, referral, and treatment for OUD, along with motivating and encouraging individuals with OUD to stay engaged in both physical health and behavioral health treatments, and finally to help individuals find stable housing & employment, and reestablishing family/community relationships.

The Erie County Office of Drug and Alcohol Abuse contracted with two local providers Gaudenzia Erie, Inc. and Safe Harbor to provide the [“warm hand-off” program](#) to all Erie County hospital Emergency Departments to address overdose survivors. The purpose of this program is to provide screening, assessment, referral to treatment, and tracking of individuals who have survived a recent overdose. Our goal is to assure that all recent overdose survivors are offered immediate admission to the recommended level of care, without any restriction to access, assessment and/or admission to treatment. Gaudenzia Erie, Inc. is responsible for Emergency Department referrals from Corry Memorial Hospital, Millcreek Community Hospital, and Saint Vincent Health Center. Safe Harbor is responsible for Emergency Department referrals from Erie VA Medical Center and UPMC Hamot.

b)

Non-Institutional Housing Options	Number of Individuals to be Served	Timeline for Development of the Program	Resources Needed
Coordinated Entry (CE) System		Fiscal Year 2016-2017 Fiscal Year 2017-2018	<ul style="list-style-type: none"> • Funding (applied for funding for 2017-2018 via HUD) • Community Buy In
Veteran’s Fairweather Lodge	8	February 1, 2017	<ul style="list-style-type: none"> • Funding • Staff to support • Staff training

Erie County/City Continuum of Care is seeking funding from HUD for a [Coordinated Entry \(CE\) system](#). A CE system is a centralized point of contact to assess the appropriate level of care needed in order to assist an individual or family who is homeless. A CE system will provide the following components: 1) Over-the-phone or walk-in assessment. 2) “What-ever-it-takes funds” to divert homeless and near-homeless from a shelter residence. Specifically, the Specialists and the supervisor review the assessment and negotiate with the individual and their host “whatever-it-takes” to preserve the living arrangement. Time-limited stipends and gift cards will be issued to the double-up or tripled-up hosts. 3) Transportation to a shelter, and 4) Referral to a shelter(s) that have a vacancy that comports with the homeless persons’ or family’s needs. Once an assessment is completed on the individual or family who is homeless, they will be referred to the appropriate housing program quickly, without preconditions or service participation requirements, as per the Housing First approach. This approach focuses on getting individuals access to housing regardless of secondary issues such as untreated psychiatric illness. The Housing First approach is especially important for individuals with mental illness as it is vital for the basic needs to be met first prior to being able to address stabilization of the mental health needs.

Stairways Behavioral Health opened a [Veteran’s Fairweather Lodge](#) on February 1, 2017. This Lodge houses 4 veterans with mental illness. Stairways plans to open a second Veteran’s Fairweather Lodge in June 2017, which will also house and provide services to 4 veterans with mental illness. The Lodge is a living arrangement designed specifically for veterans with mental illness who are active members of society and wish to live independently. Those who benefit most are persons who may not be able to find affordable, safe housing and have difficulty paying for food and utilities on their own, but could do so with the help of other housemates. All Lodge members are encouraged in a variety of ways to assume responsibilities for the day-to-day operation of the household. Members establish the rules they are to live by. All members are able to work and contribute financially, which provides for a comfortable standard of living. Since Fairweather Lodge program goals are to encourage self-reliance on group membership, on-site staffing is limited. However, staff offer support and serve as advisors, as needed, and are available in times of emergency. Lodge staff will assist with accessing community programs that promote independent community living.

c)

Non-Residential Treatment Services and Community Supports	Number of Individuals to be Served	Timeline for Development of the Program	Resources Needed
High Risk Care Management	149	In Process	<ul style="list-style-type: none"> • Staff to support • Additional housing options to support diversion efforts
Certified Community Behavioral Health Center (CCBHC)	6,441	July 2017	<ul style="list-style-type: none"> • Staff to support the CCBHC process • Evidence based programming additions • Trainers
Outpatient Clinic	5,000	Grand Opening on 10/13/2016	<ul style="list-style-type: none"> • Base funds • HealthChoices funds
Housing Support Services	10	In Process	<ul style="list-style-type: none"> • Staff to support • Base funds
Community School Based Behavioral Health (CSBBH)	100	August 2017	<ul style="list-style-type: none"> • RFP for provider • Staff to support • Training
Erie County Re-Entry Services and Support Alliance (ECRSSA)	150	In Process	<ul style="list-style-type: none"> • Staff to support • Training • Funding through United Way of Erie County and Erie Community Foundation
Psychiatric Rehabilitation Services	15-30	April 2017	<ul style="list-style-type: none"> • Staff to support • Training • Waiver

[High Risk Care Management](#) involves a specific team of Care Managers that work with members and their providers to resolve complex or high-risk factors which impact the member's ability to progress towards recovery. Face-to-Face or telephone contact is focused on both the member and provider. High Risk Care Managers also complete Readmission Interview Tools when an individual is readmitted to the hospital within 30 days, focusing on diversion. From September through March 2016, 64 individuals were readmitted to the hospital. Forty Three (43) individuals completed the Readmission Interview Tool at 67%. The goal is to increase the percentage to 100%.

In May 2016, Safe Harbor Behavioral Health of UPMC Hamot submitted a Needs Assessment for review regarding the start-up of a [Certified Community Behavioral Health Center \(CCBHC\)](#). A CCBHC is a specialty organization that provides 24-hour crisis intervention, assessment, diagnosis and screening, coordinated treatment planning, outpatient mental health and drug and alcohol treatment, targeted case management, psychiatric rehabilitation services, peer support, peer counseling and family support, services for veterans and care coordination. In May 2016, Safe Harbor participated in a site visit with the Office of Mental Health Substance Abuse Services (OMHSAS) leadership and subsequent visits are anticipated. The Drug and Alcohol program is currently open and will be taking clients within the month of November 2016. The State is sending in their application to the federal government, which is due October 31, 2016 to determine if Safe Harbor Behavioral Health is selected to become one of Pennsylvania's Certified Community Behavioral Health Center Clinics. Selection notification is expected to be received by the end of December 2016.

On October 13, 2016, Barber National Institute opened a new [Outpatient Behavioral Health Clinic](#). The new clinic provides mental health services for children, adults and families. Services include: comprehensive assessment to evaluate individual needs and goals, counseling and psychotherapy tailored for individuals, couples, families and groups and Medication therapy that is prescribed and monitored by a board certified psychiatrist.

Lakeshore Community Services, Inc. provides [Housing Support Services](#) to adults with serious and persistent mental illness who are identified as a CHIPP (Community Hospital Integration Projects Program) participant. In November 2016, the Housing Support Program will expand to serve additional CHIPP individuals. This program operates 365 days a year and provides both direct and indirect supports. The Housing Support staff assists consumers in Erie County with such things as, time and money management, activities of daily living and relationships with landlords and neighbors.

The [Community and School Based Behavioral Health \(CSBBH\)](#) program is a voluntary mental health service for youth, ages 5-20, who have a severe emotional and /or behavioral concern that affects their ability to function in school, home or community. Services include: clinical interventions, crisis intervention, case management and consultation and training to school staff and others involved in the youth's care. The team is housed in the school and provides support during the school day. Services are also available to the child and family after school hours, weekends and during the summer in the home and community.

On September 12, 2016, Greater Erie Action Committee (GECAC) received a 3 year grant through United Way of Erie County and Erie Community Foundation to fund the [Erie County Re-Entry Services and Support Alliance \(ECRSSA\)](#). ECRSSA will provide Intensive Case Management and Resource Coordination services to those deemed medium to high risk offenders who are returning to Erie County from federal, state or county incarceration.

Stairways Behavioral Health currently provides [Psychiatric Rehabilitation Services](#) to adults with mental illness and is seeking to expand the program to include 15-18 year olds with mental illness. The Psychiatric Rehabilitation Services program is based on the principles of the psychiatric rehabilitation approach. This program provides help to individuals to develop the skills and supports needed to be successful in the areas of living, learning, socializing, working and wellness. The program will provide youth with one to one and group based interventions and skill development to help them maintain their independence and enhance their ability to participate in the community and pursue personal goals and needs.

d)

Peer Support and Peer Run Services	Number of Individuals to be Served	Timeline for Development of the Program	Resources Needed
Peer Support Trainers	25	In Process	<ul style="list-style-type: none"> • Base funds • Marketing to promote referrals
Certified Community Behavioral Health Center (CCBHC)	6,441	July 2017	<ul style="list-style-type: none"> • Staff to support the CCBHC process • Evidence based programming additions • Trainers
Certified Peer Specialists (CPS)	150	In Current Array	<ul style="list-style-type: none"> • Funding • Staff Training • Certification Training • Staff to Support
Drop-in Center	5,500	In Current Array	<ul style="list-style-type: none"> • Funding • Staff to Support
Warm-Line		In Current Array	<ul style="list-style-type: none"> • Funding • Staff to Support

The National Alliance on Mental Illness (NAMI) of Erie County was one of four affiliates selected out of 56 affiliate offices located in Pennsylvania by the national office to identify candidates to attend the Training of the Trainers conference in Arlington, Virginia in April 2016. NAMI of Erie County nominated three Peer-to-Peer teachers and one Family-to-Family teacher to attend the training.

NAMI of Erie County now has the opportunity to host teacher trainings for the NAMI Peer-to-Peer and NAMI Family-to-Family programs in Erie County. This allows these four teachers to train qualified NAMI Program graduates to become certified NAMI teachers. In turn, NAMI of Erie County will have more volunteers to teach its programs, allowing NAMI to provide more education and support of mental illness for individuals and families in Erie County. Other NAMI affiliates will also send their graduates to be trained.

In May 2016, Safe Harbor Behavioral Health of UPMC Hamot submitted a Needs Assessment for review regarding the start-up of a [Certified Community Behavioral Health Center \(CCBHC\)](#). A CCBHC is a specialty organization that provides 24-hour crisis intervention, assessment, diagnosis and screening, coordinated treatment planning, outpatient mental health and drug and alcohol treatment, targeted case management, psychiatric rehabilitation services, peer support, peer counseling and family support, services for veterans and care coordination. In May 2016, Safe Harbor participated in a site visit with the Office of Mental Health Substance Abuse Services (OMHSAS) leadership and subsequent visits are anticipated. The Drug and Alcohol program is currently open and will be taking clients within the month of November 2016. The State is sending in their application to the federal government, which is due October 31, 2016 to determine if Safe Harbor Behavioral Health is selected to become one of Pennsylvania's Certified Community Behavioral Health Center Clinics. Selection notification is expected to be received by the end of December 2016.

Mental Health Association of Northwestern Pennsylvania (MHA), Stairways Behavioral Health and Safe Harbor Behavioral Health of UPMC Hamot offer [Certified Peer Specialist Services \(CPS\)](#) in Erie County. Peer Support Team Members, all of whom are Certified Peer Specialists, make themselves available to consumers residing in Erie County to provide support, counsel, education and training consistent with consumer identified goals. Peer Support Team Members go off-site to establish interaction with current or potential users of the service.

Mental Health Association of Northwestern Pennsylvania (MHA) operates the Erie County [Consumer/Recover Center "drop-in center."](#) This center provides the opportunity for adults with mental illness to interact with peers in social, educational

and recreational activities in an environment in which they feel safe. Participation also helps consumers develop informal mutual support systems. Anyone who can provide verification of current or past use of mental health services is eligible to attend center programs. The center also hosts groups and activities provided by community organizations and services that are of a nature that center members can participate.

Safe Harbor Behavioral Health of UPMC Hamot provides the Warm-Line service. The Warm-Line is a peer run listening line staffed by Certified Peer Specialists. The Warm-Line is designed to support individuals in a non-emergency situation and is in operation Monday-Friday from noon until 7:30pm.

e)

Supported Employment Services	Number of Individuals to be Served	Timeline for Development of the Program	Resources Needed
Early Onset Recovery Program (EORP)	50	In Process	<ul style="list-style-type: none"> • Staff to support • Funding • Staff training

For the 2016-2017 Fiscal Year, OMHSAS provided funding for Safe Harbor Behavioral Health of UPMC Hamot to start an [Early Onset Recovery Program \(EORP\)](#). EORP provides team delivered specialty care to individuals who are 15 to 35 years of age, Erie County residents and who are experiencing psychotic symptoms or illness. This program is best suited for someone with fewer than two years of treatment for psychosis. Services include: psychotherapy, supported employment and education (SEE), family education and support, case management and medication management. The goal of the provided SEE is to help individuals develop and achieve personally meaningful goals related to their careers, their education and their employment. SEE services are individualized for each person based on their preferences, goals and values. SEE services are provided based on the person's choice to pursue employment, or education or both. SEE services include resume writing, role playing, interview skills, strength identification and building, job placement assistance, problem solving and barrier removal and symptom management in the workplace. The vast majority of SEE services take place outside of the office, including job coaching as needed and desired by clients.

III. HOUSING IN INTEGRATED SETTINGS:

a) Housing Inventory of existing housing options include:

The Home Team plans, implements, and evaluates the homeless services system through a Continuum of Care approach. The COC consists of: Outreach and assessment, Emergency shelter, Transitional housing, Supportive services, Permanent supportive housing and Permanent Housing.

Community of Caring

Shelter- 45

Permanent Supportive Housing, (PSH) program- 10 beds- single males/females/chronically homeless

City Mission

Shelter- 27

Rapid Rehousing, (RRH) - 21 units, 36 beds, males over age 18/chronically homeless/serious mental illness/substance abuse

Community Shelter Services

Shelter- 55

Permanent Supportive Housing, (PSH) - 8 units, 22 beds-families/with or without a disability

Erie County Care Management

Permanent Supportive Housing- (PSH) - 49 units, 84 beds, individuals/families/chronically homeless/serious mental illness

Erie Dawn

Rapid Rehousing, (RRH) - 12 units, 24 beds, women and children/victims of domestic violence/chronically homeless

Erie United Methodist Alliance

Shelter- 44

Rapid Rehousing, (RRH) - 24 units, 54 beds, families/individuals

Housing and Neighborhood Development Service

Supportive Services- Service consists of providing maintenance for an 8 unit housing complex.

Mental Health Association

Permanent Supportive Housing- (PSH)- 23 units, 23 beds,
Individuals/males/females/Serious Mental Illness/Substance Abuse/Involvement
in Criminal Justice System

Mercy Center

Transitional Housing- 14 beds, women with or without children

Safenet

Domestic violence shelter- 42

Transitional Housing- 6 units, 12 beds, women with 1 child or who are
pregnant/victims of domestic violence

Safe Journey

Domestic violence shelter- 8

Transitional Housing- 8 beds, victims of domestic violence/women and children

b) Erie County's homeless community is working toward providing barrier free housing. The concept of barrier free housing in the Erie community focuses on housing being a human right and is essential to have in place prior to any secondary issues being able to be addressed. The majority of providers in our community have a focus on servicing individuals with disabilities. Provider's will accommodate as they are able, or make appropriate referrals for other services as needed. It is important for individuals to have access to resources near housing in order for their needs to be addressed. Most housing options are located near Erie's downtown area, which is also where multiple local community resources are available. Resources include access to family physicians and specialists, four local hospitals including a Veteran's Affairs Medical Center, multiple mental health service providers, drug and alcohol addiction providers, food banks, and many others. The local bus line is also readily available throughout the downtown area for use near the majority of the housing options.

c) Erie County does not have any Community Residential Rehabilitation (CRR) for adults, and therefore no conversion plan is included.

d)

1. Erie County Care Management (ECCM) is the Local Lead Agency (LLA) for Erie County, providing Homeless Case Management and Supportive Services. In addition, ECCM authorizes shelter stays for Community of Caring and

Community Shelter Services, and can do reauthorizations if necessary. Supportive Services utilize face-to-face interviews with clients to determine eligibility and to assist with obtaining mental health services, emergency shelter, and Shelter Plus Care.

2. Erie County Continuum of Care (CoC) was awarded \$2,128,578 by HUD for the 2015 CoC competition. Funds will be used for the 2016-2017 Fiscal Year. Twelve housing projects for persons experiencing homelessness were renewed. Since HUD is focusing on Permanent Housing, Transitional Housing providers and local Home Team Members went to Allegheny County in June 2016 to gather pointers on adjusting their programs to Permanent Housing, using the “Housing First” approach. Erie County Home Team consists of providers and area concerned citizens working together to eradicate homelessness. Home Team members include representatives from housing providers including Community of Caring Shelter, Mercy Center for Women, Community Shelter Services, Erie United Methodist Alliance, the Erie City Mission, and many others. Membership also includes representatives from the Erie School District, Mental Health Association, Erie City Planning Department, and Family Services of NW PA. The varied membership of Erie County’s Home Team creates a powerful partnership in the community with the common goal of ending homelessness. Coordination efforts exist between the Housing/Homeless Subcommittee of the Mayor’s Roundtable, the Erie Redevelopment Authority, the Erie County Department of Planning, and the Home Team.

IV. SPECIAL POPULATIONS:

Specialized services in sections **a**, **b**, **e** and **g** are available for *adults*. Specialized services in sections **c**, **d**, **f**, **i** and **j** are available for both *adults* and *children*. Specialized services in section **h** are available *older adults* and specialized services in section **k** are available for *children*, *transitional age youth* and *young adults*.

a) Specialized service needs for individuals with a dual diagnosis (mental health/intellectual disability) are met mainly through two agencies. Lakeshore’s [Semi-Independent Living Program](#) offers adults with mental illness and intellectual disabilities help in locating affordable housing and in understanding and negotiating the details associated with successfully living in the community. Semi-Independent Living has assisted and continues to assist individuals who have left institutional settings. Barber National Institute’s [Outpatient Clinic](#) has a satellite location that offers psychiatric services to dually diagnosed individuals including: comprehensive assessment to evaluate individual needs and goals, counseling and psychotherapy tailored for individuals, couples, families and groups and Medication therapy that is

prescribed and monitored by a board certified psychiatrist. Group therapy and social skill development groups are currently being developed for the clinic and will be implemented within a year. Barber National Institute also runs an [Adult Partial Hospitalization Program](#) for dually diagnosed individuals. This program is designed for clients who can benefit from a highly structured and supervised setting. The program consists of six hours of intensive programming Monday through Friday. Programming uses cognitive behavioral therapy to develop improved coping mechanisms, improve management of symptoms and promotes healthy living skills. This comprehensive approach to patient care incorporates a multidisciplinary team providing group education and therapy, individual therapy, psychiatric evaluation and medication management.

b) Specialized service needs for individuals with co-occurring disorders (mental health/substance use disorders) are met through several levels of care and treatment forums. Stairways Behavioral Health offers a [Dual Diagnosis Outpatient Clinic](#) and [Gage House Dual Diagnosis Program](#). The Outpatient Clinic offers two levels of outpatient care, traditional and intensive. Dual Diagnosis' treatment may include medication assistance, such as Vivitrol, in combination with appropriate outpatient services to assist in recovery of individuals addicted to opioids and alcohol. Gage House offers a structured program that provides both rehabilitation and habilitation services to individuals who are in need of treatment to address co-occurring drug and alcohol and mental health issues. [CROMISA \(Community Reintegration of Offenders with Mental Illness and Substance Abuse\)](#) and [STEP \(Supportive Transitional Extension Program\)](#) are programs that provide services to support community integration to Erie County offenders who are incarcerated in the state system, with at least one year of their sentence remaining, and who are struggling with both substance abuse and mental illness. Gaudenzia [Dual Diagnosis Residential Treatment Facility](#) provides residential care, shelter, support for recovery from addiction and services to stabilize the symptoms of chronic mental illness. [Erie County Treatment Court](#) is a unique program that helps keep individuals with mental illness and chemical dependency addiction out of jail and on the road to a healthy law-abiding lifestyle.

c) Specialized service needs for individuals with both behavioral health and physical health needs are being met through collaboration efforts between behavioral health providers, physical health plan organizations and our local managed care provider, Community Care Behavioral Health (CCBH). From January 1, 2016 through September 2016, Five Hundred Eleven (511) [Integrated Care Plans](#) have been completed. In these plans, if a physical health need is identified, CCBH will notify the behavioral health providers involved with the individual. Monthly calls between

CCBH and each of the physical health care plans (Aetna, AmeriHealth, Gateway and UPMC for You) occur for integrated care. CCBH makes referrals to the Specialized Needs Unit as needed and have a direct pipeline to the agency.

d) Specialized service needs for individuals with a traumatic brain injury (TBI) are met through Anchor Inne, Erie Independence House, Inc. and the PA [Medicaid Waiver Program, CommCare \(OBRA and Independence – Traumatic Brain Injury\)](#). Services in the CommCare program include: information and referral, advocacy, community integration, personal assistance, transportation, assistance with environmental modifications, assistance with Assistive Technology/specialized medical equipment and supplies, habilitation and support, coordination and assistance with relevant therapies/nursing services and specialized services including, training and encouragement which enable a person to acquire, regain, improve or maximize their skills and abilities. Anchor Inne provides supportive living and rehabilitation services to individuals with acquired brain injuries.

e) Specialized service needs for individuals with criminal justice/juvenile justice history are met by several forums and providers. Stairways [Forensic Outpatient Clinic](#) provides an innovative structure, intensive and clinically-driven team approach that includes group and individual counseling, in-house psychiatric care and prescription management. Stairways also provide mental health services in the Erie County Prison. Mental Health Counselors assist with transition to Outpatient services, including medication management at the time of an inmate's release. [Unified Erie's Erie County Re-entry Services and Support Alliance \(ECRSSA\)](#) provide assistance to individuals returning to the community from incarceration. [Special Probation Services](#) is a program that is offered in conjunction with the Erie County Office of Mental Health and Intellectual Disabilities. Services in this program are offered to individuals who have intellectual disabilities and need additional services. [Mentally Ill Offender Program](#) is a program that supervises and monitors seriously mentally ill individuals for compliance with their medications and treatment as well as their Court related obligations. As mentioned previously in the category for individuals with co-occurring disorders, [CROMISA, STEP](#) and [Treatment Court](#) also meet the needs of individuals with criminal justice history.

f) Specialized service needs for individuals who are deaf or hearing -impaired are met mainly through two agencies, Community Resources for Independence (CRI) and the Silent Club. CRI provides qualified sign language interpreting services for people who are deaf or hard of hearing by referring the most qualified, professional interpreters to service in legal, medical, government, mental health, educational, employment and social service settings. CRI also offers a program called [Lending an](#)

[Ear Program](#). Lending an Ear Program provides assistance to individuals with hearing loss that have low to moderate income and do not qualify for traditional purchasing options. In collaboration with Affordable Care Hearing Aid, a discounted hearing aid is available for qualifying individuals. The [Silent Club](#) offers support services and groups for individuals with hearing loss and their families.

g) Specialized service needs for individuals experiencing homelessness are met through several resources. Greater Erie Action Committee (GECAC) provides a [Homeless Assistance Program](#). The Homeless Assistance Program provides rent, security deposit, mortgage, and utility/ energy assistance payments. All the facility homeless service providers have [Case Managers](#) who complete assessments and link individuals with other supportive services as needed. The individuals are wrapped with these services to support them in the transition to housing stability. Many providers have direct contact with other providers in the Continuum of Care. Several leverage services and supports from other systems of care in the community are provided and shown through memorandums of understanding. Community based services for homelessness also includes funds for short term stays in hotel/motel if there is no availability in the shelter/facility based system.

h) Specialized service needs for older adults are met through an array of programs and services offered and coordinated through Greater Erie Action Committee (GECAC) including: the Area Agency on Aging (AAA), Care Management, Domiciliary Care, Family Caregiver Support Program, Farmer's Market Nutrition Program, Home Plus Project, Aging Waiver Program, Older Adult Protective Services, Ombudsman, Senior Advocate, Foster Grandparent Program, Retired and Senior Volunteer Program (RSVP), Senior Community Service Employment Program (SCSEP) and Senior Center Services. The [Area Agency on Aging \(AAA\)](#) provides for the physical, social, & emotional needs of the senior citizens of Erie County through informal and formal supports that enable seniors to make informed choices, to be safe, to remain independent, and to be involved in the community. [Care Management](#) provides an in-depth evaluation of client needs and the facilitation of the most appropriate services and monitors those services and the person's care plan. [Domiciliary Care](#) provides living arrangements for persons unable to live independently. Residences certified are private family homes. Consumers are placed and monitored by a care manager. [Family Caregiver Support Program](#) is support for the caregiver to maintain the care necessary for persons who are maintained in their home environment. [Farmer's Market Nutrition Program](#) through the Department of Agriculture, Erie County residents 60 years of age and older may be eligible to receive vouchers to purchase fruits and vegetables from Farmer's Market Stands. Senior FMNP is operated by the Senior Center Service component. FMNP offers four

\$5 vouchers to be utilized at any of the 52 local participant vendors. The program runs from June through September. [Home PLUS Project](#) is designed to reduce risk factors and to stabilize housing. It provides assessment, case management including mental health services and other aging services on-site to Housing Authority of the City of Erie residents at Schmid Towers and Friendship Apartments. Partner Agency (Erie Center on Health and Aging) provides medical services. [Aging Waiver Program](#) offers eligible participants an alternative to institutional care. For those eligible clients/consumers, who have been assessed with a nursing home level of care, case management staff develops a care plan and arranges a variety of in-home services to insure the participants can safely remain in a community setting. Benefit counseling is made available to those consumers that may experience difficulty in pursuing financial eligibility for medical assistance to qualify for this program. [Older Adult Protective Services](#) provides 24-hour access to caseworkers who investigate abuse, neglect, exploitation, and abandonment of persons 60 years of age and older. [Ombudsman](#) advocates for residents of long term care facilities and evaluates and mediates the complaints made by or on behalf of such residents. Volunteers are recruited and trained to assist the Ombudsman. These volunteers can be individuals from the community or they may be peer volunteers who actually reside within the long-term facilities, all providing visits and resources for the residents. [Senior Advocate](#) assists seniors in obtaining services and benefits along with coordination of the APPRISE program to help seniors access Medicare and prescription plans. [Foster Grandparent Program](#) provides eligible persons, 55 years and older, with a modest stipend for volunteering with young children who have special needs. [Retired and Senior Volunteer Program \(RSVP\)](#) provides volunteer opportunities for persons, 55 years and older, matching personal interests, skills and life experiences with the needs of a variety of community organizations. [Senior Community Service Employment Program \(SCSEP\)](#) places low-income seniors, age 55 and older, into subsidized, part-time community service training opportunities leading to skill development and unsubsidized employment. [Senior Center Services](#) offer nutritional, recreational, educational, and social activities at 11 senior centers located throughout Erie city and county. Access to these sites is aided by transportation services purchased from the LIFT.

i) Specialized service needs for individuals who are medically fragile are met by an array of services through multiple agencies. Pediatric HealthCare for Kids offers [Pediatric Day Healthcare \(PDH\)](#) skilled nursing and therapy services and [Pediatric Private Duty Nursing \(PDN\)](#) serving patients in-home with skilled nursing needs, including ventilator dependency, central line infusion services and other specialty pediatric care. Community Resources for Independence (CRI) offers the [Expansion Program](#), which provides services including: accessibility by building ramps or other

home modification and equipment, wraparound attendant care for those that are terminally ill, household assistance with cleaning, assistance with moving or first month's rent, special medical supplies such as Depends, catheters and wound dressing materials, legal counseling and emergency hardship situations. [Three Rivers Center for Independent Living \(TRCIL\)](#) offers independent living skills training, peer counseling, individual and systems advocacy and transition services. Erie Homes for Children and Adults offer the [Options Program](#). The Options Program provides a variety of community-based daytime alternatives for families caring for loved ones at home. Options staff members also provide in-home supports respite and companion services. [Voices for Independence](#) offers help with assistive technology, attendant care, nursing home transition, accessible housing and social activities.

j) Specialized service needs for individuals with limited English proficiency are met through various provider services and programs. [Greater Erie Action Committee \(GECAC\)](#) provides an Adult and Education Program, which welcomes adults who are interested in improving their math or reading abilities. Erie County Office of Mental Health and Intellectual Disabilities (MH/ID) and Community Care Behavioral Health (CCBH) have a contract with [Logistics Linguistic Solutions \(LPLS\)](#) to provide interpreter and document translation services to individuals with limited English proficiency. LPLS is accessible 24/7 both in person and over the phone. [International Institute](#) provides interpreting services, legal representation, education access and links to healthcare and community connections. [Catholic Charities Counseling and Adoption Services](#) provide initial interpretation and translation services to refugees. The Education Department of the [Multicultural Community Resource Center](#) offers [English as Second Language classes](#) which includes five levels of instruction, from phonics to advanced. Immigrants and refugees interested in attending GED(c) preparation classes, can do so twice a week, in the evening. All students are tested and carefully placed in level-appropriate classes. All classes are free of charge and are funded through the Pennsylvania Department of Education by the Bureau of Post-Secondary and Adult Education. The Multicultural Community Resource Center also offers [Accurate Communication Language Services](#), which provide professional interpretation of multiple languages in a variety of settings for emergency and scheduled appointments. Services include verbal interpretation in legal, medical, and social settings and translation of business forms, letters, manuals, and other documents. Services are offered 24 hours a day, 7 days a week, with emergency on-call services available. Languages include, but are not limited to: Spanish, Bosnian, Russian, Ukrainian, Arabic, Vietnamese, Swahili, and Burmese.

k) Specialized service needs for individuals who are transitional youth, including young adults are met through an array of services and programs. GECAC offers a

program called [Upward Bound](#). Upward Bound serves high school students from low income families and families where neither parent holds a Bachelor's Degree in attempts to increase the rate at which participant's complete secondary education. In collaboration with Edinboro University and several school districts, Upward Bound offers services in the home and at Edinboro University during a 6 week summer program. Through the [PA System of Care \(SOC\) grant](#), funds have been used for two providers, Bethesda and Family Services of NW Pa to provide Independent Living Program services to adolescents making the transition from placement to independent living/adulthood with the supports, skills and resources necessary to make them self-sufficient and productive members of society. Services will include counseling, life skill groups, completion of high school/GED, assistance in enrolling in higher education, job preparation, attainment skills training and assistance in obtaining suitable housing. Since October 1, 2016, these services will be sustained by the Erie-Luzerne System of Care (SOC) Initiative grant funds received from SAMHSA.

Hermitage House Youth Services Inc. provides a [Transitional Living Program](#). This program provides on-campus apartments located at the Main Campus (Boys) and South Campus (Girls) sites. The apartments at each campus allow clients reduced structure, limited and conditional freedoms, and increased responsibilities while receiving guidance, support, and accountability. Clients receive coordinated services with outside social service agencies such as Office of Vocational Rehabilitation, Job Corps, and PA Career Link. Educational Opportunities include an on-grounds classroom, GED preparation, and Public School/Vo-Tech options are available. Guidance is given for students on educational track including exploration of higher learning institutions, application process, financial aid, student employment opportunities, and student housing. Assistance is offered for those applying for ASVAB entrance exam into the military. Youth have help with apartment searching, understanding a lease, and securing utilities. Youth also have an opportunity to obtain employment in the local community. Family Services of Northwestern PA in partnership with Bethesda Children's Home offers an [Erie County Independent Living Program \(ILP\)](#). This program provides adolescents making the transition from placement to independent living/adulthood with the supports, skills and resources necessary to make them self-sufficient and productive members of society. Through combined efforts, Family Services of Northwestern PA, Bethesda Children's Home, and the Erie County Office of Children and Youth have designed and implemented partnered services that include individual counseling, life skills groups, assistance in enrolling in higher education, job preparation and retention skills, and assistance in obtaining suitable housing. Stairways Behavioral Health offers [Blended Case Management](#). [Stairways Blended Case Management](#) is a community-based program providing direct care to people with special, complex needs. The aim of the Adolescent Services division of BCM is to assure that adolescents who have or are at

risk for developing a serious mental illness or emotional disorder get proper treatment and the supports necessary to help them succeed in the home, school, and community. A specialized Transitioning Youth Team works with adolescents ages 16 to 21 who are in need of transition into the adult system. Safe Net offers a [Transitional Living Center \(TLC\)](#). [TLC](#) provides a secure, stable, supportive living environment for homeless young women between the ages of 15 and 21, who are in their third trimester of pregnancy or are already parenting no more than one child. Eligible individuals are those young women, who are self-motivated and goal-oriented, that are seeking to obtain safe, affordable permanent housing for their families and are dedicated to becoming self-sufficient members of the community. These young women must also be willing to enroll in an educational program, if they do not have a high school diploma or GED. All TLC residents must be engaged in an educational program or be employed for a minimum of 20 hours each week. Erie County offers [High Fidelity Wraparound](#), which is an intensive family driven and cross system planning for individuals under the age of 21 at risk of out of home placement.