

## Pennsylvania Olmstead Plan

### Wayne County

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

Wayne County has chosen the Quality Council as the primary mechanism for the planning process of the Olmstead Plan. The Wayne County Office of Behavioral and Developmental Programs and Early Intervention created the Quality Council. The Quality Council' membership: Consumers, elected officials, district justices, police and fire officials, social work agencies, the medical community, all local school districts, the Wayne County Housing Authority; the Wayne County Redevelopment Authority; the Wayne County Pantry; Wayne County Adult and Juvenile Probation Offices, the County Assistance Office, Careerlink, and the Wayne County Ministerium and others.

Council members work together to address social services issues in the community, housing among them. When Wayne County became a Block Grant County, the Quality Council evolved into the Human Services Quality Council to serve as the planning mechanism for Human Services Community needs. The Human Services Quality Council meets quarterly on a regularly scheduled, basis.

Since so many are represented on the Quality Council, much community outreach is generated naturally as consumers, community services providers and community leaders remain informed and cognizant of services available, and can pass that information to staff and others. The Quality Council serves not only as a resource for housing solutions but a referral source for those in need of housing services. The Human Services Quality Council offers Wayne County a “no wrong door” approach to those with housing needs. Any referral for housing services from any source can be processed through the Wayne County Human Services Agency intake departments and the local housing services i.e.: Catholic Social Services, Trehab and Salvation Army. All agencies work in concert to share resources and effectuate the most appropriate housing plan for the individual and/or family. Wayne County Office of Behavioral and Developmental Programs and Early Intervention has begun publishing and mailing monthly newsletters to families of consumers that are receiving services from this office. This newsletter includes information on new initiatives, updates from the Quality Council and sub committees, training opportunities and invites consumers and families to participate in these meetings.

The Quality Council has numerous subcommittees that meet continuously throughout the year, and much of their work is done by these smaller groups who focus exclusively on an issue. The subcommittees' deliberations are presented and discussed at full Council where discussion is held and consensus is sought on ideas and subsequent actions. In this way they inform the decisions that move the Council's efforts forward. One of the subcommittees is the Local Housing Options Team (LHOT).

## **LHOT**

The Local Housing Options Team (LHOT), a subcommittee of The Quality Council, is a community-based group that reviews, analyzes, and assesses housing needs in the community. The LHOT is chaired by the Wayne County Housing Coordinator. The Local Housing Options Team (LHOT) comprised of representatives of local housing providers, human services staff, PA housing Alliance, and other housing related stake-holders continues to encourage collaboration, identify housing needs in our community, help coordinate certain housing-related community activities, and build consensus to find ways to address those needs. The LHOT meets monthly and has developed relationships with landlords and mainstream resources such as the Housing Authority, the County Assistance Office and local, regional and state wide housing resources to improve housing options and housing availability in Wayne County. The housing coordinator reports meeting content to the Quality Council for further development.

**Point in Time Count (PIT) was conducted in January, 2016.** The LHOT helped to organize volunteers from the community, as provider agencies and consumer groups turned out with State and Local Police support. The January 2016 PIT Count resulted in finding eleven (11) homeless persons, as defined by HUD, an increase of 57% over the January 2015 PIT Count. During this event, volunteers and people who were homeless engaged in sharing ideas and the realities of the homeless situation in our community.

## **Community Support Plan (CSP) meetings and Service Area Plan (SAP) meetings at Clarks Summit State Hospital:**

The Mental Health Director and Administrative Case Managers attend all Wayne County related CSP meetings at Clarks Summit State Hospital. These planning meetings provide information regarding service needs and service availability. They also provide input from the consumers and family members as to the reality of community based living, As needs are discovered, the MH Director and other agency administrators discuss the possibility of creating and implementing same. **Wayne County participates in the Service Area Planning meetings with Clarks Summit State Hospital (CSSH) and other counties in the CSSH catchment area. These meetings are essential in identifying gaps in services and housing options for this specialized population.**

## **Consumer Satisfaction Surveys:**

Advocacy Alliance performs the Consumer Satisfaction Surveys for Wayne County. The reports presented from Advocacy Alliance measure specific areas of service delivery. These reports are reviewed by the agency administrator to incorporate into the Behavioral Health Planning process.

## **Monthly Human Services Administrators' Meetings:**

Wayne County Behavioral and Developmental Programs and Early Intervention, Children and Youth, Area Agency on Aging, and Drug and Alcohol Commission are all administered together through the umbrella agency of Wayne County Human Services. This collaborative model allows for Administrators to meet regularly in pursuit of their individual program goals as well as to move the County Human Services Agencies forward together in a coordinated fashion, and achieving positive results. Because safe, affordable housing is an issue for all Human Services agencies, it is standard agenda item of the meeting.

**Monthly meetings with Commissioners:**

The Wayne County Human Services Administrators compile information from all the above meetings and inform the County Commissioners of the issues, trends, suggestions and potential resolutions. The County wide Olmstead Plan was developed with the input and support of the County Commissioners.

Proof of publication and sign in sheets of Quality Council Meetings and LHOT meetings are available, if requested.

**II. SERVICES TO BE DEVELOPED:**

<b>Type of Service</b>	<b># of individuals to be served</b>	<b>Projected Timeline for service development</b>	<b>Resources Needed</b>
<b>Prevention &amp; Early Intervention Services</b>			
<i>Access to psychiatric services – all ages Wayne County consumers currently have a 4 month wait time to get an appointment/ appointments are not available for individuals with Medicare only insurance</i>	20-25	<b>FY 2017/18</b>	Psychiatrists and extenders for face to face appointments and psychiatrists, support staff and technology costs for telepsych appointments.
<i>Access to outpatient treatment-adults Wayne County consumers currently have a 6 week wait time to get an appointment. Those who have appointments cannot be seen more than once per month,</i>	20-25	<b>FY 2017/18</b>	Credentialed clinicians. Funding for Psychiatric Services as well as Outpatient treatment is unknown at this time pursuant to the proposed 15% budget cuts. There is also no projected CCBH reinvestment funds for the NC Contract for FY 16/17.
<i>Access to transportation-adults-for non- MA covered services and employment.</i>	Up to 12 per year	<b>FY 2017/18</b>	<b>Wayne County Commissioners are in the planning process with PennDot and Wayne County Transportation to develop a mechanism to pay for the service</b>
<b>Non-Institutional Housing Options</b>			
<i>Housing through the “Housing First” approach-adults. This approach is important in order to serve some of the county’s most vulnerable. Wayne County sees this as an opportunity to serve individuals with a serious mental health diagnosis, are involved with D&amp;A, or have behavioral or anti-social issues.</i>	4	FY 2017/18	System wide training on the Housing First concept and buy-in from system partners that this concept is recovery based and supportive of our consumers.
<b>Transitional Age Youth supported</b>	<b>3-6 per year</b>	<b>FY 17/18</b>	<b>Dependent upon award of</b>

<i>housing program-ages 17-24</i>			<b>PHARE grant.</b>
<i>Supported Independent Living</i>	<b>6-8 per year</b>	<b>FY 17/18</b>	<b>Continued CHIPP funding</b>
<b>Non-Residential Treatment Services</b>			
<i>Modified ACT Team: our community cannot afford all components of the ACT team. We have prioritized aspects most conducive to serving our <b>adult</b> SMI population.</i>	50	Two year plan – Implementation in 2017/18	Permission from OMHSAS to develop a modified ACT Team and Reinvestment funding to implement the Team. Wayne County will continue to track consumer need to ensure capacity exists to implement this program. <b>(Due to the rural nature of our county, sharing this team with a neighboring county would diminish the effectiveness/intensity inherent in this service).</b>
<b>Peer Support and Peer Run Services</b>			
<i>Self Directed Care Implementation – currently in development as a Reinvestment Plan- for adults receiving Peer Support Services</i>	Up to 17 individuals	<b>Implementation FY 16/17</b>	<b>Disbursement of Freedom Funds during reinvestment project from CCBH. Continuation of this service is dependent upon CCBH’s assessment and analysis of the reinvestment project.</b>
<b>Supported Employment Services</b>			
<i>Expansion of Supported Employment services to assist in competitive job placements and maintain same.</i>	8-10 new consumers	Based on additional funding <b>(Recoupment of the 10% cut)</b>	Additional funds <b>(Recoupment of 10% cut) to support the employment expansion initiative.</b>

**Wayne County Blended Case Management works in concert with Wayne County Children and Youth Services as well as Juvenile Probation in serving children and adolescents that are in out of home placements. There has been an increase in the number of children that are in the custody and care of Children and Youth services and /or Juvenile Probation that are also either placed in Mental Health facilities or are in the community placed in a CYS foster home. In all of these instances, mental**

health case management assists with linking and monitoring all mental health services from pre placement up to and including discharge planning. Currently, there are fifteen (15) children in out of home placements. Seven (7) are in Residential Placement Facilities (RTF's); Four (4) are in Therapeutic Foster Placements (TFC's); One (1) is in a CRR Group Home and Three (3) are in CYS placements. Due to the distance with TFC and RTF placements, parents are hesitant to place their children and are looking to community resources in an effort to keep their children in the community, in their school, and close to home. For these parents, the service which has "filled the void" has been Family Based In-Home Service. The concern from Family Based providers is that the children they are serving have very complex mental health needs (who would otherwise be served at an RTF level of care) and there is now a waitlist for this service.

Wayne County currently occupies 8 of 11 allocated beds at Clark Summit State Hospital (CSSH). From 7/1/15-Present, there have been 5 admissions and 7 discharges. The County BH administrators regularly participate in the Service Area Planning process as well as the CSP process. These processes allow for coordinated efforts and shared data in order to best serve the consumers. The CSSH staff is professional and dedicated to the consumers. There is open and frequent communication between the CSSH staff and the county. The discharge planning includes all sectors of the community and the CSP outlines consumer needs, choice and service availability. The use of the county case management is an integral piece to the transition from state hospital to community.

The Behavioral Health Administration is working to restructure the CHIPP Transitional Living Program. The residential CHIPP program as it is currently structured no longer meets the needs of those being discharged from Clarks Summit State Hospital. Over the past ten years, those consumers at Clarks Summit State Hospital who could be discharged and wanted to be discharged have been transitioned into the community. The needs of this population who need this service are substantially different now than they were when we began the program ten years ago. We are now left with consumers who:

- (i) Are sex offenders, and/or arsonists;
- (ii) Have complex medical issues,;
- (iii) Have multiple Serious Mental Illness diagnose ;
- (iv) Are resistant to community placement because they do not necessarily want to leave the hospital;
- (v) Have few, if any, natural supports.

The CHIPP Transitional Living Program must evolve to meet the needs of the consumers as they now present. This means the program now requires increased costs and development of service infrastructure for the following;

- (i) Higher level staffing;
- (ii) Specialized training to build staff competencies;
- (iii) Development of specialized programming;

### III. HOUSING IN INTEGRATED SETTINGS:

#### **A. Housing Inventory:**

As a rural county, the Wayne County community people must work together and depend on one another. Thus, our local organizations are very interdependent with respect to monetary, institutional and people resources. County agencies as well as community agencies, the schools, the hospital, the local justice system, and businesses including banks, realtors and retail are mutually dependent, and work hard at cooperation and coordination to put combined scarce resources to their highest use for the betterment of the community.

The community still lacks sufficient affordable safe, sanitary housing and/or ADA compliant housing. With an 80% owner/occupancy rate, Wayne County has a very tight housing rental market. There is an eighteen to twenty-four (18-24) month wait for Section 8 housing vouchers with many on a wait list.

There is no emergency shelter located in the Wayne County. The nearest shelters are located 35 to 50 miles from the County seat of Honesdale. "Couch surfing" is particularly common among youth 18-25, some with very young children in tow. Difficulty finding and sustaining housing is often an overwhelming task for released inmates and those with behavioral issues and ID issues.

#### **Available Housing Options:**

##### ***Behavioral Health:***

##### **6<sup>th</sup> St. Transitional Living Apartments:** eligibility requirements

Transitional Living Apartment (TLA): The TLA was established to assist a consumer in supporting their independence and recovery. The TLA offers consumers the opportunity to develop skills that can ultimately increase their level of independence. **The TLA is comprised of three individual/independent apartments, and has served 27 individuals since its inception.** This level of care was developed to assist with discharges from the State Hospital and to provide a diversion from hospitalization. This living arrangement was created to provide 24/7 supervision and support to consumers that require skill development prior to living independently.

##### **Fair Avenue Transitional Housing Apartments:** eligibility requirements

Wayne County Office of Behavioral and Developmental Programs and Early Intervention provides housing assistance to those in mental health recovery. This initiative provides temporary housing for up to one year, for up to seven (7) homeless individuals at a time in four apartments, some of which are homes for more than one unrelated consumers, **and can also be used for families should an apartment be available. Fair Avenue has served 27 individuals.**

The nature of the housing arrangement is that of independent living; there are no on-site staff assigned to the building. However, consumers must accept Case Management services. Case Managers robustly assist clients in finding permanent housing, and maintain regular, frequent contact until housing permanency is assured.

Entry of consumers into a unit is under the review by the Local Housing Options Team, (LHOT). Applicants must have a mental health diagnosis and priority is given to: homeless; pregnant women; families with children; those with a physical disability, co-occurring illness or dually diagnosed and those with established ties to Wayne County. This short term living arrangement was developed to ensure consumers had safe and affordable housing while waiting for their Section 8 Housing Voucher, social security or employment. Once consumers are financially able, the expectation is that they explore and obtain independent, permanent housing.

***Senior Housing:*** eligibility requirements

Barker Street Apartments-**73 unit capacity**

Hawley Village Apartments- **24 unit capacity; 30 person wait**

Laurel Place Apartments- **30 unit capacity; 1 year wait**

Stourbridge Square- **58 unit capacity; 1 ½ year wait**

Maple City- **40 unit capacity; 1-2 year wait**

***Personal Care Homes:***

Brookside **24 unit capacity**

Sterling Manor **24 unit capacity**

***Wayne County Housing Authority:*** eligibility requirements

Gravity Plains single and family apartments **30 unit capacity**

***Landlord data bases:***

There are landlord data bases held by the Wayne County Human Services Housing Coordinator, Wayne County Office of Developmental Programs and Early Intervention, Wayne County Children & Youth, Catholic Social Services and Salvation Army. There is also a website delineating housing stock in the county and contact information to those opportunities.

***Homeless Prevention Emergency Solutions Grant (ESG) in the forms of:*** eligibility requirements Security and rental assistance provided to ensure housing to individuals and families who are homeless. Also provides case management services to assist in securing stable housing. **266 served since January 2014.**

***Homeless Prevention in the form of Reinvestment Contingency Funds:*** eligibility requirements Provides financial support for rent or ancillary expenses up to \$1,000 to assist in securing permanent housing. **31 unduplicated individuals served.**

***Rental Assistance in the form of HAP Funds:*** eligibility requirements

Funds are applied to provide financial and/or rental assistance to individuals who are or are about to become homeless. Funds can also be applied to the cost of hotel/motel vouchers under the emergency shelter component. As HAP has higher income limits than ESG, can include homeowners as well as Section 8 Households, this program serves to assist those who would otherwise not be eligible for ESG. **66 individuals served since July 2015.**

***Emergency Housing Apartments:***

An apartment in Honesdale and one in Hawley to provide short term/temporary housing to an individual/family who is homeless. **9 individuals served since January 2016.**

***Shelter for victims of Domestic Violence:*** eligibility requirements

A private non-profit agency (Victim's Intervention Program or VIP) serves victims of domestic violence. They maintain a "safe" house. This is for short term and serves victims of domestic violence.

***Emergency Housing for families in the C&Y System:*** eligibility requirements

The Housing Initiative provides assistance to address safety concerns; maintain intact families; and prevent placement due to safety concerns, homelessness, or other inadequate housing issues. This assistance provides for housing needs to facilitate reunification of children in placement with their families and to assist aging out youth with securing housing or other appropriate living necessities. The primary outcome expected is to ensure safe and adequate living arrangements for families and youth.

***Emergency shelter through Catholic Social Services:***

Catholic Social Services of Wayne County has the Nativity Shelter which is an emergency, short-term shelter for families. The families stay an average of 30-60 days.

***Emergency Shelter:***

There is no emergency shelter located in the Wayne County. The nearest shelters are located 35 to 50 miles from the County seat of Honesdale. At this time, Wayne County residents are limited to the shelters in **Scranton** or Stroudsburg. There are no closer options.

***Lifesharing:*** eligibility requirements

Wayne County supports the ODP Life sharing initiative as a strong option for those with intellectual disabilities reflective of a least restrictive setting in which a consumer may thrive with a caring family. The Wayne County Administrative Entity for Developmental Programs has a life sharing Strategic Plan that works to continually establish a culture of life sharing and positive housing options. **9 individuals currently served by the Wayne County ID department.**

**B. Progress made towards Integration of Housing Services as described in Title II of the ADA:**

The Wayne County Human Services Housing Coordinator, Wayne County Human Services Administrative Assistant, Wayne County Behavioral Health administrators and Case Management unit and the Quality Council LHOT have worked diligently to research, participate in trainings and advocate for housing opportunities for persons with disabilities. The relationships developed with landlords and community support systems have allowed our disabled county population to be housed in integrated settings throughout the county. The rural nature of our county and the limited housing stock make it necessary for housing opportunities for ALL persons to be based in relationships with landlords and each other. We have also worked with our solicitor to provide legal advice and guidance in issues surrounding the ADA and housing requirements.

In addition, over the past few years, Wayne County has received the Homeless Prevention and Rapid Rehousing (HPRP) grant, two cycles of the Emergency Solutions Grant (ESG) and CCBH Reinvestment funds for Housing. Through these grants, we have learned to navigate and apply Title II of the ADA.

Wayne County's treatment teams, most notably the Behavioral Health Case Managers and the Dual Diagnosis Treatment Team, Psychiatric Rehab staff, Supported Housing staff and the mobile Crisis team have supported persons with mental illness in the community to the extent that there has been a reduction in the number of individuals admitted to the State Hospital System. In addition, Wayne County has had access to and utilized the Community Stabilization and Reintegration Unit (CSRU), which has provided psychiatric stabilization and intensive treatment to those with a dual diagnosis. This service has been a successful deterrent to the state hospital admissions of those with a dual diagnosis.

Wayne County is in the Clarks Summit Service Area Plan. The Clarks Summit State Hospital staff actively engage themselves and the consumer in the transition to community process. This active involvement has led to successful reentry into the community and smooth transition of services.

**County operated sites are scattered throughout our rural community. Most sites are located in the county seat where there is access to most services within a few mile radius. In addition the County operates a County Transportation System subsidized by the State Department of Aging, Human Services and Transportation including the Persons with Disability (PWD) funding specific to this population. Individuals may interact with publically funded programs, i.e. Adult daily living services, Apprise Counseling, Tax/Rent rebate assistance, Senior Center, Drop in Center, Psychiatric Rehabilitation, etc. based on eligibility as well as access to any public venue that the general population has access to, i.e. Public library, Public park, Concerts in the park, Open forums for entertainment, etc. all of which are ADA compliant. Wayne County is at present planning for renovation of a county owned building in which one living unit will be available that is ADA compliant, which will add to our existing 2 units.**

**C. Plans for Community Residential Rehabilitation conversion:**

There are no Community Residential Rehabilitation homes in Wayne County. There never have been.

**D. Strategies used to maximize resources to meet the Housing Needs of individuals**

***1. Existing Partnerships:***

The staff of Wayne County Office of Behavioral and Developmental Programs and Early Intervention works closely with many social service agency and community partners both formally and informally. As a small rural county, we rely on these partnerships to achieve progress that none of us alone can possibly achieve. Partnerships with whom we have formalized Memorandum of Understandings: Children and Youth, Juvenile and Adult Probation/Parole, Wayne County Corrections Facility, Wayne County Drug and Alcohol, Wayne County Area Agency on Aging, Wayne County Transportation and Victims Intervention Program. Partnerships with informal

agreements: Honesdale Borough Police, PA State Police, Wayne County Ministerium, Wayne County Housing Authority, Wayne County System of Care, Remax Real Estate, local landlords, Catholic Social Services, Salvation Army Trehab, Honesdale National Bank, The Dime Bank, Wayne County Library System, Civic organizations such as Rotary, VFW and Lions clubs, Wayne Highlands School District, Western Wayne School District, Wallenpaupack Area School District, Forest City Regional School District, The Wayne Independent, Bold Gold Media, Wayne Memorial Hospital and others.

Internally, the agency has a cohort of consumers and family members who continually provide feedback and offer solutions. This feedback is gained through the Drop In Center, Psych Rehab, Peer Specialists, Warm line operators, parents and teens involved in CASSP the youth and family voices represented on the System of Care Leadership Team. And equally important is the positive working relationship we have with the Wayne County Commissioners and the Wayne County Office of Behavioral and Developmental Programs and Early Intervention Advisory Council.

Wayne County Office of Behavioral and Developmental Programs and Early Intervention utilizes the housing coordinator as a resource for housing options, local community resources to support safe housing, and grant resources to assist in the financial aspects of homelessness prevention. The Wayne County Local Housing Options Team (LHOT), of which the housing coordinator presides, meets monthly. There is representation from Behavioral Health, present at those meetings. Information that is shared at the LHOT meetings is then brought back to the Behavioral Health unit for group training and resource building.

The housing coordinator will, upon request, participate in consumer team meetings where housing is a need of the consumer. The housing coordinator explains access to the housing grants and opportunities and guides the team in the expedient completion of housing specific paperwork.

Wayne County Human Services Agency is enrolled in and utilizes the HMIS Client Track system. The Wayne County Housing Coordinator acts as the HMIS administrator for the County Human Services (HSA). To keep abreast of changes, the Coordinator attends all trainings by the DCED on HMIS programming. Client data for all HAP and ESG funded-households are maintained within the HMIS environment and are verified regularly for quality assurance purposes. The HSA strives to meet Best Practice benchmarks set forth by the DCED, which may be monitored through the utilization of HMIS reporting.

Through the collaborative atmosphere of the LHOT, the Coordinator has encouraged the use of HMIS among other local providers. To date, Catholic Social Services has also added their inventory to the HMIS database and there is discussion of Victim's Intervention Program (Agency for Domestic Violence) adapting its system the HMIS system, as well. The Wayne County Redevelopment Agency and the Wayne County Housing Authority already use the HMIS System. Currently, time spent within HMIS can be billed to the DCED through ESG when associated with ESG clients.

The Wayne County Housing Coordinator sits on a task force specifically charged designing and launching a Coordinated Entry System (CES) across the entire Eastern PA Continuum of Care (CoC). This CES will rely heavily on HMIS participation; therefore, Wayne County will continue

to encourage its collaborative partners to participate in HMIS so that they may act as either referral or procedural partners within the CES.

**Self-Determination Housing Project**

Through frequent interactions with the Regional Housing Coordinator (RHC), Wayne County collaborates often with the SDHP. SDHP is represented frequently at the Wayne County L-HOT and has presented PREP trainings to its membership. SDHP offers guidance as related to housing options, especially as related to those presenting with disabilities. Regularly represented at Wayne County LHOT.

**Balance of State Eastern PA Continuum of Care (CoC)/ Pocono RHAB:**

Wayne County is an active participant in the PA-509 CoC. The Wayne County HSA Housing Coordinator acts as both a co-chair for the Pocono RHAB as well as on the Governing Board for the CoC. Recent activities of HSA staff with the CoC include: (1) participation in drawing up the charter for the consolidation of the CoC's statewide; (2) assisted in redrawing a new North Pocono Area RHAB, and in drawing up the document an operational set of guidelines for same; (3) outreach to engage other community stakeholders in Wayne and Pike counties such as local hospitals and school districts to participate in the newly formed RHAB; (4) serving on the new CoC Coordinated Entry Task Force; (5) participation in the drafting of the CoC's 5-year Strategic Plan; (6) working locally and through the COC to develop strategies for addressing and ending homelessness; (7) volunteers on the COC ranking committee; (8) volunteers on CoC Data Entry Committee; (9) volunteers on the PIT Committee, and creating/volunteering on the Coc's ad hoc Employment Committee.

**Behavioral Health Alliance of Rural Pennsylvania (BHARP):**

BHARP has been identified to act as Wayne County's Local Lead Agency (LLA). The role of the LLA is to act as the Single Point of Contact for developments that have designated units as 811 Project Rental Assistance (PRA) Permanent Supportive Housing. Generally these developments will have signed a Memorandum of Understanding with the LLA. At this time Wayne County does not have 811 PRA units available.

As the Single Point of Contact, the LLA volunteered to take on certain responsibilities. These include the following:

- **Connect Qualified Tenants to PSH Property Management (track available 811 units, outreach to stakeholders, establish pre-screening guidelines to facilitate identification and selection of qualified applicants, manage tenant selection, maintain applicant information and referral information, manage referral process, serve as an information source and support)**
- **Help Maintain Tenancies (create protocols for communication, tenant retention)**

In summary, the Wayne County's effort to direct resources – people and financial – to address the housing issues cited as a high priority in our public meetings, have committed to expand involvement beyond Wayne County:

- a. The Wayne County Housing Coordinator serves on the Board of the PA Eastern Continuum of Care (CoC) for housing;

- b. The Wayne County Housing Coordinator is co-chair for the Pocono Rural Housing Advisory Board;
- c. The Human Services Administrator serves on the DCED state-wide Homeless Coordination Committee;
- d. The Human Services Housing Coordinator serves on the DCED Eastern CoC committee developing a Coordinated Entry System

#### **IV. SPECIAL POPULATIONS:**

Community based behavioral health programs within Wayne County consist of the following: Outpatient Therapy; Medication Management; Supported Employment; Supported Living; Transitional Living; Blended Case Management; Mobile and Site Based Psychiatric Rehabilitation; Warm-line; Mobile Crisis; 24/7 Crisis Services; Multi Systemic Therapy; Peer Support and Drop in Center. Based on individual need and goals identified, these services are offered to ensure success and independence within the community setting.

**Outpatient and Medication Management:** Wayne County has two Outpatient providers that offer outpatient therapy and medication management services. Both of these providers have a long waiting list for services. In response to this, NHS has developed an Open access program for new adult outpatient referrals. The Open Access Program is designed for adults who wish to initiate therapy and medication management and who have Medical Assistance or County Authorization for Service. Individuals who attend the Open Access Program will have a Referral and/or Intake Assessment for Outpatient Mental Health Treatment and a psychiatric evaluation. This service has been beneficial in meeting the needs of individuals in the community and has assisted in diverting individuals from admission into a higher level of care.

**Supported Employment:** There are several agencies to which transition age youth with behavioral health issues can be linked when seeking employment, i.e., the State Office of Vocational Rehabilitation as well as the Wayne County Employment and Job Training Office. Both of these agencies will assess work readiness and work interests. However significant skill teaching needs to be conducted concurrently. Wayne County has contracted with Human Resource Center as well as Community Vocational Services to provide community based supported employment opportunities to the consumers we serve. Wayne County has also partnered with the Wayne County Employment Coalition members to provide a kitchen classroom setting in order to facilitate a variety of skill building and employment opportunities.

**Supported Living Services: Step by Step:** Provides support to individuals with mental illness who choose to remain in their home or apartment. Skill training takes place within the home and community to ensure individuals are supported while living independently.

**Housing Support Services: Transitional Living Apartment (TLA):** The TLA was established to assist a consumer in supporting their independence and recovery. The TLA offers consumers the opportunity to develop skills that can ultimately increase their level of independence. This level of care was developed to assist with discharges from the State Hospital and to provide a diversion from hospitalization. This living arrangement was created to provide 24/7 supervision and support to consumers that require skill development prior to living independently.

**Blended Case Management: (BCM):** This program serves approximately 150 Adult consumers annually. Case management staff are instrumental in linking and monitoring consumers to mental health supports and services including outpatient, medication

management, psychiatric rehabilitation, peer support, employment and housing services. BCM's are present at all crisis evaluations to provide support and to offer community based alternatives to hospitalizations.

**Psych Rehab:** Wayne County is authorized to provide mobile and site based psychiatric rehabilitation services. Mobile services to date have included services in individuals' homes for consumers who are not ready to attend site based services due to their symptoms. Services include: learning how-to grocery shop and locate-items in a store; how to follow a grocery list; how to comparison shop; learning how to interact with others in the community (waitresses, others in the store, etc.) and going to the pharmacy to learn how to request a print out of medications.

**Warmline:** In addition to the ability to place a call to the Warm Line, the WARM LINE offers outreach calls to persons living with a mental illness, especially if they are to be discharged from an inpatient psychiatric unit (including Clarks Summit State Hospital) or are experiencing a difficult time in their Recovery. Individuals who wish to receive phone calls from the WARM LINE choose the date(s) and time(s) at which they would like to receive the call(s). The WARM LINE'S outreach program is a way for individuals to stay connected to their community and provides individuals the opportunity to tell someone about their day.

**Mobile Crisis Services/ 24/7 Crisis services:** Both of these services have been instrumental in diverting hospitalizations and establishing connections to community resources to meet the needs of individual consumers facing crisis situations. This service has been utilized across all populations in all community settings including the public library, the YMCA, local schools as well as the community park.

**Multi-systemic Therapy:** For youth and transition age adults, MST services are available to individuals aged 12-17.5 years of age who are open in CYS In-Home or JPO services or who are in placement through either department and are nearing reunification with families.

**Peer Support:** Wayne County engaged Peerstar Services to provide Peer Support Services to adult consumers in Wayne County. Peerstar has hired 4 Certified Peer Specialists that cover Wayne County. Wayne County was awarded the opportunity to participate in Self Directed Care, a CCBHO Reinvestment Initiative. Individuals participating in Peer Support services will be able to participate in the Self Directed Care program which assists individuals in making their own decisions and directing their own recoveries. Licensed Peer Support Service providers will implement the self-directed care model with county oversight. It is the expectation of Wayne County that approximately 17 individuals be served in this program.

**New Horizons Drop-In Center with Active CSP Program.** This program has been successful in developing and sustaining social relationships and has given psych rehab participants an avenue in which to practice the skills they have learned.

**A) *Individuals with a dual diagnosis (mental health/ intellectual disability):***

Community based behavioral health programs within Wayne County consist of the following: Outpatient Therapy; Medication Management; Supported Employment; Supported Living; Transitional Living; Blended Case Management; Warm-line; Mobile Crisis; 24/7 Crisis Services; Peer Support and Drop in Center. Based on individual need and goals identified, these services are offered to ensure success and independence within the community setting. In addition to the programs listed above, **adult** individuals that are dually diagnosed also have access to and have benefited from two CCBHO Re-investment programs the first being the Dual Diagnosis Treatment Team (DDTT) and the other being the Community Stabilization and Reintegration Unit (CSRU). Referrals for the CSRU are made by the County in conjunction with the Dual Diagnosis Treatment Team. The two programs work closely in order to preserve continuity of care and maximize the provision of comprehensive evaluation and treatment services. Conversely the CSRU will utilize the DDTT as a less restrictive step-down program to reintegrate the individuals being discharged back into the community; in order to foster permanence and maximize stabilization. Both of these programs have been instrumental in providing alternate services to dually diagnosed individuals.

Wayne County Behavioral Health (BCM) and Supports Coordination Units (SC) meet regularly to discuss the needs of the consumers on their "shared caseloads" in an effort to ensure that the **child, adolescent and adult** individuals are receiving the services they need at the appropriate level of care.

Use of the HCQU: the HCQU serves as a resource to our providers, families and others who support people with disabilities in the community in order to help solve their health care problems with doctors, hospitals and other health care providers. The HCQU also provides specialized training for both physical and behavioral health needs. They have developed curriculums for staff that work with dually diagnosed consumers **of all ages** to increase the competency and capacity of consumers, families and our provider network in their support consumers' physical and behavioral health care needs.

Wayne County has also partnered with the Wayne County Employment Coalition members to provide a kitchen classroom setting in order to facilitate a variety of skill building and employment opportunities. The Park Street Kitchen & Cafe is a community collaborative project that serves as a lunch cafe providing volunteer and competitive employment work skill development opportunities to area students, youth, and residents with disabilities as well as non-disabled individuals with other barriers to employment. Students, youth and other residents learn how to greet customers, collect and exchange money, cook and perform general duties of a small dining room and cafe operation.

Wayne County Psychiatric Rehabilitation will continue to offer employment skills teaching as part of their curriculum. This service will allow consumers that are working with HRC or OVR hands-on opportunities to develop and practice employment, management and leadership skills, which will then carry over into the workplace.

**B) *Individuals with co-occurring disorders (mental health/ substance use disorders):***

Community based behavioral health programs within Wayne County consist of the following: Outpatient Therapy; Medication Management; Supported Employment; Supported Living; Transitional Living; Blended Case Management; Mobile and Site Based Psychiatric Rehabilitation; Warm-line; Mobile Crisis; 24/7 Crisis Services; Multi Systemic Therapy; Peer Support and Drop in

Center. Based on individual need and goals identified, these services are offered to ensure success and independence within the community setting.

In addition to the services listed, individuals with a co-occurring disorder have access to clinical services that is initiated by the application of a D & A Screening Tool approved by DDAP. The screening process will determine if the need for drug and alcohol treatment is primary, or if other emergency services are needed, such as detoxification; potential funding sources for the services are also determined. Once certain emergent needs are ruled out, the individual will be scheduled for a Drug and Alcohol Assessment. Treatment can be offered in a variety of settings and intensities from Outpatient to Inpatient and any level in between.

In recognition of the steady increase in heroin and other opiate addiction, the unique challenges it presents to some in recovery, and the devastating impact it has on the community, the Wayne County Drug and Alcohol Commission established a Medication Assisted Treatment (MAT) Program. This program got its start as a HealthChoices Reinvestment project, and is currently sustained, in part, as a supplemental program with Community Care Behavioral Health (CCBH), which is Wayne County's HealthChoices provider.

Wayne County Drug and alcohol Commission also offers Recovery Support Services through SCA direct staff person who is Board Certified Recovery Specialist. The Wayne County Human Services Agency had been working with officials of the sole hospital in the County to partner in addressing more robustly those who present at the Emergency Room with mental health and/or drug and alcohol related issues. This partnership has strengthened access and response to families whose loved ones arrive in the ER with these issues. The SCA anticipates expansion of access to treatment for this population by creating a 24/7 On- Call system of D&A professionals available to those who have survived overdose at their time of greatest vulnerability and need. The primary goal of this initiative is to decrease the possibility of a recurring overdose occurrence (and possible death) by providing a "warm handoff" at the time of medical intervention resulting in treatment, support and a path to wellness and recovery.

In addition, Assessment and Outpatient Treatment Services will be available within the walls of three school districts serving Wayne County students schools which will increase youth access to this much needed service by removing barriers. Community Prevention services are offered via speakers and programs on various topics such as: signs and symptoms of use, enabling and codependency, children of alcoholics, substance use disorders in the family, substance use disorders in the workplace, and current and emerging drug trends as well as by providing evidenced-based prevention programming such as "Active Parenting" and "Guiding Good Choices", along with Parent Support Groups.

To address the issue of Housing Wayne County Human Services has applied for and received certain federal funding using Block Grant funds. In addition, there are also contingency funds available to the County through BHARP exclusively for MH/ D&A clients who need either first month's rent and/or security to move into an apartment.

**C) *Individuals with both behavioral health and physical health needs:***

Community based behavioral health programs within Wayne County consist of the following: Outpatient Therapy; Medication Management; Supported Employment; Supported Living;

Transitional Living; Blended Case Management; Mobile and Site Based Psychiatric Rehabilitation; Warm-line; Mobile Crisis; 24/7 Crisis Services; Multi Systemic Therapy; Peer Support and Drop in Center. Based on individual need and goals identified, these services are offered to ensure success and independence **to individuals of all ages** within the community setting. In addition, this population has an increased level of collaboration/consultation with **Primary Care Physician** and psychiatrist to ensure both the physical and behavioral health needs are being met simultaneously.

Wayne County has also engaged the services from the Aging Office including case management, personal care attendants and home delivered meals. Depending on the age of the consumer, Wayne County has utilized the under 60 waiver as well as the traditional aging waiver to access these services.

Wayne County transportation plays a significant role in ensuring individuals are able to attend their outpatient physical and behavioral health appointments by providing shared rides to those in need of life-sustaining and/or critical non-emergent medical care.

***D) Individuals with traumatic brain injury:***

Community based behavioral health programs within Wayne County consist of the following: Outpatient Therapy; Medication Management; Supported Employment; Supported Living; Transitional Living; Blended Case Management; Mobile and Site Based Psychiatric Rehabilitation; Warm-line; Mobile Crisis; 24/7 Crisis Services; Multi Systemic Therapy; Peer Support and Drop in Center. Based on individual need and goals identified, these services are offered to ensure success and independence within the community setting. In addition this population may qualify for Aging Care Services, either in the traditional aging waiver, the under 60 waiver, the **COMMCARE Waiver** as well as Personal Care Home Services. **Universal Institute and New Vitae day and residential treatment services are the closest TBI resources for Wayne County.**

***E) Individuals with criminal justice/juvenile justice history:***

Community based behavioral health programs within Wayne County consist of the following: Outpatient Therapy; Medication Management; Supported Employment; Supported Living; Transitional Living; Blended Case Management; Mobile and Site Based Psychiatric Rehabilitation; Warm-line; Mobile Crisis; 24/7 Crisis Services; Multi Systemic Therapy; Peer Support and Drop in Center. Based on individual need and goals identified, these services are offered to ensure success and independence within the community setting.

Prison inmates are provided risk assessment and psycho-social support services. A mental health administrative case manager provides assessments, coordinates medication management services, and provides education and/or emotional support and assist with planning for services post release at the Wayne County Correctional Facility 12 hours a week. This Behavioral Health Case Manager works closely with the Institutions Probation Officer as well as the Director of Inmate services to coordinate behavioral health and housing services needed upon release.

A Probation Officer from the Wayne County Adult Probation Department will be assigned to work specifically with individuals that carry a behavioral health diagnosis and will coordinate services with Wayne County Behavioral Programs. This PO will act as a liaison between the Probation Department and the Behavioral Health Office in an effort to better serve these shared individuals.

The County BH Office participates in Enhanced Re-entry Planning for targeted SCI inmates. Individuals identified as residing in Wayne County prior to incarceration and have a SMI diagnosis, are followed by the Wayne County Behavioral Health Case Manager as well. Discharge coordination occurs between the SCI counselor and the BH Case Manager in an effort to set up and community based mental health services.

For youth and transition age adults, MST services are available to individuals aged 12-17.5 years of age who are open in CYS In-Home or JPO services or who are in placement through either department and are nearing reunification with families.

***F) Individuals who are deaf or hearing impaired:***

Community based behavioral health programs within Wayne County consist of the following: Outpatient Therapy; Medication Management; Supported Employment; Supported Living; Transitional Living; Blended Case Management; Mobile and Site Based Psychiatric Rehabilitation; Warm-line; Mobile Crisis; 24/7 Crisis Services; Multi Systemic Therapy; Peer Support and Drop in Center. Based on individual need and goals identified, these services are offered to ensure success and independence within the community setting. In addition to all other community based behavioral health services available, this population may also qualify for and Wayne County has the ability to offer Aging care services depending on age as well as Interpretation Services. Wayne County contracts with Interpretek to provide this service.

***G) Individuals who are experiencing homelessness:***

It is Wayne County's strong belief that effective and on-going case management and support are the keys to assisting consumers to achieve housing stability. Since its start in Wayne County in January 2015, ESG has case managed 84 homeless or near homeless households. HAP funds not used in other categories, were set aside for case management and were also able to be used as match for the ESG grant. Without HAP's contribution to this end, Wayne County would be unable to maintain the 100% match needed to maintain the ESG. The two programs, ESG and HAP, are truly needed to work in tandem with each other so that the best possible service delivery and options can be provided to those in Wayne County experiencing homelessness or near homelessness.

The HSA relied on HAP funding, to assist in meeting the need for emergency overnight shelter. Hotel/Motel Vouchers were utilized when a household and providers had exhausted all other options. These stays were capped at 1-week and served to shelter a household. Case management assisted the families while they prepared for a more permanent solution.

Emergency placement was provided in coordination with VIP's domestic violence shelter; a local church's cold-weather, nighttime shelter, and Catholic Social Service's shelter for families. Depending on their bed availability, HAP funds were often able to bridge the gap between stays so that a household would not need to experience homelessness any longer than necessary. Wayne county collaborates with Catholic Social Services, Salvation Army and Treehab to exhaust all resources and possibilities for housing before a shelter placement is considered.

**Wayne County has utilized the Fair Avenue apartments as well as the County's Emergency Housing Apartments to house families that are experiencing homelessness. Applicants for Fair**

**Avenue must have a mental health diagnosis and priority is given to: homeless; pregnant women; families with children; those with a physical disability, co-occurring illness or dually diagnosed and those with established ties to Wayne County. This short term living arrangement was developed to ensure consumers had safe and affordable housing while waiting for their Section 8 Housing Voucher, social security or employment. Once consumers are financially able, the expectation is that they explore and obtain independent, permanent housing. To date, Fair Avenue has had 2 families that utilized this living situation and have moved on to permanent independent living; and there are currently 2 families residing at Fair Avenue awaiting Section 8 housing vouchers.**

**The County also maintains an apartment in Honesdale and an apartment in Hawley which provides short term/temporary housing to an individual/family who may be experiencing homelessness. These apartments can accommodate up to 4 individuals in Honesdale and 5 individuals in Hawley. There is currently a family in the Honesdale apartments, and there has been one family in the Honesdale apartment and one in the Hawley apartment to date.**

Wayne County's Human Services Quality Council and the L-HOT Sub-Committee have taken a very active role in addressing housing issues in Wayne County. The L-HOT has led the way in applying for and receiving federal funding for the homeless population, establishing a housing coordinator position in the Human Services Agency, developing consensus among all local housing providers and thereby coordinating efforts of those providers. The LHOT continues to explore ways of partnering with the community, identifying opportunities, includes grants researching, advocating within the County for the establishment of housing funding under Act 137, and additional ways to partner with regional and state entities and/or developers involved in public housing development. In addition, a subset of the L-HOT acts as a team to review referrals for those who have mental illness and experiencing housing issues for placement in the Behavioral Health's temporary housing resource.

***H) Older Adults:***

As Adults age and their needs change, their BH team often meets to review current services and explore alternative and/or coordinated services through the Aging Office so as to better meet their new needs. Our sister agency in the HSA, the Aging Office, also has Registered Nurses on staff, whose consultative expertise is available and used as is needed by the BH adult staff. In addition to Aging and Behavioral Health Case Management, older adults (60+) may utilize any of the community based behavioral health programs within Wayne County including: Outpatient Therapy; Medication Management; Supported Employment; Supported Living; Transitional Living; Blended Case Management; Mobile and Site Based Psychiatric Rehabilitation; Warm-line; Mobile Crisis; 24/7 Crisis Services and Drop in Center. Based on individual need and goals identified, these services are offered to ensure success and independence within the community setting.

***I) Individuals who are medically fragile:***

Community based behavioral health programs within Wayne County consist of the following: Outpatient Therapy; Medication Management; Supported Employment; Supported Living; Transitional Living; Blended Case Management; Mobile and Site Based Psychiatric Rehabilitation; Warm-line; Mobile Crisis; 24/7 Crisis Services; Multi Systemic Therapy; Peer Support and Drop in Center. Based on individual need and goals identified, these services are offered to ensure success and independence within the community setting. Wayne County relies on assistance from the Area

Agency on Aging under its traditional waiver, the under 60 waiver, and the **COMMCARE Waiver**. **Medical day care services are available at St. Joseph's Center, Trinity Center (ages birth-12) or Pediatrics (ages birth-21). Both providers offer physical therapy, occupational therapy, speech therapy, nutrition and nursing care. In addition, Wayne County Adult Day Services is available to older adults. This program offers a safe, secure and pleasant environment where older adults can be cared for during the day, with nursing support, personal care and medication monitoring.**

**J) *Individuals with limited English Proficiency:***

Community based behavioral health programs within Wayne County consist of the following: Outpatient Therapy; Medication Management; Supported Employment; Supported Living; Transitional Living; Blended Case Management; Mobile and Site Based Psychiatric Rehabilitation; Warm-line; Mobile Crisis; 24/7 Crisis Services; Multi Systemic Therapy; Peer Support and Drop in Center. Based on individual need and goals identified, these services are offered to ensure success and independence within the community setting. Wayne County is able to offer services to this specific population by utilizing the Language Line. This service allows county staff to request interpretation services for a number of identified languages. Wayne County has identified and contracted with Spanish, Bosnian and Croatian speaking interpreters in response to a need identified by the school districts. **The Cultural/Linguistic subcommittee of the System of Care Leadership team has been successful in assisting in locating interpreters.**

**K) *Transition age youth including young adults:***

New Horizons Drop-In Center with Active **Community Support Program (CSP)** Program. This program has been successful in developing and sustaining social relationships and has given psych rehab participants an avenue in which to practice the skills they have learned.

Psych Rehab: Wayne County is authorized to provide mobile and site based psychiatric rehabilitation services. Mobile services to date have included services in individuals' homes for consumers who are not ready to attend site based services due to their symptoms. Services include: learning how-to grocery shop and locate-items in a store; how to follow a grocery list; how to comparison shop; learning how to interact with others in the community (waitresses, others in the store, etc.) and going to the pharmacy to learn how to request a print out of medications.

Blended Case Management: (BCM): This program serves approximately 150 Adult consumers annually. Case management staff are instrumental in linking and monitoring consumers to mental health supports and services including outpatient, medication management, psychiatric rehabilitation, peer support, employment and housing services. BCM's are present at all crisis evaluations to provide support and to offer community based alternatives to hospitalizations.

Peer Support: Wayne County engaged Peerstar Services to provide Peer Support Services to adult consumers in Wayne County. Peerstar has hired 4 Certified Peer Specialists that cover Wayne County. Wayne County was awarded the opportunity to participate in Self Directed Care, a CCBHO Reinvestment Initiative. Individuals participating in Peer Support services will be able to participate in the Self Directed Care program which assists individuals in making their own decisions and directing their own recoveries. Licensed Peer Support Service providers will

implement the self-directed care model with county oversight. It is the expectation of Wayne County that approximately 17 individuals be served in this program.

**CASSP/SOC/Family Group Decision Making:** For those adolescents transitioning to Adult services, the CASSP Coordinator has been designated by the County as the individual responsible for maintaining current information on Transition Age Youth initiatives and programs, both locally and across the state, as well as to share any promising practices with Administration so that we can look at the feasibility of duplicating any best practices locally. School providers and human services agencies are strongly encouraged to utilize the CASSP meeting process early on in developing a support team for transitioning youth and assisting in identifying resources within the family and community that will support his or her success. CASSP meetings continue to be held on children receiving Behavioral Health services each time there is a change in level of care or request for renewal of funding (for those services requiring this). Additionally, County staff and CCBH efforts continue to outreach to each of the hospitals and through our Crisis Services provider to notify all admissions departments that the County expects CASSP meetings to be held on all child/adolescent admissions prior to discharge in order to ensure that services are in place quickly and that readmissions are minimized.

Wayne County has created what has become a very active **System of Care (SoC)** Leadership team which has representation from youth leaders, family leaders and child-serving system leaders in our community. The youth, family and system leaders of Wayne County will continue work as equal and trusted partners in creating sustainable change which will empower youth, families and all youth serving systems to be responsible and accountable for outcomes that lead to the fulfillment of their hopes and dreams.

**Family Group Decision Making (FGDM)** has been identified as a SoC primary vehicle to achieve success for youth and families. Wayne County has utilized Family Group Decision Making as a tool to assist families in developing strategies and supports to meet the emotional, physical and educational needs of their child while planning for the safety of the child, caregivers and community. This is an especially important tool for children with multiple hospital admissions and those at risk for out of home placement.

**Housing Support Services: Transitional Living Apartment (TLA):** The TLA was established to assist **adult** consumers in supporting their independence and recovery. The TLA offers consumers the opportunity to develop skills that can ultimately increase their level of independence. This level of care was developed to assist with discharges from the State Hospital and to provide a diversion from hospitalization. This living arrangement was created to provide 24/7 supervision and support to consumers that require skill development prior to living independently.

**Supported Living Services: Step by Step:** Provides support to individuals with mental illness who choose to remain in their home or apartment. Skill training takes place within the home and community to ensure individuals are supported while living independently.

The Housing Initiative offered through CYS and JPO provides assistance to address safety concerns; maintain intact families; and prevent placement due to safety concerns, homelessness, or other inadequate housing issues. This assistance provides for housing needs to facilitate reunification of children in placement with their families and to assist aging out youth with securing

housing or other appropriate living necessities. The primary outcome expected is to ensure safe and adequate living arrangements for families and youth.

Four-Unit Housing Facility for those with Mental Illness: Wayne County was able to partner with CCBHO to utilize Re-investment monies to develop a housing program that consists of a 4-unit property. A sub-committee of the L-HOT reviews applications for approval/denial when units are available. Applicants must have a mental health diagnosis and priority is given to: homeless; pregnant women; families with children; those with a physical disability, co-occurring illness or dually diagnosed and those with established ties to Wayne County. This short term living arrangement was developed to ensure consumers had safe and affordable housing while waiting for their Section 8 Housing Voucher, social security or employment. Once consumers are financially able, the expectation is that they explore and obtain independent housing.

Supported Employment: There are several agencies to which transition age youth with behavioral health issues can be linked when seeking employment, i.e., the State Office of Vocational Rehabilitation as well as the Wayne County Employment and Job Training Office. Both of these agencies will assess work readiness and work interests. However significant skill teaching needs to be conducted concurrently. Wayne County has contracted with Human Resource Center (HRC) as well as Community Vocational Services (CVS) to provide community based supported employment opportunities to the consumers we serve. Wayne County has also partnered with the Wayne County Employment Coalition members to provide a kitchen classroom setting in order to facilitate a variety of skill building and employment opportunities. The Park Street Kitchen & Cafe is a community collaborative project that serves as a lunch cafe providing volunteer and competitive employment work skill development opportunities to area students, youth, and residents with disabilities as well as non-disabled individuals with other barriers to employment. Students, youth and other residents learn how to greet customers, collect and exchange money, cook and perform general duties of a small dining room and cafe operation.

**Wayne County Developmental Programs has worked with the Pennsylvania Department of Labor and Industry's Office of Vocational Rehabilitation and our local school districts to host Transition Fairs for youth. In addition, we have worked collaboratively to share information about how our supports and services can work together with consumers, students and youth with regard to assistance and support that can be provided by all programs to our consumers. In this way, we hope to enable consumers to gain skills, experience and obtain competitive employment. We continue to partner with the Wayne County Employment and Training Office and the Pocono Counties Workforce Development Board, more specifically Workforce Wayne. These partnerships allow intellectually disabled youth summer employment opportunities and experiences. In FY 2016/17, a work group will be formed with representation from Wayne County CYS, Wayne County Office of Behavioral and Developmental Programs and Early Intervention, Wayne County Employment and Job Training Office, School Districts as well as Wayne County Employment Coalition. This group will meet monthly to review individualized consumer transition plans and seek opportunities to obtain skills, explore interests in an effort to facilitate a smooth transition into employment. In addition, this group is also represented on the SoC, as part of our community's efforts to enhance the System of care for children and young adults in Wayne County.**

**From this monthly meeting, individuals and their families will be invited to the yearly Transitions Fair. In addition, a youth transition packet will be provided on a yearly basis to those individuals open in ACM and BCM, and these packets will be included at intake. This packet includes information on preparing for work and transition to adult life for ages 14-21, provides agencies that can be of assistance, links to websites and other resources for career exploration/cruising as well as information on work incentives planning and assisting for transition age youth that are eligible for Social Security benefits.**

Wayne County Psychiatric Rehabilitation will continue to offer employment skills teaching as part of their curriculum. This service will allow consumers that are working with HRC or OVR hands-on opportunities to develop and practice employment, management and leadership skills, which will then carry over into the workplace.

Wayne County is moving forward with a new initiative for youth specific to Employment. This initiative, Wayne County Human Services Employment Intern Initiatives for Youth, focuses on preparing youth for employment as they transition from high school to adult independence, concentrating on providing enhanced social and communication skills, appropriate dress, and practical skills matching the needs of local employers in Wayne county. The target population is youth (18-25) who may have exhibited behaviors that have labeled them as employment risks by potential employers, those with ID, CYS or mental health involvement; those who have not been able to successfully achieve readiness for employment in the community while still in school, etc. The Program includes the opportunity for these youth to "intern" in the Human Services Department of Agriculture Certified kitchen where: (a) assistance in preparation and food service is accomplished in conjunction with Human Services Aging Program for meal service to senior citizens; and (b) light fare (salads, sandwiches , etc.) is prepared and served. Originally conceived for those with Intellectual Disabilities, this training initiative is now well established, with strong vocational services provided to the ID youth, and the program is quite successful as a training strategy for youth.

**Outpatient and Medication Management:** Wayne County has two Outpatient providers that offer outpatient therapy and medication management services. Both of these providers have a long waiting list for services. In response to this, NHS has developed an Open access program for new adult outpatient referrals. The Open Access Program is designed for adults who wish to initiate therapy and medication management and who have Medical Assistance or County Authorization for Service. Individuals who attend the Open Access Program will have a Referral and/or Intake Assessment for Outpatient Mental Health Treatment and a psychiatric evaluation. This service has been beneficial in meeting the needs of individuals in the community and has assisted in diverting individuals from admission into a higher level of care.

**Warmline:** In addition to the ability to place a call to the Warm Line, the WARM LINE offers outreach calls to persons living with a mental illness, especially if they are to be discharged from an inpatient psychiatric unit (including Clarks Summit State Hospital) or are experiencing a difficult time in their Recovery. Individuals who wish to receive phone calls from the WARM LINE choose the date(s) and time(s) at which they would like to receive the call(s). The WARM LINE'S

outreach program is a way for individuals to stay connected to their community and provides individuals the opportunity to tell someone about their day.

Mobile Crisis Services/ 24/7 Crisis services: Both of these services have been instrumental in diverting hospitalizations and establishing connections to community resources to meet the needs of individual consumers facing crisis situations. This service has been utilized across all populations in all community settings including the public library, the YMCA, local schools as well as the community park.

Multi-systemic Therapy: For youth and transition age adults, MST services are available to individuals aged 12-17.5 years of age who are open in CYS In-Home or JPO services or who are in placement through either department and are nearing reunification with families.