

Pennsylvania Olmstead Plan

Berks County

December 6, 2016

April 25, 2017

I. Olmstead Planning Process:

The Berks County Mental Health/Developmental Disabilities (MH/DD) Program focuses on enhancing existing services as well as developing additional services in a manner that promotes recovery, facilitates the individual's recovery process and transforms the existing system of care. Through ongoing inclusive and collaborative partnerships with Wernersville State Hospital, the County's provider network, consumers groups, Community Care Behavioral Health Organization (CCBHO), local hospitals, the criminal justice system, the Berks County Mental Health/ Developmental Disabilities (MH/DD) Program strives to have services and supports that are high quality, fiscally responsible and sustainable while promoting independence.

Berks County has a continuum of behavioral health services and supports available to consumers. Protocols have been established to ensure quality assurance measures are implemented for these services, and these quality assurance measures yield data driven analysis, and ultimately, afford the opportunity to identify gaps in resources and/or programming, in an effort to augment and enhance services and supports for consumers within the community.

The Berks County Stakeholders involved in the Olmstead Planning Process are both varied and diverse to discuss the needs of consumers through community stakeholder meetings. Input is gathered through the Community Support Program (CSP) Advisory Committee meetings held at the Mosaic House. The CSP Advisory Committee meetings held every other month gives consumers the opportunity to voice their opinions and concerns regarding the needs of their community. Stakeholders such as CCBHO, Greater Reading Mental Health Alliance (GRMHA), National Alliance on Mental Illness (NAMI), family members, Assertive Community Treatment (ACT) teams and behavioral health providers also attend this meeting. The Community Support Program Executive Committee meeting is held opposite months to the Advisory Committee and discusses reports from the Housing, Community Hospital Integration Project Program (CHIPP), Quality Improvement/Recovery and Community Resources sub-committees. They also meet with local providers to evaluate expansion of existing programs as well as the development of new services for compliance

with CSP principles and provide relevant feedback to the Berks County Mental Health/Developmental Disabilities Program. The MH/DD Program Advisory Board meets five times throughout the year with stakeholders and local providers from the community to discuss and address issues that affect the consumers served in the community. The Berks County Area Agency on Aging (BCAAA) Advisory Council meetings are held six times a year to discuss issues that impact the elderly population in Berks County. Meetings are also held with the Reading Health System (RHS) and Haven Behavioral Health acute inpatient hospitals in Berks County to discuss issues impacting admissions, discharges and readmissions as well as length of inpatient stays. NAMI meetings are held with consumers and their families to advocate for better mental health services on their behalf. All meeting minutes are documented and reviewed at each group's following meeting. The CSP Advisory Committee holds an Annual Meeting for the Community where suggestions and comments are received and reviewed with attendees from across the County.

Utilizing the Community Support Plans for all Berks County consumers receiving treatment at Wernersville State Hospital, the Steering Committee began to develop a database inclusive of all individual components of Community Support Plans. This database will serve as the primary resource for all the collective and individual needs for persons receiving this level of support. Every individual's Community Support Plan data is to be entered into the database upon completion and/or update of their plans. The database can encompass information selected for each county, or the entire Service Area. From the database, Berks County can cull information that will identify what services, supports, and infrastructure will be needed for those individuals.

This information can then be cross-referenced with the existing services and supports currently available in each county as outlined in those counties' environmental scan. By cross-referencing both sets of information, each county will know exactly what areas of support are sufficient in meeting the needs of these individuals, and what areas of support need to be further enhanced, newly developed or altered accordingly. The outcome of maximizing resources can be addressed through this process by ensuring a plan is set forth to develop a regional or Service Area support or service if the demand is not sufficient to develop a service in a particular county. This cooperative planning approach could be best suited in meeting the specialized needs of individuals who have a dual diagnosis of mental illness and substance abuse, a dual diagnosis of mental illness and physical disability or individuals with a dual diagnosis of mental illness and acquired brain injury. We have seen this work with the dual diagnosis of mental illness and an intellectual disability as Berks County has worked together with Lehigh and Northampton Counties to bring a Dual Diagnosis Treatment Team (DDTT) to our 3 counties through a joint venture. We have seen the team succeed in decreasing the amount of time individuals are spending in Psychiatric

inpatient units and an increase in skills and coping strategies for both consumers and their staff. Individuals returning from incarceration, who are deaf, homeless, or elderly, as well as individuals who are medically fragile, do not speak English, and individuals with any other identified special needs may also benefit from joint projects.

II. Services to be Developed:

a) Prevention and early intervention services and supports (examples: crisis intervention and mobile treatment services).

Reading Hospital is in the process of developing a Psychiatric Emergency Services (PES) Unit that will be imbedded in the general Emergency Room. People with behavioral health needs will be triaged directly into the PES when medically appropriate avoiding a long wait and allowing for more immediate treatment. Plans are to open in January 2017 with 10 beds, all within direct view of the Nursing station. Extensively trained behavioral health staff including Psychiatrists will be on site 24/7/365; there are additional safety features in the rooms compared to the general emergency room, as well as family waiting areas that are being incorporated into the design. Approximately 500 behavioral health clients are served each month at the current Reading Hospital Emergency Room location and the expectation is this number may rise in the coming year. The PES Unit will serve all ages. The Program is funded through Medical Assistance and HealthChoices.

A Crisis Text Line is a new program in Berks County that has been recently added to our Crisis Department with start-up funded through retained earnings. There have been 455 contacts with 36 consumers registered for the service in just the first month. The goal was to increase access to the Crisis department for youth and young adults in their preferred method of communication – texting. We are in the process of advertising how to access the service and expect to see this program’s use increasing as more people become aware of it. This service is available to all ages that have access to texting.

Forensic Blended Case Management is a new service. Four case managers and one supervisor are receiving additional training to work with the Forensic population both in and out of the Berks County Jail System (BCJS). This unit, which became fully staffed in the past few months, is expected to serve 100 consumers in their first year. Block Grant funding will be used to cover people while they are incarcerated. Once consumers are released into the Community and apply for Medical Assistance, they can transition into the HealthChoices Program with Medicaid funding through CCBHO. This service is available to individuals age 18 and older.

Currently we are in the process of developing Forensic Peer Support to be offered at the BCJS. We anticipate serving 100 consumers within the first year of operation mainly in group settings at BCJS. This program will be Block Grant Funding for individuals seen in the jail. Inmates can continue with Peer Support upon release and will be assisted with applying for Medical Assistance and payment for services will then transition to HealthChoices/CCBH. This service is available to individuals age 18 and older.

Circle of Friends Drop-In Center is exploring a plan to expand their hours to offer limited weekend hours and adding an evening meal over the next 6 months. The additional hours will assist those individuals that have part time jobs during their current hours of operation and enable those individuals time to socialize with others and increase their access to additional supports. Approximately 50 people are served daily with base funds with 190 distinct members attending throughout the month; these numbers may increase slightly as the hours increase. This service is available to individuals age 18 and older.

Berks County uses Wernersville State Hospital for long term care treatment. Currently Berks County has a bed cap of sixty-two (62) at Wernersville State Hospital. This facility is for 18 and older. From the CSP process, Berks County can identify what services, supports, and infrastructure will be needed for those individuals in the community. Each CSP is tailored to fit the needs of each consumer.

b) Non-Institutional housing options, with a focus on independent and shared living arrangements. Identify existing “Housing First” approaches and discuss plans to develop future approaches.

Current housing options and supports include the following: HealthChoices Reinvestment Plan for Permanent Supportive Housing; Recovery Housing Programs at Easy Does It, Inc., Young Men’s Christian Association (YMCA) of Reading and Berks County, and Berks Counseling Center. The Housing Program for Veterans at the YMCA of Reading and Berks County as well as the Forensic Housing Program at Berks Counseling Center. Housing for Berks Counseling Center ACT consumers (transition-aged youth) at the Phoenix House and the Shelter Plus Care Program administered by Service Access and Management, Inc. in partnership with the Reading Housing Authority. 1300 participants have been served through Berks County’s Housing Plan to date with current housing options. To be eligible, participants will need to be 18 years or older who can carry a lease. Vouchers through Reading and Berks County Housing Authorities are also available.

Berks County fully incorporates “Housing First” options based on the evolving needs of consumers as expressed through the Community Support Plans at Wernersville State Hospital, specifically the Peer Assessments. The Berks County MH/DD/HealthChoices Housing Plan, as operated by Service Access and Management, Inc., (SAM) provides tenant-

based rental assistance using “Housing First” values. A specific Priority Group exists within the program to serve individuals discharged from state hospitals. Reinvestment funds have also been used to invest in 4 capital development projects through Berks County Redevelopment Authority. The apartment units in these projects range from efficiencies to two bedrooms and will be available to Health Choices consumers for 15-30 years depending on the project. To be eligible, participants will need to be 18 years or older who can carry a lease.

The Shelter Plus Care program just submitted their annual report to Housing and Urban Development. This completes the 9th year of operation. The program receives funding based upon fair market rents for 30 1-bedroom units in the City of Reading. From this, 44 unduplicated participants were able to be served. There were 6 departures, which included one ‘graduation’ to self-sufficiency (the participant no longer needed Case Management, was successful in his housing participation, and was therefore provided a ‘regular’ Section 8 voucher), one voluntary termination as the client wished to move closer to family, one voluntary transition for a participant in need of greater supports, one incarceration and one death. More notably, 38 participants remained successful in permanent, supportive housing – with 64% of those participants maintaining stability in their housing and with their behavioral-health needs for more than 3 years. To be eligible for Shelter Plus Care, participants will need to be 18 years or older who can carry a lease.

The Berks County MH/DD Program and SAM, Inc. are also involved in the future development of Section 811 housing in Berks County. Pennsylvania Housing Finance Agency (PHFA) and the Office of Mental Health and Substance Abuse Services (OMHSAS) will keep Berks County informed when Section 811 units are available within the County. There are no Section 811 units that are ready for occupancy at this time. For Section 811 housing, Priority Categories have been identified including individuals being discharged from an institutional setting and individuals with disabilities. SAM, on behalf of the Berks County MH/DD Program, is the Local Lead Agency (“LLA”) for OMHSAS/PHFA housing programs/initiatives. To be eligible for the Section 811 Program, participants will need to be 18 years or older who can carry a lease.

c) Non- residential treatment services and community supports including mobile treatment options(examples: outpatient and mobile treatment services, the full range of crisis intervention services, including mobile outreach, Assertive Community Treatment Teams (ACT), medication management, case management, psychiatric rehabilitation services, community services for youth and young adults including Multi-Systemic Therapy and Functional Family Therapy, and services to be developed and provide competitive employment opportunities).

- Treatment Services:
 - Assertive Community Treatment (ACT) for adults and the Transition Age ACT served 129 Berks County consumers. Both programs are funded by the HealthChoices Program with a limited number served with base funding. Anticipate serving the same number of consumers next year. This service is available to individuals age 18 and older.
 - Developmental Disabilities Treatment Team which is a new service in Berks County served 10 consumers since its inception. Expected to serve 10 more next year. Started with Reinvestment money and now funded through HealthChoices. This team was developed with Northampton and Lehigh and referrals are split between our 3 Counties. This service is available to individuals age 18 and older.
 - Blended Case Management served over 2300 Berks County consumers. This program is funded by both the Block Grant and HealthChoices monies. Numbers should stay about the same. This service is available to individuals of any age.
 - Intellectual and Developmental Disability (IDD) Supports Coordinators served 1708 Berks County consumers. Funded through Waiver and Base Funds. As this program expands to include consumers with an Autism diagnosis in the coming year, this number will increase. This service is available to individuals of any age.
 - Certified Peer Support Services served 372 Berks County consumers funded by HealthChoices monies. Peers have been trained to work with the Aging, Veteran, Youth and Forensic populations and several are bi-lingual and bi-cultural. With the addition of the Forensic Peer Support program in BCJS this number will increase. This service is available to individuals age 16 and older.
 - Psychiatric Rehabilitation, including mobile and clubhouses, served 257 Berks County consumers. Hope Springs, which is a Psychiatric Rehabilitation Clubhouse, provides services for 16-25 year olds with a serious mental illness and is in its first year of development. Psychiatric Rehabilitation is funded by the HealthChoices Program and minimal Block Grant monies. We are looking for these numbers to increase as more people become aware of Hope Springs and the program grows.
 - Integrated treatment for Mental Health and Substance Abuse (MH/SA) co-occurring disorders served 439 Berks County consumers. Program funded through HealthChoices and Block Grant Funding. Numbers may increase due to an increase in local media coverage of substance abuse issues. This service is available to individuals age 14 and older.
 - Mobile mental health treatment served 49 Berks County consumers. It is offered to both English and Spanish speaking individuals. Funded by HealthChoices, this

number should remain stable. This service is available to individuals age 18 and older.

- Telepsychiatry served 462 Berks County consumers. It is offered by six providers, 4 of which use it more consistently. Funded through HealthChoices, the numbers should remain stable in the coming year. This service is available to individuals of any age.
- Outpatient providers served over 15,000 Berks County consumers. Several of our providers have bilingual/bicultural therapists and psychiatrists for Spanish speaking consumers. Program funded through HealthChoices and Block Grant Funding. The number served should remain stable. This service is available to individuals of any age.
- Partial Hospitalization Programs for children and adults served 479 and 317 individuals respectively. Both are funded through HealthChoices and Block Grant funds and are often used as a diversion to inpatient care or a step down from a higher level of care. Numbers should remain stable in the coming year. This service is available to individuals age 5 and older.
- Extended Acute Care served 9 Berks County consumers this past year. We only have access to 2 beds at Philhaven so we have worked with a Lehigh County provider and CCBH to provide services for one MH/DD consumer in the past. Funded through HealthChoices. Numbers should remain around 10 in the coming year. This service is available to individuals age 18 and older.
- Berks County provides 24 hour Crisis (Mobile, Walk-In, Phone and now texting has been added). 19 staff are employed to provide Crisis intervention. In 2015-2016 we had 13,020 contacts for 4,240 unduplicated individuals. We expect this number will increase with the addition of the texting line. Program funded through CCBHO and Block Grant monies. This service is available to individuals of any age.
- Multisystem Therapy served 40 Berks County youth and is funded by HealthChoices. Numbers should remain stable in the coming year. This service is available to individuals ages 11 to 17.
- Dialectical Behavior Therapy served 1132 Berks County consumers. This service is offered by three local providers and is funded by HealthChoices. Numbers should remain steady in the coming year. This service is available to individuals age 18 and older.
- Therapeutic Foster Care served 43 children and youth and was funded through HealthChoices. This number should remain unchanged in the coming year. This service is available to any individual from birth to age 21.

- Supportive Housing serves 308 Berks County consumers. Funded by Housing Reinvestment funds through HealthChoices. Numbers are dependent on available funds. This service is available to individuals age 18 and older and their families.

d) Peer Support and peer run services (examples: certified peer specialists, wellness and recovery programs, drop in centers, warm-lines, ect.)

Four providers are currently offering Peer Support and a fifth is in the process of developing a program. We are working with the Warden of the Berks County Jail System (BCJS) to have forensic trained peers come into the jail and have groups once a week to work with incarcerated individuals interested in developing a Wellness Recovery Action Plan (WRAP) as well as individual support. We are budgeting base funds to start one peer with up to 15 hours a week at BCJS with the expectation of seeing approximately 100 inmates in the first year. Once individuals are released into the Community and apply for Medical Assistance they can transition into the HealthChoices Program and continue seeing their Peer Support. Peers are also embedded in our two ACT teams and Project Transition. We currently have 42 peers with 10 trained and working with older adults, 13 trained in forensics, 22 trained to work with transition age youth and 2 trained to work with Veterans. The peers as a group have developed a peer run coalition with regular monthly meetings offering information and support which most certified peers in the county attend. Our peers have also developed a quarterly newsletter. This service is available to individuals age 18 and older with 1 provider exceptions that serve ages 16 and older.

e) Supported Employment Services

Supportive Employment currently serves 36 Berks County people with Developmental Disabilities. We plan to expand this to serve 43 individuals in the next Fiscal Year. People with Developmental Disabilities are currently being provided Supportive Employment services by six agencies in Berks County. Waiver and Block Grant funds pay for the service. The Berks County Office of Vocational Rehabilitation (OVR) is working with any individual wishing to be employed. OVR is also working in partnership with Berks Career and Technology Center in a program called Work Partners. Work Partners is a collaborative team—including a School to Work Coordinator, a Job Coach, Classroom Educators, and an OVR Counselor who work with each Service Occupations student to achieve his or her employment goal. Transition age youth with disabilities also have access to a program called Project Search that is working with 18-21 year olds in their last year in high school and is currently linked with one County employer and is looking to add an additional employer. The OVR Transition coordinator works with

school district transition coordinators to address outreach to children ages 14 and older and their parents. The plan is to start them thinking about options for future employment. There is also a Goodwill program that gives youth an opportunity to work in the summer at various locations to gain experience and learn a skill set. Three agencies currently provide Supportive Employment services to mental health consumers in Berks County. Block Grant funding pays for the service and currently 57 Berks County consumers are served. It is anticipated that number will increase to 64 within the next Fiscal Year. Case managers continue to work with their consumers to assist in finding appropriate employment opportunities. This service is available to individuals age 14 and older.

The needs of all Berks County consumers are being met through the above services. There are currently no waiting lists for services except Supported Employment as OVR has had staffing issues beyond our control. Consumer's needs, other than employment, are being met in a timely manner.

III. Housing in Integrated Settings:

a) Complete a "housing inventory" of existing housing options available to individuals (please note that available services may be located in other counties).

HealthChoices Reinvestment Plan for Permanent Supportive Housing – provides tenant-based rental assistance, capacity of program based upon available reinvestment funding – over 1300 individuals/families served from FY 2008/2009; 107 served to date in FY 2016/2017. This program is currently suspended for lack of reinvestment funding. Should we have additional funding, it will reopen however with the budget being very tight, this past fiscal year there were no reinvestment funds and when the current funds ran out we suspended the program.

Recovery Housing Programs at Easy Does It, Inc. – capacity based upon program funding YMCA of Reading and Berks County - there is a mixture of capacity between 8 distinct transitional housing programs, the range would be from 20 – 30 beds at each program Berks Counseling Center – capacity based upon available funding; 70 HUD funded, plus the 4 MHJD are County funded. The 70 units are 13 transitional housing for homeless women with children with a drug/alcohol and or mental health disability and 57 permanent supportive units for homeless individuals and families with a drug/alcohol and or mental health disability. We are unaware if HUD funding changes are expected. County funded beds will be affected if MH/DD funds are decreased by the upcoming state budget.

Housing Program for Veterans at the YMCA of Reading and Berks County – capacity based upon funding 111 individuals served to date in FY 2016/2017 with funding from the Federal Veterans Administration. Funding is dependent on the upcoming federal budget.

Forensic Housing Program at Berks Counseling Center – 4 apartment’s house one person in each. Base funding used.

Housing for Berks Counseling Center ACT consumers (transition-aged youth) – 5 apartment’s house one person from the ACT team in each.

Shelter Plus Care Program administered by Service Access and Management, Inc. in partnership with the Reading Housing Authority – provides Housing Choice Vouchers (“Section 8”) to eligible participants, capacity is based upon available funding provided to the Reading Housing Authority by the Housing and Urban Development (HUD) – 42 individuals served so far in FY 2016/2017. We are unaware if HUD funding changes are expected.

Vouchers through Reading and Berks County Housing Authorities – availability/capacity are based upon available funding provided to the Reading Housing Authority and the Berks County Housing Authority by Housing and Urban Development.

604 Vouchers – currently – Reading Housing Authority

500 Vouchers – currently – Berks County Housing Authority

These are housing first vouchers funded by HUD – we are unaware of any funding changes expected in the future.

b) Discuss the progress made towards integration of housing services as described in Title II of the ADA.

People with disabilities or those who need Americans with Disability Act (ADA) accessible housing work with their Housing Support Services (HSS) staff or case management to find appropriate housing that will meet their needs. Any new construction that housing funds are used for is required to be handicapped accessible. SAM has established relationships with landlords across the County and most are very willing to work with our consumers as they know that case management and supports coordination staff are there to support our consumers and help them work through any issues they may encounter.

Individuals served through tenant-based rental assistance programs, such as the Berks County HealthChoices Reinvestment Housing Plan, the Shelter + Care Program and housing authority vouchers (for example), are fully integrated into a community setting and have access to a full range of community resources. Housing Support Services (“HSS”) are designed to help individuals establish goals toward recovery and independence – with the overall goal of individuals maintaining permanent safe, decent and affordable housing, while also utilizing and learning how to independently navigate an ever-widening and diverse range of community assistance and resources. SAM, as well as all other agencies providing tenant-based rental assistance, have established long-

term, mutually beneficial relationships with landlords and rental management entities, the majority of whom are very willing to work with consumers, who, while perhaps having a less than stellar past rental history, are now involved with supports and services (case management, supports coordination, HSS, Peer Support, etc.) which provide a positive trajectory toward recovery, life-goals improvement/accomplishment and independence. Any and all new construction is required to be handicapped accessible.

c) Describe the plans for Community Residential Rehabilitation (CRR) conversion.

Berks County has one Community Residential Rehabilitation Program operated by Threshold Rehabilitative Services with no plans to create more. Our CRR consists of 8 beds in one full care group home and 15 beds in the CRR partial care apartment program in five apartments embedded in the community. We currently need this level of care as a step down for individuals leaving the State Hospital, BCJS and as a gateway into services for individuals with no other supports in the community. At this time there are no plans for CRR conversion in Berks County as we consistently have a waiting list for this service and nothing that could replace the combination of services that both levels of this program offer. The HealthChoices Reinvestment Plan for Permanent Supportive Housing and Section 8 vouchers are options to assist those living in CRR to move out on their own.

d) Describe strategies used to maximize resources to meet the housing needs of individuals including:

1. Identifying the Local Lead Agency (LLA) and any agreement with the LLA for referrals and supportive services arrangements.

Service Access and Management, Inc. is the Local Lead Agency (LLA) for Berks County which operates on behalf of the Berks County Mental Health/Developmental Disabilities/ HealthChoices Program. As the LLA, Sam's policy is to act as the conduit for passing appropriate referrals on to the project developer and supportive services would be provided by the behavioral health agency referring the individual.

2. Describe existing partnerships with local Public Housing Authorities, Regional Housing Coordinators, Community, Housing and Redevelopment Authorities, and Local Housing Options Teams including and specific referral and/or management Memorandums of Understanding or other agreements.

Service Access and Management, Inc. (SAM) has a partnership with the Reading and Berks County Housing Authorities, as well as the Berks County Redevelopment Authority. The relationship with both Reading and Berks County Housing Authorities is exceptional and is seen as a model state wide. SAM's Housing Coordinator serves on the board of the Reading Housing Authority which affords SAM the ability to strongly advocate for our consumers. SAM is also a member of the Berks Coalition to End Homelessness (BCEH), the Local Housing Options Team for Berks County. SAM's Housing Coordinator is a board member for BCEH as well. SAM, Inc. has sent out several support letters to developers for proposed housing projects for low income consumers.

IV. Special Populations:

a) Individuals with dual diagnosis (mental health/intellectual disability) needs are met by:

Inpatient Mental Health, Dual Diagnosis Treatment Team, Project Transition, Community Residential Rehabilitation (CRR), Outpatient Mental Health (including Mobile Mental Health Treatment and Telepsychiatry), Partial Hospital Programs, and Blended Case Management/Supports Coordination. Individuals in this population may live independently in their own apartment or with supports, with their family, in a Community Home or in someone else's Lifesharing home. Their families, Supports Coordinator and support team will help them decide what is most appropriate and safe while assisting them to be as independent as possible. This service is available to 18 and older.

b) Individuals with co-occurring disorders (mental health/substance use disorders) needs are met by:

Inpatient Mental Health, Extended Acute Care, Partial Hospital Programs, Project Transition, ACT, Psychiatric Rehabilitation (both Clubhouse and Mobile), Outpatient Services (including Mobile Mental Health Treatment and Telepsychiatry), Certified Recovery Specialists, Community 12 step programs, Blended Case Management, and Crisis (Mobile, Walk-In, and Phone/Text). There are several programs in Berks County for individuals to participate in treatment that offer living arrangements such as Project Transition, the YMCA, Camp Joy, and Easy Does It. This service is available to 16 and older.

c) Individuals with both behavioral health and physical health needs are met by:

The Physical Health/Behavioral Health (PH/BH) Project, started with HealthChoices reinvestment funds, located at Berks Counseling Center (BCC), is designed to provide systematic health assessment and screening of the adult Serious Mental Illness (SMI) population enhanced by on-site primary care and a strong focus on wellness and prevention supports. The target population is further defined by those consumers who are at high risk for or are currently experiencing co-morbid physical health conditions. Berks Counseling Center (BCC) is a licensed psychiatric clinic and Outpatient Drug & Alcohol agency providing a range of services from Outpatient to ACT. The project included hiring and training an Integrated Care Team comprised of a Primary Care Provider, Health Home Coordinator, Registered Nurse acting as a Wellness Support Specialist, and Health Navigators. This service is available to adults.

d) Individuals with traumatic brain injury needs are met by:

The Reading Hospital and the Penn State Health St. Joseph Medical Center are two Berks County providers that specialize in working with people who have traumatic brain injuries. The BCAAA would assess the individual for the Level of Care they would require and make the appropriate referrals, one of which would be the Independent Enrollment Broker who would assign the appropriate waiver. This service is available to ages 18 and older.

e) Individuals with criminal justice/juvenile justice history needs are met by:

Forensic Blended Case Management, Peer Support Services, Outpatient and Multi-Systemic Therapy (MST) for children and adolescents are some of the services offered. Berks Counseling Center works with the County and the Forensic Diversion Specialist to provide treatment and housing to individuals in the criminal justice system – we have 4 apartments dedicated to diversion and BCC has several more that they utilize with the Drug and Alcohol population. Berks Connections/Pretrial Services (BC/PS) also assists with job fairs, teaching sessions for filling out resumes, role play interviews and case management. BC/PS also provides financial literacy, assist with family reunification, and offer assistance securing basic needs and housing. Services are available to ages 18 and older. The Multi-Systemic Therapy service is available for ages 12 through 17.

f) Individuals who are deaf or hearing impaired needs are met by:

Berks County Deaf and Hard of Hearing Services (BDHHS) offers interpreters, assistive devices and testing for a fee. Some ID providers with Community Homes have staff that

can sign and all providers have access to BDHHS and are required to have a plan in place for interpreters. This service is available to all individuals.

g) Individuals who are experiencing homelessness needs are met by:

HealthChoices Reinvestment Plan for Permanent Supportive Housing, Shelter Plus Care Program, CRR, Berks Coalition to End Homelessness, and Project Transition. Referrals can be made by case managers, outpatient providers, inpatient settings and staff at the Wernersville State Hospital as well as BCJS.

The serious issue of family homelessness is recognized and addressed through the various programs administered by the agencies cited above. The Berks County Reinvestment Housing Plan specifically targets the needs of homeless individuals and families through defined Priority Groups which recognizes and meets the needs of individuals and families in shelter environments, as well as those who are residing in places not meant for human habitation. The Berks Coalition to End Homelessness has developed a component of their program which very specifically addresses family homelessness by providing temporary shelter in city row homes, which are owned by the Coalition. Referrals for individuals and families in need are made by case managers, outpatient providers, inpatient setting staff, and staff at the Wernersville State Hospital, as well as BCJS. The opportunity to make referrals are communicated through a well-established network of case management providers, outpatient providers, inpatient providers, Wernersville State Hospital staff, community agencies, etc. The Berks Coalition to End Homelessness regularly presents information about the services they offer in their program to various groups, advisory meetings and at community events.

h) Older adults needs are met by:

Inpatient Mental Health, Outpatient Mental Health, including Mobile Mental Health Treatment and Telepsychiatry, Peer Support Services with additional training to work with Older Adults are some of the services offered to older adults. Assessments from the BCAA can result in additional services offered such as – Home Delivered Meals, participation at Senior Centers, Older Adult Protective Services, Home and Community Based services and assistance with finding appropriate housing in emergency situations. Certain Section 8 housing is designated specifically for seniors and individuals with disabilities and there are also Private Pay 55 and older communities in Berks and the surrounding counties. Services from the BCAA are based on level of care needs and financial status.

i) Individuals who are medically fragile needs are met by:

The Berks County Area Agency on Aging and Service Coordinators for the Office of Long Term Living provide home and community based services to people who are medically fragile in Berks County. When medically and financially appropriate, in-home care is offered to allow the individual the ability to stay in their own home for as long as possible in lieu of going into a nursing or assisted living home, increasing their level of independence. Referral to the Aging Waiver is also an option.

j) Individuals with limited English proficiency needs are met by:

The majority of the services listed in this section have the capability to serve the Hispanic population, especially community-based services. Interpretation services are also available for other languages through the Global Arena Language Bank Service contracted by CCBHO, Berks County's Medicaid Managed Care Company, and HealthChoices providers have access to it. The Hispanic Center provides instruction in the English language.

k) Transition age youth including young adults needs are met by:

The Healthy Transitions Grant is part of a federal grant program, Now Is The Time (NITT). The purpose of this program is to improve access to treatment and support services for youth and young adults ages 16-25 that either have, or are at risk of developing, a serious mental health condition and also focuses on the community at large. Berks, Bucks and Washington Counties were invited to participate in the grant program in order to implement its goals. ACT, Psychiatric Rehabilitation, both Clubhouse and Mobile, Peer Support Services were already offered or were developed with the aid of the grant to serve this population. Berks Counseling Center's Transition Age ACT team has apartments that can serve 7 youth.

The **Hope Springs Clubhouse** is a Psychiatric Rehabilitation Clubhouse that provides services for 16-25 year olds with a serious mental illness. The Clubhouse Model is a unique approach to recovery in the mental health field. Clubhouse seeks to build on member's strengths while creating a community where each member is wanted, needed and expected to participate. The Transitional Age Youth Hope Springs Clubhouse is helping bridge the gap between the child service system and the adult service system. Hope Springs is educating its member on how to navigate both service systems in order to receive the assistance imperative to their recovery. Hope Springs Clubhouse offers unique educational and vocational programs in order to support its members in

reaching goals of attaining meaningful roles. These programs include the Supported Education Program, the Transitional Employment Program, and the Supported Employment Program.

Peer Support Services (Greater Reading Mental Health Alliance) is another program that is assisting in improving the resiliency of the Transition Age Youth population and with this grant's implementation of goals. They received a waiver from OHMSAS to serve our 16-17 year old population with Peer Support Services.

Mobile Psych Rehab (Holcomb) is the other program that is helping out with resiliency of the Transitional Age Youth population and with this grant's implementation of goals. They also received a waiver to serve 16-17 year olds as Mobile Psych Rehab is traditionally an adult only service.