

# Lackawanna-Susquehanna Behavioral Health/Intellectual Disabilities/Early Intervention Program

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## Program Accomplishments 2019

### I. Overview

The Lackawanna-Susquehanna Behavioral Health/Intellectual Disabilities/Early Intervention Program is pleased to present a summary of Program Accomplishments achieved in 2019.

In the face of many challenges within the human services field, primarily funding, but also changing regulatory standards, and the challenges of staff recruitment and retention, the Program continues to work with our HealthChoices partners and contracted providers to provide comprehensive behavioral health, intellectual disability and early intervention services in support of our mission: *to connect consumer satisfaction, outcome evaluation and accountability with the planning, procurement and the efficient management of effective services and supports.*

We are pleased to highlight some areas of accomplishment for 2019 that we believe reflect our hard work and commitment to the residents of Lackawanna and Susquehanna Counties.

### II. Administration and Fiscal

#### ❖ **Contracts Workgroup**

A workgroup consisting of program and fiscal staff convened to update provider contract language based on current service definitions and regulatory standards. Ongoing work will focus on adding outcomes measures to current contractual obligations to assure quality service delivery to service recipients.

#### ❖ **Staff Recognition Awards**

We implemented the First Annual Staff recognition awards for years of service and dedication to the Program. In 2019 four (4) staff were recognized for forty (40), thirty (30), ten (10) and five (5) years of service.

#### ❖ **Budget Restructuring**

The Program Administrator and Fiscal Director developed and presented a budget restructuring proposal to the Advisory Board Finance Committee which aligned the Program allocation with provider contract budgets. The Proposal also included a plan to create efficiencies within contract lines to maximize available funding and cover a higher percentage of provider costs.

### III. Behavioral Health

#### ❖ Forensic Initiatives

- **Residential Treatment Facility-Adult (RTF-A)**

The Program secured funding from the Office of Mental Health and Substance Abuse Services (OMHSAS) for five (5) beds in a Regional RTF-A which will support individuals with Serious Mental Illness (SMI) which also have criminal justice system involvement.

- **Sustainability Forensic Re-Entry Housing**

Funding was secured to create a sustainability plan for the Program's Forensic Re-entry Housing Project.

- **Forensic Training Series**

The Program sponsored a Forensic Training series for Forensic Services Department staff and Criminal Justice System partners.

- **Peer Support at Lackawanna County Prison**

Funding was secured from OMHSAS for additional peer support services at the Lackawanna County Prison.

#### ❖ Behavioral Health Provider Monitoring

Program Staff developed a Behavioral Health Provider Monitoring Tool as a mechanism to provider oversight and quality assurance for program funded services such as Residential Services, Administrative Case Management, and Drop-In Centers.

#### ❖ Community and School Based Behavioral Health Services

The Program worked with our HealthChoices partners to add additional staff in two school districts in Susquehanna County and created a new team in the Susquehanna Community School District in Susquehanna County. The Program also worked collaboratively with HealthChoices to reorganize teams within the Scranton School District to increase efficiency and meet additional student needs.

#### ❖ Child and Adolescent Service System Program (CASSP)

The Children's Program Coordinator facilitated 316 CASSP meetings to support children and families to gain access to needed supports and services; while implementing the associated CASSP principles: Child-centered, Family-focused, Community-based, Multi-system, Culturally competent and Least restrictive/least intrusive.

#### ❖ Susquehanna County Children's InterSystems Committee

A team of stakeholders was developed in Susquehanna County with a shared goal of creating an integrated system focused on strengthening youth and families and working in partnership for better outcomes and more resilient communities.

## IV. Intellectual Disabilities

### ❖ **Life Experience Appraisal Protocol (LEAP)**

We are one of six (6) counties/joinders statewide that has been trained as a reviewing entity for the LEAP process. The LEAP was developed by Counties in conjunction with The Office of Developmental Programs and is responsible to assess the need for provider rate exceptions via a review of financial and programmatic materials to include: the individual ISP, Supports Intensity Scale Assessment, incident management documentation and Supports Coordination Monitoring documentation. The review determines if a provider request for an enhanced rate meets criteria.

### ❖ **Statewide Provider Risk Assessment**

The Program is the Northeast Region Lead for the development and implementation of a Provider Risk Assessment process that will be implemented in calendar year 2020. This process is designed to review performance of residential providers to assure residents are receiving quality supports/services while remaining safe in their homes and communities. This also offers County Programs the ability to provide technical assistance and support to providers who may require same to meet the high-quality standards set forth by the Office of Developmental Programs.

### ❖ **Expansion of Training Opportunities**

The Program Initiated the first Annual Incident Management Training for all intellectual disability service providers. The training was well attended, and feedback was positive. Additionally, the Program expanded other training opportunities for intellectual disability service providers on topics such as communication and Mental Health First Aid.

### ❖ **Expansion of Services to individuals with Autism in the Intellectual Disability Waivers**

We continued expansion of services to individuals with Autism within the intellectual disability service system. In calendar year 2019 an additional twenty-two (22) individuals were registered for service which was a 100% increase from the previous year.

## V. Early Intervention

### ❖ **Rapid Response Team**

The Early Intervention Coordinator developed a Rapid Response Team in conjunction with the Office of Child Development and Early Learning (OCDEL) to support infants and toddlers at risk of suspension or expulsion from child-care setting due to significant behaviors and need for specialized behavior intervention.

### ❖ **Governor's Institute Plan of Safe Care**

The Program partnered with The Lackawanna County Office of Youth and Family Services and Office of Drug and Alcohol Programs in the Governor's Institute to develop plans of safe care for infants born to mother with substance use disorder and assure immediate and effective access to early intervention to enhance outcomes.