



**DELAWARE COUNTY
FISCAL YEAR 2021/2022
HUMAN SERVICES BLOCK GRANT
SUMMARY**

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Public Hearing Notice

Delaware County Human Services has scheduled two virtual Public Hearings to gain input from the community and stakeholders regarding the plan for the upcoming fiscal year.

- Wednesday, June 23, 2021 at 6:00pm
- Tuesday, July 13, 2021 at 6:00pm

The events can be accessed via the Human Services Website at <http://www.delcohsa.org/index.html>. Comments may be emailed to HS_BlockGrant@delcohsa.org until the conclusion of the second hearing.

Notification of the Public Hearings was published in the Philadelphia Inquirer per the requirements in the Sunshine Act. Additionally, advisory councils, providers, stakeholders, and committees were notified of the hearings via email and the notice was posted on the Human Services Website.

Planning Process

Delaware County Human Services collaborates with the internal and external stakeholders in the development of the Block Grant Plan and on an ongoing basis to ensure the needs of our community are being met in an equitable, fair, and inclusive manner. Human Services Administrators currently meet on a weekly basis to discuss pertinent issues within the Department. Program and fiscal leads for the categoricals within the Human Services Block Grant routinely meet throughout the year to discuss current year needs, utilization of retained earnings, and planning for the upcoming fiscal year.

The Human Services Block Grant Plan is distributed to the Mental Health/Intellectual and Developmental Disabilities Advisory Board, Drug and Alcohol Planning Council, and Children and Youth Citizens Advisory Council prior to submission for feedback and comments. Furthermore, the plan and summary are posted on the Human Services website and distributed to an array of providers, County partners, and stakeholders.

Throughout the year, Human Services leaders assess the community and needs of our residents to best strategize for continued programming.

Human Services Narrative

Delaware County Department of Human Services was established in 1976 under the Home Rule Charter as an umbrella department responsible for the administration and delivery of coordinated human services. The Department of Human Services is comprised of the following program offices (Mental Health-including HealthChoices and Quality Improvement, Intellectual and Developmental Disabilities, Drug and Alcohol, Early Intervention, Administration - including fiscal, contracting, information technology and information systems, Adult and Family Services - including Medical Assistance Transportation Program, Children and Youth Services, and Early Learning Resources Center – Region 15.

In conjunction with internal collaboration between the various categoricals within the Department, Human Services has developed partnerships with an array of County and Court Offices, including the County Office of Services for the Aging, Office of Housing and Community Development, District

Attorney's Office, Public Defender's Office, Workforce Development, Adult Probation and Parole, Juvenile Probation, and Planning.

The Human Services Block Grant has been paramount in implementing a cross-system approach to the County's most vulnerable citizens. By allowing flexibility with funding, Delaware County has enhanced our holistic approach to address the needs of our residents.

Human Services Block Grant – Looking Back

Delaware County Human Services has been a Block Grant County since its inception with Act 80 of 2012. Structured with a Human Services model, Delaware County was in an optimal position to transition to a Block Grant County. Although there have been countless benefits to Delaware County with the Human Services Block Grant's ability to move funds, three categoricals are most prominent: Drug and Alcohol, Intellectual and Developmental Disabilities, and Homeless Services.

The flexibility of the funding has allowed our County to provide more comprehensive services to our residents. When the Block Grant was established, Delaware County frequently had substance use needs which exceeded the available funding, resulting, at times, in some residents being unable to access treatment. Not only has Human Services been able to maintain consistent substance use programming with the Block Grant, we have expanded our provider network, increased funded length of stays, and incorporated multiple recovery houses and Medication Assisted Treatment Programming in our funded services.

More recently, Delaware County has been able to provide services to the intellectual and developmental disability population due to the ability to transfer the monies to the categorical with the most pressing needs. With limited increases in allotted Medicaid Waiver slots and a steadily growing need, Delaware County would have struggled to provide services in this regard if not for the flexibility of the Human Services Block Grant.

Delaware County utilized the Human Services Development Fund to support an array of programming for residents close to or experiencing homelessness. The drastic cuts of this funding stream over several years limited the available resources to assist this population. Human Services has been able to continue programming as a result of the ability to move funding between categorical allocations.

In addition to the benefit of transferring funding between programs within the fiscal year, Delaware County Human Services has been able to create initiatives and meet future needs through the permissible retained earnings. Programs, such as homeless case management, mental health on-site crisis, rental assistance, and homeless shelters have benefited.

Accomplishments of Fiscal Year 2020/2021

Fiscal year 2020/2021 began with our nation in the midst of a pandemic, spotlight on racial disparities, increased focus on Criminal Justice Reform, and drastically increasing human services' needs; the impact of all being significantly felt in Delaware County. Similar to many agencies, our office transitioned to a hybrid-remote workforce, which despite a few challenges, was relatively smooth allowing for continuity of services to our residents. Delaware County Human Services commenced the "Unpacking Systemic Racism Project", initially with the program administrators, and eventually to all

staff. Our team believed any substantive and permanent change would need to begin with the Department's leaders. Although Human Services is in the process of selecting a Racial Equity Planning Team, we have created, released, and publicized our Racial Equity Statement, which was officially adopted by our County Council on March 17, 2021:

The Delaware County Department of Human Services acknowledges and understands historical and ongoing systemic racism exists in our work environment.

Racialized practices and behaviors which result in disparities and inequities within our Department will not be allowed to continue and must change.

The Department's goal is to create an organizational culture of inclusion and equitable success where the unique voices of all are valued, thereby bringing demonstrated diversity and creativity to our workplace and services provided.

Delaware County Human Services has made numerous other accomplishments during Fiscal year 2020/2021, the most significant of which are highlighted below:

- Continued collaboration and partnership within all Human Services Offices focusing on the services available to our residents versus restrictions.
- Increased partnership with the County Criminal/Juvenile Justice System in an effort to prioritize treatment and reduce incarceration/detention.
- Maintained a mechanism by which employees can have input into the Department by participating in a focus group, led by the Human Services Director, and tasked with discussing organizational concerns to create an enhanced work environment.
- Successfully issued a Request for Proposal for the HealthChoices Behavioral Health Managed Care Organization and reviewed proposals with a comprehensive team consisting of administrators for key County/Court Offices connected to the program.

Adult Services

- New funding was secured that allowed 103 individuals to be temporarily sheltered in motel on Code Blue nights during the pandemic.
- A new contract was awarded to a Community Partner to develop and lead the Outreach Team that will conduct street outreach five days per week, twenty-four hours a day.
- Forty households moved into Rapid Rehousing or Permanent Supportive Housing.

Drug and Alcohol

- Partnership with Delaware County Emergency Medical Services and Certified Recovery Specialist Warm Hand Off.
- Awarded funding from the Department of Justice, Bureau of Justice Assistance for the Comprehensive Opioid, Stimulant, and Substance Abuse Site-based Program (COSSAP) which will be used to provide buprenorphine and recovery support services at George W. Hill Correctional Facility.
- Awarded State Opioid Response funds for treatment services including a law enforcement diversion program and a program designed to assist individuals in recovery in obtaining and maintaining safe, supportive housing.

- Awarded a Vital Strategies Grant to provide two countywide Narcan Distribution days where community members can receive Narcan kits.
- Conducted the Delaware County Pennsylvania Youth Survey Summit virtually in conjunction with a contracted provider.

Intellectual and Developmental Disabilities

- Decreased the use of Base funding for long-term residential placements and increase use of Waiver for community services, resulting in Base funding savings of over \$675,000.
- Helped distribute masks and information to individuals and families, including information on accessing vaccinations – working with Office of Developmental Programs and Delaware County Emergency Management Services to access community vaccine clinics and vaccines for homebound individuals and families.
- Worked with providers to ensure that all safety protocols were followed to decrease risk of individual infection with the COVID-19 virus.
- Helped to ensure that all providers had access to vaccines to protect individuals and staff.
- Served 110 individuals in Family Support Services. This number was reduced due to the pandemic.

Mental Health

- Initiated contract for construction of new on-site crisis unit at Delaware County Memorial Hospital.
- Approved for Community Hospital Integration Projects Program Plan for a traumatic Brain Injury program to provide services for individuals transitioning from the State Hospital.
- Enhanced peer support workgroup for program directors.
- Provided forensic Certified Peer Specialist training, with six participants completing the program.

Goals and Priorities for Fiscal Year 2021/2022

As Delaware County Human Services looks towards Fiscal year 2021/2022, there are many exciting transitions occurring within the County, most significant of which is the development of a Health Department. Human Services will fully partner with the forming Health Department to ensure a comprehensive and holistic approach to services is developed. Human Services will continue the “Unpacking Systemic Racism Project” and incorporate the Racial Equity Statement into all aspects of our department. In an effort to improve accessibility to all categorical services within our Department, consideration is being given to restructuring the office to allow representation across the County.

Delaware County Human Services has additional initiatives and goals for the upcoming Fiscal year, the most salient of which are as follows:

- Enhance awareness of available services within the community.
- Develop a Human Services Quality Unit to ensure compliance, evaluate services, and provide a mechanism for community members to submit feedback at the Department level.
- Continue to partner with the Criminal/Juvenile Justice stakeholders to assess the current services and strategize for improvement.

- Continue with the existing plan to issue Request for Proposals for all contracts without a state approved or reviewed rate, on a five-year cycle to maintain high-quality providers and consultants.
- Increase staff retention.

Adult Services

- Reduce the number of households who become homeless as compared to the previous year.
- Reduce the length of time households remain homeless as compared to the previous year.
- Transition households from emergency shelter or Rapid Rehousing into permanent housing whenever possible.

Drug and Alcohol

- Continuation of Prevention State Opioid Response Initiatives and continuation of Treatment State Opioid Response Initiatives.
- Continue working on achieving both our Prevention Needs Assessment goals and Treatment Needs Assessment goals through ongoing outreach, evaluation, and maintaining/creating new partnerships with relevant agency/business/organizations.
- Increase access to transportation to treatment and Recovery Supports.
- Increase access and awareness about the Warm Hand Off Program.
- Increase access to workforce opportunities.

Intellectual and Developmental Disabilities

- Increase and improve use of the LifeCourse tools.
- In conjunction with the Office of Developmental Programs, local counties, and service providers, restore and/or modify programs to serve those displaced by the change in traditional day and Community Participation Supports
- Provide a minimum of four direct trainings and resources to families to reduce risk, improve health, promote vaccines, understand service options, and improve understanding of paperwork processes.
- Conduct a satisfaction survey to identify issues and create a plan to address those issues.

Mental Health

- Increase avenues for Certified Peer Specialist opportunities, including continuing education opportunities.
- Successful completion of 75% of Psychiatric Rehabilitation Services assessments with referral to recommended program(s).
- Increase focus on quality planning, assurance, control, and improvement in the development and evaluation of programs.
- Continue to utilize System of Care grant funding to engage community groups and specific youth focused programs to reach out to and encourage our families to identify their needs.