

Lamoille County Mental Health Developmental Services

Local System of Care Plan FY '18 – FY '20

Current Status

1. Currently being met

- Service Coordination- We have 11 service coordinators currently. All of our service coordinators are QDDP. Currently we have 88 consumers that we serve through home and community based waivers that receive varying degrees of service coordination. LCMHS currently serves 3 consumers under targeted case management. Through our quality review that happened in August 2013, as well as our own survey, Service Coordination was noted to be very high in quality.
- Home Supports- Currently we have 46 shared living providers that we contract with. We have 5 consumers that we support with in home supports. Shared living providers have been noted to be very dedicated and knowledgeable about the consumers they support.
- Community Supports- Currently we have 31 CIS staff. This is a service that is also noted to be very high in quality. LCMHS is a rural community and we have a Union. Both of these things affect consumer choice. Consumers note that community is important to them as it gives them access to the community and builds on positive relationships.
- Employment Supports- Our employment program is a very important part of the services we offer. Comments that came in about our supported employment program were that it gives people purpose and meaning in their life. We have exceeded our master grant outcomes the past several years. Our employment team does great with job development, assessment and on-going job support.
- Crisis Supports- LCMHS DS program has its own pager system. This works for our program. The pager rotates between service coordinators that have back up support from

the Director and Clinical Director. We also utilize emergency respite as well as VCIN as needed. We also coordinate with the agency Mobil Crisis Team for any screenings that may need to happen.

- Clinical- The agency now has two psychiatric nurse practitioners as well as a medical director. One of the psychiatric nurse practitioners along with the medical director has extensive experience working with individuals with Developmental Disabilities. We do have our own Clinical Coordinator in DS that has been able to do support groups, individual therapy, support plans, and work with shared living providers.
- FFF- LCMHS was very happy that we received an increase in FY 16 in our FFF. This allowed us to serve more families. Currently we serve 35 families. This was noted as a very important service to families.
- Bridge Program- We serve 17 families under this program. Feedback has been very positive about the program. Families report that this program helps them navigate the school system and funding additional resources in the community for the child/family.
- GATSA- Our local Self-Advocacy group is not a service category but in collecting feedback for developing this System of Care we received tremendous feedback that GATSA is a very positive thing for individuals that participate. Comments included, “we have found our voices,” and “provides new opportunities.”

2. Update on previous FY 15-17 LSOCP

Increase Housing Options

This is an area that I wish we had made more progress than we have. Leadership at Lamoille has met with our local legislators as well as field director on lack of affordable housing in Lamoille County. We also have talked about lack of low income apartment buildings and the need for more vouchers.

Increase use of Public Transportation

LCMHS continues to collaborate with RCT. We have had meetings with them and I would say that RCT consistency has improved with meeting our consumer's needs. We have worked with individual consumers within their ISAs to develop knowledge of bus route schedules. We have consumers that now take the bus to Williston to run errands and shop. This was not happening when LCMHS wrote its last three year plan.

Increase Parent Support for People with Intellectual Disabilities that are parenting

LCMHS continues to try and build support in this area. We have been working with Susan Yuan on a few different cases. She has also provided curriculum for specific individual situations. We also had been partnering with Easter Seals and found that to be helpful. Unfortunately, Easter Seals had some budget cuts and were unable to continue to provide the support.

Increase Flexible Family Funding

LCMHS continues to advocate that Flexible Family Funding is a program that helps families a great deal. In FY 16 LCMHS got an increase in FFF funding. As a result of this we were able to serve more individuals.

Increase Children's Services

The Bridge Program has been able to support a lot of families in Lamoille County since it started. Joshua Britch who has been our Bridge Coordinator recently left. He did a great job growing the program and providing resources to families. We just hired Janelle

Germaine who has worked in DS before. The non-categorical program (IVY) has been helpful as well in providing respite.

Continue to Improve Post-Secondary Options

LCMHS continues to participate in the state wide post-secondary consortium. LCMHS has participated in meetings with DDAS about Post-Secondary Options. LCMHS leadership has met with local Legislators to talk about the positive effects of Post- Secondary Opportunities. We have contracted with Global Campus with the support of additional funding from the DDAS. Previously we had been a pilot. We have a growing number of consumers that participate in Global Campus. College Steps continues to be a very successful program. We have had numerous graduates from the program and we have many consumers and families that call to inquire information about the program.

Increase Clinical Training for Support Staff

LCMHS has done a lot of work around this. We have developed an expanded pre-service for all new staff. All new staff receives training that involves consumers in the following: Med Administration, Employment, Clinical, Self-Advocacy, Communication and Therapeutic Options. Amy Brochu who is our training coordinator puts together a robust calendar of training every year for our support staff to increase their clinical knowledge. We've also sent our staff out to get trainings that they could bring back to the rest of the staff.

Plan Development

1. Planning Process

Feedback for the Lamoille County Local System of Care Plan (LCLSP) was gathered in a two part process from people over a period of two months using a variety of forums such as LINT, interviews, and questionnaires. Written documents from the past year were also reviewed. Below is a listing of

our sources of information and techniques used to gather the feedback.

- Consumers involved with Getting Acquainted Through Self-Advocacy in a meeting on 12/5
- Consumers not involved with GATSA through individual contacts by service coordinators (12/16)
- Green Mountain Support Services (consumers, employees, home providers, guardians.)
- LINT Group which includes 11/18:
 - *Department of Children and Family Services*
 - *Local Schools all three districts*
 - *Family Center*
 - *Lamoille Restorative Program*
 - *CCV*
 - *Voc Rehab*
 - *CHSLV*
 - *Health Department*
 - *Laraway Youth & Family Services,*
 - *North Central VT Recovery Center,*
 - *Peer Navigator,*
 - *Head Start,*
 - *Clarina Howard Nichols Center,*
- Johnson State College Survey- 1/17
- Adult Basic Ed Survey- 1/17
- Meals on Wheels Survey- 1/17
- DS Standing Committee-11/16,12/16
- LCMHS Board of Directors-discussed in December
- Review of Critical Incidents FY 16
- Review of 15 QSR Report
- Consumer/family Satisfaction Survey
- Psychiatrists, Psychologists, Counselors Survey-1/17
- LCMHS Employee Staff Meeting-1/17

1. Priority Needs

Priority Needs Being Met for People with DD in Lamoille County (in order of importance noted in feedback).

- Day Support and Service Coordination were tied in order of importance. Some of the feedback in regards to why Community Support is so important to the consumers we serve include: “Gives pride and get to meet people.” “Get to meet new people.” Service Coordination was noted to be of high quality and some direct quotes included: “Thoughtful, caring supervisors and managers who love their work.” LCMHS last quality review stated that Community Supports were individualized and clearly reflected the interest of the individuals we serve. QSR report found that Service Coordination was knowledgeable and good facilitators of team support. In addition consumers felt respected.
- Respite, Crisis, and Shared Living Provider were tied in order of importance next. During our last QSR feedback around SLP’s included the statement that our SLP’s were energetic and knowledgeable. Consumers are in homes that are meeting their current needs and future needs. Feedback that we received while developing this System of Care Plan was that SLP’s work well for safe living and modeling life skills. Respite was noted to be of importance because it allows for a break for family/SLP as well as the consumer. Feedback in regards to Crisis support was noted that it is helpful because it provides support 24/7.

- Employment Supports were noted as important when feedback was gathered from our GATSA group. Comments include employment supports are important as they make sure we get to work on time and have the supports we need to keep our job.
- Nurse/Psychiatry- it was noted that since our last System of Care Plan we have had periods of time without a Nurse and a Medical Director. We currently have both and it was noted that it works well when we have those positions in house.
- Behavior Support Plans/ISAs – it was noted to be high in quality and included a lot of important details. QSR report noted that Positive Behavioral Supports are used when behavioral interventions are needed.
- Transportation- feedback was noted that this is a needed service area. It was stated that this allows consumers to get places.
- Supervisors- it was noted they are excellent. Responsive to client needs and think creatively to resolve issues.

Priority Needs Being Under-Met or Unmet for People with DD in Lamoille County (in order of importance noted in feedback)

- Increase need for respite providers. It was noted that individual employers feel like it is more challenging to find support staff to do the work. Consumers gave feedback that they do not enjoy having to go to someone else's home for respite. They feel that the system should work on trying to

develop a different way to deliver the services that feels more natural. To make this happen there needs to be an increased pool of support staff that reside in the State. I do not have the answer on how to make respite feel more natural as opposed to consumers feeling that they are being sent away. I think a work group would need to be formed to flush this out that would involve consumers.

- Increase respite budgets. Feedback was given that after many years of cuts, Consumers receive less and individuals supporting the consumers feel a need for more. To make this happen we need to receive an increase in funding.
- Decrease Staff turnover. There was a lot of feedback that we have too much staff turnover. Feedback was also given that we need to increase salaries to try and reduce staff turnover. To decrease staff turnover we would need an increase in revenue that we receive from the State. We did receive a small increase last year but it was less than 2%. Increases have not been happening and when they do, they are not keeping up with the cost of living.
- Increase Housing options. Feedback was noted that we do not have enough low income housing in Lamoille County. We have had consumers that have been on a wait list for over a year before they could move into low income housing.

Feedback was also given that it would be beneficial to have transitional housing.

- Increase Employment funding. Feedback ranged from increasing the hours of support to giving infrastructure money to hire additional staff to provide support especially in job development. To make this happen we would need an increase in funding from the State.
- More classic Autism case management. Feedback was given that there is a need for more support navigating ABA services, OT, PT, and SLP services. To make this happen some of it would need to be an increase in funding. Especially for ABA services. Many agencies are not providing this support because of lack of ABA providers and lack of funding. To better coordinate services with OT, PT and SLP I think is a training issue.
- Transportation- it was noted consistently to be very challenging. It works better when funded through the waiver but even when funded through the waiver there needs to be an increase in the amount of mileage allocated. There is also a need for more public transportation available. There was consistent feedback that it is not reliable in terms of schedule, time, and routes that are not allowing enough time for individuals to complete their errands. To support this need a couple things are needed. One to receive increase funding

from State to DDAS. In addition we need to collaborate with State Department on Transportation as well as community partnerships.

- Support need for parents who have children with Developmental Disabilities. Feedback was given that parents would like a mechanism to get together and share ideas. To make this happen there needs to be funding allocated for this. In addition we need to have a trained clinician to support this.
- Would like to see Nurse do more routine medical assessments instead of having to go to the doctors for every little thing. To make this happen we would need to have funding to be able to purchase equipment but we also would need to hire individuals that have these qualifications. This would cost more than just hiring an RN. Feedback was also given that consumers feel it would be helpful if the nurse did classes in regards to nutrition and wellness.
- Increase communication. It was noted that communication needs to be increased to provide effective services. To make this happen we need to continue to provide training on effective communication and collaboration.

Resources and Strategies in Lamoille Region Related to Identified Needs:

1. LCMHS& GMSS (collaborative service providers, offers consumers a choice)

2. Public Libraries (reading, information source, events, computers, etc.)
3. RCT (public transportation)
4. Johnson State College (education, fitness, arts & entertainment)
5. Art Galleries in Stowe (visual arts)
6. Grace Arts (participation in visual arts, possible art shows, income for artists)
7. Green Mountain Club, Rail Trail, Elmore State Park, Stowe Bike Path, SNAP, ski areas (physical fitness, social opportunities)
8. North Country Animal League, (volunteer opportunities, skill building)
9. Missisquoi Lanes bowling alley (physical fitness, social opportunities)

10. Regional Special Olympics (physical fitness, social opportunities)
11. Copley Hospital (health care and specific clinics)
12. Green Mnt Tech Center (opportunities for continuing education in a variety of areas, skill building, social interactions)
13. Adult Basic Education (reading and math skills,)
14. Planned Parenthood of Northern New England (sexuality, contraception, pregnancy services)
15. Vocational Rehabilitation & Department of Employment and Training (collaborates with GMSS & LCMHS around improving and increasing employment supports, and Social Security benefits counseling)
16. Association for the Blind & Visually Impaired (technical assistance, funding of services)
17. DDAS/DAIL including DS, TBI, CFC, OPG, etc. (provides guidance, support, funding, technical assistance regarding all areas of service provision)

18. Lamoille Field Services Director (Will Eberle is involved in ensuring collaboration among providers)
19. Cap Stone (assistance to consumers & family members, volunteer opportunities)
20. Public & Alternative Schools (also school based services provided by LCMHS & GMSS & NEK; new \$ may be required to serve more children, particularly those with ASD)
21. Coordinated Service Plans involving DS agencies (Access to high risk pool dollars for funding for DS adult consumers and children)
22. Lamoille Family Center & Early Head Start (parent training & support, positive social & educational opportunities for young children, possible volunteer site)
23. Department of Children & Family including the various branches: Economic, Child Protection, Juvenile Justice (access to social welfare benefits, extensive collaboration around children in custody through DCF paid

DS waivers, services to children involved in criminal behaviors)

24. Probation & Parole (collaborate to provide services to offenders)

25. Clarina Howard Nichols Center (resource for individuals involved in domestic violence, they also provide training for others and will be providing training for LCMH staff and consumers)

26. Out & About, Lamoille Home Health, Area Agency on Aging (services for elders and people with physical disabilities, some collaboration)

27. Senior Centers (services to elders, also provide space for activities)

28. Meals on Wheels, RSVP (provide meals to eligible consumers/families, good volunteer opportunities)

29. Local Churches (spiritual experiences, provide space for activities, assist families and individuals at time)

30. Heartbeat (example of alternative model)

31. VCIN (has provided much Level II and Level I support which has been greatly valued)
32. FQHC (federal qualified health centers providing full area of health care services)
33. College Steps (provides post-secondary education)
34. River Arts (educational, social, fitness, and the Arts)

3. Regional Outcomes

Decrease Staff Turnover

We at LCMHS hope to decrease staff turnover. LCMHS will continue to educate our consumers on budget constraints so they can communicate with local legislators. LCMHS will advocate to DAIL/ VCP/ Legislators about financial needs. Within LCMHS we have added a Wellness Program that now has an in-house gym for all staff to access. There are also other Wellness options for staff which include Chiropractic services, and Mindfulness groups. LCMHS will continue to brainstorm things that can be done throughout the years to support moral. LCMHS will know that we have made progress in this area when our turnover rate is less.

Transportation

Feedback was noted that consumers do not receive adequate funding to meet their transportation needs. LCMHS when we go to equity will ensure that we communicate to the committee and department the need that the consumer has for transportation. LCMHS will boost our narrative portion of funding proposals to also include that we are a rural community. In three years we hope to see that we are not receiving feedback that consumers' transportation is not adequate.

Increase Housing Options

Feedback was noted that we do not have enough low income housing in Lamoille County. Self- Advocates recommended transitional housing. LCMHS is going to work on increasing housing options. We only really have two options for housing support for people with DD in Lamoille County. The two options are traditional shared living provider, and in home support. As a State system there is a shortage of housing vouchers available. There is also a shortage of affordable housing options for consumers. We also would like to explore setting up transitional housing options. This was a goal that we stated last time but was not able to be met because we didn't have the funding to do this. This time we would like to try and invest in finding individuals that have mother in law type apartments. When we are looking to recruit SLP we will write ads looking for attached apartments. In three years we hope to have a pool of attached apartment housing options available.

4. System Outcomes

Greater flexibility of HCBS to pay for housing

Currently we are not allowed to use the waiver dollars to pay for rent. If agencies were allowed to use waiver dollars to help consumers get established in their own apartment and to help supplement monthly rent we would be able to help more consumers live more independently. LCMHS will continue to advocate and discuss concerns with DDAS, AHS and, Legislators. In three years our hope is to have the ability to use waiver dollars to help support consumers obtaining and maintaining their own housing. We would see an increase on our satisfaction survey with housing options.

System Sustainability

As a state wide system there is tremendous turnover of staff and vacancy rates. The System has been and continues to be under funded. We have artificial caps that are not meeting consumers' needs and leaving agencies holding the bill. We will continue to educate our consumers and families on our funding. In addition LCMHS staff will continue to meet with local legislators in regards to funding shortfalls and the impact this has on staff turnover, vacancy rates, as well as consumers and families.