# Human Services Plan, FY 2021-22

Public Hearing

Welcome!

- Meeting will be recorded

- Please mute your lines when you are not speaking

- Please use chat box to share questions throughout presentation
  - We'll have Q&A at the end when folks joining via phone can unmute

- You may request a transcript of the hearing, translated into needed language, by emailing DHS-ideas@alleghenycounty.us
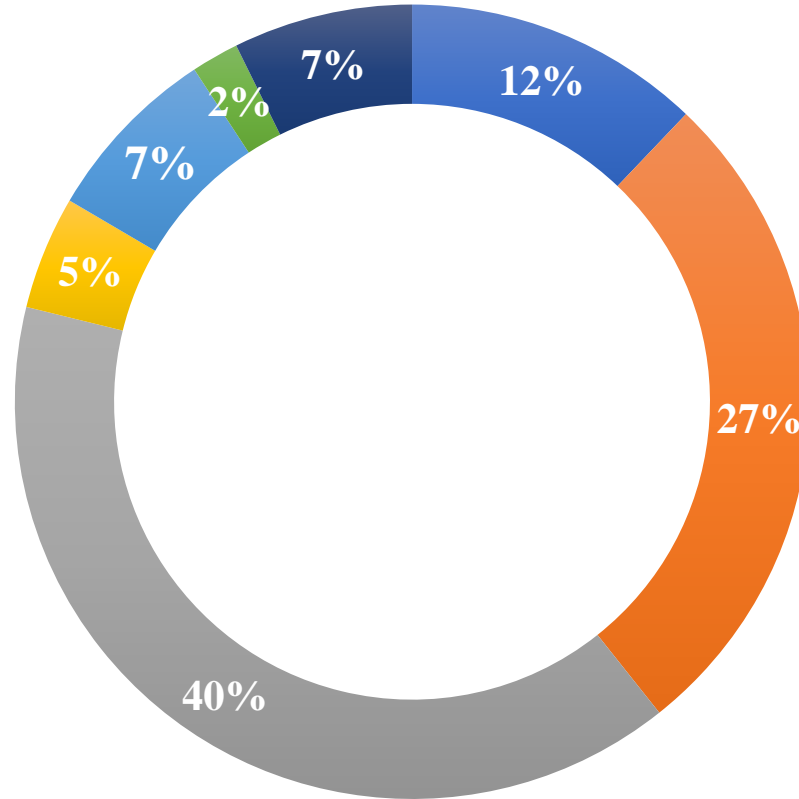
Allegheny County DHS

- Serves 200,000+ people each year. That's 1 of every 5 County residents.

- Contracts with 340 human services providers

- Integrated human services department
  - 5 program offices
    - Office of Community Services
    - Office of Behavioral Health
    - Area Agency on Aging
    - Children, Youth & Families
    - Office of Developmental Supports
  - 3 support offices
    - Office of Equity & Engagement
    - Analytics, Technology and Planning
    - Administration
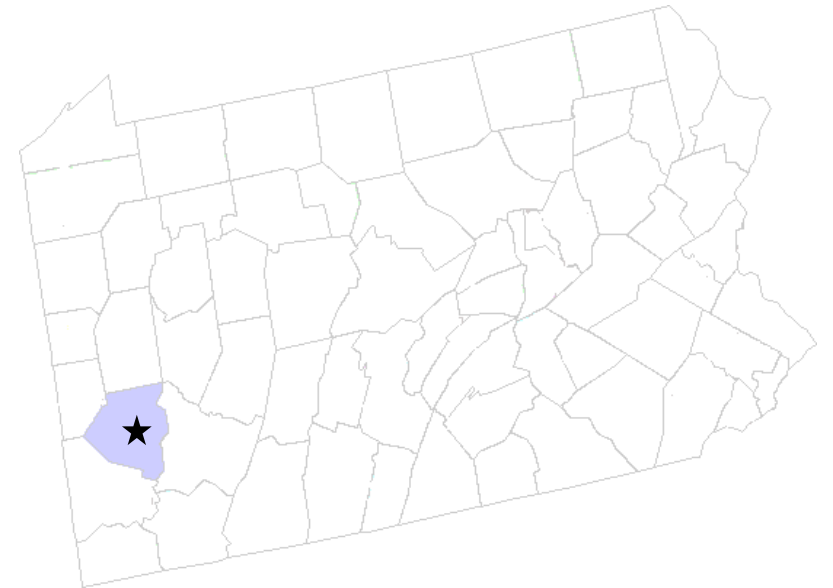
Funding

- $1B budget
- 100+ awards
- But just three make up 80% of our budget
  - Human Services Block Grant
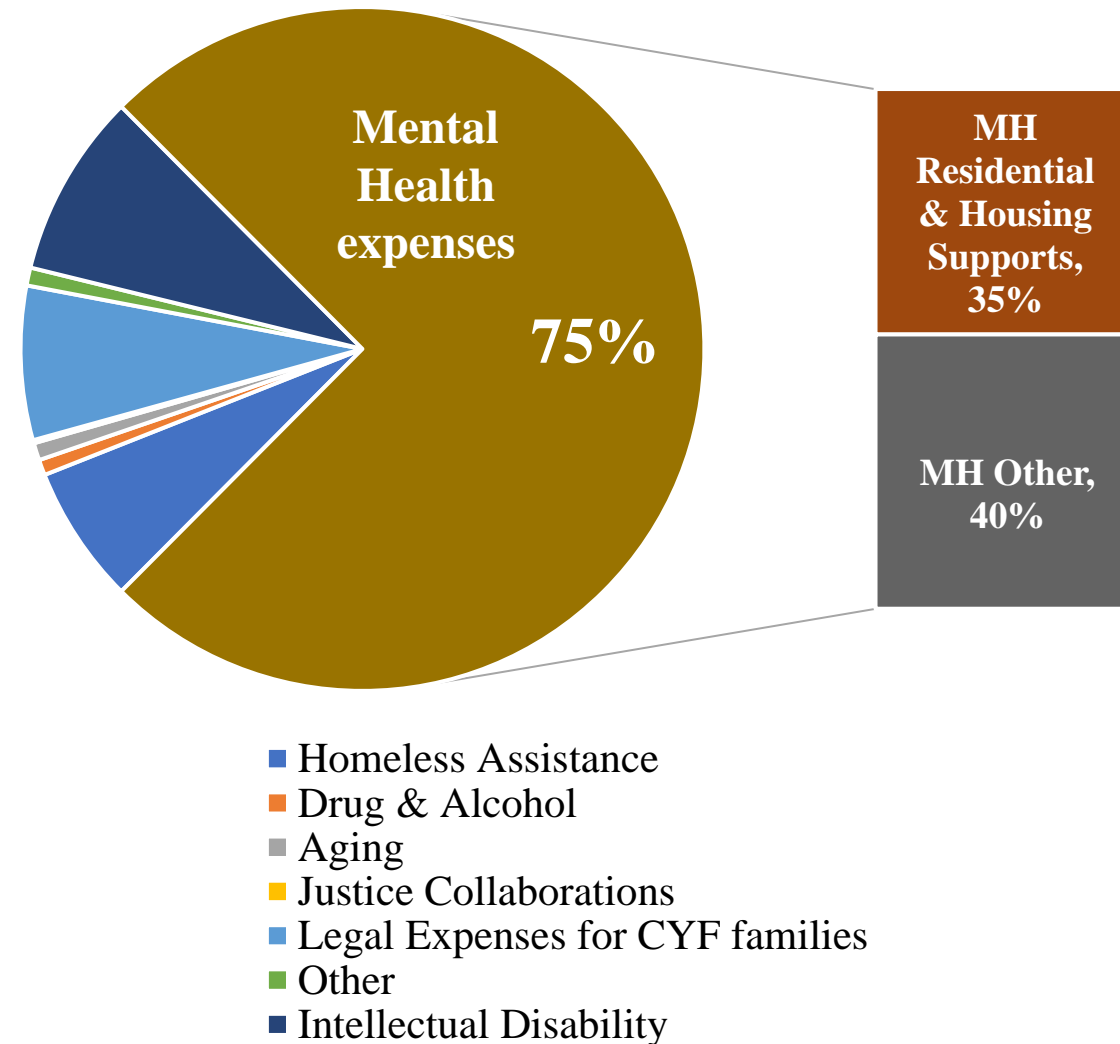 - Needs-Based funding
  - Managed Care

Legend:
- Human Services Block Grant — 12%
- Needs-Based — 27%
- Managed Care — 40%
- Aging Block Grant — 5%
- Early Learning Resource Center — 7%
- HUD — 2%
- Other — 7%

Human Services Block Grant

$120M

- Most flexible funding

- Allows us to respond to locally-driven need and fill gaps left by other funding sources

- Plan for 2021-2022 will be submitted on **July 26th**

Mental Health expenses

75%

MH Residential & Housing Supports, 35%

MH Other, 40%

- Homeless Assistance
- Drug & Alcohol
- Aging
- Justice Collaborations
- Legal Expenses for CYF families
- Other
- Intellectual Disability

In "normal" times, DHS…

Protects	Prevents	Supports
Children and youth	Homelessness	Communities and families
Older Adults	Substance misuse, overdose	Health and wellness
Other vulnerable adults	Mental health crises	Treatment and recovery
	Abuse and neglect	
	Incarceration	

Because of Covid, we also need to…

1. Help hard-hit families stabilize and recover from widespread job loss

2. Get a jumpstart on the significant mental health, child abuse, family violence, & substance use issues the pandemic has been hiding

3. Make sure sector is equipped to handle increased demand by fixing problems at the heart of human services

Threats to human services

- Chronic understaffing and low wages
  - 1 in 8 direct care workers lives in poverty. 75% earn less than a living wage
  - Staffing shortages at long term care facilities: one cause of Covid-19 outbreaks there
- Lack of investment in organizations serving disproportionately impacted communities 87% of PA health and human services nonprofits are facing increased expenses and/or lost revenue because of covid
  - 43% of Pittsburgh-area nonprofits that focus their work on communities of color are in poor financial health
- There is a lot of COVID relief available now, but support will end – some as soon as next year – leaving communities and families facing a cliff

DHS Vision

Support people in their most vulnerable times so they can thrive.

- Create big, wide-open **access to human services** to make sure people get the right help when they need it.

- Increase our investments in **economic security**.

- Expand **prevention** so individuals and families can avoid entering systems when possible.

- Support people, their families, and first responders when people are in **crisis**.

- Improve the **flow and quality** of our systems so we can serve more people well.

Strategies

Access	Economic Security	Prevention	Crisis
• Place-based access • Digital access • Outreach and Triage • Marketing	• Rental assistance • Digital divide • Child care and transportation • Public benefits • Resources	• Homelessness • Overdose • Trauma • Involuntary systems	• One number to call • Mobile response • Community response • Peer respite

Place-based access	• Building and building-upon multi-service locations and good mobile/home delivery to connect people with services—prevention, intervention and crisis
Digital access	• Developing a rich, always-current database of the services people need—and sharing it; • Providing clients with access to their own records; and • Creating ways for people to offer feedback on the services they've experienced so we can continue to improve
Outreach and Triage	• Ensure people who need services the most know about them and are getting them
Marketing	• Making it common knowledge where-to-turn for help in Allegheny County • Providing information that is educational and useful

Economic Security

Rental assistance
Expand rental assistance and operate a smoothly running system that allows people to access it in time to prevent eviction

Digital divide
Seek to implement a strategy that expands the number of people with regular access to the internet and devices which allow them to connect to treatment, education, and services

Child care and transportation
Seek opportunities to increase child care during non-traditional and short-term hours; and expand transportation for people in training and employment

Public benefits
Support agencies working to increase the number of people enrolled in the benefits

Resources
Actively seek additional funding to alleviate poverty

Homelessness

- Expand rental assistance
- Build robust eviction prevention system
- Help increase affordable housing supply
- Improve the flow of the system

Overdose

- Increase accessibility of Narcan
- Require medication assisted treatment as part of provider contracts
- Ensure a warm hand off throughout the continuum of care
- Expand harm reduction approaches

Trauma

- Invest in community programs to reduce violence

Involuntary systems

- Work with partners to redesign systems
- Invest in jail population reduction, juvenile justice alternatives, and diversion from child welfare involvement

Improving human services response to people experiencing crises

One Number to Call	Mobile Response	Community Response	Peer Respite
• Preparing to have "988" become the number people call when someone is having a crisis	• Replicating the co-responder model; • Expanding the number of social work teams that can respond quickly when someone is in a behavioral health, housing or other crisis	• Supporting communities in instituting ways of helping neighbors in crisis—and helping make this part of the 911 system	• Establishing welcoming, peer-operated spaces where people can find support when their mental health symptoms are escalating, or they need to recover from a crisis

Happening now and next

- Strengthening partnerships between service providers & law enforcement
- Improving existing services based on recommendations and public feedback
- Creating solicitation opportunities
- Enhancing mobile capacity and launching pilots
- Organizing crisis coordination structure
- Focus on marketing and awareness
- Establish ongoing feedback mechanisms
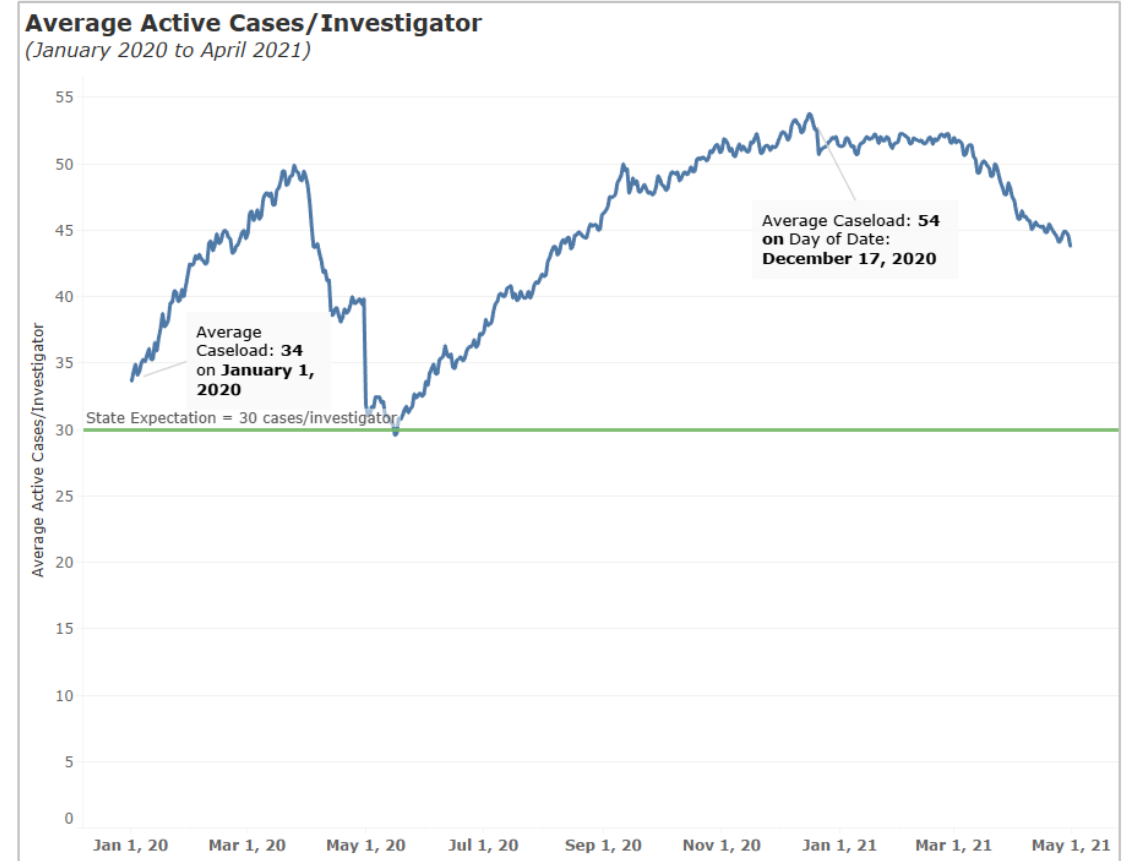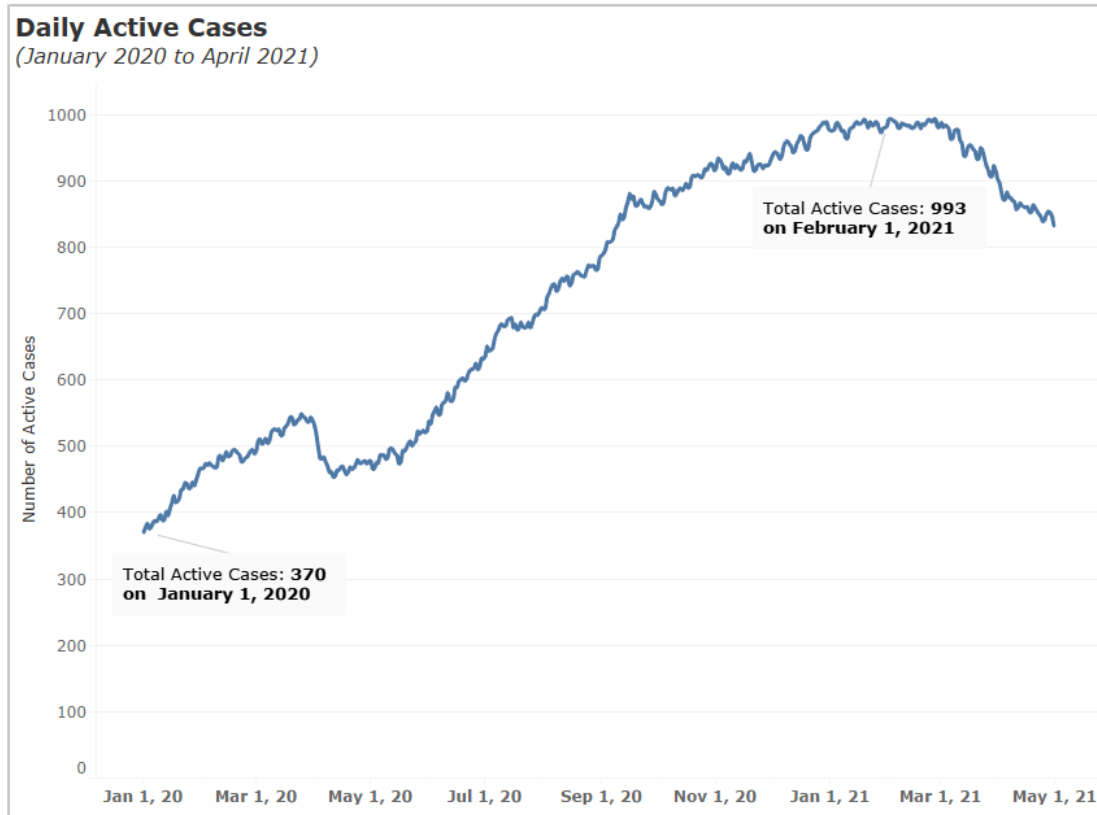- Supporting ongoing efforts to reduce the jail population and recidivism

System improvements

We're working to strengthen administration, reduce waiting lists and improve system outcomes

Example: Elder Abuse Investigative Process

- Older Adult Protective Services (OAPS) steps in when an individual 60+ years or older experiences abuse or neglect.

- OAPS also helps when older adults can't meet their own basic needs.

- OAPS investigates reports of abuse or neglect and connects older adults to services and supports they need.

- The Problem – caseloads were growing and remaining open longer; backlog increase; all resulting in a system that less effectively serves the needs of older adults

Growing investigation backlog

Daily Active Cases
(January 2020 to April 2021)

Number of Active Cases

Total Active Cases: **993** on February 1, 2021

Total Active Cases: **370** on January 1, 2020

Average Active Cases/Investigator
(January 2020 to April 2021)

Average Active Cases/Investigator

Average Caseload: **54** on Day of Date: December 17, 2020

Average Caseload: **34** on **January 1, 2020**

State Expectation = 30 cases/investigator

OAPS improvement process

Identifying core activity essential to achieving goals

Timely and accurate investigations

Establishing standard procedures around core activity

Effective screening to divert referrals that do not need investigation

Consistent intake processes

Investigators receiving complete information

Standard operating procedures and checklists for investigations

Utilizing both performance and process measures to track success in real time

Amount of backlog

Number of active cases

Time to complete investigation

Question & Answer

Share your feedback with DHS!

- Did we identify the most important issues?

- What other issues are important to you, your family, and your community?

- Let's continue this conversation
  - Email DHS-ideas@alleghenycounty.us