Building from the Ground Up: Moving Toward Integrated Services

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Jane Hardwick, MACSSA President
Introductions

• Jane Wilcox Hardwick
  • Executive Director
  • *Minnesota Prairie County Alliance*
  Community Services for Dodge, Steele & Waseca Counties

• Kelly Harder
  • Community Services Director
  • *Dakota County*

• Janet Goligowski
  • Gateway Services Division Director
  • *Stearns County*

• Rachel Grimes
  • Business Manager
  • *Crow Wing County*
Moving towards integrated services

I. Why Integrated Services Matter, Kelly Harder, Dakota County

II. Stearns County—Referral and Integration Services, Janet Goligowski, Stearns County

III. Crow Wing County – Service Coordination, Rachel Grimes, Crow Wing County

IV. Reflections and Wrap Up – Jane Hardwick, Minnesota Prairie County Alliance
Why Integrated Services Matter

Kelly Harder, Dakota County
How is anyone able to navigate our systems in reality?
Can your county answer?

• How Much?
• How Well?
• Is anyone better off?
What determines a healthy life?

- Social and economic factors include things like safety, food, employment, housing, transportation, education, and environmental health.
- Human services can affect these and the health behaviors of the people we serve.

Integrating services for increased self-sufficiency, stability, & community well-being
Vision

Screening & Triage
Assess
Governance
Service Coordination
Outcomes & Impact

Consumer Access Channels
Common Process Functions
Coordinated Service Delivery
Sustainable Outcomes

Integrated Infrastructure

New business model for integrated health & human services system.
Who's responsible for the efficacy of the system?
Align integration efforts statewide

Around people, not programs
Stearns County
Referral and Integration Services

Janet Goligowski, Stearns County
I can help you with health care but I can’t help you with….
Now when Diane & Suzie come to County...

Can you help me?

Diane & Suzie

Joy

Yes we can!
Joy is checking with people and looking at information about Diane & Suzie
Referral

Future Appointments
Health Care
Food Support
Access to transportation

Joy

Suzie & Diane
Crow Wing County
Service Coordination

Rachel Grimes, Crow Wing County
Problem

• Most systems don’t talk to each other
• No defined process for staff to talk to one another when they serve the same people
Our Vision
Being Minnesota’s favorite place.

Our Mission
Serve well. Deliver value. Drive results.

Our Values
Be responsible. Treat people right. Build a better future.
The Andersons: Before

Child Protection

Medical Assistance

Family Home Visiting

Adult Mental Health
The Andersons: Before

- Workers don’t usually communicate
- Potential duplication of work
- Potential for contradictory plans/instructions
Process

Check TIES and notify

Meeting of case managers

Ongoing Communication
The Andersons: After

- Child Protection
- Medical Assistance
- Adult Mental Health
- Family Home Visiting
The Andersons: After

- Workers regularly communicate with one another
- Reduced duplication
- Next steps are clearer
Steps

1. What do staff need to know about each program to more effectively do their job?

2. Data practices considerations

3. Find data source(s)

4. Develop technology and processes

5. Train staff
Lessons Learned

- Recognize staff already engaged in collaborative work
- Document processes
- Be willing and able to continuously improve processes and tools
Reflections and Wrap Up

Jane Hardwick, Minnesota Prairie County Alliance
Reflections

• What resonated with you that is most exciting?
• What challenges do you see?
• What other things do we need to consider?
Wrap Up

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For more information

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