Community Navigation Forum

June 20, 2023

The Universities at Shady Grove

Solutions on the Horizon

Navigating Clients to Resources

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Panelists

Intro: Needs Identified By Local Nonprofits

- Shared populations: across time, local nonprofits touch many of the same individuals and families

- To serve clients well:
  - Up-to-date resources data/directories (Montgomery County has many resources)
  - Find the right resource for this client (e.g. eligibility, availability, accessibility, appropriateness)
  - Ease the client's application process (remove duplication, literacy and language needs)
  - Navigate client to resource
  - Confirm client's needs were met
  - Reduce duplicative 'touches' for clients (e.g. multiple case managers across various agencies)

To plan strategically within and across nonprofit sectors:

- Recognition that the impact of one nonprofit sector's effort may be measured in another sector
- Common data definitions that make data comparable across agencies and systems
- Shared systems, data exchange protocols or aggregate analytics function

DN0

Audience Solutions

Q1: Are there any other solutions on the horizon you are currently thinking about or want to see in the future?

Q2: Please briefly provide any additional details regarding these solutions.

Survey: https://seam.ly/tiyVcLId

SCAN ME

Slide 5

DN0 (Requested slide from other section participants (we made a seamless survey))

Digiulian, Nick, 2023-05-23T19:40:11.956

Solutions on the Horizon

Community
Connect
Portal

Community Needs and Challenges

Program	Where to apply	Eligibility Requirements	Required Documents
CHP – Dental Programs	Health Care Eligibility Unit Locations (Fenton St., Rockville, Germantown), Clinics	MC Resident, Meet income guidelines. Typically for uninsured residents who are not eligible for Medicaid	Income statements, Proof of ID, Proof of Address
Montgomery Cares			
Maternity Partnership (MPP)			
Care For Kids			
Rental Assistance Program	SEPH Programs, such as Covid Relief, Diversion, etc. that work with existing clients	MC Resident, 18+, Meet income/asset guidelines, Disability in household, At risk of homelessness, Rent limits	Income statements, disability verification, additional expenses, landlord forms, Tax returns.
Working Parents Assistance	DHHS Offices (Calhoun Pl.)	MC Resident, 18+, Meet income guidelines, For children up to 13 y.o., Work/School guidelines	Income statements, Proof of ID, Proof of Address, Birth certificates/IDs for children, Tax returns.

Transition to a Virtual Platform

Why Transition to a Virtual Platform?

CLIENTS MUST PHYSICALLY WALK-IN OR MAIL/FAX PAPER APPLICATIONS TO RECEIVE BENEFITS

APPLICATION/CASE UPDATES ARE RESTRICTED TO WALK-IN VISITS AND CALLS

CLIENTS SEEKING MULTIPLE BENEFITS/SERVICES MUST VISIT OR CONTACT MULTIPLE LOCATIONS

CLIENTS MUST PROVIDE ADDITIONAL DOCUMENTATION IN-PERSON OR BY MAIL/FAX

APPLICATIONS MUST BE ENTERED MANUALLY INTO THE ENTERPRISE CASE MANAGEMENT PLATFORM (eICM)

Community Connect Portal

Consumer Benefits

- INCREASED FLEXIBILITY
- APPLICATION TRACKING
- VIRTUAL DOCUMENT UPLOAD
- REPORT CHANGES ONLINE

Community Connect Portal

- REDUCED APPLICATION INTAKE TIME
- REDUCED FOOT TRAFFIC
- ELECTRONIC DOCUMENT SHARING
- IMPROVED COLLABORATION

Agency Benefits

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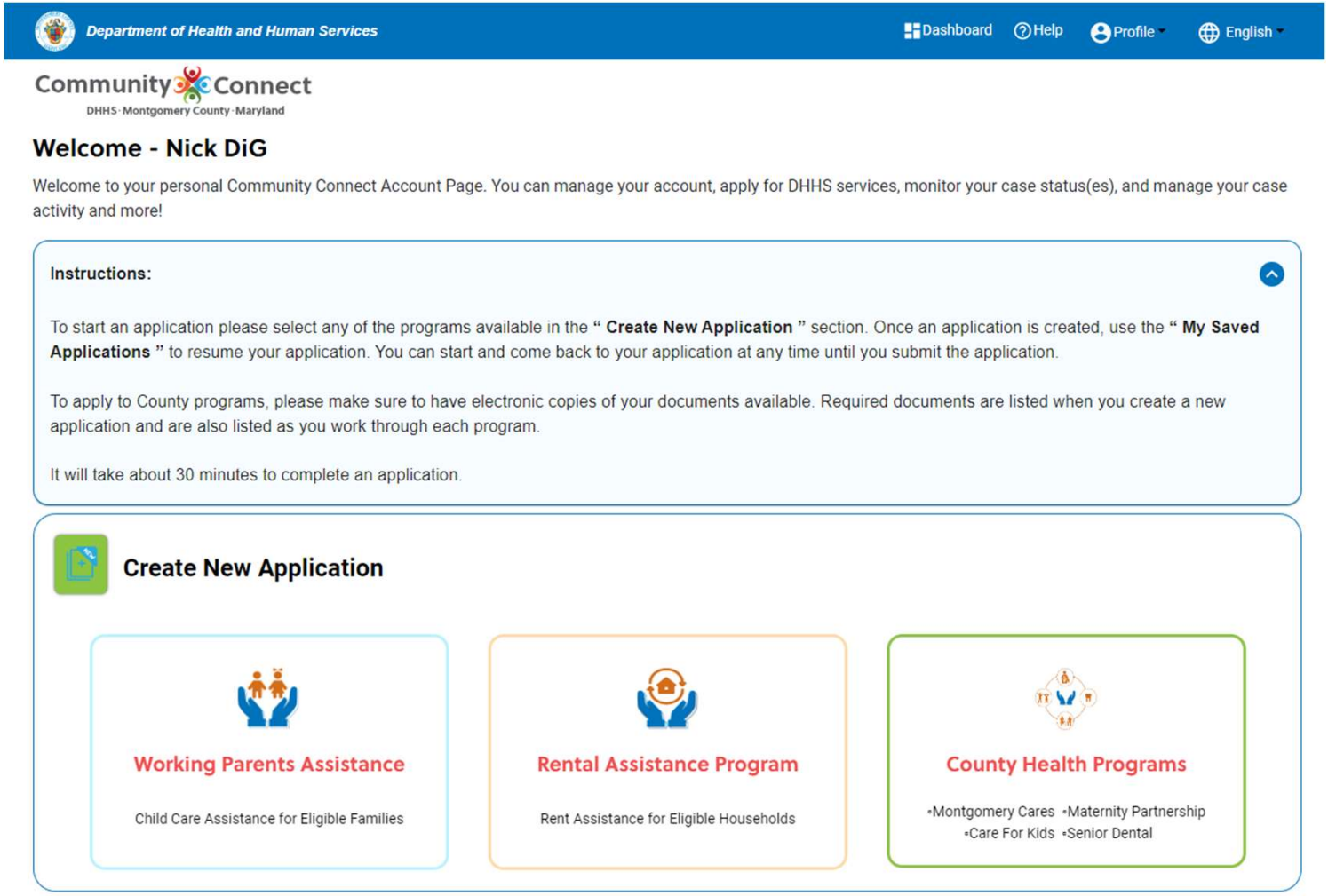
Community Connect Portal

Welcome Page and New Application



Slide 11

DN0 {welcome page/create applications)
Digiulian, Nick, 2023-05-23T19:44:35.998

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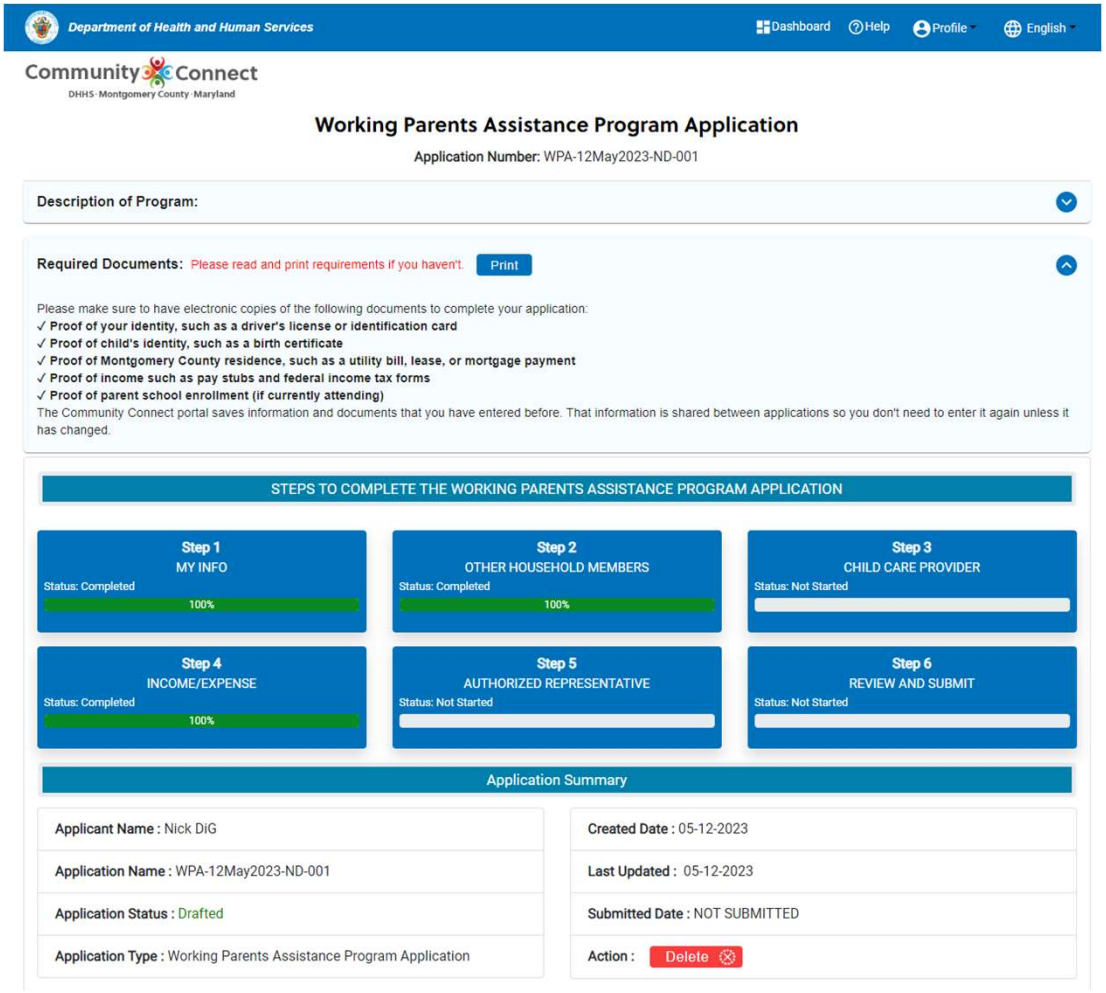
Community Connect Portal

Application Dashboard



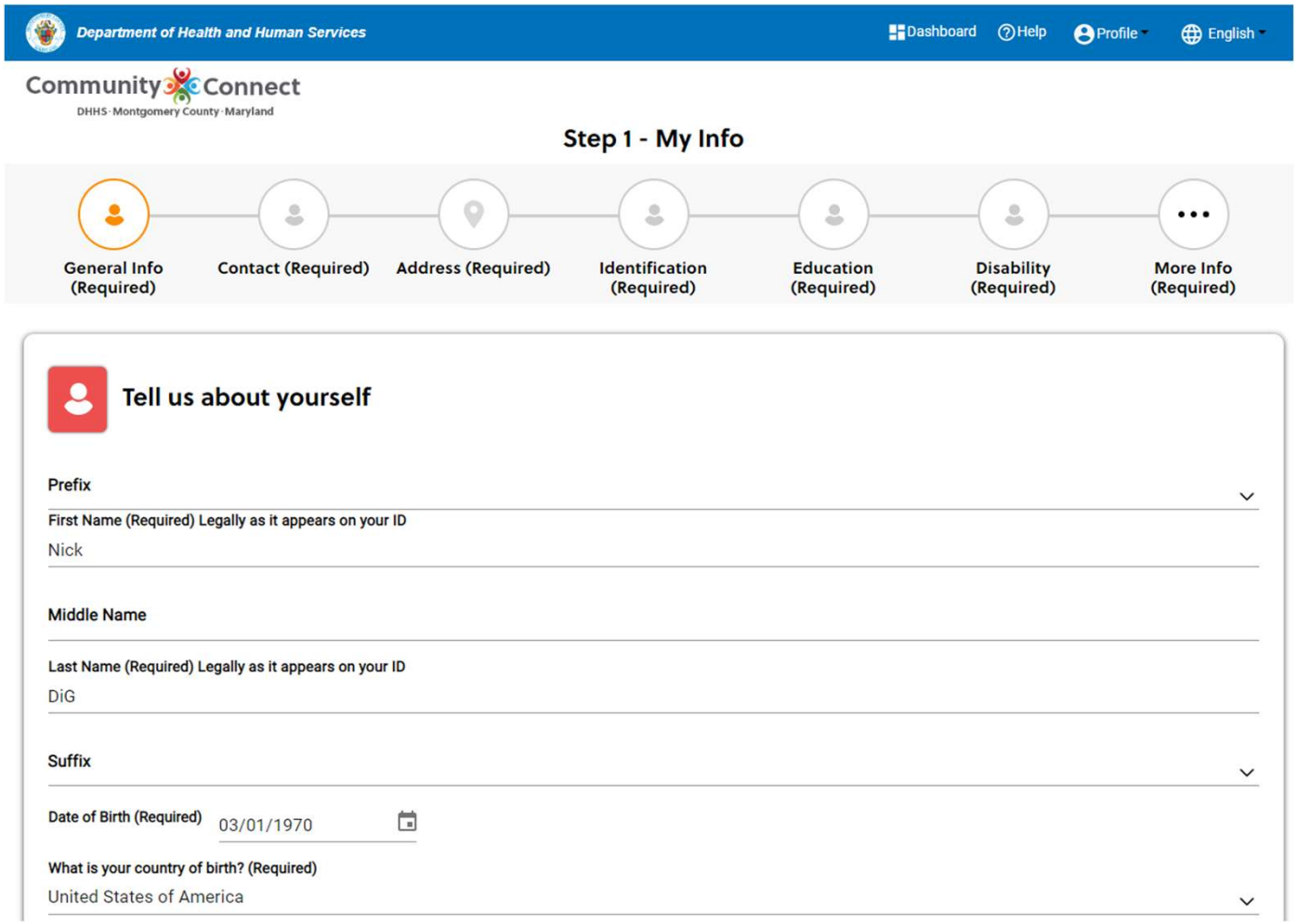
Slide 12

DN0 (Step by Step process, instructions/documents)
(First application you must fill in completely, any application after that will pull in information already populated. Recerts/Other apps can be as little as 10% remaining info to fill)
Digiulian, Nick, 2023-05-23T19:44:50.608

DN0

Community Connect Portal

Completing Demographics



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DN0 (Easy to fill in information)
Digiulian, Nick, 2023-05-23T19:44:59.682

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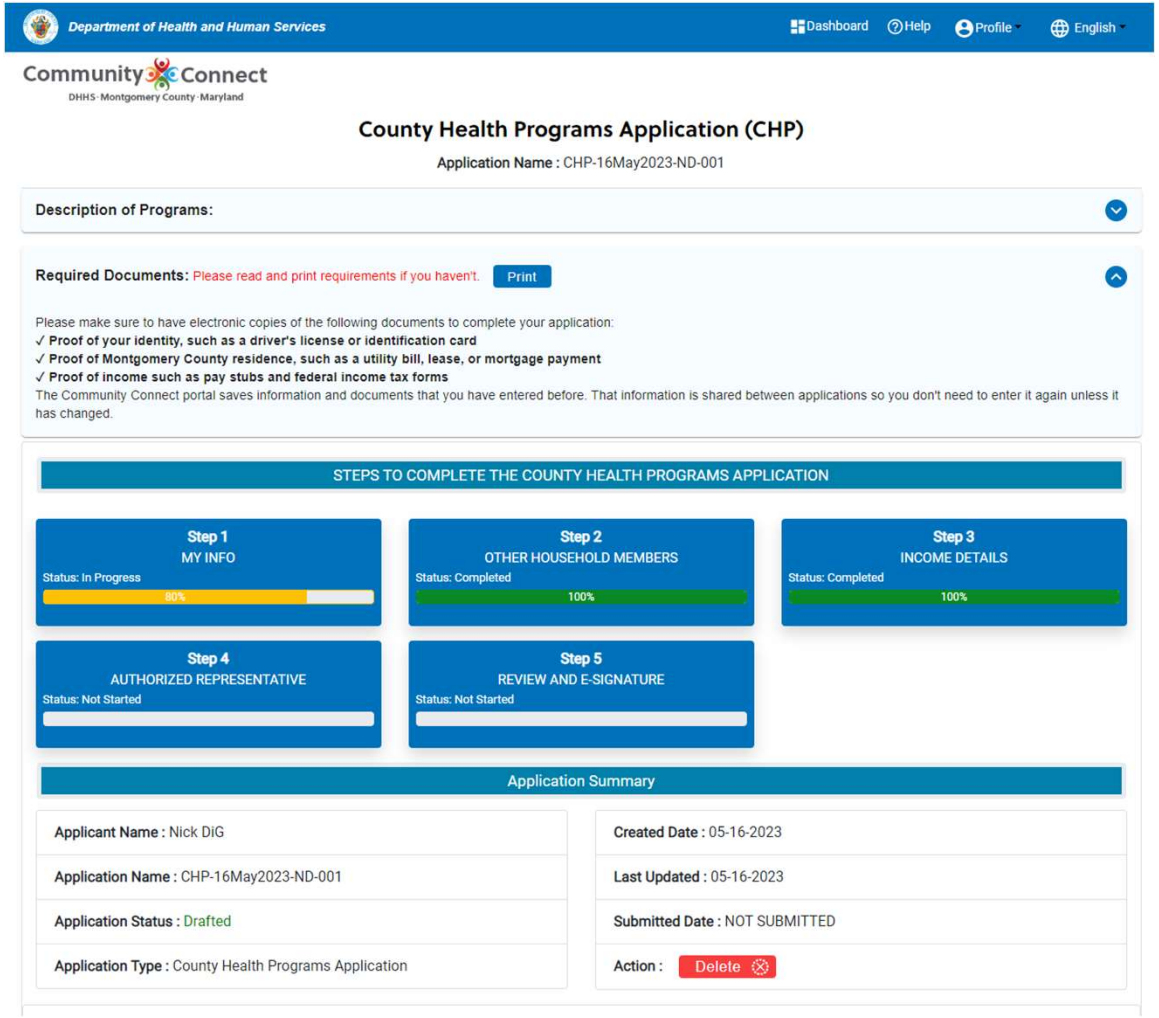
Community Connect Portal

Recertifications, Interoperability between programs



Slide 14

DN0 Programs communicate with each other, pre-fills common application information)

Digiulian, Nick, 2023-05-23T19:45:07.435

DN0

Community Connect Portal

Application Status and Document Storage

Application Summary

Applicant Name : Nick DiG

Application Name : WPA-12May2023-ND-001

Click to download submitted application pdf.

Application Status : Submitted

Application Type : Working Parents Assistance Program Application

Application Messages

Title	Date
Your application is Drafted	05-12-2023
Your application is Submitted	05-23-2023

APPLICATION FOR
THE WORKING PARENTS ASSISTANCE PROGRAM (WPA)
7300 Calhoun Place Suite 700
Rockville, Maryland 20855
Montgomery County Maryland

Case ID # : APP0512140109
Worker's Initials :
DEADLINE DATE :

TELL US ABOUT YOURSELF

Last Name	First Name	Middle Initial	Social Security No.
DiG	Nick		
Street Address.			Mobile #
Marital Status(single, married,living w/other parent)	Sex (M, F)	Date of Birth	Total Household Size	Email address

TELL US ABOUT YOUR MATE /SPOUSE LIVING WITH YOU | Have you applied for WPA subsidy before ?

Last Name	First Name	Middle Initial	Date of Birth	Mate's Social Security No.

TELL US ABOUT YOUR ACTIVITY	TELL US ABOUT YOUR MATE'S ACTIVITY
Employer Name	Employer Name
Address	Address
Telephone (333) 333-3333	Telephone
Hours per week worked	Hours per week worked
Time Schedule	Time Schedule
Name of School (IF ATTENDING)	Name of School (IF ATTENDING)
Education :	Partner's Education :
Address	Address
Full Time Part Time Current Semester	Full Time Part Time Current Semester

COMPLETE THE INFORMATION FOR ALL OF YOUR CHILDREN (INCLUDE ALL OF YOUR CHILDREN)

Name of Child	Child's Date of Birth	Sex (M, F)	Child's Social Security Number	Relation to You	Check for Part Time Care	Check for Full Time Care

COMPLETE THE INFORMATION FOR YOUR CHILDREN'S ABSENT PARENT(S) (INCLUDE ALL ABSENT PARENTS)

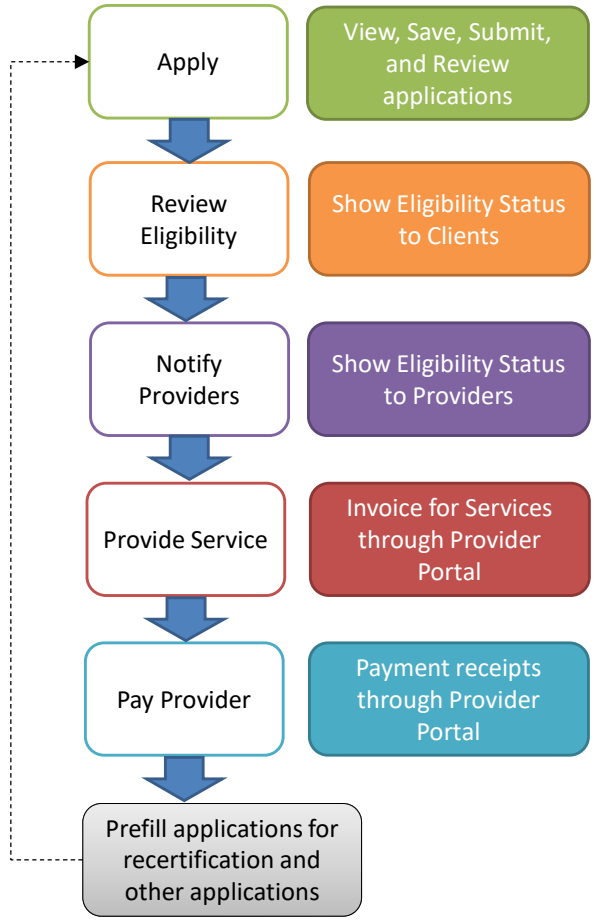
Name of the Child	Name of Child's Absent Parent	Absent Parent Date of Birth	Absent Parent's Social Security	Open Child Support Case or Divorce Decree with Order ? Yes, No

Slide 15

DN0 Easy to view submitted application information and see status of applications

Digiulian, Nick, 2023-05-23T19:45:14.266

Process Diagram – Improve Transparency



Overall process provides transparency to both clients and providers throughout entire service cycle

Anticipated Schedule

Development:

- WPA, CHP, RAP programs currently in late-stage development

Testing:

- Public Testing aiming for July kick-off

Release:

- Late 2023 target release date of site to public

Next Phases:

- Housing Initiative Program
- Adult Dental Program
- More features, more languages
- Further develop provider portal

Solutions on the Horizon

UNITE US Coordinated Care Network

EveryMind

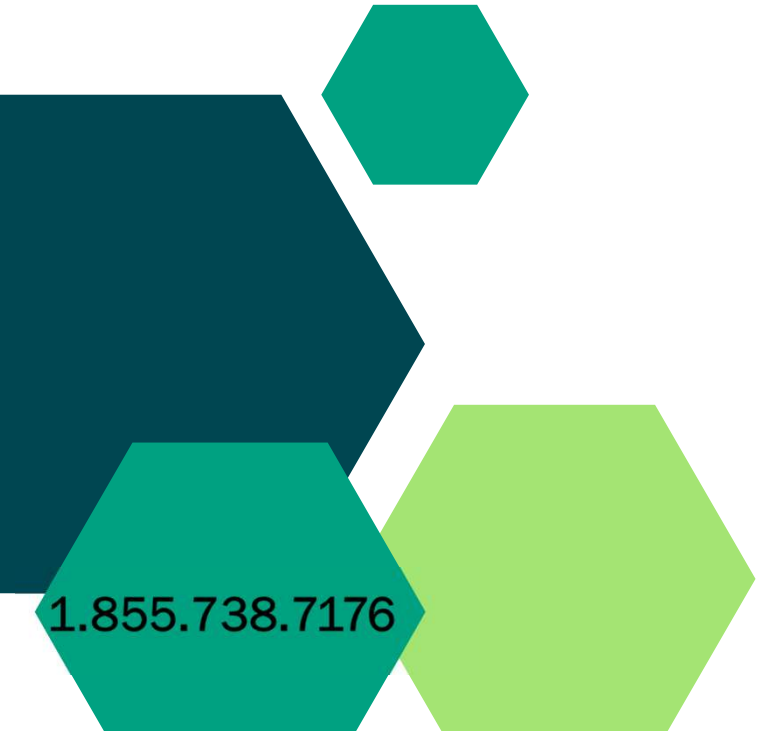
- **65+ years** serving Montgomery County
- **One of the largest providers** of school-based mental health services in Montgomery County
- Programs and services for the **entire lifespan** – from young children to older adults
- **Community education** on mental health and wellness topics including Mental Health First Aid
- **Expanding our reach** across the National Capital and Greater Baltimore Regions

ServingTogether

ServingTogether.
Connecting Veterans.
A program of EveryMind.
Affiliated with AmericaServes

ServingTogether connects veterans, service members, and their families to the resources they have earned across the National Capital and Greater Baltimore Regions – a coordinated care model to connect the right client to the right provider in the least amount of time.

ServingTogether is part of AmericaServes – a network of coordination centers operating across the United States



www.servingtogetherproject.org

ServingTogether.
Connecting Veterans.

A program of EveryMind.

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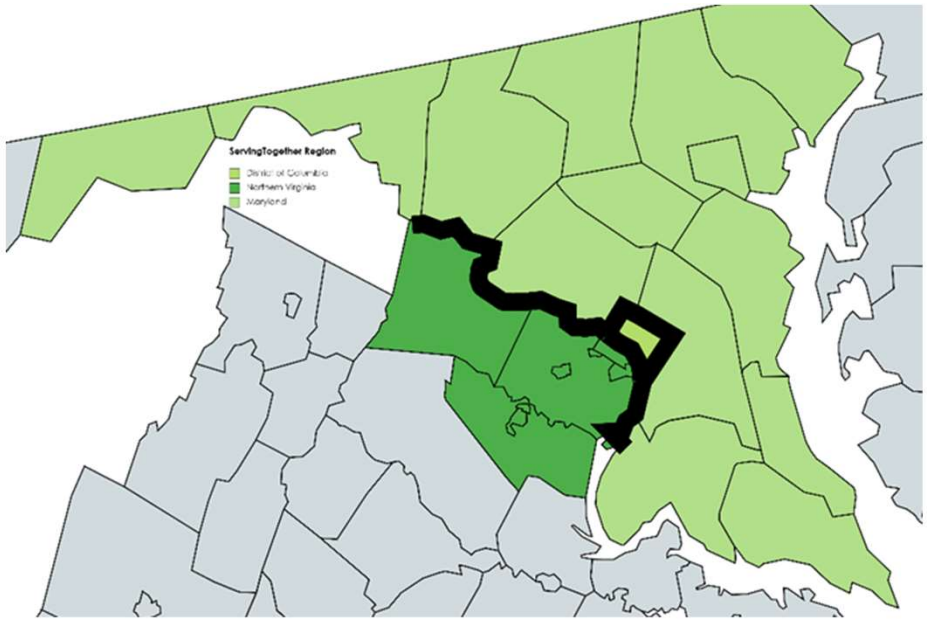


is live in 23 localities

- Founded through EveryMind
- Launched Peer Navigation services
- Expanded into Northern Virginia
- Launched as part of AmericaServes Network
- Expanded into Frederick and Southern MD
- Expanded into Central MD
- Enhanced suicide prevention services

With generous support from:

Syracuse University D'Aniello Institute for Veterans & Military Families
JPMorgan Chase & Co., Founding Partner

NORTHROP GRUMMAN

WELLS FARGO

CSX

Montgomery County Maryland 1776

The Harry and Jeanette Weinberg Foundation

Agua Fund, Inc.

Who We Serve

Northern Virginia, Washington, DC, and 12 counties in Maryland

All military & veteran families

- Human-centered, holistic approach through Care Coordination Services
- Access to wider range of organizations serving across regions and communities

Those who are serving the SMVF community

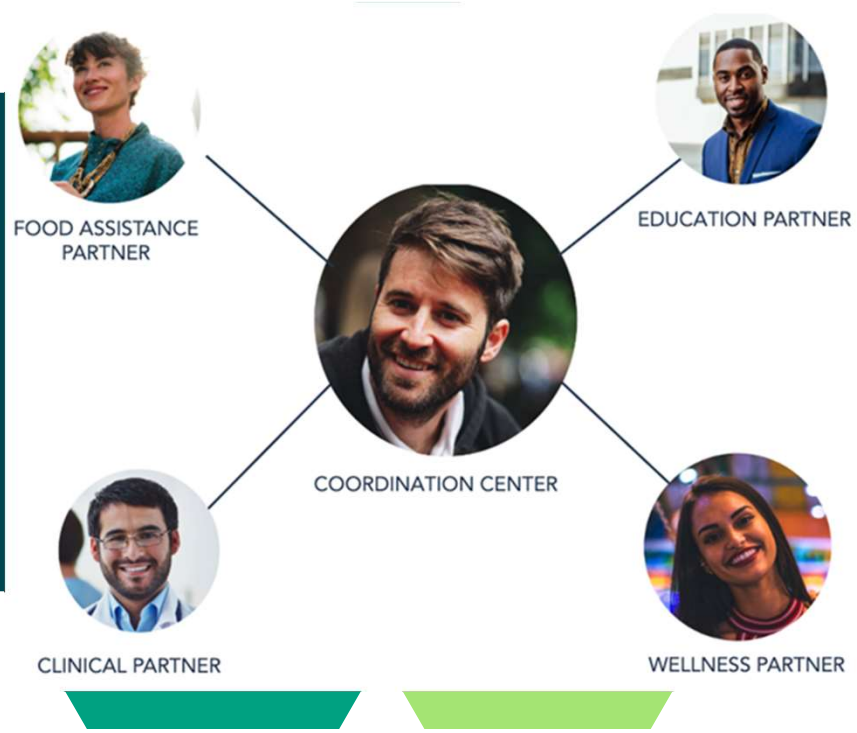
- Bridging the cultural competency gap
- Community collaboration
- Cultural competency education
- Capacity-building

What is a coordinated care network?

A coordinated care network connects community partners (such as social service organizations, government agencies, and healthcare providers) to deliver integrated whole person care through a shared technology platform to:

- Make electronic referrals
- Securely share client information
- Track outcomes together
- Inform community-wide discussion

Who is involved?



Network Partners

- Send and receive referrals and share client updates with the network
- Actively maintain and update their organizational, staff, and program information

Coordination Center

- Facilitates referrals through the network and follows up with partners on pending referrals
- Engages with network partners to strengthen and deepen relationships

Unite Us

- Ongoing technology training and support, securely stores network data, and collects software feedback

How does it work?

Service Types

Health and human services organizations are available in the network to support a range of service needs for clients

- Benefits Navigation
- Education
- Employment
- Food Assistance
- Housing and Shelter
- Income Support
- Individual & Family Support
- Legal
- Mental/Behavioral Health
- Money Management
- Physical Health
- Social Enrichment
- Spiritual Enrichment
- Sports & Recreation
- Substance Use
- Transportation
- Utilities
- Wellness

Advantages of Network Referral Capabilities

Provider to Provider

- Quick ability to send to network partners
- Greater transparency across partners
- Eliminating duplication of services
- Access to wider range of organizations serving across regions and communities
- Secure platform to share safeguarded information

Care Coordination

- Human-centered, holistic approach uncovering additional needs of clients
- Follow through on sending referrals, closing cases, entering case notes
- Capacity-building for organizations to have a centralized location to send clients with multi-lateral needs

Network and Organization -Level Data

The goal of the network is to elicit real change through shared data. Unite Us offers:

- **Ability to export information on clients, referrals and cases**
- **Access to Tableau dashboards with real-time data**
- **Allows opportunity for collective impact through shared measurements for data and results**
  - **# Referrals**
  - **Top Service Needs**
  - **Time to Match**
  - **Resolution Rates**

Solutions on the Horizon

Q&A

Audience Solutions

Survey: https://seam.ly/tiyVcLId