

Service Coordination Process Mapping

Lauren Zimmermann
Supportive Housing Works

Presented on behalf of the Service Coordination Subcommittee

Co-chairs Frederic Morton, DMHAS and

Richard Booth, United Way of Connecticut

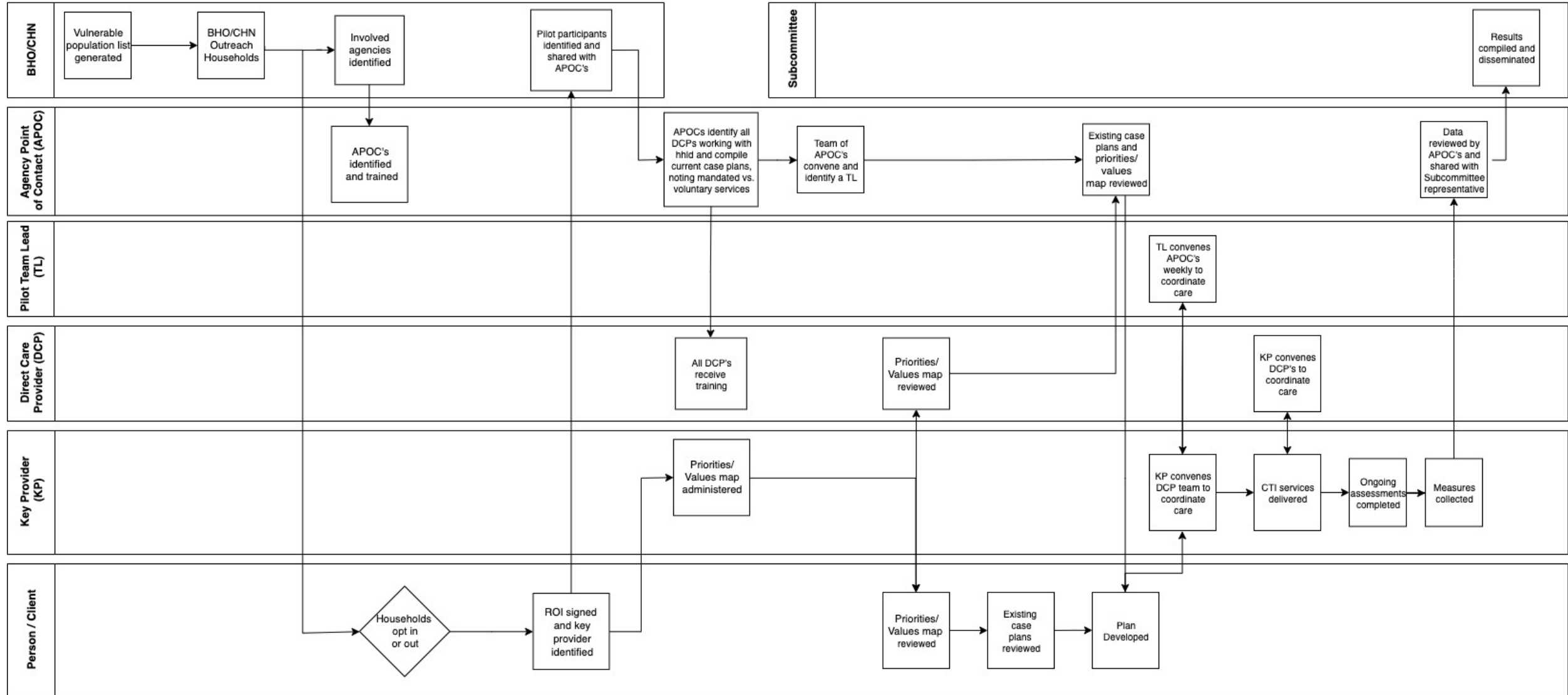
Service Coordination Pilot: The Basics

Priorities and Values Map

Agency / Provider Decision-Makers

Key Providers and Direct Care Staff

Service Coordination Process Map

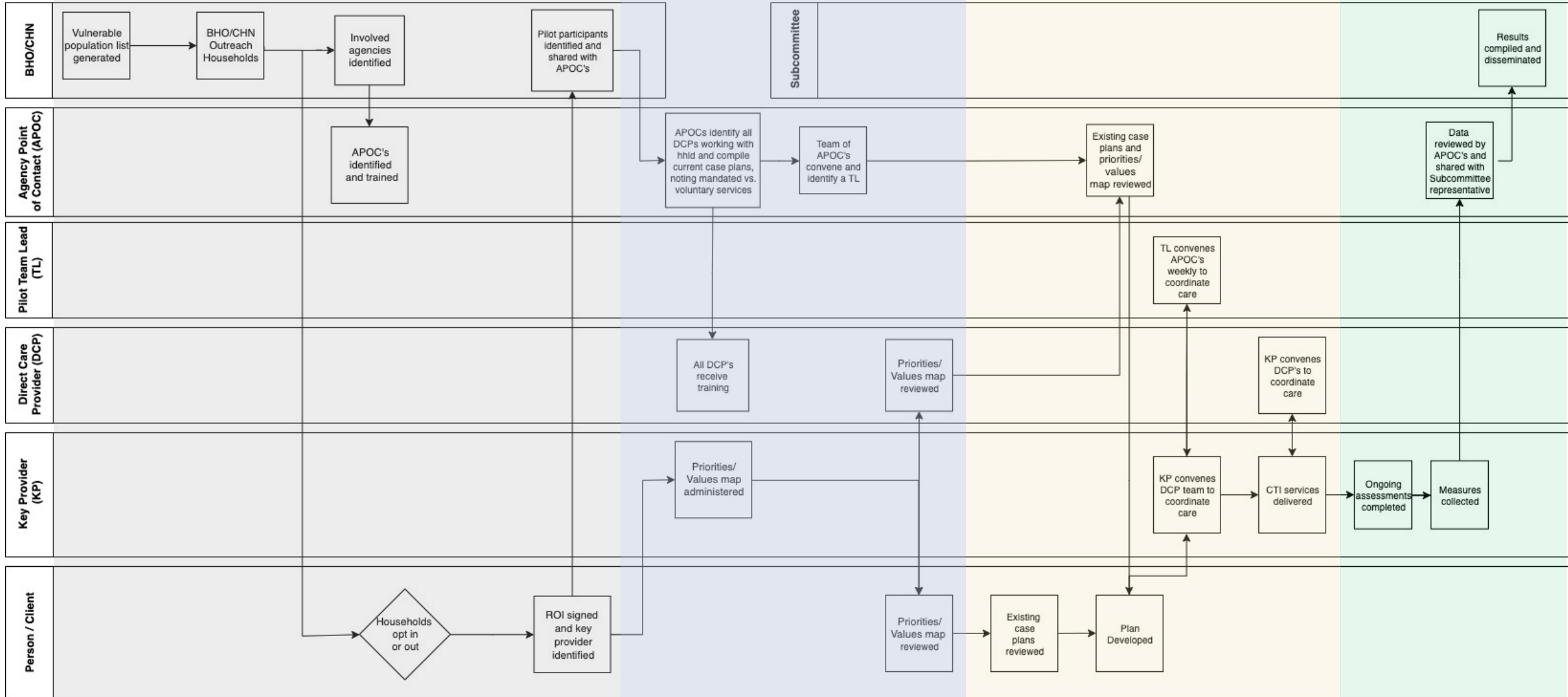


Phase One

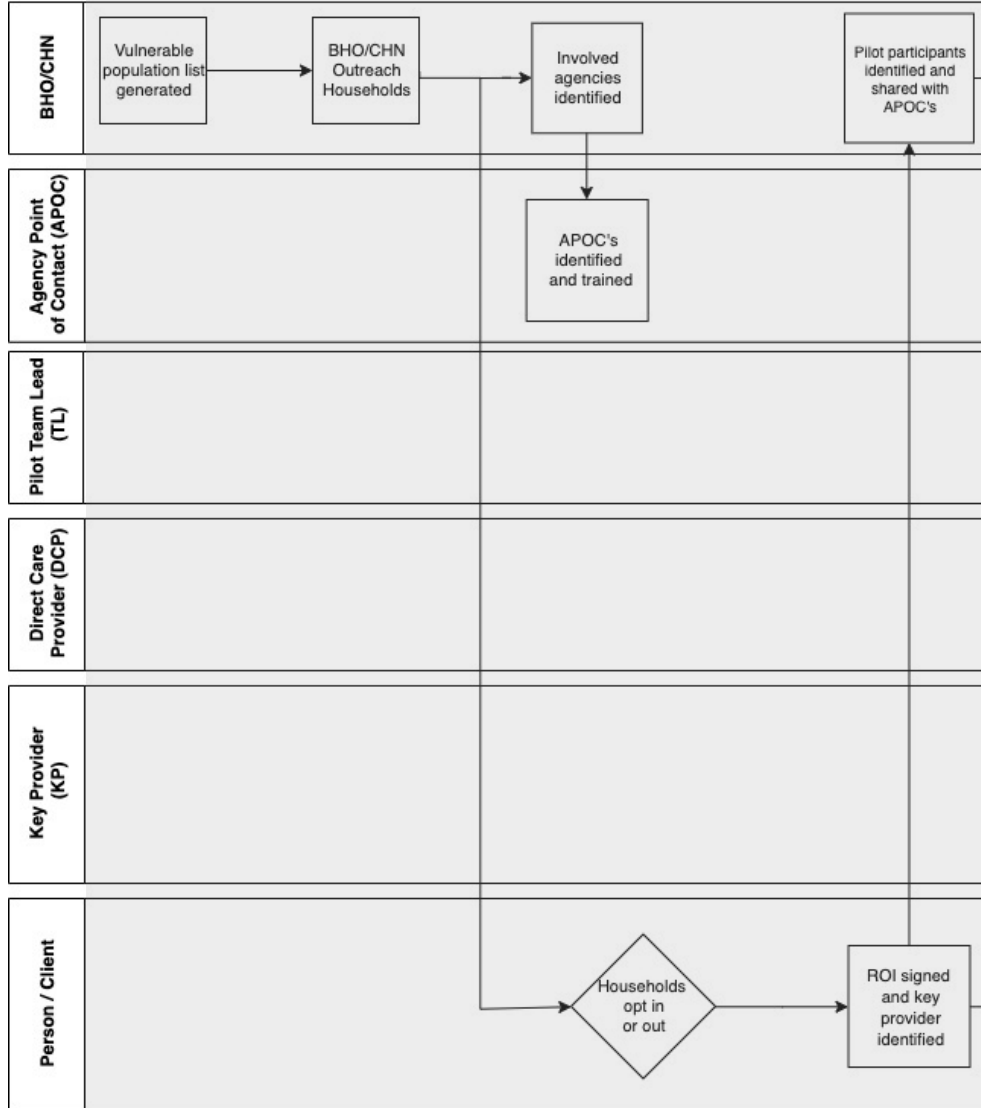
Phase Two

Phase Three

Phase Four



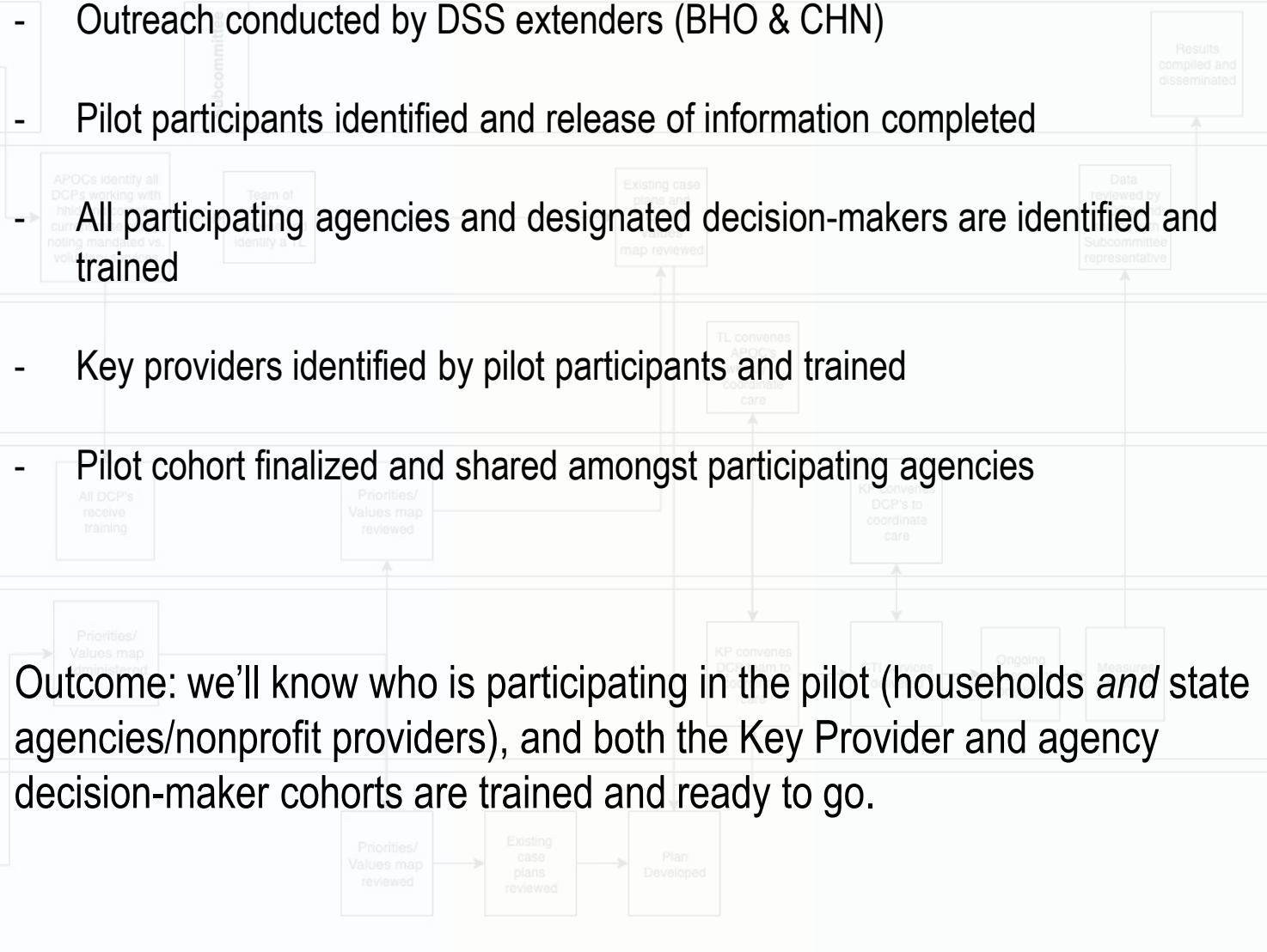
Phase One



Outreach and Identification

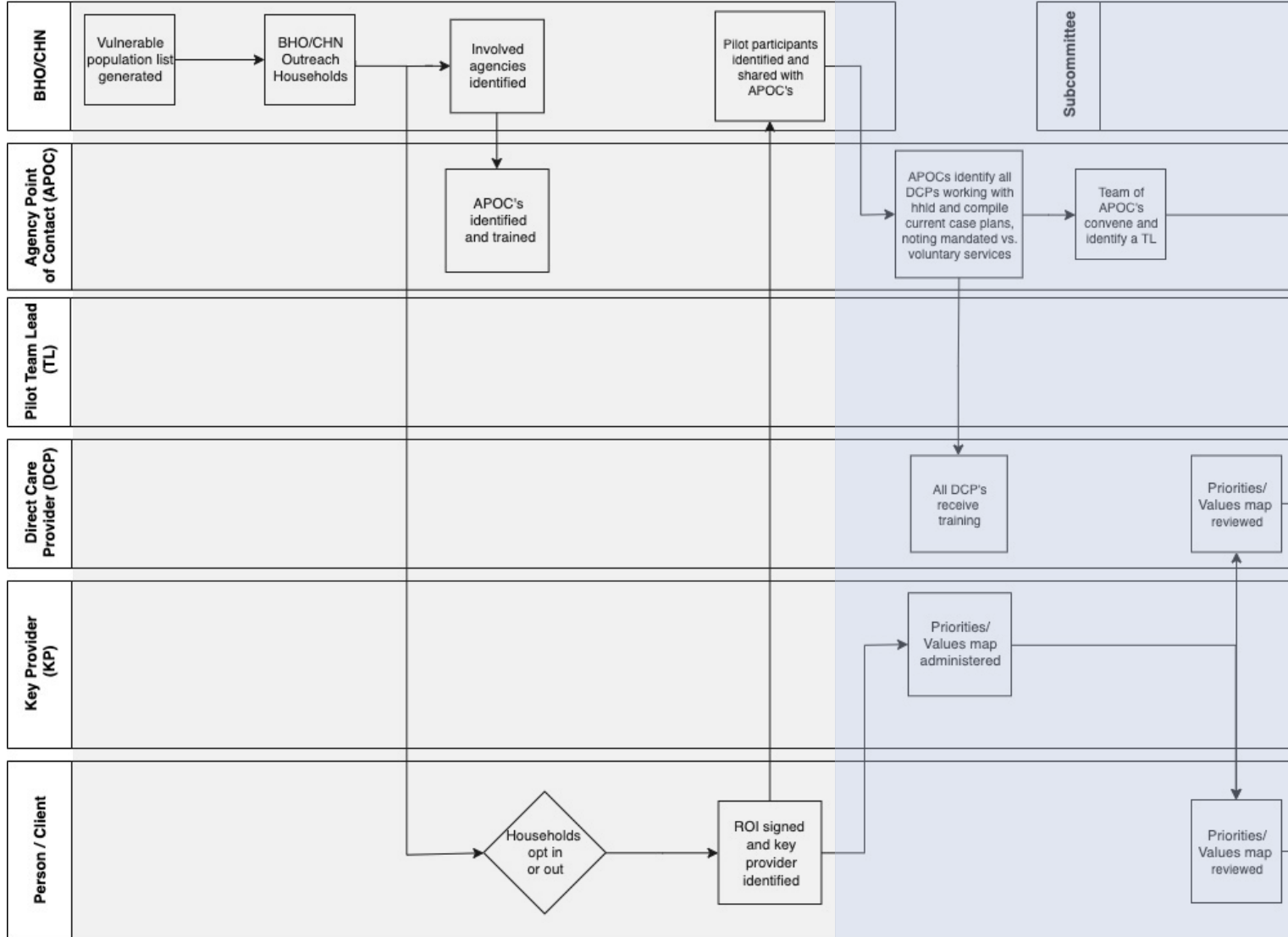
- Outreach conducted by DSS extenders (BHO & CHN)
- Pilot participants identified and release of information completed
- All participating agencies and designated decision-makers are identified and trained
- Key providers identified by pilot participants and trained
- Pilot cohort finalized and shared amongst participating agencies

Outcome: we'll know who is participating in the pilot (households *and* state agencies/nonprofit providers), and both the Key Provider and agency decision-maker cohorts are trained and ready to go.



Phase Two

Mapping



- Agency decision-makers inventory direct service staff currently working with pilot households and compile current care plans

- Cohort of direct service staff trained and onboarded

- Priorities and Values Map is administered and reviewed by household, Key Provider, and direct care staff

Outcome: each household's priorities and values are mapped, existing care plans inventoried, and all direct service staff trained and ready to go.

Person Centered Planning

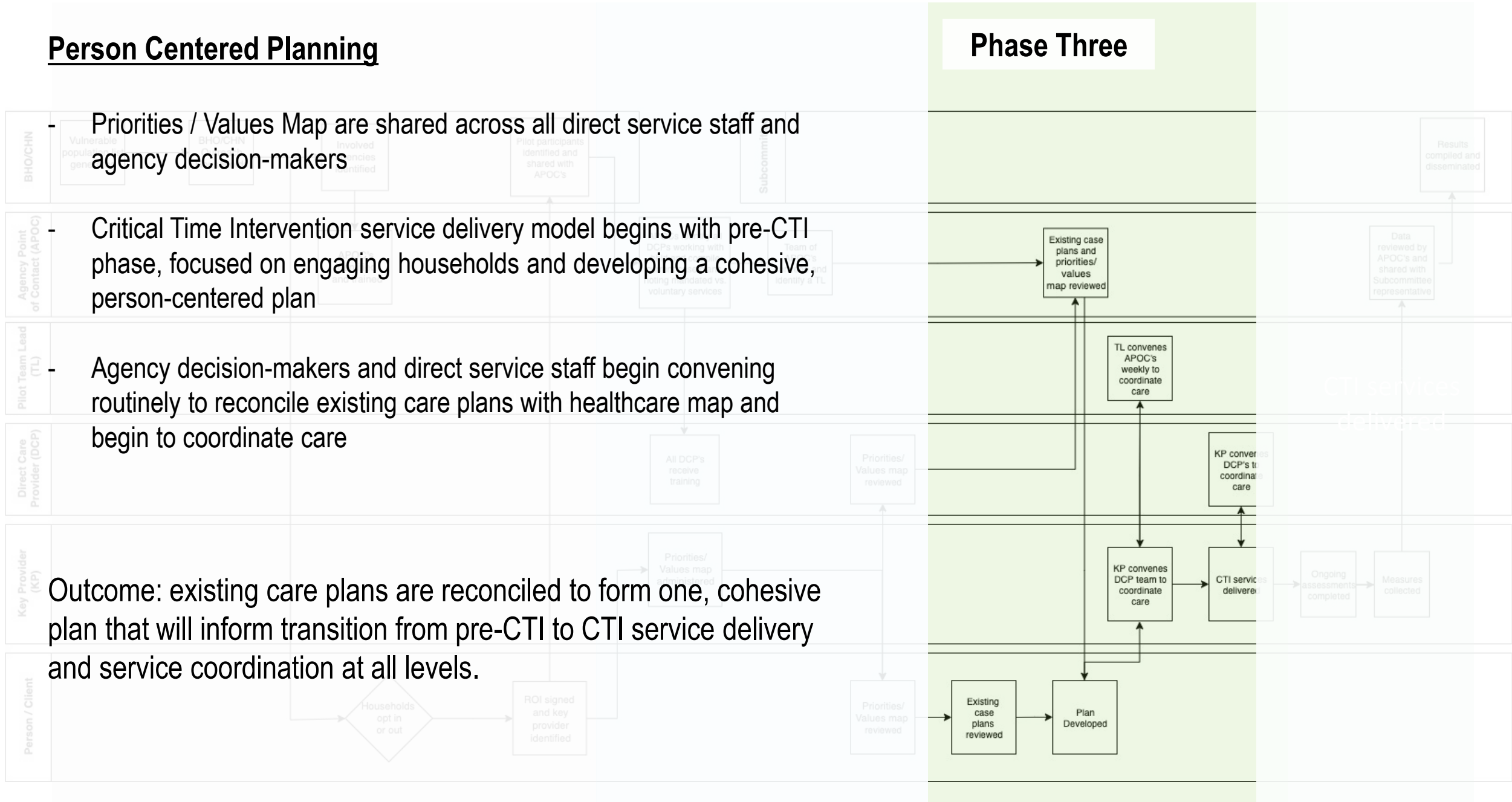
- Priorities / Values Map are shared across all direct service staff and agency decision-makers

- Critical Time Intervention service delivery model begins with pre-CTI phase, focused on engaging households and developing a cohesive, person-centered plan

- Agency decision-makers and direct service staff begin convening routinely to reconcile existing care plans with healthcare map and begin to coordinate care

Outcome: existing care plans are reconciled to form one, cohesive plan that will inform transition from pre-CTI to CTI service delivery and service coordination at all levels.

Phase Three



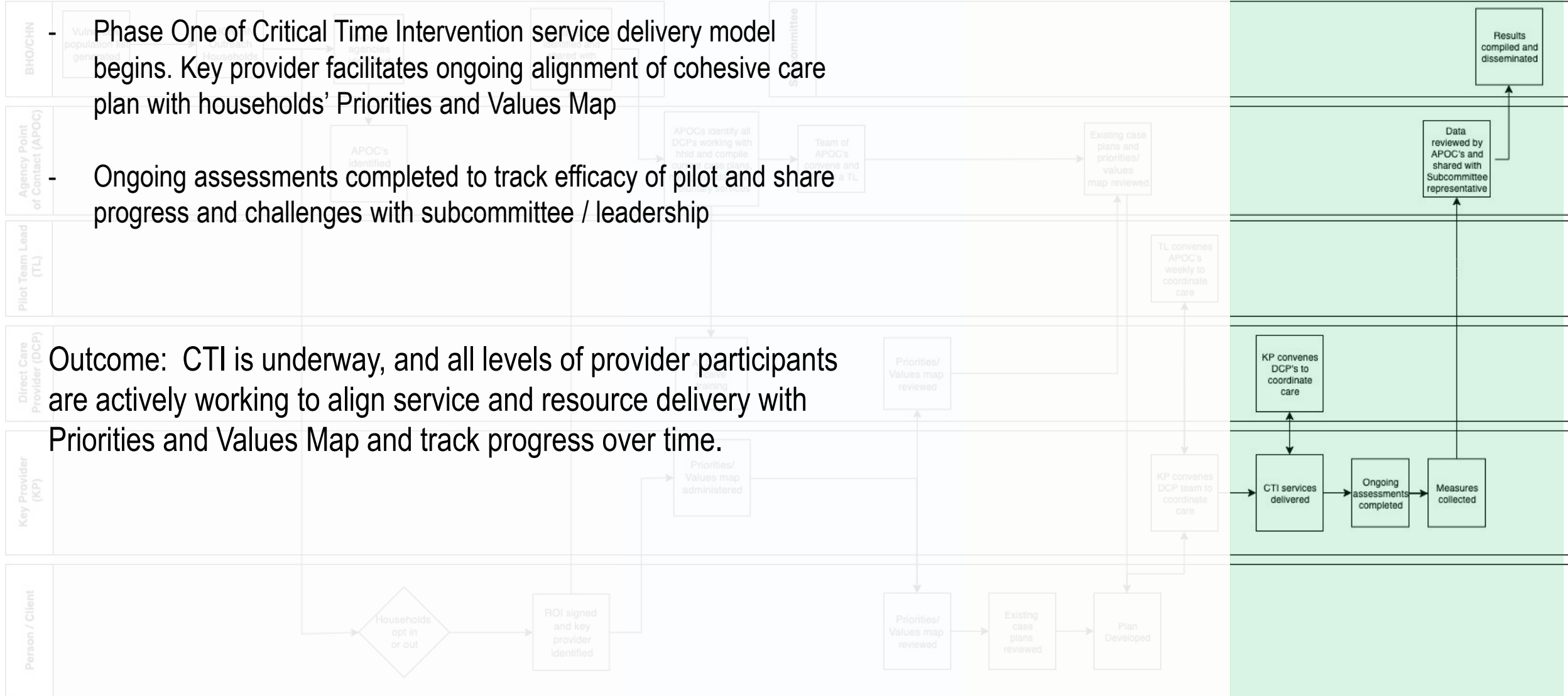
Service Coordination

Phase Four

- Phase One of Critical Time Intervention service delivery model begins. Key provider facilitates ongoing alignment of cohesive care plan with households' Priorities and Values Map

- Ongoing assessments completed to track efficacy of pilot and share progress and challenges with subcommittee / leadership

Outcome: CTI is underway, and all levels of provider participants are actively working to align service and resource delivery with Priorities and Values Map and track progress over time.



Phase One

Phase Two

Phase Three

Phase Four

