Connecticut Department of Social Services

Caring for Connecticut

NEW WAYS OF DOING BUSINESS

HSI

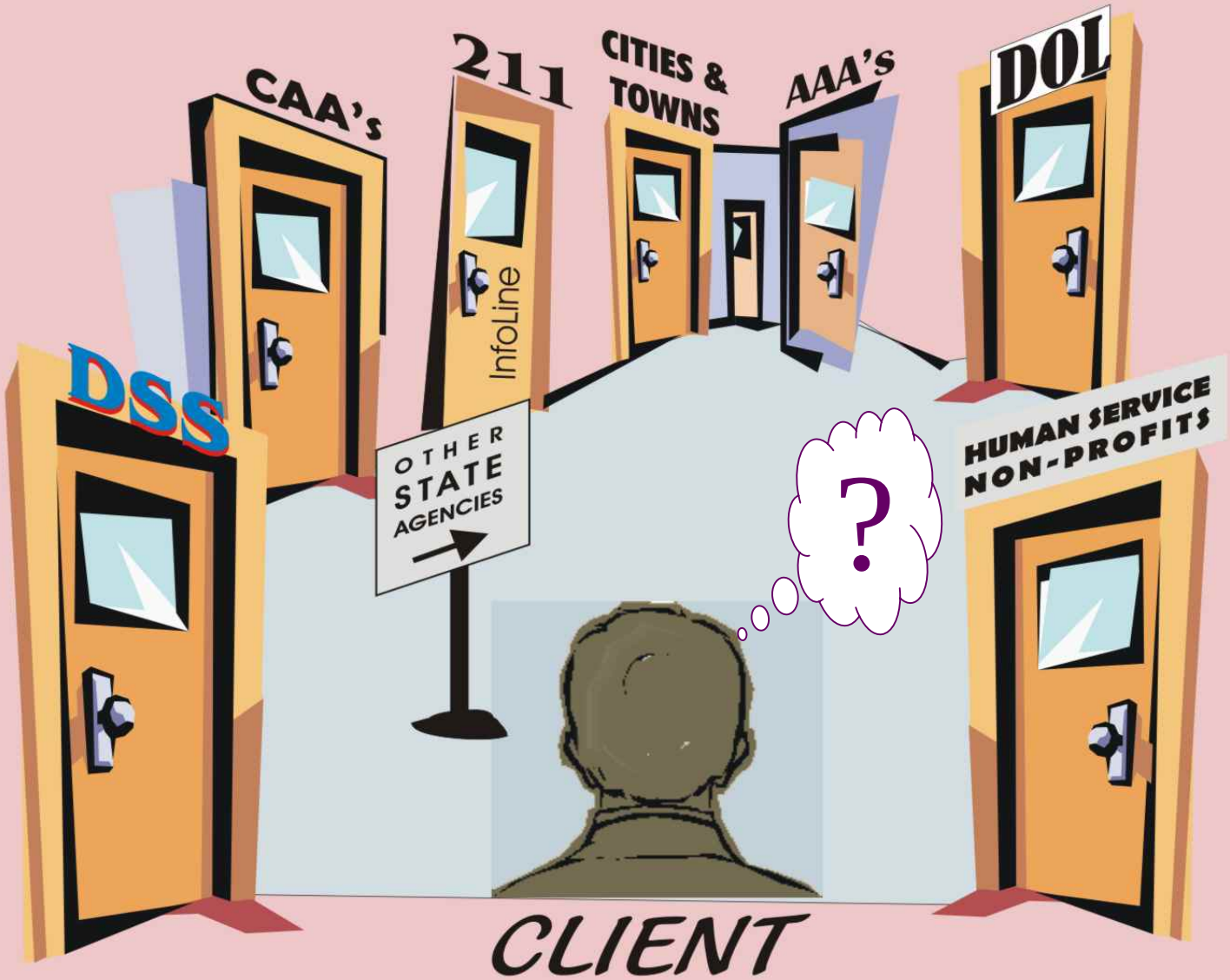
Connecting People & Services

Human Services Infrastructure

The Context for the HSI Initiative

- State budget crisis put extra pressure on human services delivery system
- All human service providers, including DSS, faced significant budget cuts.
- From 2001 to 2004, CAA state funding decreased by 31%.
- Needed a plan for a more cost-efficient and comprehensive human services system

THROUGH EVERY DOOR AN OPPORTUNITY TO SELF-SUFFICIENCY



Human Services Infrastructure Initiative Goals

- Better use of existing resources
- Connect clients to community resources before, during & after DSS intervention
- Get clients to DSS better prepared to use services efficiently
- Co-ordinate all “helping” services within the human service infrastructure
- Identify client barriers early in the process

HSI Foundational Partners

Connecticut Department of Social Services

Caring for Connecticut

2-1-1 INFOLINE

Connecticut Community Action Network

Why 2-1-1 Infoline?

- 24/7 information & referral service, w/certified counselors for crisis intervention.
- Telephone access, multi-lingual and TTY.
- Continuously updated database of over 4,000 providers in Connecticut.
- Responded to over 400,000 service requests in SFY04.
- Specialized service in child care, health coverage, Birth-to-3, & child & maternal health.

Why CAAs?

- CAAs are the federally-designated Anti-Poverty Agencies.
- CAAs served over 235,000 low-income people in 2003.
- CAAs provide a diverse array of services in all 169 cities and towns.
- Linked together in a single, results-oriented management and accountability software system.

Statewide Partners

- HSI design includes all health and human services agencies and organizations statewide.
- Non-Profit Human Services Cabinet will convene HSI Partners Committee to build on the involvement of HSI foundational partners.

HSI Implementation:
A New Way of Doing Business

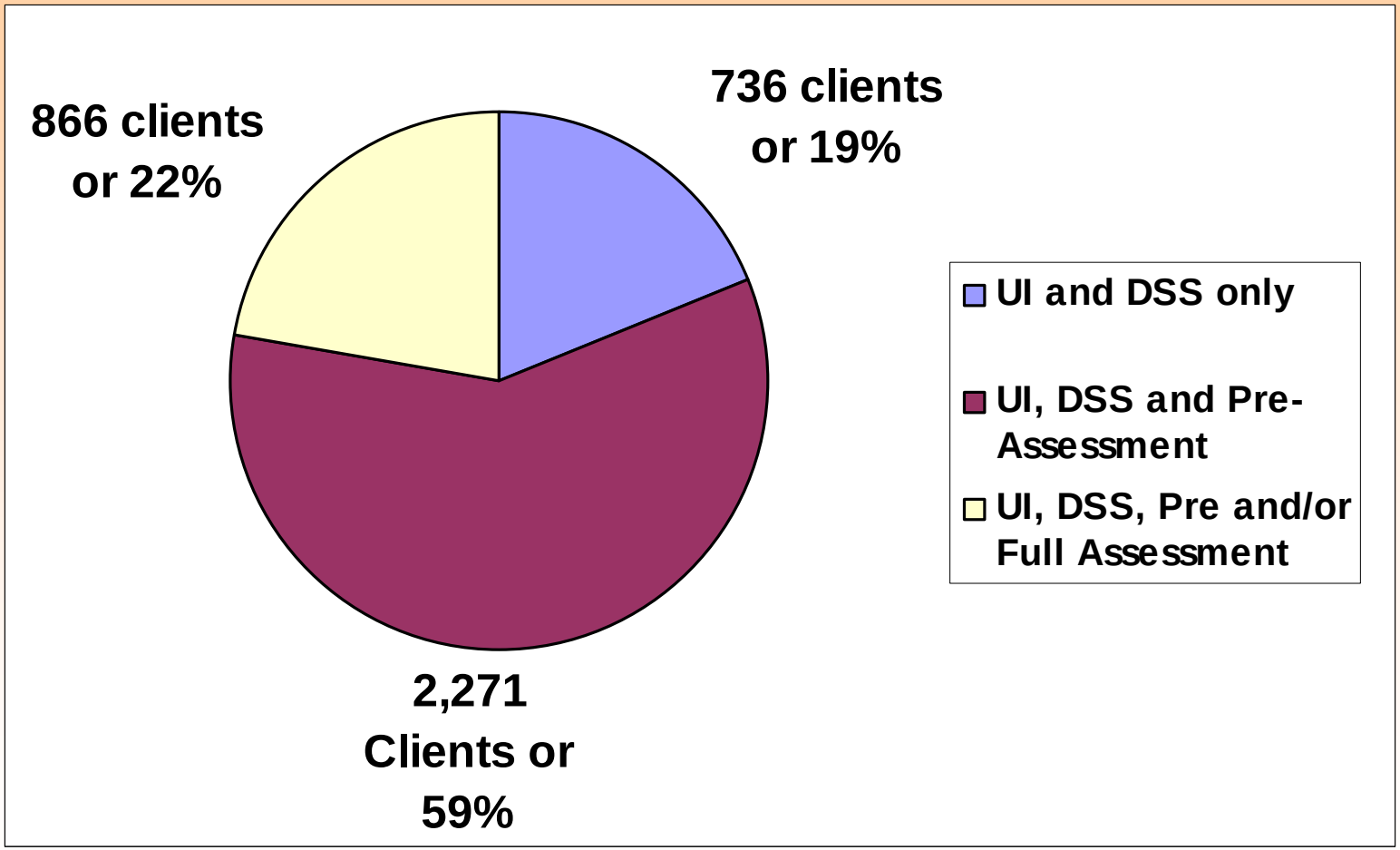
- Multi-agency coordination established
- “Breaking down the silos” between programs and among agencies.
- Cross-trained over 1,000 staff at DSS, CAAs, and 211 on HSI process.
- Piloted at 3 CAA sites from March-June 04.
- All CAAs began implementation July 04.
- Information Systems installed.

HSI Process at CAAs

- Universal Intake
  (a common set of data elements on all clients)
- Pre-Assessment to triage client situation
  (includes assessment of health insurance needs).
- Full Assessment for clients with multiple barriers needing case management.
- Pre-Application assistance for DSS programs, including Medicaid & HUSKY.
- Statewide CAA system can track services and referrals provided and changes in client status.

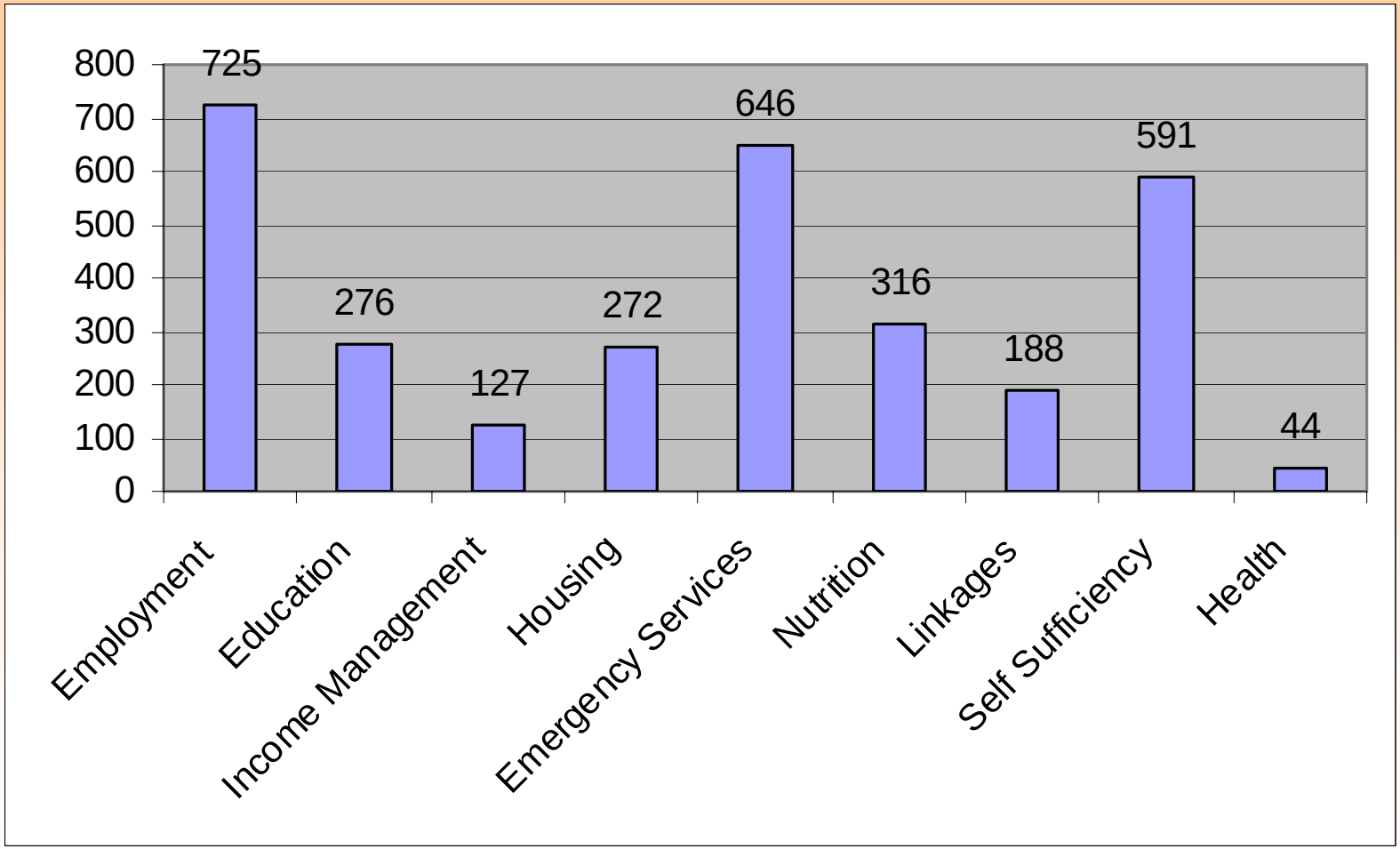
Initial HSI Data: July-Sept 04

Total clients seen: **3,873**



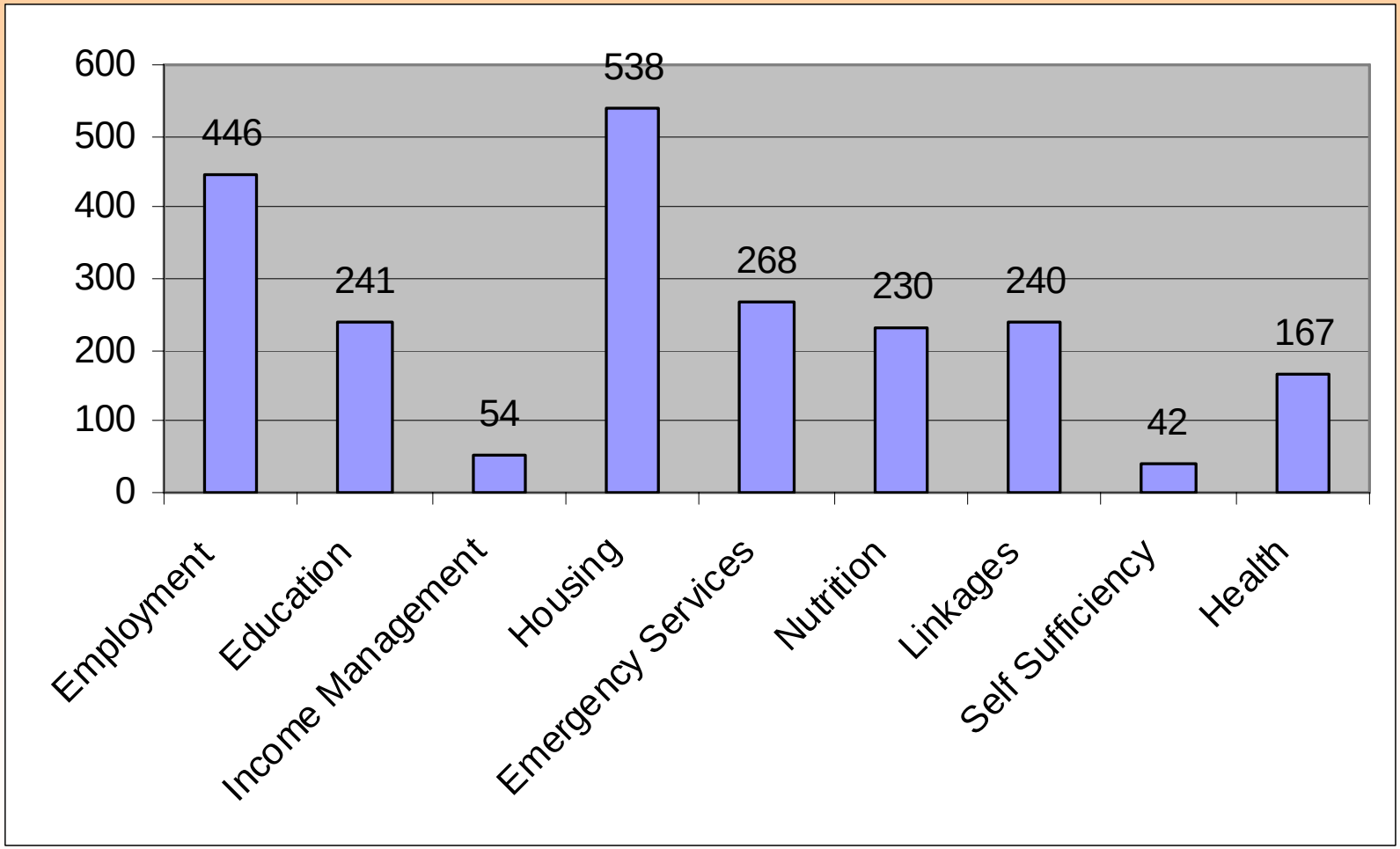
Internal CAA Referrals

Received at least one referral to another CAA service: 2,901



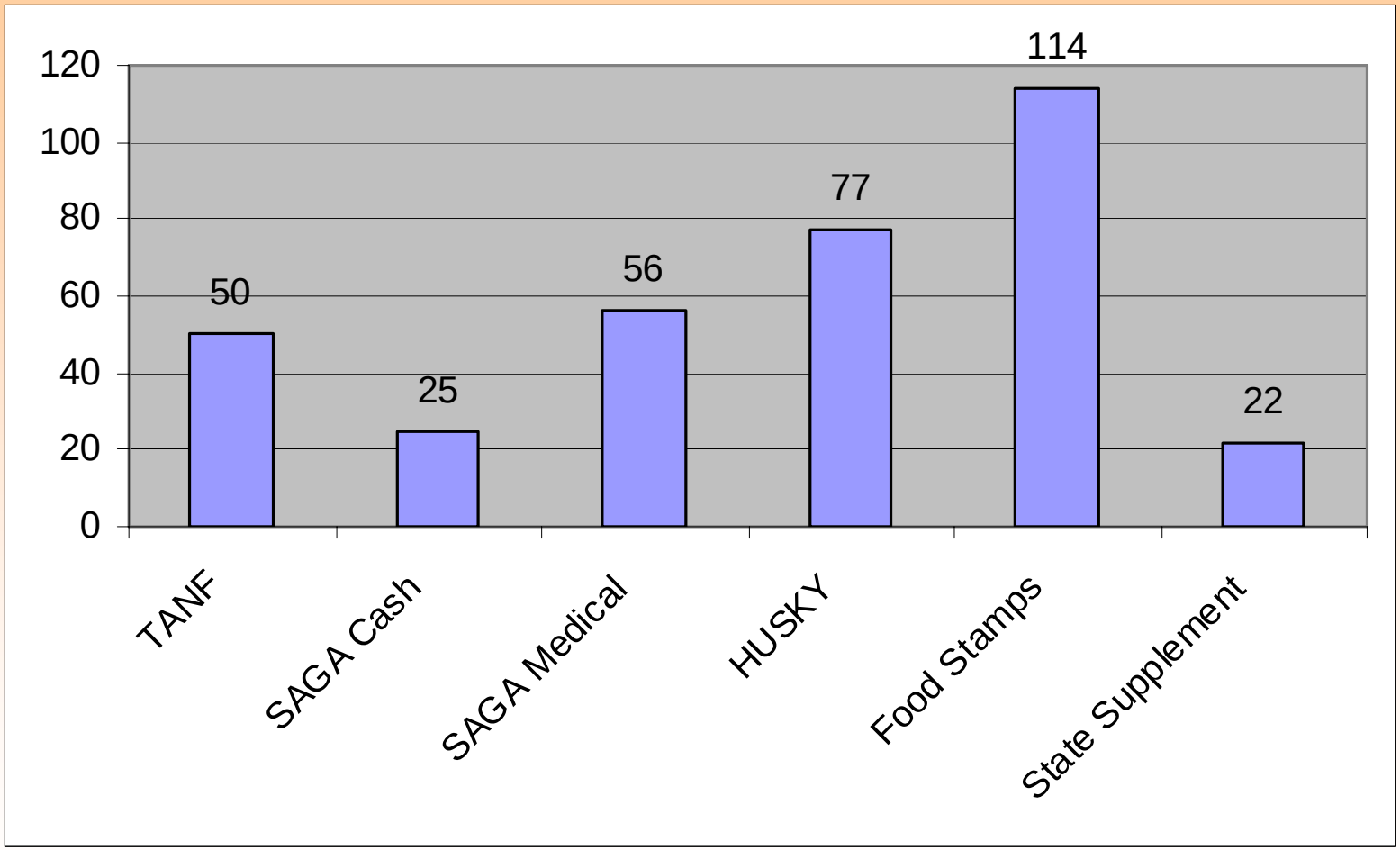
External Referrals to CBOs

Received at least one referral to a non-CAA service: 1,792



Statewide CAA Referrals to DSS

Total number of individuals receiving at least one referral: 214
Total number of referrals: 344



Success Stories

- A woman whose husband left her with nothing received efficient services to get food, medical benefits and case management quickly.
- Family saved $450/month after applying for HUSKY
- Client with multiple barriers received assistance to obtain SAGA medical, SSDI, Eviction Prevention and other services. Client stabilized and living in own apartment.
- Spanish-speaking customer got assistance with Section 8, clothing, energy assistance, food and medical.

Lessons Learned

- Most CAA clients already receiving DSS services; HSI better connecting clients with all available services in community.
- HSI is improving customer service overall.
- HSI can improve access to health services, for example:
  - TVCCA partnering w/CHAMP, to improve access to health care and health insurance in New London County.
  - 77 referrals to DSS HUSKY by CAAs, July-Sept 04

Getting the Word Out

- The *HSI Service Connection* Message*:*
  - A New & Better Way to Get Help
  - CAAs are an efficient way for people to access human services.
- Multiple public contact points:
  - 24/7 phone access via 2-1-1 Infoline
  - Walk-in service at your local CAA.
- HSI ‘fotonovela’

WHAT KIND OF HELP
LOOKING FOR?
I JUST DON'T KNOW WHAT TO DO. DANNY'S SICK, I CAN'T PAY THE DOCTOR AND NOW THEY'RE ABOUT TO SHUT OFF MY HEAT.
THERE HAS TO BE SOMEWHERE TO GO TO GET SOME HELP
HSI
Connecting People & Services
Human Services Infrastructure
8-233-7223
Now there's a new and better way to get help.
HERE'S A NUMBER I CAN CALL - 211
HERE'S WHAT I WAS LOOKING FOR. IT'S CALLED HSI SERVICE CONNECTION
HSI
THE VERY NEXT DAY
RITA, YOU'RE SMILING. I SEE YOU'RE FEELING BETTER THAN YOU WERE YESTERDAY.
I CALLED INFO-LINE 211 AND THEY GAVE ME THE ADDRESS OF A COMMUNITY ACTION AGENCY RIGHT IN MY NEIGHBORHOOD. SHE TOLD ME THAT I COULD APPLY FOR WINTER HEATING ASSISTANCE. SHE SAID DSS COULD HELP ME WITH CHILD SUPPORT AND FOOD STAMPS. SHE EVEN GAVE ME A TOLL-FREE* NUMBER FOR HUSKY HEALTH INSURANCE.
*HUSKY HEALTH INSURANCE 1-877-CT-HUSKY (1-877-284-8759)

HSI *Service Connection*

"HSI is a network of Community Action Agencies and other service organizations that know where to access the services you need. So, if one agency can't help you, they know who can. To start, just call the Community Action Agency nearest you, or call Infoline at 2-1-1."