

INTEGRATED HEALTH AND HUMAN

SERVICES

SERVICE NAVIGATION AND INTEGRATION FOR

COORDINATED CARE

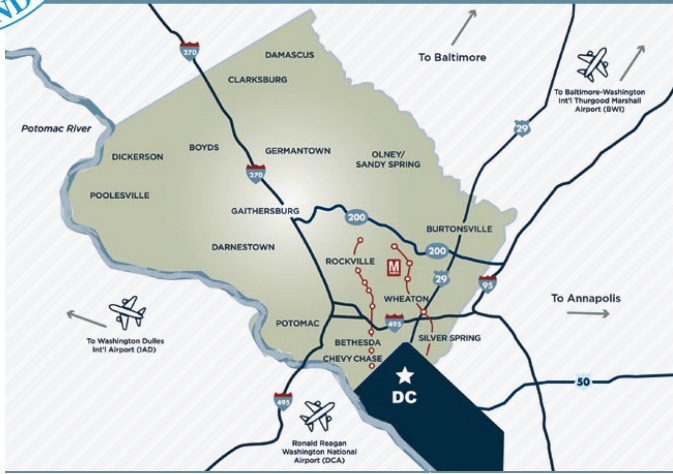
Presented by Steve Wright, MPA, Lean Six Sigma Black Belt
Administrator-DHHS Planning, Analytics, and Customer Service Unit

WHO WE ARE: MONTGOMERY COUNTY, MARYLAND



Largest County in MD

WASHINGTON DC



PROSPEROUS

1.05 Million
Residents

MEDIAN HOUSEHOLD INCOME



\$106,287

MONTGOMERY



\$81,868

MARYLAND

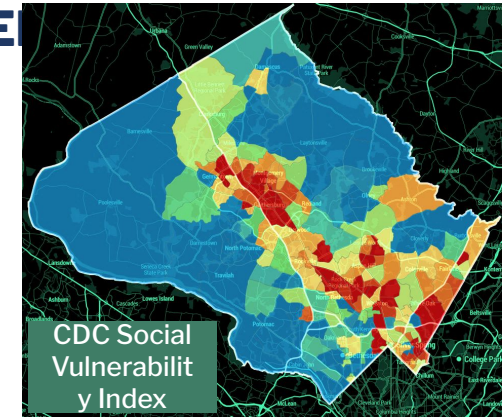


\$60,293

US

- 31%** of adults hold a graduate degree
- 57%** hold an undergraduate degree
- 56%** work in management, business, and science

...BUT WITH BIG POCKETS OF NEED



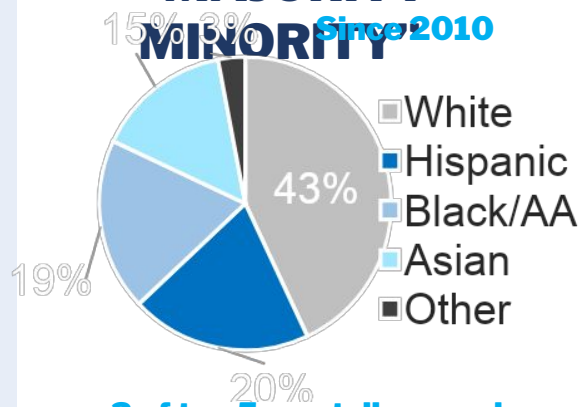
159,010 children qualify for free or reduced-price meals (35%)—more than entire student body of DC

FULL-SERVICE GOVERNMENT

- Less than 15% of Montgomery County residents reside in an incorporated city/town.
- The County therefore provides the full spectrum of County and municipal service.
- In addition, the County has an arrangement with the State to deliver many State social services through County operations (SNAP, child care subsidies, child welfare)

“MAJORITY MINORITY”

Since 2010



3 of top 5 most diverse places in US
(out of 19,000+)

GLOBAL



33% Foreign-born | #1 in US for Ethiopia | #3 for El Salvador | #4 for Sri Lanka | #5 for Iran | #9 for France

150 Languages | 40% speak non-English at home

MONTGOMERY COUNTY: SELF-SUFFICIENCY STANDARD

Monthly Self-Sufficiency Costs by Family Type

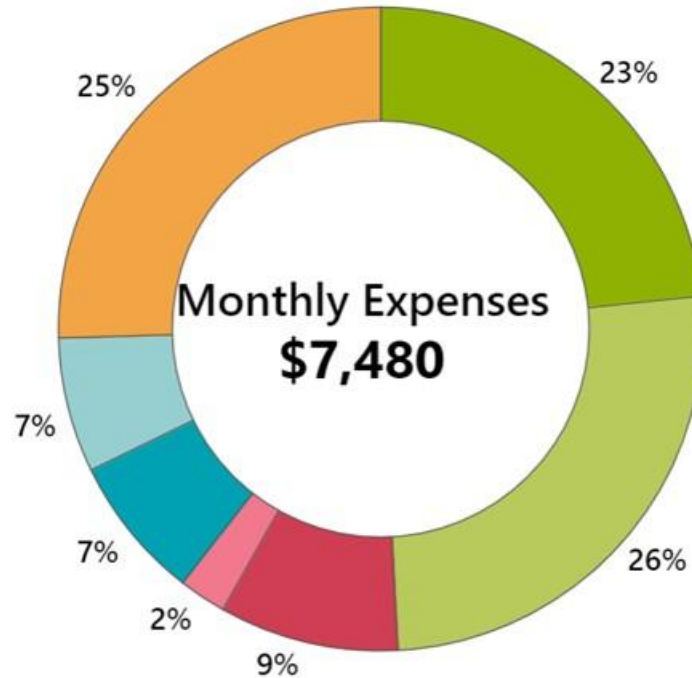
Adult(s) Infant(s) Preschooler(s) Schoolager(s) Teenager(s)



Type of Expenditure

- Housing Costs
- Child Care Costs
- Food Costs
- Transportation Costs
- Health Care Costs
- Miscellaneous Costs
- Taxes

Housing Costs	\$1,748
Child Care Costs	\$1,929
Food Costs	\$672
Transportation Costs	\$180
Health Care Costs	\$541
Miscellaneous costs	\$507
Taxes	\$1,903
Earned Income Tax Credit (-)	\$0
Child Care Tax Credit (-)	-\$100
Child Tax Credit (-)	-\$167
Hourly Self-Sufficiency Wage (per Adult)	\$40.99
Monthly Self-Sufficiency Wage	\$7,215
Annual Self-Sufficiency Wage	\$86,580



To meet needs, requires **\$86,580** annual income

How Does The Standard Compare?



Adult(s) Infant(s) Preschooler(s) Schoolager(s) Teenager(s)

23%

The amount of basic needs covered by the federal poverty level

152.5

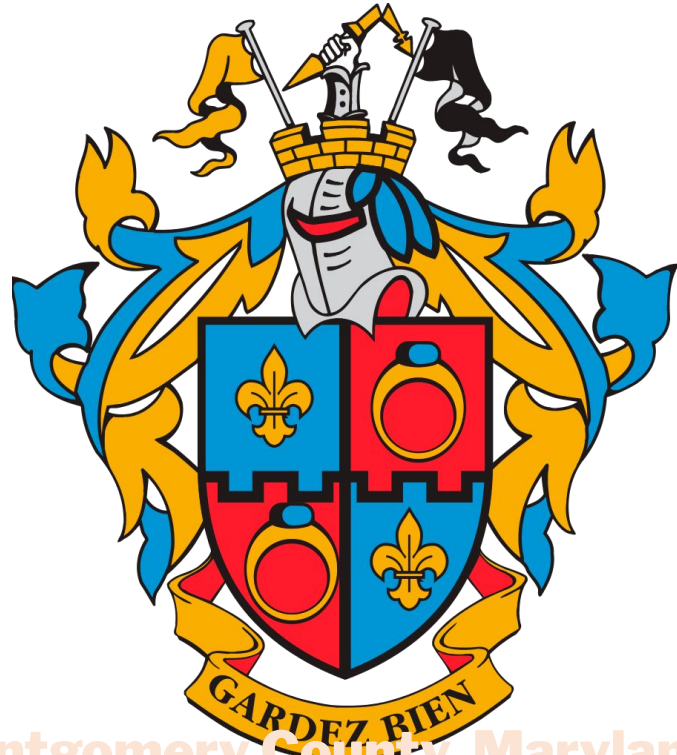
Number of hours a minimum wage worker must work per week to meet basic needs

Self-Sufficiency Wage as a Percentage of...

Annual Self-Sufficiency Wage	\$86,580
Federal Poverty Level	429%
Annual Minimum Wage	381%
Median Family Income	89%

www.montgomerycountymd.gov/HHS-Program/OCA/CommunityAction/interactiveSelfSufficiency.html

Family type:
1x Adult + 1x Preschooler + 1x School-ager



Montgomery County, Maryland
**DEPARTMENT OF
HEALTH AND HUMAN
SERVICES**

AN INTEGRATED
DEPARTMENT

WHO WE ARE

5 Service Areas Working Together

Aging and Disability Services

Behavioral Health and Crisis Services

Children, Youth, and Family Services

Public Health Services

Services to End and Prevent Homelessness



Staff: 2,000+ employees



Budget: \$332 million



Contracts: 758 active contracts



Clients: 120,000+ served each year



Mission

The mission of the Montgomery County Community Action Agency is to advance social and economic mobility among communities and neighbors through services, partnerships, and advocacy using an equity lens.

MONTGOMERY COUNTY COMMUNITY ACTION AGENCY: OVERVIEW

- Small unit with a large impact: 27 staff members serving 4600 clients
- **Contracted partners:** 31+ local non-profit partners (Over 44,000 clients served collectively)
- **“TESS”** Takoma East Silver Spring Community Action Center:
 - 2Gen/Whole Family Project (entering year 3)
- **Head Start grantee:** Montgomery County Public Schools- Delegate
- **VITA:** Volunteer Income Tax Assistance, EITC and taxpayer education
 - Free tax help, “VIRTUAL VITA”
- **Community Action Board:** Governance for CAA and Head Start
 - Active, independent advocacy for low-income people
 - Community Advocacy Institute
- **Resources:** Community Needs Assessment, Faces of Poverty, Self-Sufficiency Standard

Director's Priorities



Ready Access



Equity Infused in the Work



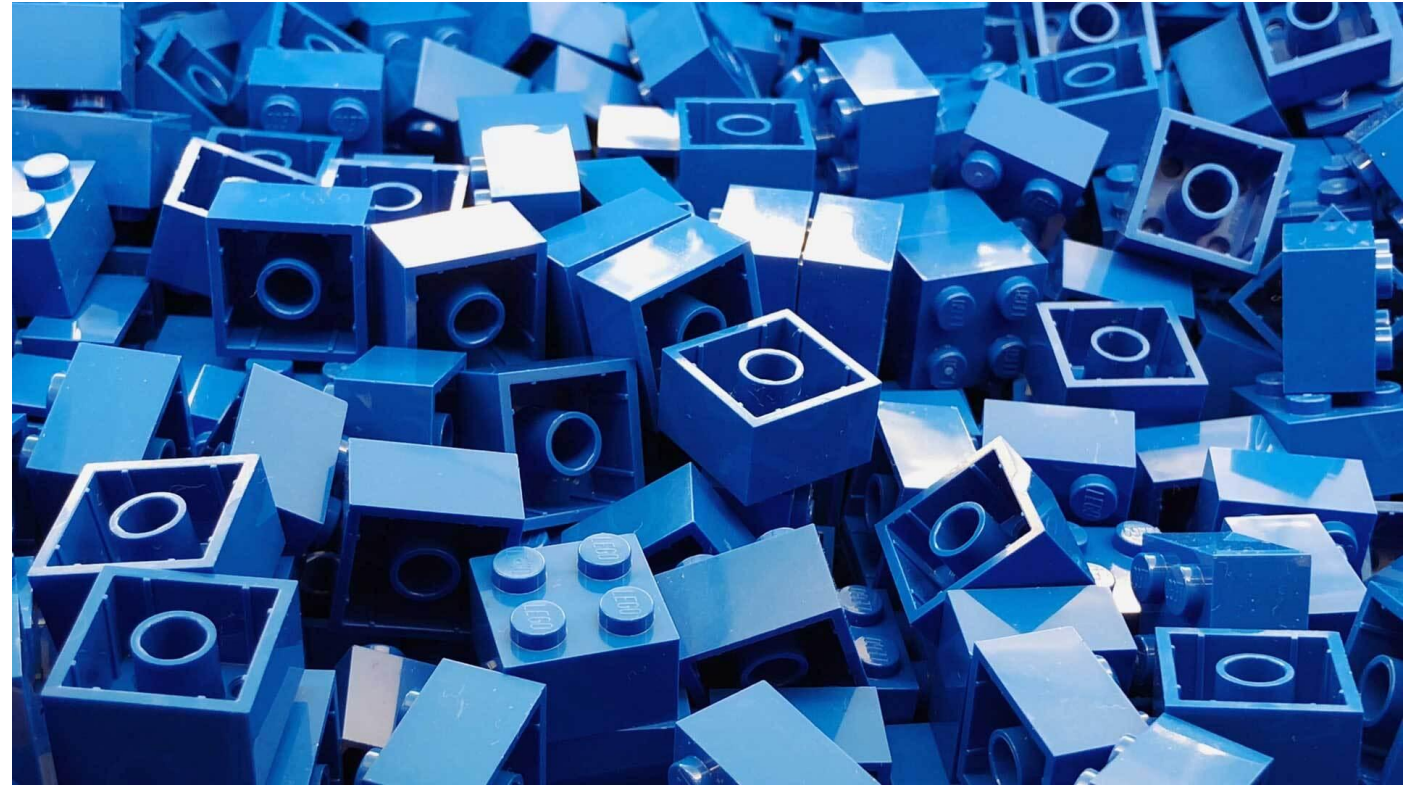
Painless Navigation



Effective and Supported Workforce

SERVICE INTEGRATION DRIVERS

- Systemic: Integrated human/social and public health services and large, collaborative community provider network
- Technological: Robust integrated case management system encompassing 65-70% of HHS programs/services
- Philosophical/programmatic: Pervasive advocacy and implementation of 2-Gen/Whole Family Approach and No Wrong Door



SYSTEM NAVIGATION

- Departmentwide response
- Navigation planning is guided by experience with the ecosystem and whole-family approaches, system integration, data for equity, emerging needs from the Hubs
- MC311 enhancements to strengthen capacity to meet growing HHS related requests
- Tech solutions– applying learnings from Covid-outreach, integrated case management (eICM) EARP, rental assistance, food assistance access, childcare subsidies
- HHS Navigation Practice Workgroup: core training from each service area to train up CARES and Behavioral Health navigators
- Alignment with findings from the Capital Area Food Bank, endorsed by the Community Action Board



WHOLE FAMILY/TWO-GEN APPROACH

Takoma East Silver Spring (“TESS”) Community Action Center: A Model of Navigation with a Whole Family/2 Gen Lens

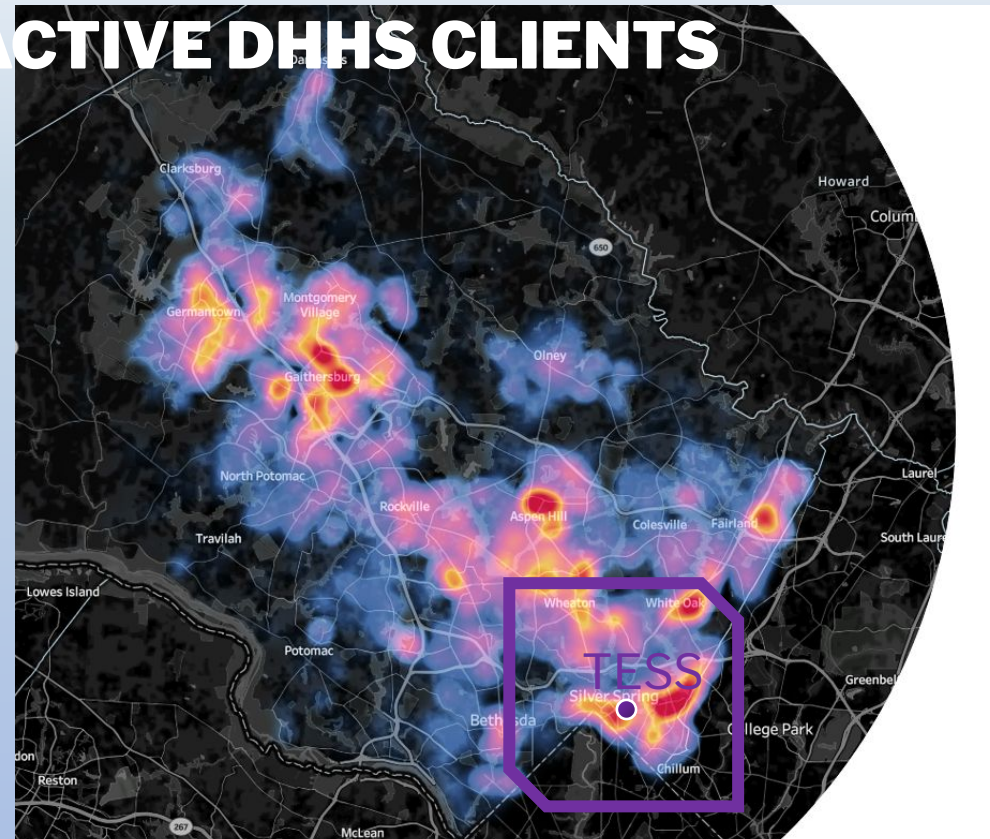
“Low-income Family of 5. Mother reached out to me with a great concern; Two unauthorized transactions were made in Dallas, Texas with her SNAP EBT Card. As a result, she lost all her benefits. I had made a report of the incident to OESS and advised her to contact DHHS-Call Center to request a new card. Client received a new card. Weeks later, I assisted her with her SNAP Redet application and submitted it on her behalf to OESS. The following month her case was closed. Client contacted me and asked me to help figure out what had happened. I emailed OESS and they explained me that her case was assigned to a case worker who was no longer with OESS. The client case was re-assigned to other staff and during this transition her case was closed. I cannot imagine the hardship that this family has been through the past few months, but our intervention and prompt response of OESS was so helpful and thankfully Her case was immediately processed, recertified, and approved. In the meantime, did an in-depth screening to find other resources, submit applications and referrals for food, diapers, clothing. Checked to see if she receives WIC and the children free/reduced meals. Also, discussed Recreation classes and scholarship for the family, MEAP, use of the Library and Pre-K.”



EASY ACCESS: MULTIPLE ENTRY POINTS—AND “NO WRONG DOOR”



ACTIVE DHHS CLIENTS



The Community Action Agency's TESS Center: a walk-in site bringing County programs and services to residents in a convenient, easy to find location. Its information and referrals, social service assistance, interpretation and translation, education, Volunteer Income Tax Assistance (VITA), and legal services are delivered in partnership with nonprofits, public agencies, and community groups.

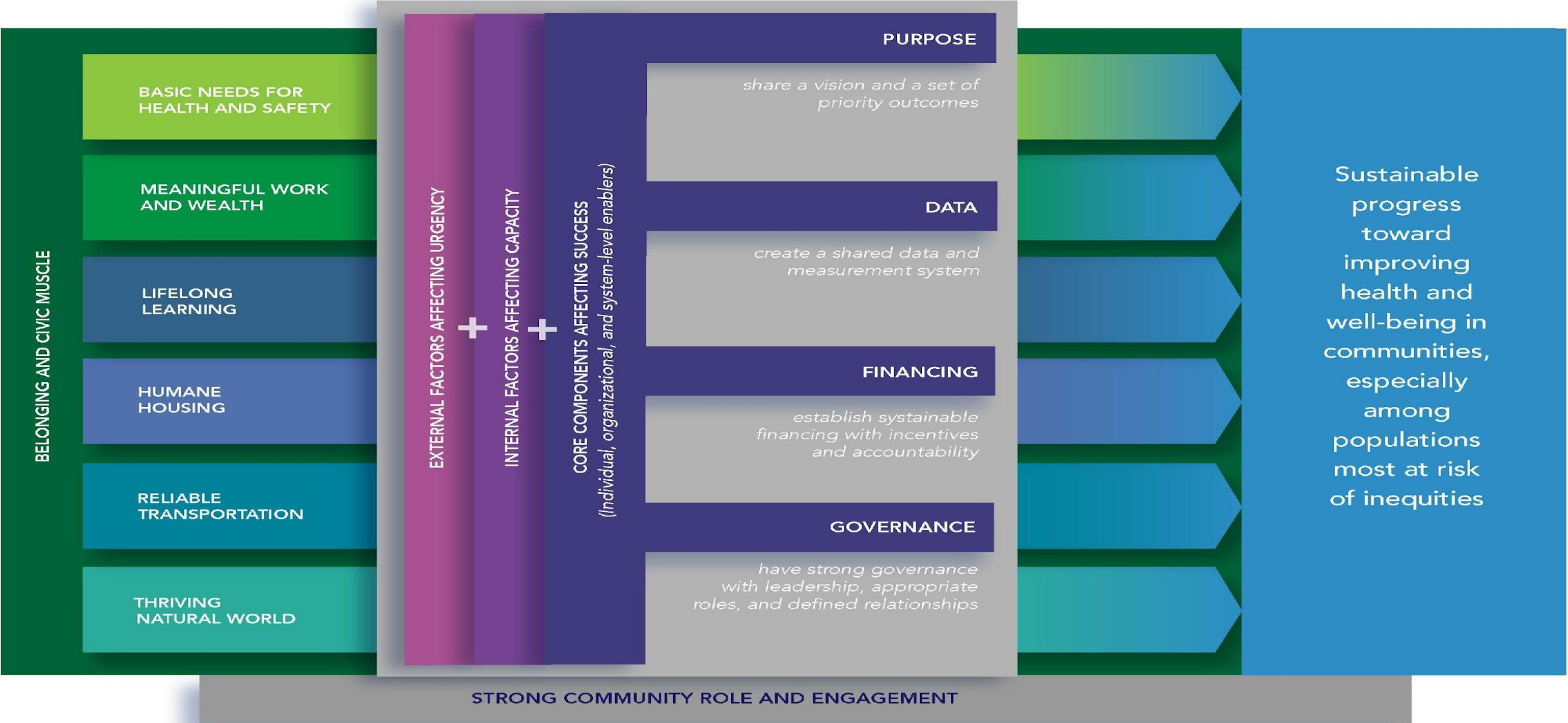
EASY ACCESS: CLIENT PORTAL

- Virtual access to all benefit/service applications
- Allows client to seamlessly apply for a wide range of benefits for which she is eligible
- Securely retains information for previous application and transfers it to subsequent application
- Acts as a central portal for clients to learn about available programs and the requirements for application



ENHANCING SHARED EVALUATION: SEM ANALYTICAL FRAMEWORK

Montgomery County Ecosystem Theory of Impact





Helping People. Changing Lives.

**community
Action**[®]

PARTNERSHIP

**MONTGOMERY COUNTY, MARYLAND
COMMUNITY ACTION AGENCY
DEPARTMENT OF HEALTH AND HUMAN SERVICES**

THANK YOU!

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Montgomery County MD - Community Action