



# RESOURCE AND REFERRAL TOOL

In concert with the development of a uniform assessment tool to identify social barriers to health and well-being like food access, transportation, education, child care access, and housing, DHS is examining how we can better connect people to services that address their needs.

DHS recently issued a Request for Information (RFI) to gather information on systems and organizations that have comprehensive models to connect people to services and supports that can help improve their health and well-being and address barriers in their lives.

Comprehensive, coordinated case management services are necessary to connect people and families to services that could help them, however, these services cannot exist in silos. Duplication of services can be counterproductive, delaying progress and causing frustration for the individual receiving services.

That's why we're interested in working with our community partners to explore development of a statewide online resource and referral tool that would allow for communication between service providers, allow providers to better collaborate, provide up-to-date and informed recommendations for services and programs, track whether someone received the service to which they were referred, and monitor progress.

Too often we hear that an individual was referred to a service, and that was it – no follow up occurred to check if the service was a good fit, see what progress is being made, or even guarantee that they obtained the service. Service providers in different fields may see many of the same clients, but they may not have the relationships or connections to build partnerships necessary for coordinated care. Through increased coordination across all entities serving an individual or family, the Department envisions a future in which:



**individuals' and families' needs are clearly and consistently assessed**



**Needs are met through the delivery of the right service at the right time, regardless of whether the service is provided by a state agency, local government, or community organization**



**individuals and families, particularly those who are most vulnerable, have a strong relationship with a person who can help them navigate across systems and organizations**

Moving forward, we are going to invest in long-term outcomes and help clients through every step as their needs evolve. This is what our clients need to help them stay on track for improved long-term health outcomes and success in education or the workforce. This is a multi-generational approach that will help state and county agencies and health and social service providers make sure we are doing what we need to do to help our clients succeed.

