



**MACSSA**  
Minnesota Association of County  
Social Service Administrators

## Building from the Ground Up: Moving Toward Integrated Services

AMC Policy Conference, December 3, 2018

Jane Hardwick, MACSSA President

# Introductions



- **Jane Wilcox Hardwick**

- Executive Director
- *Minnesota Prairie County Alliance*

*Community Services for  
Dodge, Steele & Waseca  
Counties*



- **Kelly Harder**

- Community Services Director
- *Dakota County*



- **Janet Goligowski**

- Gateway Services Division Director
- *Stearns County*



- **Rachel Grimes**

- Business Manager
- *Crow Wing County*

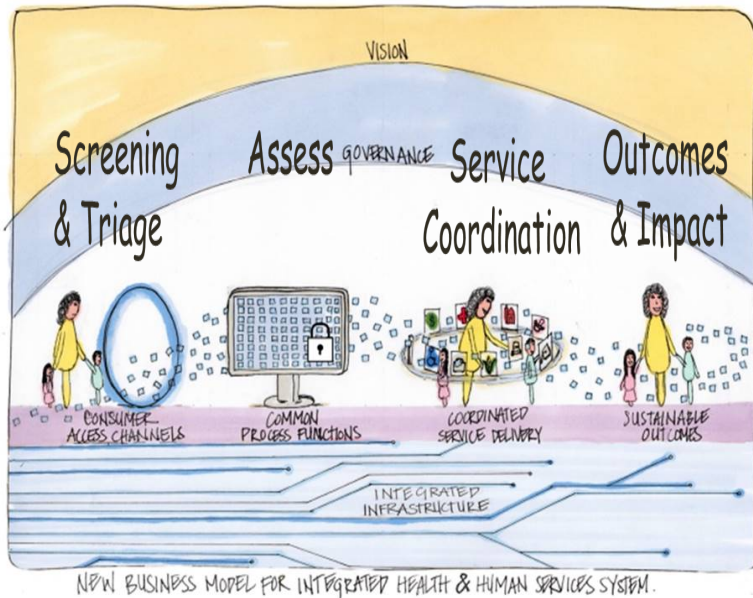
# Moving towards integrated services

- I. *Why Integrated Services Matter*,  
Kelly Harder, Dakota County
- II. *Stearns County– Referral and  
Integration Services*, Janet  
Goligowski, Stearns County
- III. *Crow Wing County – Service  
Coordination*, Rachel Grimes,  
Crow Wing County
- IV. *Reflections and Wrap Up* – Jane  
Hardwick, Minnesota Prairie  
County Alliance



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# *Why Integrated Services Matter*



Kelly Harder, Dakota County

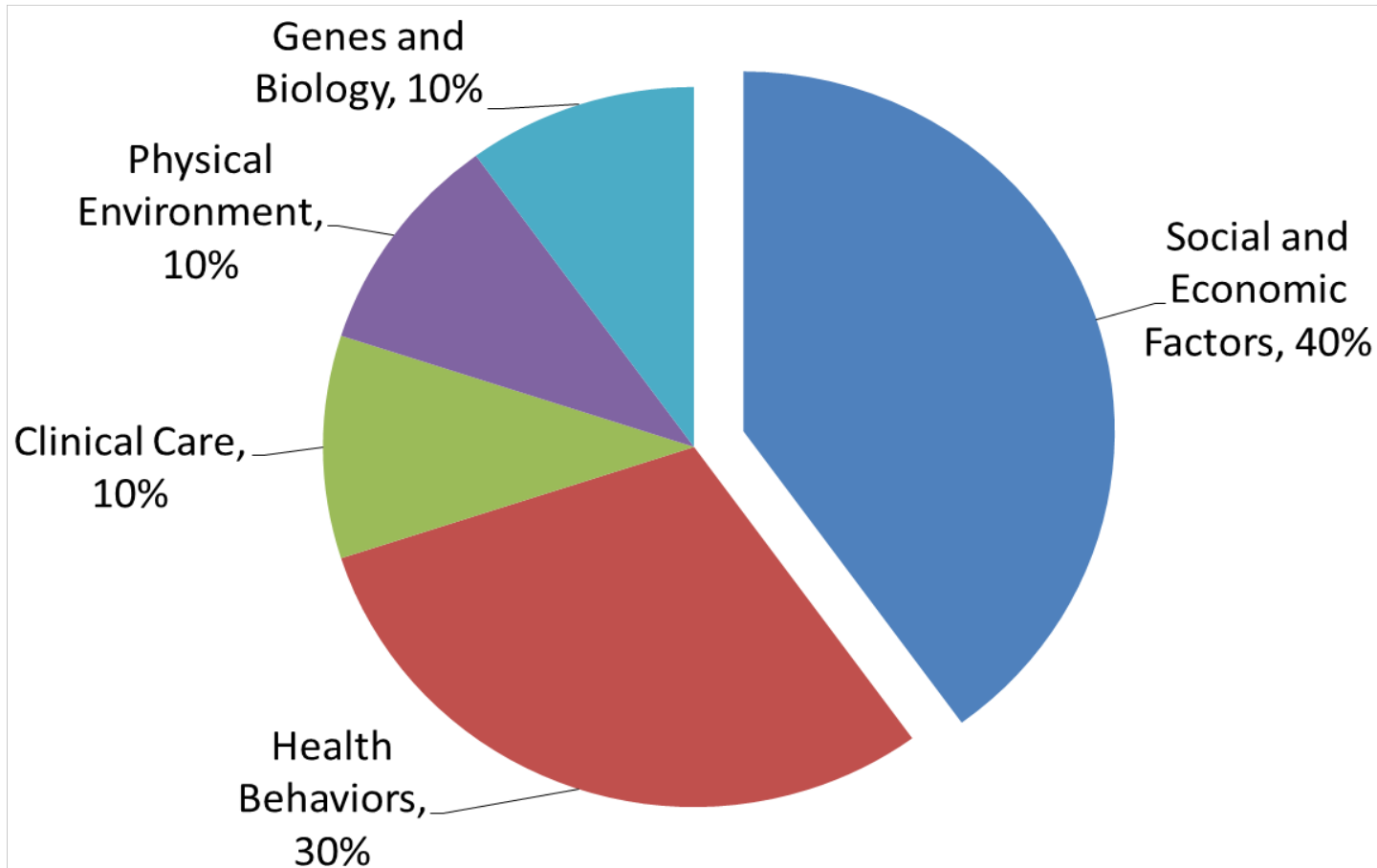
# How is anyone able to navigate our systems in reality?



# Can your county answer?

- How Much?
- How Well?
- Is anyone better off?

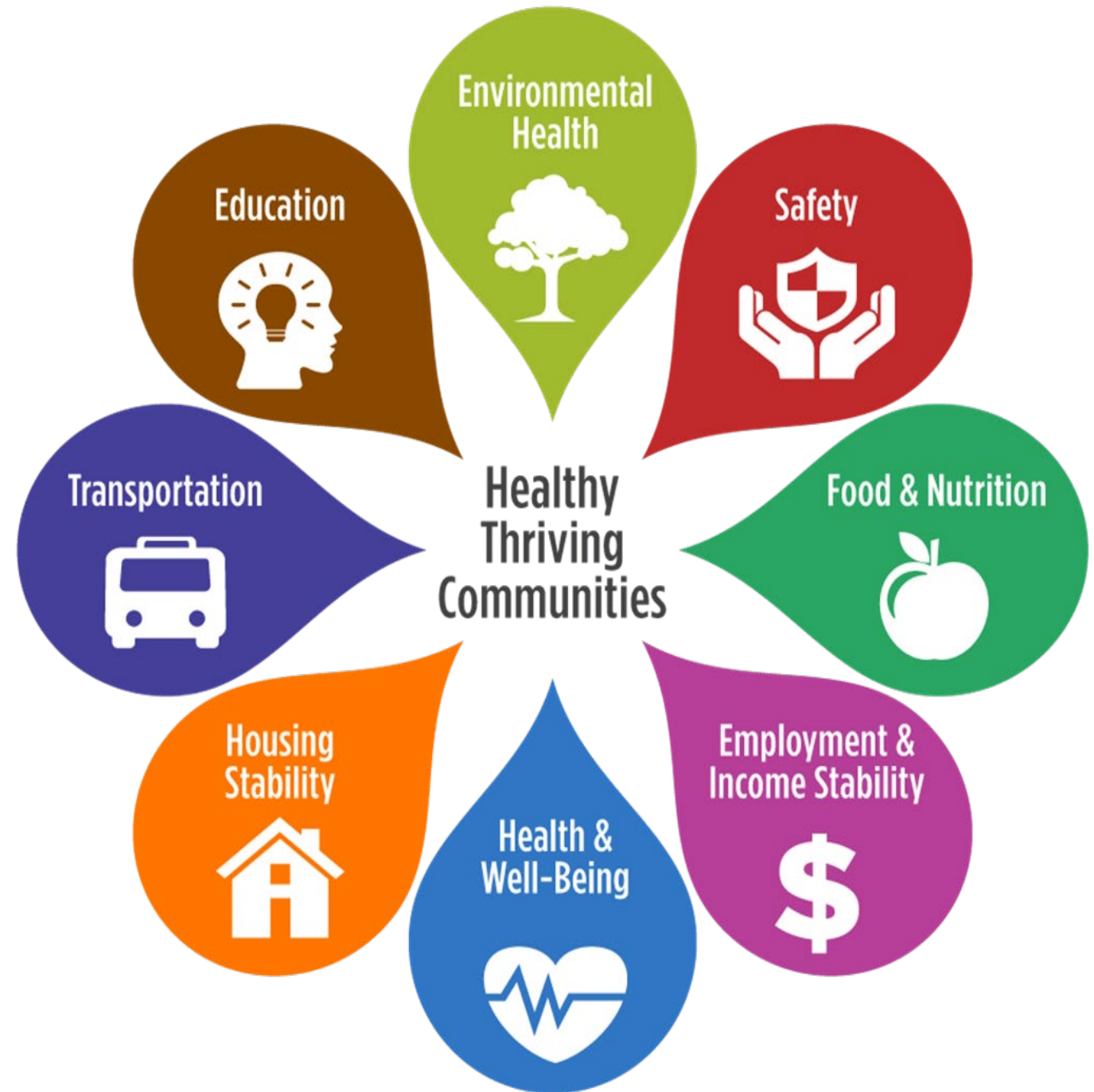
# What determines a healthy life?



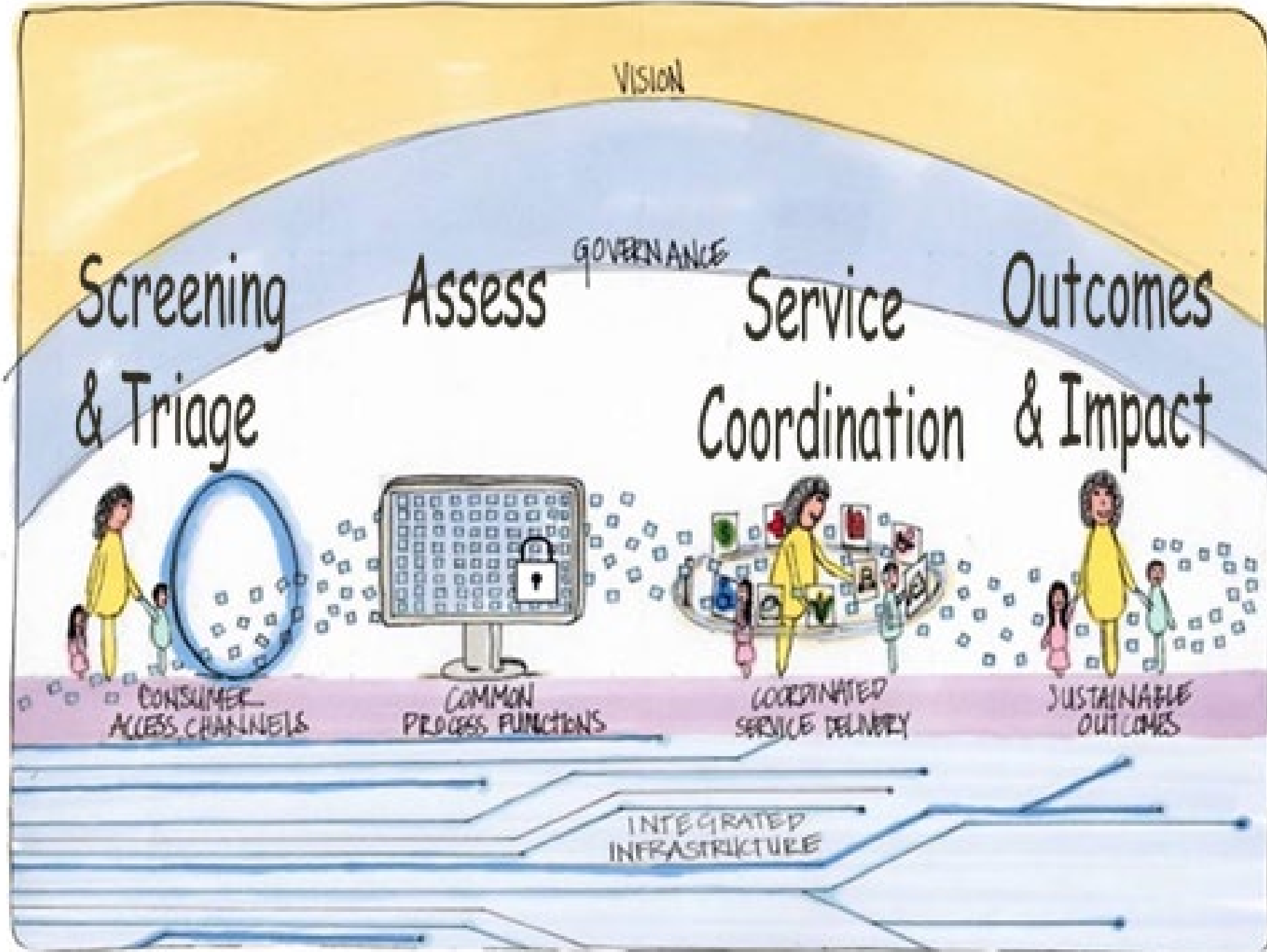
- **Social and economic factors include** things like safety, food, employment, housing, transportation, education, and environmental health.
- **Human services** can affect these and the health behaviors of the people we serve.



Integrating services  
for increased  
self-sufficiency,  
stability, &  
community well-  
being

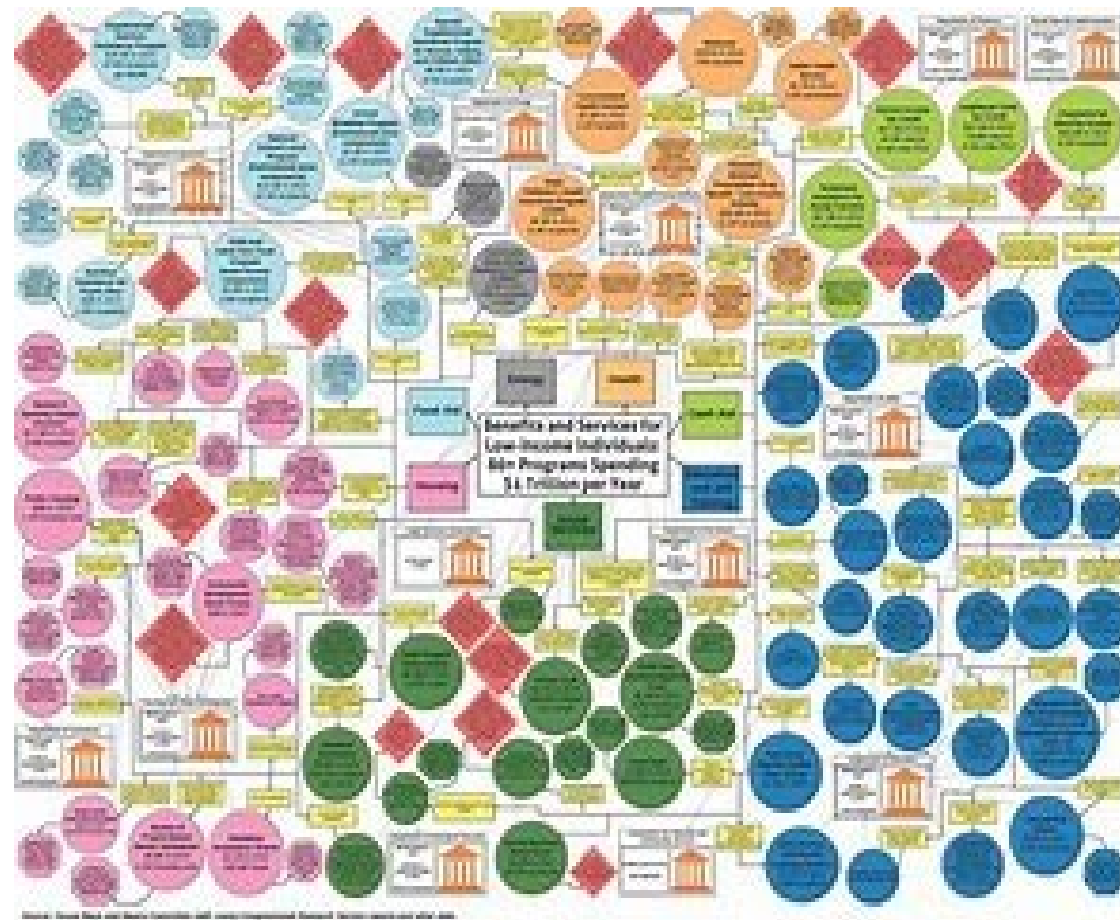






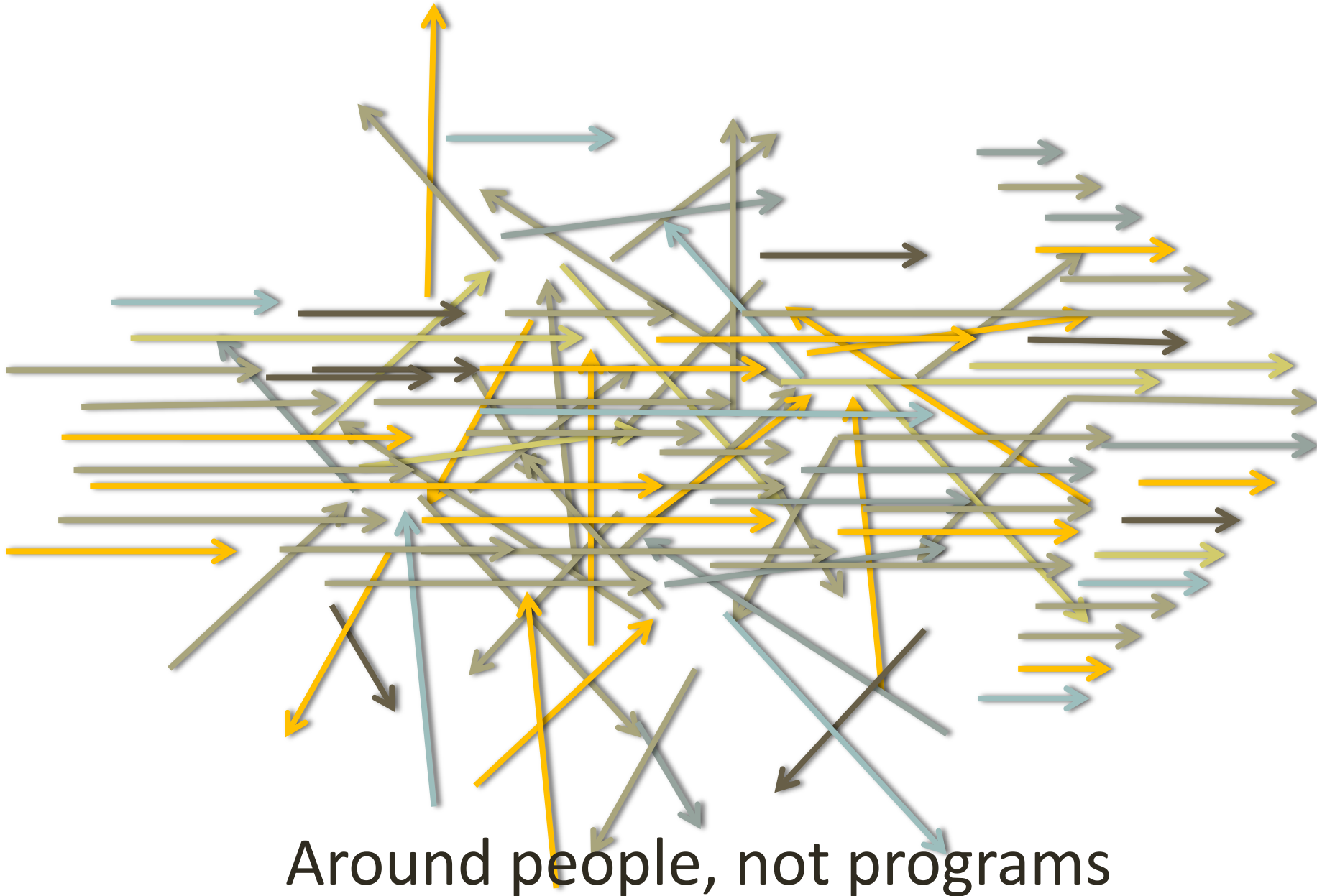
NEW BUSINESS MODEL FOR INTEGRATED HEALTH & HUMAN SERVICES SYSTEM.

# Map of Federal Public Assistance System



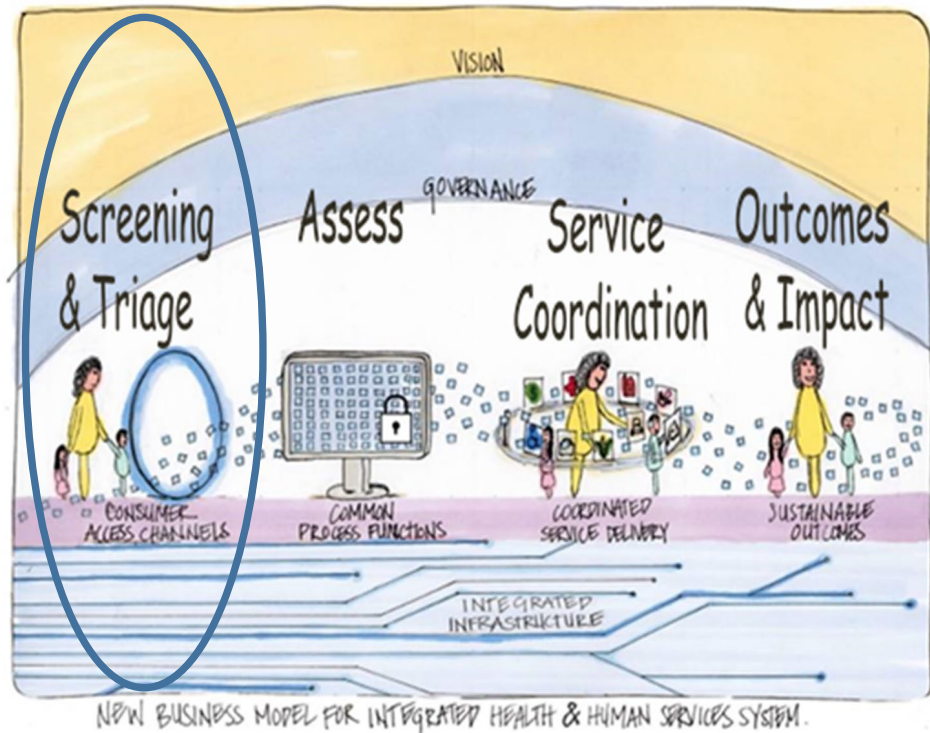
***Who's responsible for the efficacy of the system?***

# Align integration efforts statewide

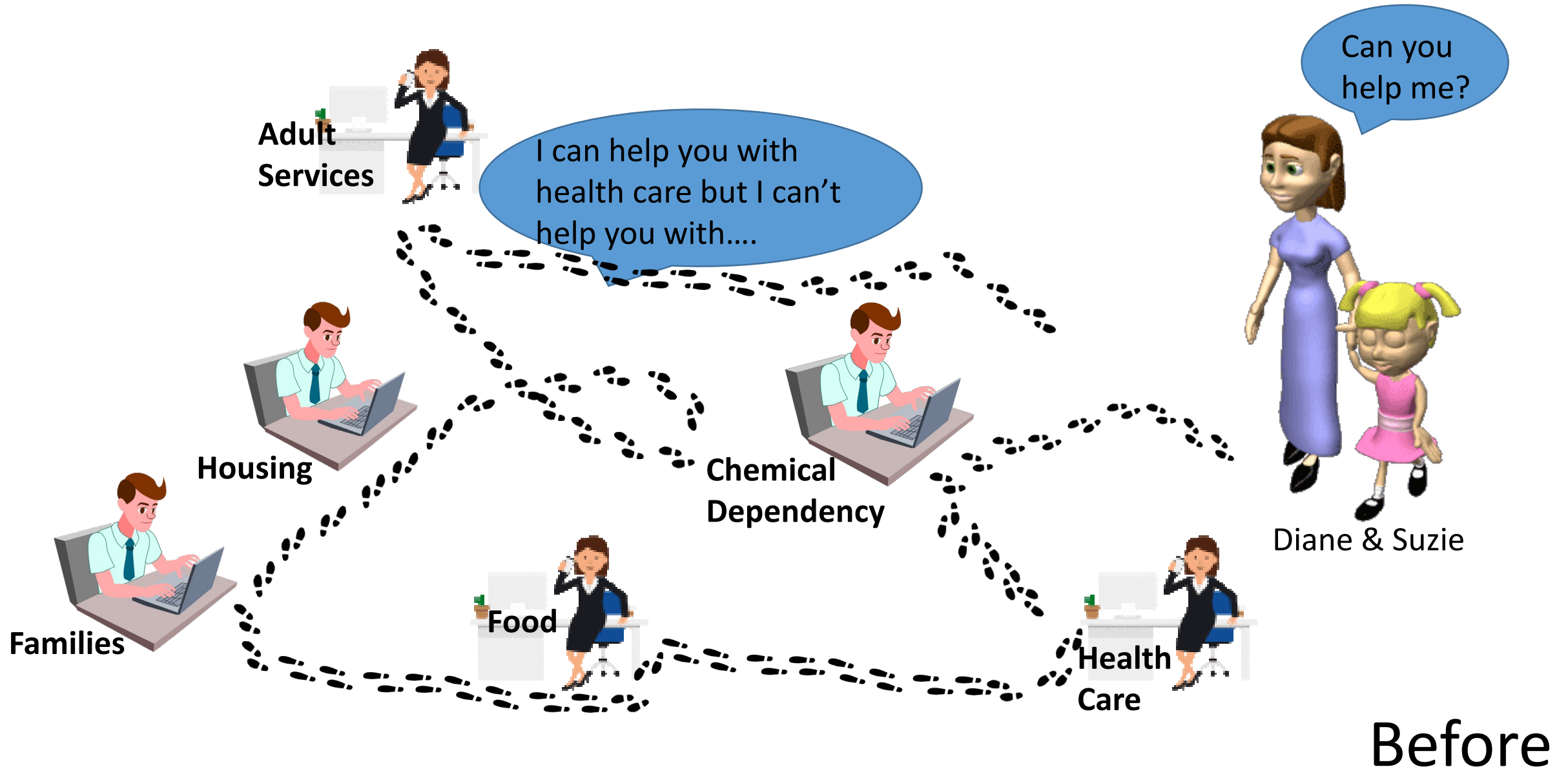


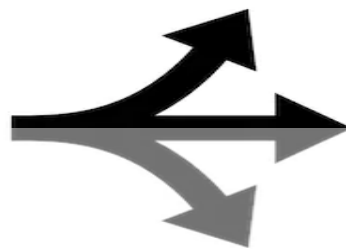
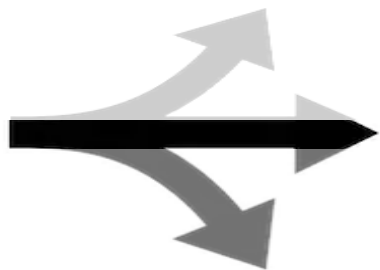
# Stearns County Referral and Integration Services

Janet Goligowski, Stearns County



# Diane & Suzie Before Referral Integration





Now when Diane & Suzie come to County...  
*Can you help me?*



Joy

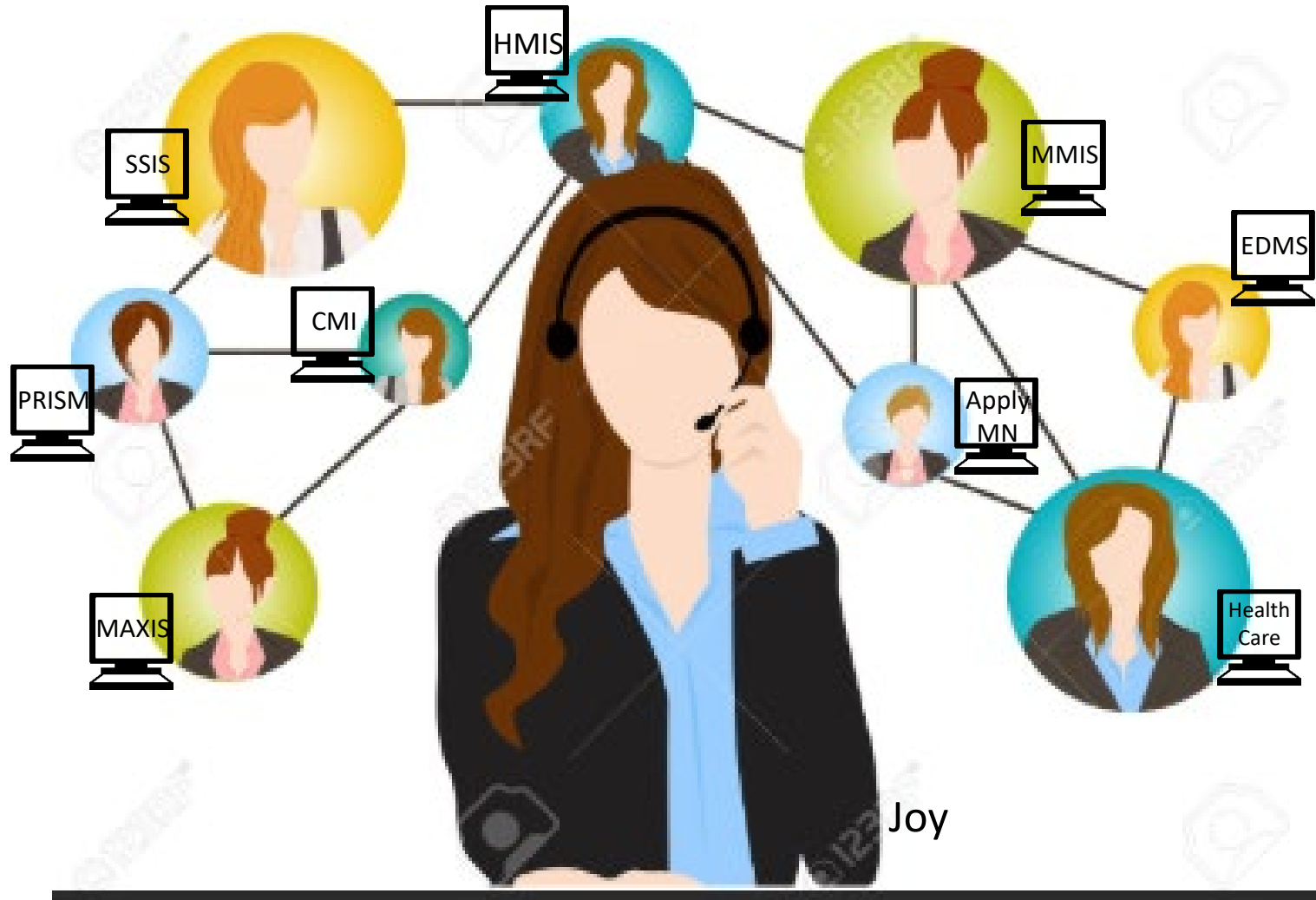


Diane & Suzie

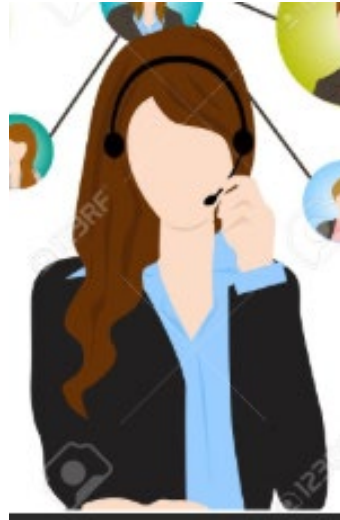
Assessment



Joy is checking with people and looking at information  
about Diane & Suzie



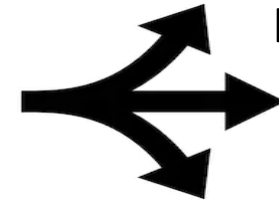
Triage



Joy



Suzie & Diane



Future  
Appointments

Health Care

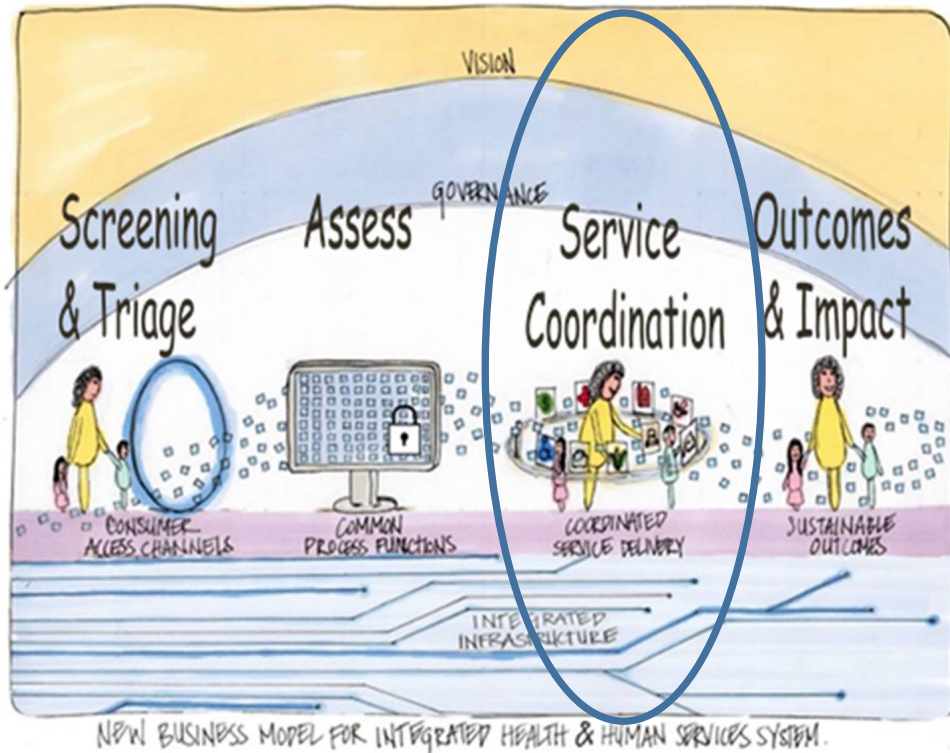
Food Support

Access to  
transportation

Referral

# Crow Wing County Service Coordination

Rachel Grimes, Crow Wing County





# Problem

- Most systems don't talk to each other
- No defined process for staff to talk to one another when they serve the same people



## Our Vision

Being Minnesota's favorite place.

## Our Mission

Serve well. Deliver value. Drive results.

## Our Values

Be responsible. Treat people right. Build a better future.





# The Andersons: Before

Child  
Protection

Medical  
Assistance

Family  
Home  
Visiting

Adult  
Mental  
Health



# The Andersons: Before

- Workers don't usually communicate
- Potential duplication of work
- Potential for contradictory plans/instructions

Child  
Protection

Medical  
Assistance

Family  
Home  
Visiting

Adult  
Mental  
Health



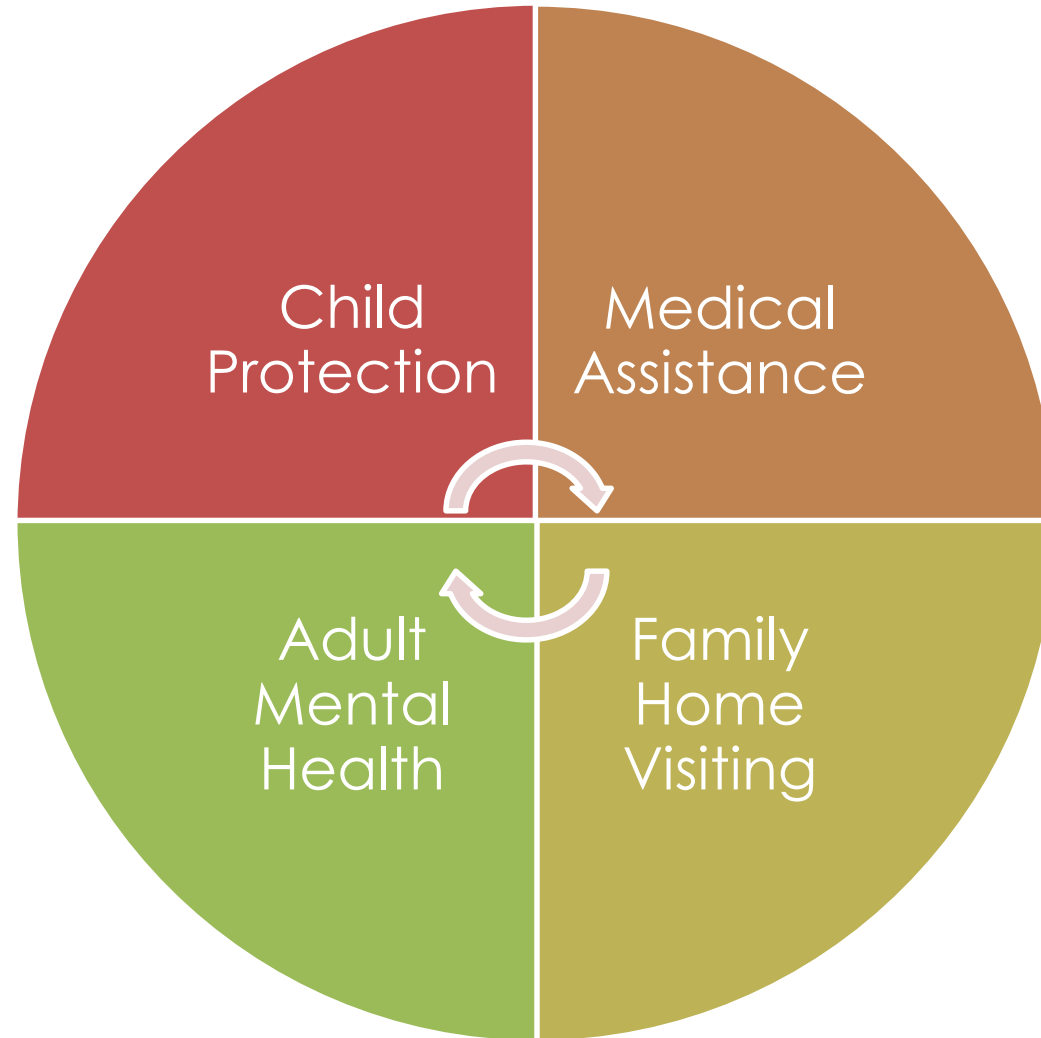


# Process



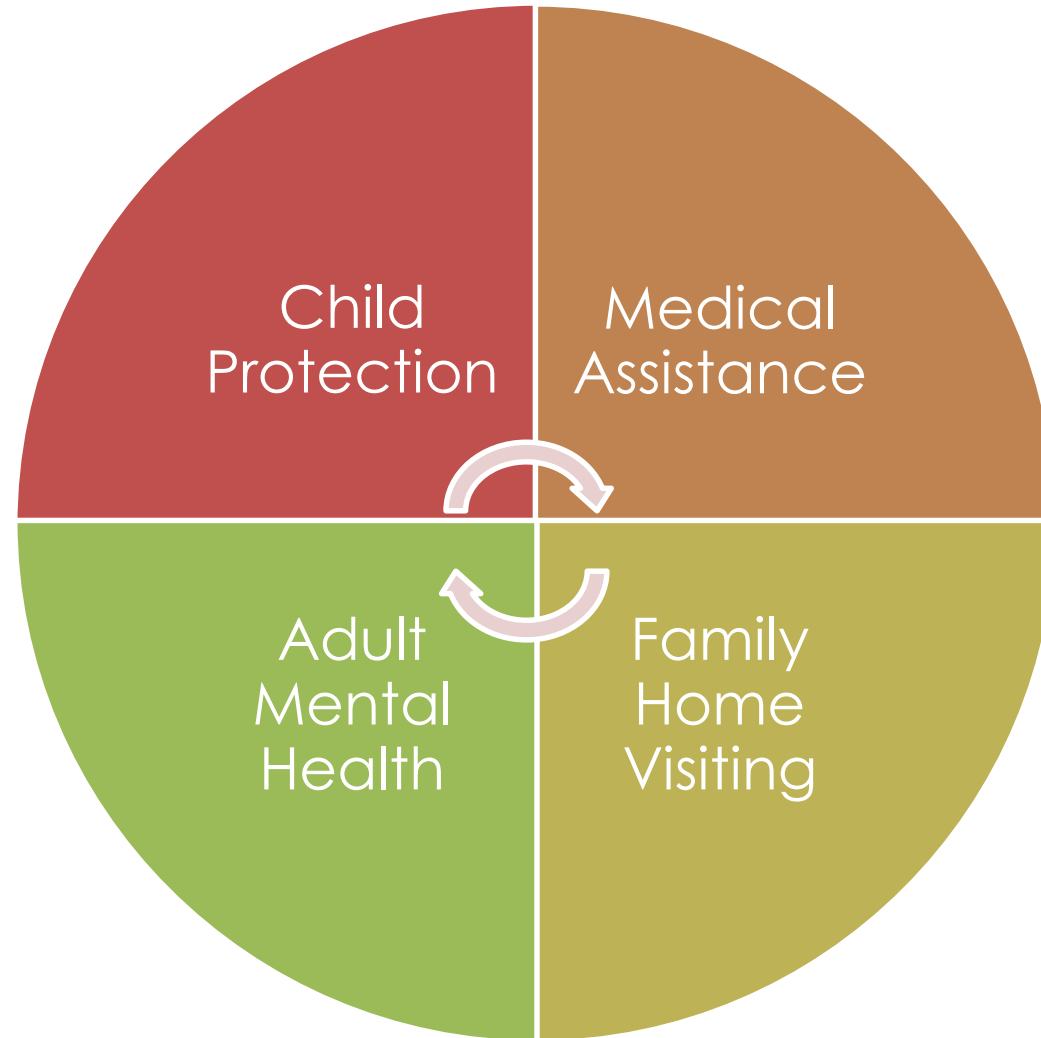


# The Andersons: After



# The Andersons: After

- Workers regularly communicate with one another
- Reduced duplication
- Next steps are clearer





# Steps

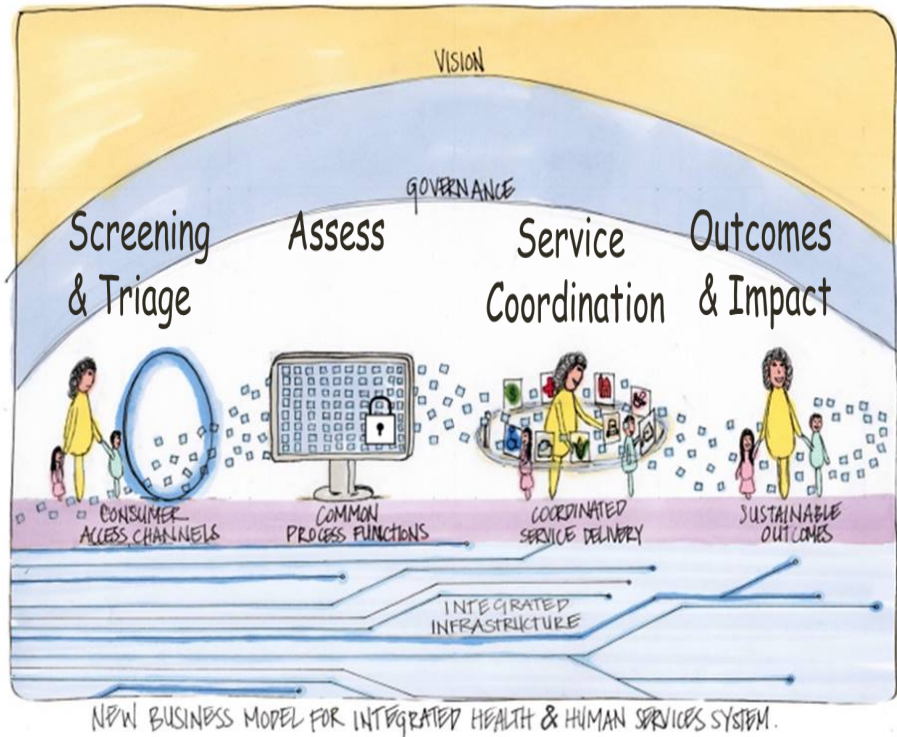
1. What do staff need to know about each program to more effectively do their job?
2. Data practices considerations
3. Find data source(s)
4. Develop technology and processes
5. Train staff



# Lessons Learned

- Recognize staff already engaged in collaborative work
- Document processes
- Be willing and able to continuously improve processes and tools

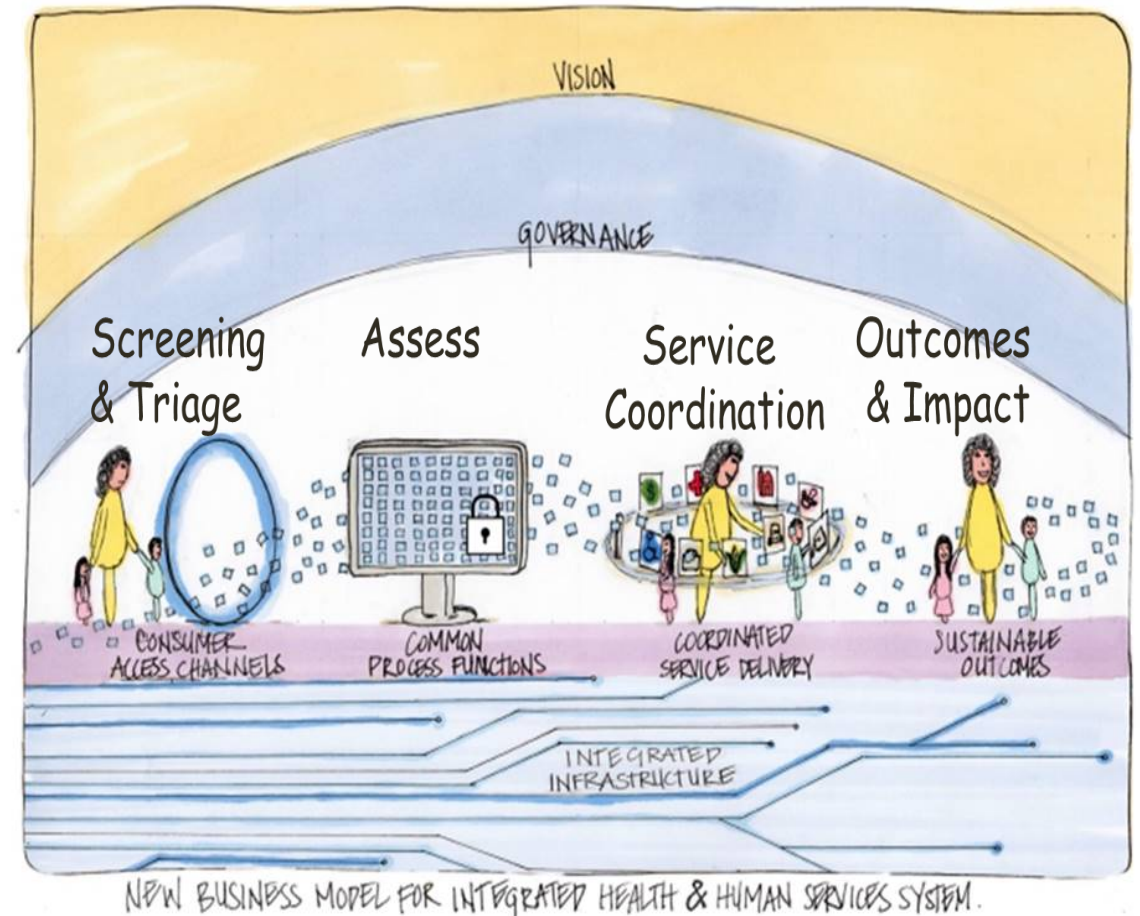
# *Reflections and Wrap Up*



Jane Hardwick, Minnesota Prairie County Alliance

# Reflections

- What resonated with you that is most exciting?
- What challenges do you see?
- What other things do we need to consider?





# Wrap Up

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# For more information



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