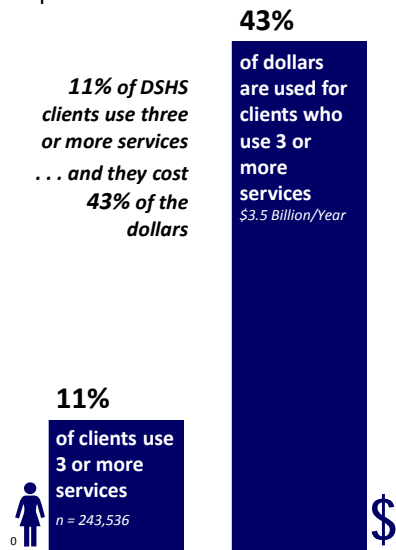




Saving Costs and Transforming Lives through Integrated Case Management in Washington State Human Services

FROM FRONT-LINE SERVICE DELIVERY to integrated, back-end technology solutions, Washington State is taking conscious and deliberate steps to realign social service delivery for clients and families with complex needs.



Across all service areas—*medical assistance, long-term care, economic services, child welfare, juvenile rehabilitation, behavioral health and recovery, developmental disabilities, and vocational rehabilitation*—DSHS researchers find that **43 percent of social service dollars go to the 11 percent of clients who use services from three or more program areas.**

Clients use multiple programs when they have complex, inter-related issues—including complex physical health conditions, family problems, behavioral health needs, criminal justice involvement, school problems, and employment barriers.

Integrated service delivery for these clients results in better outcomes through uniform case management, fewer points of entry for clients, fewer barriers to care, slower disability progression, less emergency and crisis care, reduced inpatient care, and lowered costs. Research supporting these findings has been extensive with exciting results.

Washington State's Commitment to Integrated Case Management

Fostering Well-Being for youth in foster care with complex chronic health needs

- For foster youth with multiple chronic health issues and complex needs. Medical professionals provide medical care oversight and coordination. Web-based predictive modeling (PRISM) supports them.

Wraparound for emotionally disturbed youth with high risk of institutional placement

- Fidelity wraparound model for youth with serious emotional or behavioral disturbances who are at high risk of residential or correctional placement or psychiatric hospitalization and who have been referred for services from the department, a county juvenile court, a tribal court, a school or licensed mental health provider or agency. Regional Support Networks are contracted to manage these pilots being conducted in Cowlitz, Skagit and Grays Harbor Counties. Future expansion to scale is planned.

Integrated Case Management for youth involved with criminal justice and child welfare

- For youth and young adults with both a child abuse or neglect history, and recent criminal activity—and their families. Okanogan, Thurston and Skagit Counties and Tacoma are establishing local teams, including schools, local courts and DSHS programs, to design local implementations using Wraparound principles.

Low Performing School Projects for youth in DSHS care with school difficulties

- For elementary-age youth who are DSHS clients, having school difficulties and attending low-performing schools. Two school districts (Yakima and Tacoma) are working with state partners to develop integrated service delivery for their multi-system involved youth and families.

Integrated Case Management for TANF/WorkFirst families

- For families receiving TANF or WorkFirst assistance—improves service delivery and successful participant outcomes through an integrated case management approach. This concept is a key component of the WorkFirst Redesign report and will be included as part of WorkFirst Redesign implementation which is currently in development.

Children and Families of incarcerated parents

- For youth who are DSHS clients and have incarcerated parents—improved coordination between prisons, jails, and DSHS program areas.

Chronic Care Management for adults with multiple chronic health conditions

- For adult clients with multiple chronic health and/or behavioral health conditions and/or complex long-term care needs. Pilot projects provide a care manager for these clients, and a central web-based predictive modeling utility (PRISM) supports them.

Expedited Medical Eligibility for mentally ill adults leaving jails and prisons

- For persons with serious mental health issues exiting incarceration—to ensure that they receive expedited medical and mental health services upon release. Supported by a central web-based utility that provides prior eligibility statuses to jail and prison staff.

Integrated Information Technology Supports Integrated Case Management

DSHS Client Registry

- Web-based “client lookup” utility available for any client served by DSHS programs. Assists case managers to form teams around shared clients, by providing a web-based “client lookup” utility to all DSHS case managers. Allows case managers at DSHS, Department of Corrections, and city and county jails to learn who else is serving a client, and provides contact information for those case managers.

DSHS Integrated Client Database

- A longitudinal research database matches data from 26 existing separate systems to create an integrated view of DSHS clients for policy, planning, predictive modeling and evaluations. Includes risk, need, service and cost data across the department and from other agencies. *Data from 2000 to 2010.*

DSHS Predictive Risk Intelligence System (PRISM)

- Supports integrated service delivery by providing predictive modeling to identify complex, multi-system clients, and on-line utilities that provide client risk and service histories to the case managers for those clients. Used since 2009, part of the Chronic Care adult pilots and Fostering Wellbeing program. Expansion to new populations is ongoing.

DSHS Enterprise Architecture

- Used since 2002, this decision making framework to determine where IT solutions should be “common” across the enterprise. Through this process, we determined that ProviderOne would be the Enterprise Provider payment system for all DSHS medical and social service programs delivery.

DSHS ProviderOne

- An integrated DSHS payment system for medical and social services across DSHS programs. *2003-12*

DSHS Client Hub

- To facilitate client-centric service coordination—will assign a unique client identifier to be used by all DSHS systems containing client data, including case management, eligibility and billing systems. *2011-12*

Washington Connections Benefit Portal

- Washington Connections will provide one-stop eligibility determination for state and local services through a web-based benefits portal for low-income individuals and families. *2009-11*

DEPARTMENT CONTACTS IN OLYMPIA

Jody Becker-Green, Senior Director
Planning, Performance and Accountability
360.902.7790 • jody.becker-green@dshs.wa.gov

Rob St. John, Chief Information Officer
Information Systems Service Division
360.902.7714 • rob.st.john@dshs.wa.gov