

RISE PA

Resources Information & Services Enterprise



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Secretary, PA DHS



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Sec. Teresa Miller
PA Dept. of Human Services

- DHS is focused on **advancing a holistic approach to health** through our programs and services.
- **Addressing SDOH** through a variety of initiatives is a **top priority** of the Department.
- **Social Determinants of Health (SDOH)** are conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.
- **RISE PA** will help us:
 - Identify Needs
 - Provide Information
 - Increase Access
 - Coordinate care



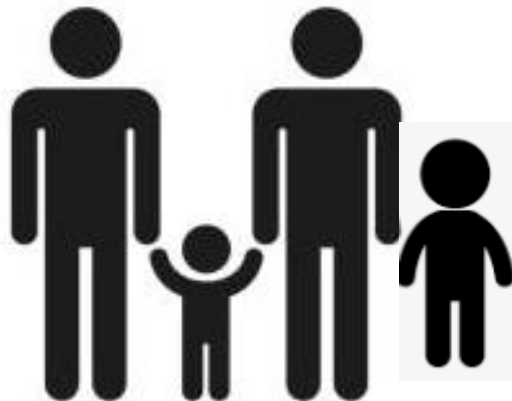
Low-Income Household: 3 Adults / 2 Children

Adult 1:

- CY&F
- Service Navigation

Adult 2:

- Parole
- D&A Services



Other Services:

- Physician
- Church
- NGO – Long-term Rental Assistance Program

Child 1:

- Early Head Start
- WIC

Child 2: Disabled

- Early Intervention
- Care Coordinator

Adult 3:

- Senior
- Veteran
- Chronic Condition

- While sectors continue to work on separate systems, **the care and services coordination** for families in Pennsylvania will continue to be **fragmented**.
- DHS is taking the lead in the implantation of a system to be **used by entities regulated** by the Department and **voluntarily adopted by** non-profits, faith-based organizations and healthcare providers throughout the state.
- Our vision is a **person-centered** system with a **no-wrong-door** approach.

A STAKEHOLDER DRIVEN PROCESS

- DHS convened a 100+ member **multi-sector stakeholder Advisory Committee**: Managed Care Organizations (MCOs), non-profits, provider associations, state agencies, DHS advisory boards, legislators, county agencies, academia, faith-based groups, etc.
- **3-day Vendor Demonstrations / Input Gathering** (4,800+ comments)
- **Advisory Committee's Sub-Committees**
 - SDOH
 - Legal/Business
 - Information Technology/Technology Integration





Who could use this tool?

- Any individual in Pennsylvania
- Service providers
 - Healthcare providers
 - Case managers
 - Non-profit organizations
- Government agencies
- Caregivers
- Educational institutions
 - Colleges/Schools
- Faith-based groups
- Advocates



- **Public-Facing Platform**

- A platform for anyone to find **information** about organizations and services based on their needs
- Search by **location**
- **Anonymous** search – Look for services and contact the agency
- **Self-referral** to participating agencies after providing consent
- Agency receiving referral contacts client to set up **appointment**

- **Service Provider Portal**
 - Client provides **consent**
 - SDOH Assessments on **9 domains**:
 - Food Insecurity, Health Care-Medical Access & Affordability, Housing, Transportation, Childcare, Employment, Utilities, Clothing & Financial Strain
 - **Referrals** through the system to connect individuals with needed services
 - A platform for **care teams** / case managers to work together
 - Improve care / effective utilization of **resources**
 - Avoid service **duplication**
 - Obtain information on **referral outcomes** – closed loop



- A **CLIENT CENTERED** Initiative – No Wrong Door
 - **Easier** access to services
 - **Consent**
 - **Reduce** the number of times a client provides the same information
 - Stores **documentation** (Ex. ID, birth certificate)
 - Keeps **notes** on prior referrals or family situation – May be used for case management
 - May provide **information on program requirements** – Client does not waste time
 - Participating entities work with the vendor to **keep information current**

A NOTE ON PRIVACY & CONFIDENTIALITY

- The Commonwealth of PA has established stringent data protection and confidentiality standards within this platform
- The protection of consumers' information is a priority
- Release of Information
- No information is shared without the consent of the client

Start with Why

- Why is this a passion?
- Why did we approach this the way we did in Lancaster?
- Which partners created the backbone of this movement and why did they want to be at the table?

A Mother's Journey...

Imagine a single mother who has fallen behind on her bills and finds her small family in crisis on multiple fronts as a result: health, transportation, food insecurity, etc. She travels to multiple nonprofits in between shifts at her part time job(s). At each one she fills out essentially the same paperwork over and over again for hours, often to find out, she only qualifies for three out of the five programs, and the other two efforts were a complete waste of her limited time.



Imagining a Different Journey Powered by Data-Sharing...

- Customers will only have to provide intake information **once**
- Quick, custom information about eligibility for whole range of services with **instant referral**
- Providers will be able to create **individualized goal plans** and track progress for customers
- Partners/funders **identify gaps** or **scale up** successful interventions



- **Pre-Implementation Started Jan 2020**
 - Preparing Counties for Implementation
 - Adams
 - Berks
 - Cumberland
 - Dauphin
 - Franklyn
 - Lancaster
 - Lebanon
 - Perry
 - York
 - County-Based Webinars (9-counties)
 - Regional/County Steering Committees
 - Technical Assistance
- Timeline



RISE PA Stakeholder Webinars



Lehigh/Capital Zone - Adams, Berks, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Lancaster, Lebanon, Lehigh, Northampton, Perry and York counties

Please register for RISE PA Stakeholder Webinar on **Mar 12, 2021 - 10:00 AM EST** at:

<https://attendee.gotowebinar.com/register/6812541473384862735>

Southeast Zone - Bucks, Chester, Delaware, Montgomery and Philadelphia counties

Please register for RISE PA Stakeholder Webinar on **Mar 16, 2021 - 1:00 PM EST** at:

<https://attendee.gotowebinar.com/register/5285032849869277455>

Southwest Zone - Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Green, Indiana, Lawrence, Somerset, Washington and Westmoreland counties

Please register for RISE PA Stakeholder Webinar on **Mar 19, 2021 - 10:00 AM EST** at:

<https://attendee.gotowebinar.com/register/4742881258399010831>

New West Zone - Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Potter, Venango and Warren counties

Please register for RISE PA Stakeholder Webinar on **Mar 23, 2021 - 10:00 AM EST** at:

<https://attendee.gotowebinar.com/register/2176859713193096463>

New East Zone - Bradford, Carbon, Centre, Clinton, Columbia, Juniata, Lackawanna, Luzerne, Lycoming, Mifflin, Monroe, Montour, Northumberland, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne and Wyoming counties

Please register for RISE PA Stakeholder Webinar on **Mar 30, 2021 - 10:00 AM EST** at:

<https://attendee.gotowebinar.com/register/8320073070135742991>



Q&A

Thank you for your participation!