

TITLE: Lane County Dovetail Program - helping community members finding the most fitting services

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STUDENT SUBMISSION: No

TOPIC/TARGET AUDIENCE: Governmental Public Health

Primary Care

ABSTRACT: 1) Lane County Health and Human Services Department (H&HS) includes seven "patient facing" Divisions: Lane County Behavioral Health, Community Health Centers of Lane County, Developmental Disabilities Services, the Human Services Division, Public Health, Trillium Behavioral Health, and Youth Services. These Divisions are unified in their mission to, "promote and protect the health and well-being of all individuals, families, and communities of Lane County" but often work independently of each other. In addition, the majority of the services provided by Lane County

2) The Dovetail Program is part of the H&HS Strategic Plan and the broad goal is to improve collaboration across the 7 Divisions, especially around the people we serve with the most complex and intensive needs

3) The Dovetail Program includes two components:

- In Person Service Navigation - H&HS staff can refer individuals/families to work with a Dovetail Social Services Liaison. The Social Services Liaison screens participants for unmet health/social needs and works with them for 3 to 6 mo. to connect to available resources that will address unmet needs, engage in those resources, and improve coordination across the organizations/agencies they are working with. Social Services Liaisons are able to meet with people frequently (at least every 3 weeks, but usually more frequently) and in whatever setting is convenient for the participant (home, shelter, hospital, another office, etc.)

- System Alignment - In addition to working with individuals/families Dovetail Program staff work with a Steering Committee made up of management level representation from each Division to identify opportunities to improve collaboration across our Divisions separate from working with a Social Services Liaison

4) We are currently in year two of a three year pilot. Following is a summary of our conclusions so far:

- Social Services Liaisons have worked with 156 participants. On average they have identified 4 unmet needs per participant. 88 participants have "graduated" from the program meaning that they are connected to all available services and demonstrating the ability to continue engaging/navigating on their own.

- Staff and participant feedback has been very positive
 - H&HS staff primarily refer participants for support addressing social needs (as opposed to health and/or behavioral health), and among social needs the priority need is housing (79% of participants have been un-housed or at imminent risk of losing their housing).
 - There is not a shared definition of "priority" across H&HS and the population served by Dovetail has been broad
 - It can be challenging to be perceived as part of an integrated "team" when staff do not share a work space and across the Department there are different record keeping and communication systems
- 5) The Dovetail Program has multiple implications for public health. We are looking at the population served by H&HS as a population and working to identify shared priorities and improved systems for coordinating care for this population. In addition we are building connections between health and social services

OBJECTIVE(S): Learners will be able to:- Identify potential health and social services partner organizations in their own community- List common unmet health and social services needs- Describe challenges and opportunities related to coordinating care across health and social services organizations
