Lane County Dovetail Program:

Helping community members find the most fitting services

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LANE COUNTY OREGON

Lane County Human Services

What we do

- Provide short term, in person, service navigation focused on health and social services.
- We help people connect to available services, support engagement, and improve communication across the people/agencies they are working with
- Meet people where they are at: our office, other offices, homes, parks, coffee shops, etc.
- Have small case loads and flexibility to spend a significant amount of time listening to someone's story and understand what's going on for them
- Bring together representatives from our seven community facing Divisions each month to discuss opportunities and challenges to collaboration
- Work to strengthen systems for providing care to individuals with complex needs

Community facing divisions

Community Health
Centers of Lane County

Developmental
Disability Services

Trillium Behavioral
Health

Public
Health

Behavioral
Health

Human
Services

Youth
Services

Who we are

- 1 FTE Program Supervisor
- 2 FTE Social Services Liaisons/CSW II
- .1 FTE Management Analyst
- Housed in the Human Services Division
- Access to NextGen, ServicePoint, and PreManage
- Budget of $100 per participant that is very flexible and can be used to reduce barriers to engaging in services
- No strictly defined qualification criteria

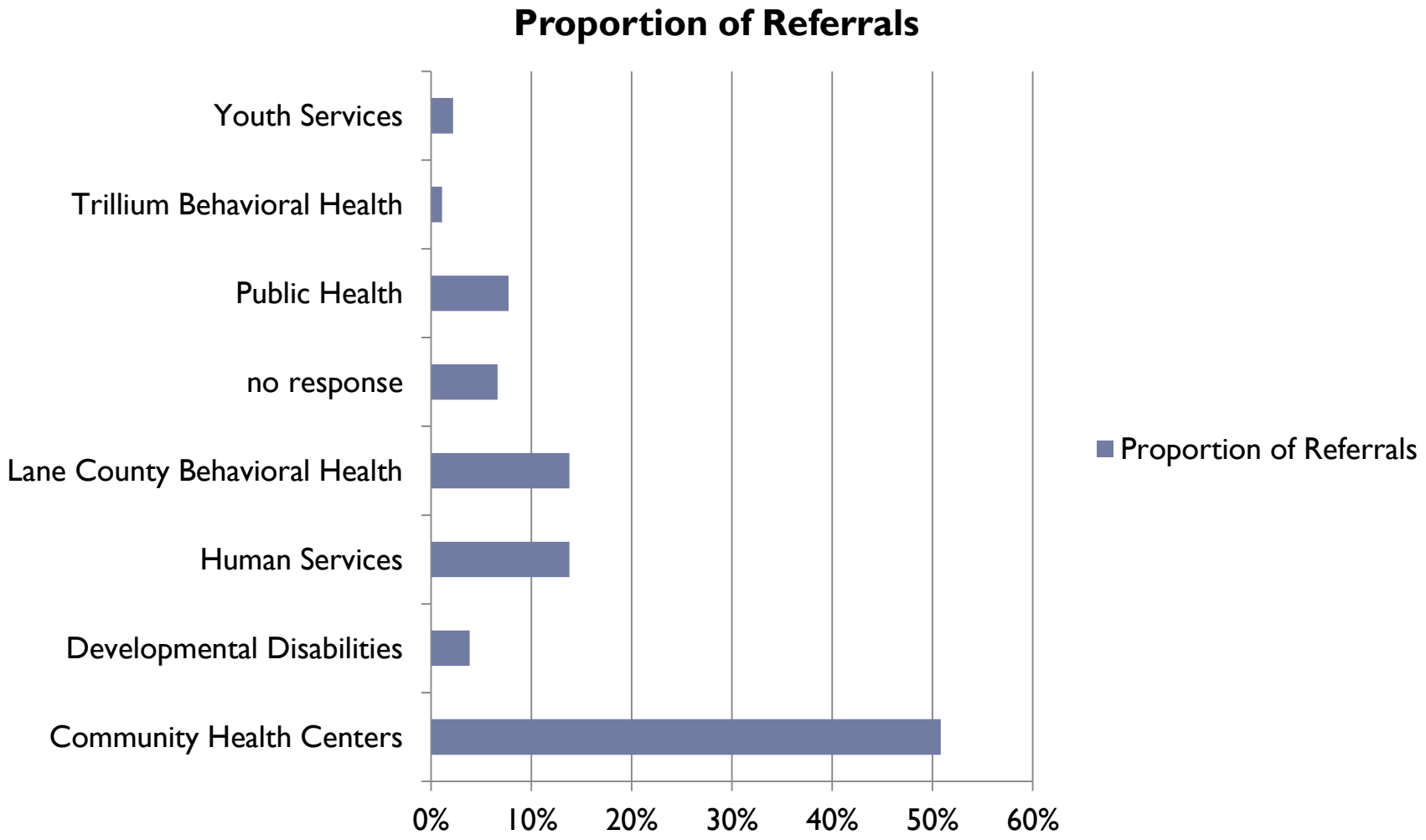
Who we've engaged

- Enrolled: 181 participants (includes people we are currently working with)
- Average time between referral and 1st meeting: 14 days
- Graduates (connected to available programs and services and demonstrating the ability to continue navigating or working with a longer term support): 88

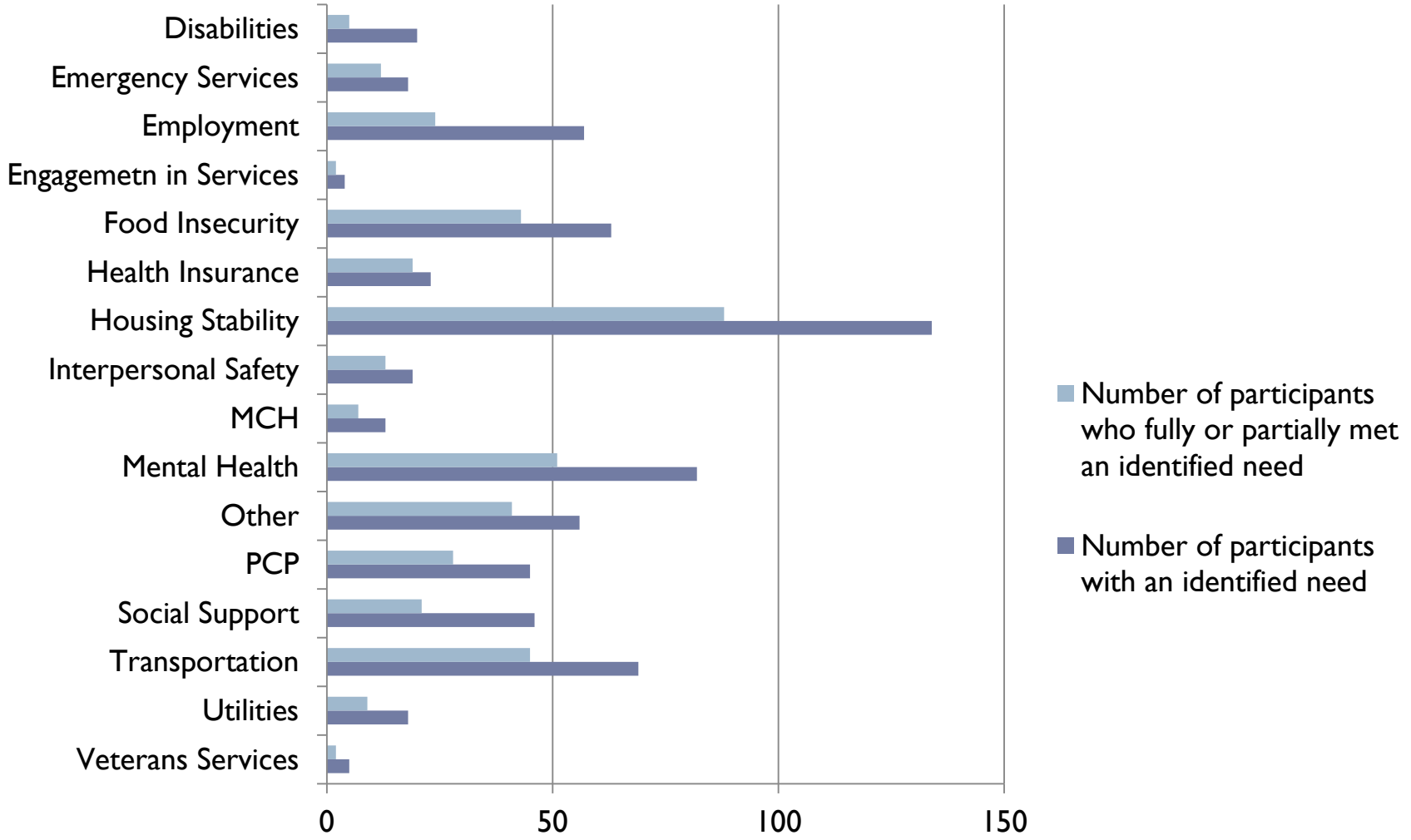
Characteristics

- Housing insecure (74%) includes both homeless and at imminent risk of homelessness
- Severe and persistent mental illness (at least 38%)
- Average number of unmet health and social needs identified per participant: 4

Where people are referred from



Identifying and resolving unmet needs



Dovetail at the system level

- 'Fast pass' with the Community Health Centers of Lane County
- Additional walk-in screening hours at Lane County Behavioral Health
- Host meetings between Divisions that serve the same population and discuss opportunities for improved collaboration and coordination

Dovetail at the individual level

- Meeting each participant "where they are at"
- Access to multiple databases to better coordinate services for participants
- Serve as liaison between service providers and participants

Lessons learned

- Successes:
  - Navigator programs have great potential in communities with an extensive health and social service network
  - Foster natural connections between divisions to prevent the most vulnerable from 'falling through the cracks'
- Challenges:
  - Complexity of unmet needs
  - Navigating individuals to limited community resources

Feel free to contact us with any questions:

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