



Social Service Support/Activities for Care Management

The One with the Sun!



Building healthier communities together.

Social Service Supports



The CHNCT Social Service staff (Human Services Specialist & Social Worker) works closely with Case Managers and Disease Managers and the community to access services, alleviate barriers, meet goals and to support overall wellness.

Human Services Specialist



The Human Service Specialist is a critical resource for case managers and disease managers. The initial connection to a particular member is initiated by the case manager or disease manager. When a social service problem is identified the CM/DM does an Internal Referral triggering a call to the member and the opening of a Human Services case.

Services Offered by Human Services Specialist



- Provides resources such as housing, food, daycare and energy assistance
- Helps the member navigate the state systems such as Department of Social Services, Department of Developmental Services, Veterans groups, Bureau of Rehabilitation Services and Department of Children and Families
- Identifies and resolves additional challenges that are uncovered during her interactions with the member

Services Continued ...



- Advises members on how to obtain goods as well as services such as diapers, furniture, baby items, household goods and clothing
- Serves as a much needed supportive ear while connections and transitions are completed

Services Continued...



- Provides a key connection to various supports such as: parenting classes, eviction prevention programs, employment services, youth service bureaus, immigrant services and victim's advocate's office.
- Supply support groups for families with autism, MS and other behavioral and physical complexities

Community Connections



The Humans Service Specialist stays in touch with the community by:

- Participating in Behavioral Health Collaboratives statewide where resources, both traditional and non traditional, are exchanged
 - additional resources gathered are added to the CHN Resource Guide which has over 1200 phone numbers for goods and services
- Participating in CHN's Adopt-a-Shelter program and other community relations events that further help people better understand how to access services at CHN and community services in their area

Referrals to Carve Outs



- Offers the Connecticut Behavioral Health Partnership for HUSKY and Charter Oak members to serve ongoing behavioral health needs
- Provides connections to dental and vision care
- Provides connections to transportation

Social Worker



The Social Worker is the link to Connecticut Behavioral Health Partnership, the behavioral health carve out. Whenever a behavioral health issue is identified with potentially other needs anticipated, a referral is offered to HUSKY and Charter Oak members and, if accepted, sent by the CM/DM to the social worker as well as to CTBHP. The social worker serves as the point person and assists in designing the plan for the member and assures it is carried out.

Care Coordination



When a medically/behaviorally complex member is identified the social worker serves as the point person to:

- Identify barriers, coordinate care with CHN CM/DM if needed, CTBHP and all other supports, such as DCF, and follows the member through the care plan.
- Identify additional supports and coordinate providers and services such as Medical Home Model, Coordination of Care, Family Network and Favor

Care Coordination Continued...



- Assist in accessing dental and behavioral health care
- Relieve hospital discharge barriers that involve coordinating both medical and behavioral health care with CTBHP and various other participants, especially when DCF children are involved

Partnering



The social worker is a member of several committees, organizations and councils designed to:

- Enhance the coordination and distribution of care
- Improve access to care
- Secure housing and food distribution and resources to better serve the needy throughout the state
- Participate in initiatives and special projects

Partnering Continued...



- Offer education on behavioral health access, protocol and processes linked to CHN
- Keep CHN staff updated regarding changes in the state systems that offer social services to members
- Educate state systems and community groups regarding updates at CHN
- Invite organizations to provide in-services to better educate CHN staff about community resources and enhance relationships

Community Outreach



- Participates in resource exchanges such as Behavioral Health collaboratives
- Support CHN's community relations projects and events that educate the community on what is available to them through CHN and in their neighborhoods

Community Outreach Continued...



- Visit shelters and food pantries and other highly used service organizations to better inform CHN staff of availability and environments
- Present to community groups to offer staff and guests at the community resources information about properly using health care through accessing PCPs rather than EDs, the use member services to find providers use of social services and case management