



# Statewide Resource and Referral Tool



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United Way of Lebanon County

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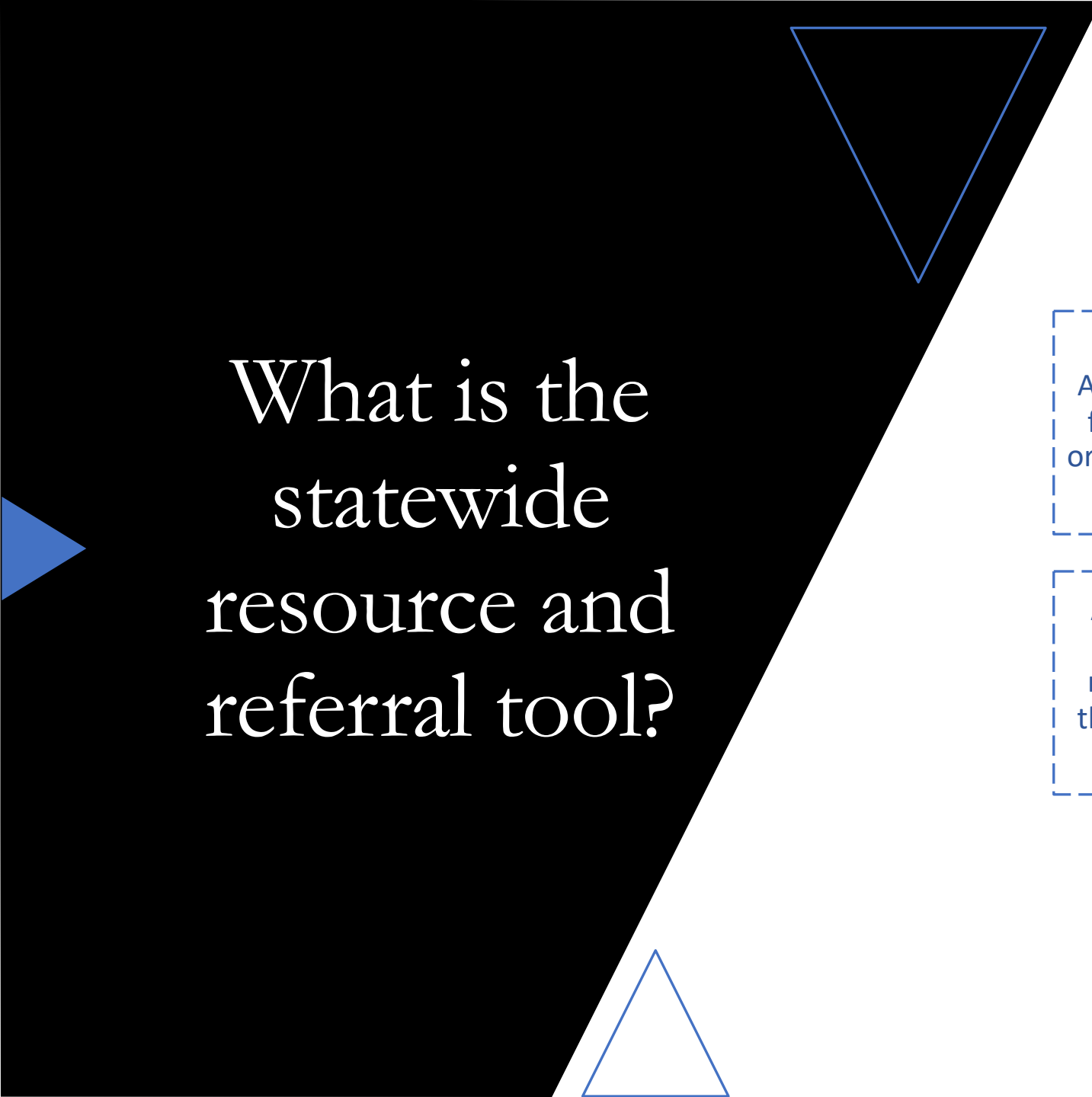
STATEWIDE  
RESOURCE  
AND  
REFERRAL  
TOOL





# PA DEPARTMENT OF HUMAN SERVICES

would like to implement a person-centered, statewide resource and referral tool (“R&RT”) to assist individuals with obtaining meaningful information and access to the services they need to achieve overall wellbeing, positive health outcomes, and financial self-sufficiency.



# What is the statewide resource and referral tool?

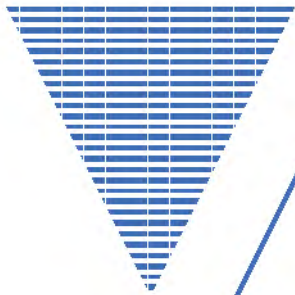
A platform for anyone to find **information** about organizations and services

A system to **connect** individuals with services / make referrals

A uniform approach to **assessing** someone's needs and making sure they receive the services they need

A platform for **care teams/** case managers to work together


Why do we  
need this tool?



System  
fragmentation

Barriers to accessing  
services that  
address the social  
determinants of  
health

Little capacity to  
close the loop



## How Can the Resource and Referral Tool Help?

- No wrong door
- Person-centered
- Eliminate duplication of services
- Warm hand-off
- Trauma-informed approach
- Track individual and community-level data
- Close the loop on referrals
- Shared platform for care teams to coordinate



Healthcare providers



Government agencies



Any individual in PA



Nonprofits



Educational institutions



Case Managers



Faith-based groups

# Who can use this tool?

\*Organizations can choose to voluntarily participate in this system at no cost.



# RFEI Process at the State Level

Choosing a system that connects and integrates across sectors



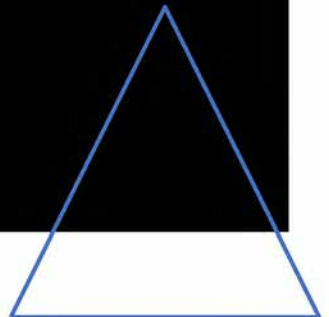




# Social Determinants of Health Domains

All partners will use and assess

- 1. Food Insecurity
- 2. Health Care/Medical Access/Affordability
- 3. Housing
- 4. Transportation
- 5. Childcare
- 6. Employment
- 7. Utilities: Emergency Assistance
- 8. Clothing: Emergency Assistance
- 9. Financial Strain





# State Timeline

## IN PREPARATION

**Pre-Implementation Started Jan 2020**  
Preparing Counties for Implementation  
Education

Regional/County Steering Committees  
Technical Assistance

DHS Anticipates to begin implementation  
around December 2020

# Lebanon County History and Future Plans

Formation of local steering committee to gather info and engage local stakeholders.

Initial stakeholder meeting in Lebanon County – 9.30.20 and presentation from the state and a demo from a similar system currently in use in Lancaster County.

Grow steering committee and continue to engage with more local stakeholder groups to build awareness and a coalition of the willing. Continue to stay connected to Nora at the state level as their vendor is selected and roll-out plan established.

Connectivity with the state and other communities to gain knowledge and understanding.

Choose local lead agency/superusers and get answers to stakeholder questions.

Build strategy and roll-out plan for our county.

# Initial Steering Committee Members



**UNITED WAY OF  
LEBANON COUNTY**

**Brooke Smith**



**Nicole Maurer Gray**



**Mike Ritter**



**Steve Batchelor**

“Alone we  
can do so  
little, together  
we can do so  
much.”

*-Helen Keller*



# Questions?

