

RISE PA

Resources Information & Services Enterprise



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- DHS is focused on **advancing a holistic approach to health** through our programs and services.
- **Addressing Social Determinants of Health (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:

- Children & Youth
- Service Navigation

Adult 2:

- Parole
- Drug & Alcohol Services



Other Services:

- Physician
- Church
- Non-profit – Long-term Rental Assistance Program

Child 1:

- Early Head Start
- Women Infants & Children (WIC)

Child 2:

- 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

- Convened a 100+ member **multi-sector stakeholder Advisory Committee**: Managed Care Organizations (MCOs), non-profits, provider associations, state agencies, advisory boards, legislators, county agencies, academia, faith-based groups, etc.
- **3-day Vendor Demonstrations / Input Gathering** (4,800+ comments)
- **Advisory Committee's Sub-Committees**
 - Social Determinants of Health
 - 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**
 - Social Determinants 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** (Example: Identification, 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 Pennsylvania 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

- **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



County Committees

If you would like to be added to our
County-based database please email

Erin Edris at eredris@pa.gov

Learn more @ <https://www.dhs.pa.gov/RISE-PA/>

Questions?

Thank you for your participation!