

AHS Field Services
Continuum of Access and Support

<u>Vermont 211</u>	<u>Navigation</u>	<u>360' Peer Navigator (PN)</u>	<u>Service Coordinator (SC)</u>	<u>Field Services Division (FSD)</u>	<u>Other Connections</u>
<p>Role: <i>Vermont 2-1-1</i> provides all Vermonters with access to community resources information and referral (I&R). Access includes personal assistance by telephone by dialing 2-1-1 and an online, searchable database of services.</p> <p>Assessment Procedure</p> <ul style="list-style-type: none"> ▪ Establish Rapport ▪ Gather Information ▪ Problem Solve ▪ Establish Next Steps <p>Information and Referral Procedure</p> <ul style="list-style-type: none"> ▪ Match Resources with Need ▪ Identify Potential Barriers to Access ▪ Provide Information about options and alternatives ▪ Offer Follow Up and Ongoing Support <p><u>AHS Screen Door</u></p> <p>Role: To assist Vermonters to determine the AHS services they might be eligible for through the use of an internet-based screening tool.</p> <ul style="list-style-type: none"> ▪ Offers eligibility and program information ▪ Screening information is confidential ▪ Able to be used in the privacy of your home ▪ Links to AHS contact info 	<p>Role: To ensure access to an appropriate service entry point for all.</p> <ul style="list-style-type: none"> ▪ Function of every AHS staff person ▪ Navigators may be designated in every Div/Dept ▪ Referrals from within AHS, from outside entities, individuals/families or FD ▪ Training: Functional training available through 211; content through Div/Dept. ▪ Supervision/Support available through Div/Dept. 	<p>Role: Assist parents and their children with disabilities to navigate the system. Advocate and interpret systems for ease of understanding.</p> <ul style="list-style-type: none"> ▪ Function of specific person-contracted ▪ District-wide responsibility ▪ Referrals to come through employing agency, FD or through PN community contacts; all referrals to be reviewed by FD ▪ Training: Ongoing content through employer: District Functions through FD; ▪ Supervision: available through employer; should be shared oversight of performance with FD ▪ Support available through FD ▪ Responsible for community outreach, including connection to the Communication Project ▪ Participate in system development with providers and parents ▪ Referral to SC may occur as necessary while supporting family as appropriate 	<p>Role: Intervene with high risk individuals or families needing an identified lead case manager and functioning support team; develop service packages; create options for support.</p> <ul style="list-style-type: none"> ▪ Function of specific person-contracted ▪ District-wide responsibility ▪ Referrals to come through FD- ancillary referrals must be vetted through FD ▪ Training: Functional and Content to come through FD ▪ Supervision/Support: Clinical supervision may come through employer; all other will come through FD ▪ Responsible for community outreach ▪ Responsible for system development/education ▪ May receive hand-off from PN as necessary 	<p>Role: Direct team to ensure effective service delivery across human services and education systems for all individuals and families.</p> <ul style="list-style-type: none"> ▪ Function of specific person ▪ AHS District-wide responsibilities ▪ Responsible to provide direction to team and direct referrals to appropriate team member ▪ Ensure training is available ▪ Provides both support and supervision regarding specific cases and larger systems work ▪ Will consult on community outreach/create and oversee a strategic plan for outreach ▪ Will direct and oversee system development and education ▪ Will direct and ensure the optimal functioning of the system of care ▪ Coordinates across Continuum 	<p>OVHA Care Coordinators</p> <p>DAIL Choices for Care Nurses</p> <p>Agency-Based Lead Case Managers</p>

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