

2008 Innovations Awards Program APPLICATION

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ID # (assigned by CSG): 08-W-21WY

Please provide the following information, adding space as necessary:

State: Wyoming

Assign Program Category (applicant): Health and Human Services (Affecting the sub-categories of Health Services, Human Services, and Children and Families)

1. Program Name

“Healthy Families Succeed”

2. Administering Agency

Wyoming Health Information Network (WHIN) Executive Leadership Team (ELT) comprised of Directors from the Wyoming Departments of Corrections, Health, Family Services, Workforce Services, and Employment.

3. Contact Person (Name and Title) –

Bob Lampert, Chairman of the WHIN ELT; Director, Wyoming Department of Corrections

4. Address

700 West 21st Street
Cheyenne, WY 82001

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9. Please provide a two-sentence description of the program.

“Healthy Families Succeed” is a groundbreaking, cross-agency intervention for families receiving State of Wyoming economic assistance and family support programs. The only tax-saving program of its kind, masters-level nurses and pharmacists visit participants in their

homes to encourage family health and self-sufficiency through health education, decision-support, and coordination of family services.

10. How long has this program been operational (month and year)? Note: the program must be between 9 months and 5 years old on March 1, 2008 to be considered.

This program commenced in December, 2005 and continues today.

11. Why was the program created? What problem[s] or issue[s] was it designed to address?

Healthy Families Succeed was spurred by the creation of the WHIN database in 2004. This person-centric, cross-agency integrated database of all human service programs and transactions in Wyoming state government reveals extraordinary overlap among clients of multiple agencies. Even more concerning, analytics prove that fewer than 3% of clients receiving state assistance consume more than 42% of the total resources distributed through these agencies. Among this high risk population, drastically increasing expenditures are not producing better results over time, and are actually precluding proactive investments in prevention, job training, and education. By focusing on individuals and their families with polypharmacy (use of 12 or more unique drugs within 12 months) who are using multiple agencies, Healthy Families Succeed is targeting the poor coordination and complex health issues that drive the greatest portion of costs. Further, the program seeks to promote movement towards self-sufficiency by improving health outcomes. As such, Wyoming human service agencies, alongside Human Capital Management Services (HCMS) and the University of Wyoming, partnered to develop an intervention that would meaningfully and improve the long-term health and self-sufficiency of state clients in a sustainable way.

12. Describe the specific activities and operations of the program in chronological order.

- 1) Creation of the WHIN database reveals opportunity for better health management and family support across agencies.
- 2) Wyoming State Human Services Agencies partner with University of Wyoming and HCMS to develop, design and implement a non-profit, in-home service for families on state assistance who use more than one agency and who have complex family health and social problems.
- 3) This public / private partnership obtains approval from the Wyoming Department of Health Institutional Review Board to formally test and evaluate the effectiveness of this in-home intervention.
- 4) The WHIN database identifies individuals meeting the criteria and passes the information on to the Wyoming Department of Health to issue invitations to potential participants.
- 5) Interested individuals are contacted by HealthAssist (the non-profit service agency) comprised of Master's prepared nurses and pharmacists for enrollment.
- 6) HealthAssist enrollment is ongoing. Currently over 100 families and their family members (approximately 320 children and adults) have enrolled. HealthAssist helps families to better understand their conditions and health options, and coordinating non-health family services for other family members as well.

13. Why is the program a new and creative approach or method?

- 1) It is borne of a cross-agency database in state government (WHIN) that allows directors to make shared and informed policy decisions.
- 2) It specifically targets individuals and families in most need of coordinated care and education, but who are least likely to otherwise receive it.

- 3) It is developed and funded through a public private partnership involving Wyoming's only land-grant university.
- 4) It is built to *change* the factors and conditions that lead to dependence on state programs. Of the almost \$500 million dollars spent by human service agencies in Wyoming in 2006 (not including the Department of Education) less than 2% went to adult education, job-training, skill-building and family self-sufficiency promotion. Instead, this money poured into the 'safety-net' programs intended to prevent crisis, but not encourage health and self-sufficiency.
- 5) It uses real-time information to help high-risk families get better value for the services they do receive, freeing resources for proactive investments that keep low-risk families from migrating toward higher risk.
- 6) It actually produces better health and lower healthcare expenditures for participants and their families.

14. What were the program's start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.)

"Healthy Families Succeed" December 2005 through June 2007 100 Families	
Program Design & Development	\$ 31,250
Enrollment & Incentives	\$ 10,000
Clinical Services	\$210,000
Service/Staff Development/Mgt	\$ 47,500
Administrative/IT_IS Services	\$ 73,750
Evaluation	\$ 72,500
Total	\$445,000

15. What are the program's annual operational costs?

"Healthy Families Succeed" Annual Operations Costs 200 Families @ \$1,500/Family	
Program Design & Development	\$ 18,750
Enrollment & Incentives	\$ 10,000
Clinical Services	\$275,000
Service/Staff Development/Mgt	\$ 22,500
Administrative/IT_IS Services	\$ 34,000
Evaluation	\$ 75,000
Total	\$435,250

16. How is the program funded?

The "Healthy Families Succeed" program is currently funded both by Human Capital Management Services (HCMS) and Wyoming State Agencies including the Wyoming Departments of Health, Corrections, Family Services, Workforce Services, and Employment.

17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number.

No. This program commenced with buy-in from the five state agency directors. At some point, legislation could occur to obtain continuous funding.

18. What equipment, technology and software are used to operate and administer this program?

The WHIN integrated database is an important starting point for this program. Without it, we wouldn't have had the ability to quantify opportunity for better cross agency management, couldn't have identified participants by virtue of cross-agency criteria, and would not have been fully able to evaluate the success of "Healthy Families Succeed."

Further HCMS developed a specific service technology platform, the Service Management Application (SMA), for the nurses and pharmacists directly interacting with the clients to record case notes, share information and ultimately evaluate success.

19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address.

Yes. This program was invented and coordinated through a joint effort among:

- Wyoming Governor Dave Freudenthal
Contact Information: (307)777.7434, pburns@state.wy.us State Capitol, 200 West 24th St, Cheyenne, WY 82002
- The State of Wyoming Human Service Agency Directors known as the ELT, Chaired by Bob Lampert, Director of the WY Department of Corrections.
Contact Information: Bob Lampert
(307) 777.7208, blampe@doc.state.wy.us 700 West 21st Street, Cheyenne, WY 82001
- Harold, "Hank" Gardner, MD, the president and owner of Human Capital Management Services Incorporated. Contact Information: Harold "Hank" Gardner, M.D.
(307)638.0015, Hank_Gardner@hcmsgroup.com 1800 Carey Avenue, Suite 300, Cheyenne, WY 82001
- The University of Wyoming Dean of the School of Nursing, Pamela Clarke, and Dean of the School of Pharmacy, John Vandel. Contact Information: Dr. Pamela Clarke
(307) 766.6569, pclarke@uwyo.edu UW School of Nursing, 1000 E University Ave, Laramie WY 82071

20. Are you aware of similar programs in other states? If YES, which ones and how does this program differ?

We are not aware of a like program informed by a comprehensive and shared information portal that delivers a cross agency intervention via public-private partnership that has actually produced cost savings and improved health.

21. Has the program been fully implemented? If NO, what actions remain to be taken?

No. The "Healthy Families Succeed" pilot program has been fully implemented and is being expanded to include a larger service population. However, the program sponsors have also identified a need to address other health and self-sufficiency issues. Therefore, by natural extension, the Executive Leadership Team and other program sponsors have also launched efforts to establish two additional related projects. 1) "Job Assist" – for job-mobile families currently on state assistance, coordinating cross-agency services that encourage employment

and a path to family self-sufficiency, and 2) “Affordable Health Insurance” – through a public/private partnership among state government, employers and participants, a shared opportunity for affordable health insurance for working adults is now being considered by the Wyoming State Legislature.

22. Briefly evaluate (pro and con) the program’s effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples.

Pros

1. Families feel healthier: A 16% increase in health-related quality of life scores by the end of the first 18 months of service.
2. Healthier families rely less on state services: When quality of life scores increased, total costs decreased by \$1,068 per person per year.
3. Improved use of prescribed drugs: Avoided side effects from duplicate and unneeded medications; enhanced access to resources for uninsured family members; increased matching between diagnosis, prescribed drug and the person.
4. Kids benefit: Among children, Medicaid costs in the study group stabilized while those in the control group increased 38%. Parents were able to make more informed decisions resulting in improved health for their children.
5. Adults benefit: Adults with potential to work (job-mobile) improved their self-sufficiency and reduced their health care costs, averaging about \$4,000 in savings per adult per year.
6. Return on Investment: Families measurably improved their stability, health and self-sufficiency with 80% re-enrolling in the program.

Cons

1. Inability to determine long-term positive influences and accurate costs savings over a period of time longer than the duration of the project to date.

23. How has the program grown and/or changed since its inception?

The program has grown because of its ability to more clearly understand administrative, organizational and social barriers to improving health and self-sufficiency. The program identified the need for: 1. Better internal coordination across state programs that serve the same families; 2. Improved coordination between primary care and specialty medical services; and 3. Affordable health insurance to help families bridge the gap between Medicaid eligibility and self-sufficiency. This has enabled the “Healthy Families Succeed” to further develop a Job Ladder set of services that specifically address these discoveries. 1. Job Assist – for job-mobile families currently on state assistance, coordinating cross-agency services that encourage employment and a path to family self-sufficiency, 2. HealthAssist – the nurse/pharmacist team will continue to provide services to families with complex health challenges, and 3. Affordable Health Insurance – through a public/private partnership among state government, employers and participants, a shared opportunity for affordable health insurance for working adults is now being considered by the Wyoming State Legislature.

24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program?

- The building of a cross-agency integrated database requires technical, legal, and analytical expertise. Having an outside vendor like HCMS involved, helped to guarantee efficiency, affordability, and the necessary safeguarding of protected data.
- Cooperation and support from Wyoming Governor Dave Freudenthal provided both impetus and encouragement to state agency directors to share data and work together on policy solutions.

- The availability of a community-based, in-home prevention service with high-level expertise in dealing with complex families is not readily available in our experience.