

## **2009 Innovations Awards Program APPLICATION**

CSG reserves the right to use or publish in other CSG products and services the information provided in this Innovations Awards Program Application. If your agency objects to this policy, please advise us in a separate attachment to your program's application.

ID # (assigned by CSG): 09-W-22WY

**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**

1934 Wyott Drive, Suite 100  
Cheyenne, WY 82002

**5. Telephone Number**

307.777.7208

**6. FAX Number**

307.777.7846

**7. E-mail Address**

[blampe@wdoc.state.wy.us](mailto:blampe@wdoc.state.wy.us)

**8. Web site Address**

<http://doc.state.wy.us/>

**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, pharmacists and experienced job counselors conduct phone and face to face conferences with families to support health and employment

decisions resulting in self-sufficiency through health and employment 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 2, 2009 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 10 or more unique drugs within 12 months) who are using multiple agencies, Healthy Families Succeed is targeting the fragmented and complex health, social, and employment issues that drive the greatest portion of costs. Further, with gaps identified through evaluation of the first phase of Healthy Families Succeed (HealthAssist), the program seeks to promote movement towards self-sufficiency by not only promoting improved health, but also enhancing job skills of clients. As such, Wyoming human service agencies, alongside Human Capital Management Services (HCMS) and the University of Wyoming, partnered to develop interventions that would meaningfully 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.**

- a. Creation of the WHIN database reveals opportunity for better health management and family support across agencies.
- b. 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 benefits from more than one agency and who have complex family health and social problems.
- c. This public / private partnership obtains approval from the Governor and directors of the Wyoming State Human Services Agencies to implement and evaluate the effectiveness of this in-home intervention.
- d. 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.
- e. Interested individuals are contacted by HealthAssist comprised of master's prepared nurses and pharmacist clinicians for enrollment.
- g. HealthAssist enrollment is ongoing. HealthAssist helps families to better understand their conditions and health options, including self-responsibility.
- h. JobAssist is launched and the agency contacting potential clients changes from the Department of Health to the Department of Workforce Services due to emphasis on JobAssist.
- i. JobAssist continues enrollment alongside HealthAssist, providing referrals to HealthAssist where appropriate, and support for the achievement of education and skills needed to obtain better employment and become self-sufficient. Clients are coached in an office environment to work with community providers to build personal

resources that are efficient and effective in decreasing the amount of public assistance needed.

- j. Healthy Families Succeed has enrolled over 259 households comprising 788 household members between the HealthAssist and JobAssist programs.

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

- a. It is borne of a cross-agency database in state government (WHIN) that allows directors to make shared and informed policy decisions.
- b. It specifically targets individuals and families in most need of personal care services and links health to improved skills through education (a health as human capital approach), but who are least likely to otherwise receive it.
- c. It is developed and funded through a public-private partnership involving Wyoming's only land-grant university.
- d. It is built to *change* the factors and conditions that lead to dependence on state programs. Of the almost \$500 million state 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.
- e. 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.
- f. It actually produces better health and lower healthcare expenditures for clients and their families.
- g. It marshals state, community, and private resources to address the individual needs of each family. Plans are tailored to guide families in the steps necessary to make good decisions, set goals and take action in all aspects of their lives including education, job skills and health. As experience in obtaining effective results is gained, families become empowered and self-sufficient.

**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 March, 2009 259 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

**i. What are the program’s annual operational costs?**

Healthy Families Succeed Annual Operations Costs 259 Families @ \$1,608/Family	
Enrollment & Incentives	\$ 10,000
Clinical/Employment Services	\$300,000
Service/Staff Development/Mgt	\$ 22,500
Administrative/IT_IS Services	\$ 34,000
Evaluation	\$ 50,000
Total	\$416,500

**ii. How is the program funded?**

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

**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, pharmacists, and job counselors 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 managed through a joint effort among:

- Wyoming Governor Dave Freudenthal  
Contact Information: (307)777.7434, [pburns@state.wy.us](mailto:pburns@state.wy.us) State Capitol, 200 West 24<sup>th</sup> 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](mailto:blampe@doc.state.wy.us) 1934 Wyott Drive, Suite 100, Cheyenne, WY 82002

- 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](mailto:Hank_Gardner@hcmsgroup.com) 1800 Carey Avenue, Suite 500, Cheyenne, WY 82001
- University of Wyoming Professor & Director of the Center for Community Health and Economic Development, Pamela Clarke, and Dean of the School of Pharmacy, John Vandell. Contact Information: Dr. Pamela Clarke (307) 766.6569, [pclarke@uwyo.edu](mailto: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, improved health, and enhanced job skills.

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

No. The Healthy Families Succeed pilot program now includes a larger service population through “JobAssist” for job-mobile families currently on state assistance, organizing cross-agency services that encourage employment and a path to family self-sufficiency. Healthy Families Succeed has been successful in two pilot counties, but has yet to be extended state wide. In order to reach all counties, substantial funding will have to be obtained through requests made to the state legislature and other funding sources.

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

Pros

- a. Healthier families rely less on state services: Total costs decreased by an average of \$1,943 per indexed study person over 24 months.
- b. Improved use of prescription 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.
- c. 38% of Healthy Families Succeed children had a mental diagnosis in comparison to 6% in the compared private insurance group. Clinicians were able to educate families about the antidepressants, antipsychotics, and anticonvulsants taken by the enrolled kids in order to help the children manage and in some cases, decrease their medication intake.
- d. JobAssist has helped clients plan and execute their education through continuous enrollment in advanced education and other job skill improvement programs. More than 50 clients are now enrolled in the local community college.
- e. Return on Investment: Families measurably improved their stability, health and self-sufficiency with 80% re-enrolling in the program.

### Cons

- a. While HealthAssist is in its fourth year, JobAssist is still new and without time to evaluate the combined long-term positive influences and accurate cost 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; and 2. Improved management between primary care and specialty medical services. This has enabled Healthy Families Succeed to further develop a Job Ladder set of services that specifically address these discoveries. 1. JobAssist – for job-mobile families currently on state assistance, organizing cross-agency services that encourage employment and a path to family self-sufficiency, and 2. HealthAssist – the nurse/pharmacist team will continue to provide clinical prevention services to families with complex health needs.

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

- a. 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.
- b. 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.
- c. The availability of a community-based, in-home clinical prevention service with high-level expertise in dealing with complex families is not readily available in our experience.
- d. Dedication of resources is needed to provide in-depth education and resource planning to help solve urgent social and family challenges (such as transportation difficulties, housing and child care). Once these trials are addressed, families can move onto advanced planning and execution of tasks needed for education, advanced job skill training and subsequent improved employment.

## **2009 Innovations Awards Program Program Categories and Subcategories**

Use these as guidelines to determine the appropriate Program Category for your state's submission and list that program category on page one of this application. Choose only one.

### *Infrastructure and Economic Development*

- Business/Commerce
- Economic Development
- Transportation

### *Government Operations*

- Administration
- Elections
- Public Information
- Revenue

### *Health & Human Services*

- Aging
- Children & Families
- Health Services
- Housing
- Human Services

### *Human Resources/Education*

- Education
- Labor
- Management
- Personnel
- Training and Development
- Workforce Development

### *Natural Resources*

- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
- Parks & Recreation
- Water Resources

### *Public Safety/Corrections*

- Corrections
- Courts
- Criminal Justice
- Drugs
- Emergency Management
- Public Safety

**Save in .doc or rtf. Return completed application electronically to [innovations@csg.org](mailto:innovations@csg.org) or mail to:**

CSG Innovations Awards 2009  
The Council of State Governments  
2760 Research Park Drive, P.O. Box 11910  
Lexington, KY 40578-1910

### **Contact:**

Nancy J. Vickers, National Program Administrator  
Phone: 859.244.8105  
Fax: 859.244.8001 – Attn: Innovations Awards Program  
The Council of State Governments  
E-mail: [nvickers@csg.org](mailto:nvickers@csg.org)

This application is also available at [www.csg.org](http://www.csg.org), in the Programs section.

**Deadline: March 23, 2009**