

Wyoming Resource Center Network

Goal: Establish a Wyoming family and community resource center Hub and Spoke model as a “No Wrong Door” entryway as a multi generation approach to resource and referral.

Proposal Required Information

Project/Program Overview

1. Project/Program Narrative
 - a. Include: project/program summary, explanation of the specific problem you are proposing to solve, how you know this is a problem, and why the state is the best entity to solve this problem.

The Governor’s Health Task Force has identified Multi-generational Resource Centers as a critical access points for healthcare and human services infrastructure development. Resource centers empower individuals, families, and caregivers to effectively navigate services and support options, to make informed choices, and streamlines access to a variety of services.

Wyoming lacks a “No Wrong Door” system which is a one-stop coordinated system that streamlines access to support and services, using a single standard process. The task force is proposing a multi-generational Resource Center Network that will provide impartial, unbiased, person-centered services to those seeking assistance, of all ages and stages in life, and address Social Determinants of Health with increased coordination of available services. The target population are for children, families, people with disabilities and the elderly.

In 2018, the Wyoming Department of Administration and Information, Economic Division reported that the elderly population (age 65 and older) grew 3.7 percent between July 2016 and July 2017, while the median age also rose by 0.5 to 37.7 years, indicating that “the aging of Wyoming’s population has picked up speed and the pace was one of the fastest in the country”.

The elderly population is projected to be over one-fifth of the state’s total residents by 2030. According to the Wyoming State Plan on Aging, such services are projected to cost Medicaid anywhere from \$184 to \$312 million in 2030, an increase from \$130 million in 2017. The plan further notes that the primary method to influence that cost toward the lower end of the estimate is encouraging healthy aging-in-place,

thus reinforcing the importance of home- and community-based services that can delay or prevent the need for institutional care.

Resource Centers can also support families and children before they reach a crisis point and get involved with child welfare services. Casey Family Programs reports a 45% reduction in cases of child abuse and neglect in Alachua County, Fla; 20% increase in parents' self-reports on their ability to keep their children in their care from abuse in Massachusetts; and 25% increase in the probability that a family reduced it's a risk of abuse with the addition of one additional differential response case management per week at an FRC in San Francisco.

Below is a report of Wyoming children on the foster care caseload, from January 1, 2021, through April 1, 2021.

Date	# of children on foster care WY caseload (1st day of period)
1/1/2021	875
2/1/2021	901
3/1/2021	908
4/1/2021	931

Identified Challenges Across Wyoming:

- Wyoming's population age 65 and older is expected to increase 54% between 2019 and 2030.
- No Area Agencies on Aging
- Lack of No Wrong Door System – coordinated entrance into family and aging services
- Lack Coordinated information and referrals
- Limited Case Management Services/Care Transitions for general public access
- Alzheimer's Disease and Chronic Disease Navigation
- Gaps in knowledge of available services
- Lack of coordination among providers
- Lack of sustainable funding
- Insufficient support services for aging and disabled residents to remain in their homes

- Insufficient long-term care or assisted living options for the growing aging population.

b. Include narrative on whether/how the project/program meets the following criteria: Does the project/program have a long-term impact or a return on investment; not replenish budget cuts unless the replenishment can be sustained; have a plan for sustainability and not add to the State's ongoing financial responsibilities; support stimulus over relief; where possible, leverage the dollars through matching or buy-in programs; create capacity for the future; benefit a wide group of citizens.

Create Wyoming Family & Community Resource Center Hub & Spoke Model

- Establish a statewide information and referral Hub
- Access point will be Wyoming 2-1-1 as the No Wrong Door entryway.
- Resource Champion Staff will be employed to receive referrals from 211, interview, screen and assess the needs of the client.
- Champions will provide wrap-around services and close the referral loop by connecting the clients with the available services
 - Example: If a client is looking for services for an elderly family member, the Champion would assess the needs and available services in the community for in home services and long-term care services and offer Person-Centered Options Counseling to assist the elder in making a plan.
 - Example: Family services may make referrals to locate child care options, parent skill training or literacy support.
- Champions will partner with trusted community messengers to create additional access points and plan events in communities across Wyoming

c. Include narrative on whether/how the project/program meets the following criteria: [ARPA](#)

COVID-19 has brought to light many deficits in our health care/human services infrastructure in Wyoming. As the country “shut down” due to the pandemic, families and individuals were dependent on outside entities to assist in connecting them to resources across the state. As we attempted to navigate the pandemic, we realized more than ever that our current systems for resource and referral were lacking capacity and many of our service programs did not have a mechanism

for on-line or telephonic applications. As people were not able to get out of their homes, many went without resources as they did not have the means to apply for or access services. By establishing a robust resource network connected with Wyoming 2-1-1, we can ensure that Wyoming residents are connected to resources in their local area through “champions” who can assist with navigating the difficulties of the health care and human services systems.

2. Project/Program Goals, including Deliverables and Objectives as well as explanation of how to define success of the program and funding.

- Resource Center Staffing model:
 - Champion Roles:
 - Trained and certified, Mobile, Champion Team (To Be Hired):
 - Champion Director
 - Project support staff
 - Champions (FTEs) deployed to receive statewide referral calls, provide access events across Wyoming which will provide in-person assistance, educational seminars, Q&A sessions
 - Wyoming 2-1-1 (Statewide call center):
 - Will provide a centralized call center for accessing the Wyoming Resource Center Champions
 - All 2-1-1 Information and Referral Specialists (INRS) will be trained to screen clients and ensure delivery of accurate answers about the role of Resource Champions
 - Provide linkage/referral to the Champions and the outreach/access event locations for face-to-face assistance
 - “Trusted messengers” will be activated in Wyoming communities to partner with Champions to create additional access points and plan events in communities across Wyoming
 - Existing Relationships/Partners With a Role to Play:
 - Safety-net hospitals and healthcare providers in communities across Wyoming
 - Group Homes across the state are focusing more on broadening their array of prevention services and have the framework to assist Resource Centers serve communities. Wyoming Youth Services Association

provided services to 4,479 youth in 2020 and 83% of youth returned home or to a less restrictive placement.

- Interfaith communities
- Schools
- Child Development Centers
- Mental Health/WYSA
- Food banks
- Boys & Girls Clubs of Wyoming
- Business Organizations
- Non-profit network
- Department of Family Services
- Department of Health
- Department of Education
- Wyoming Children's Trust Fund
- Department of Aging

a. Include: Project/Program Snapshot, Attached

3. Availability and/or eligibility for other funding for project/program

Current funds are not available for this project. The Task Force subcommittee has recommendations for a sustainable funding model.

Sustainable Funding Model

- Committee recommends ARPA funding placed in a trust fund for a long-term community based solution funding. A trust would enable the Resource Centers to build and strengthen bridges (collaboration, more formal professional connections) between the health care community and community-based social services across the lifespan of Wyoming residents.
- Sustainable trust funding would allow the Resource Centers to become stabilizing hubs. The Resource Center could then apply for other state and federal funding that may be or become available in the future. Funds could be braided together to allow for expansion and flexibility as the model grows. As an example, the CDC offers Community Health Worker funding but it must go to a entity already providing the types of services proposed but the funding is never sufficient to start a program from scratch. Currently without the Resource Center

infrastructure many funding opportunities are unachievable to Wyoming organizations.

- **Recommendations from the Committee**

- o Funds could be “granted” from the trust to an existing 501(c)(3) to minimize overhead of creating a new organization.
- o Host organization would receive an indirect cost rate to cover overhead expenses such as rent, support services etc
- o Recommending 9 Champion Staff to cover the 9 districts in Wyoming to ensure sufficient staffing to cover state-wide needs. Champion team can be centralized, mobile or decentralized and stationed across the state. This model would allow the host organization to be flexible in staffing methodologies depending on the available staffing in the state. For example the host organization would be encouraged to sub-contract staffing to senior centers to place Champions in the communities where people gather.

4. Revenue or Return on Investment

It is the hope that there will be a significant return on investment as individuals can get directly connected to resources in a timely manner and access the services that will help prevent the need for costly services.

5. Proposed Budget for FY2022, FY2023, FY2024 - if applicable

The total budget proposal for this project is \$4,865,436. See breakdown on *Project/Program Snapshot* sheet.

6. Timeline

- a. Include: Project/Program completion: How will you know the project/program is complete?

Project completion will be determined by the establishment of a resource center/champion network across Wyoming that all residents of Wyoming know how to access.

Project/Program Snapshot

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Project/Program Core Purpose
The Governor’s Health Task Force has identified Multi-generational Resource Centers as a critical access points for healthcare and human services infrastructure development. Resource centers empower individuals, families, and caregivers to effectively navigate services and support options, to make informed choices, and streamlines access to a variety of services.

Resources: What is needed for this project/program?				
	2021	2022	2023	2024
Total Cost		548,723	532,513	530,132
Staffing		1,066,497	1,091,940	1,095,631
Program Cost Notes				
List major expenditure areas:				
Staffing and equipment in year one				

Activities: What are the major activities performed through this project/program?
Outreach and education

Program Metrics: How will you track success?
<i>The resource center network will serve as a community benefit across the state to link individuals and families to resources in a meaningful way that allows for personal connection and follow up. Success will be determined through patient satisfaction and successful connections to resources that meet the needs of the individual or family.</i>

Proposed Outputs				
Metric	SFY2022 Target	SFY 2022	SFY2023	SFY2024
Number of referrals per champion		TBD		
Number of follow ups		TBD		
Proposed Outcomes				
Metric	SFY2022 Target	SFY 2022	SFY2023	SFY2024
Patient satisfaction survey		TBD		
Successful completion of referral and follow up		TBD		