What’s Behind the Bundle
How to integrate services and achieve outcomes
Bundled Services
Keys to Success

- Leadership
- Resource Dedication
- Communication
- Collaboration
- Customer-Centric Approach
- Policies / Procedures
Bundled Services
Douglas County Care Story

- From short term assistance to sustainable outcomes
- From government program to community collaborative
- From siloed services to integrated care
- From transactional to transformational
Bundled Services
Douglas County Care Story

Definition of bundled services:
Providing a unique set of services, across multiple domains, which provide greatest opportunity for the customer to achieve the desired outcome.
Bundled Services
Douglas County Care Story

Douglas County Cares

- 13 agencies
- Multiple sectors
- Leveraged funds
- Common outcomes
- Shared funding

Collaboration
Bundled Services
Douglas County Care Story

Collaboration

- Shared customer
- Shared data
- Shared outcomes
- Shared funding
Customer Centric

- Customer has the power
- Data belongs to the customer
- Customers are responsible for their outcomes
- Funding is for the benefit of the customer
Douglas County - Community Design

Customer-Centric Approach

TRANSFORMATIONAL

TRANSACTIONAL
Douglas County - Community Design

Customer-Centric Approach
Assessment

- Demographics or data?
- Eligibility, needs, programmatic or change?
- Can you define the outcome?
- Does the customer believe the outcome is possible?
Bundled Services Implementation

- Community Design
- Theory of Change
- Framework of Care
- Framework of Support
- Integrated Services Bundles
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Provision
- Case Management: Determination
- Outcome: Delivery
- Data: Eligibility
- Bundle: Core services
**Douglas County - Community Design**

**Provision**
- **Case Management**: Determination
- **Outcome**: Delivery
- **Data**: Eligibility
- **Bundle**: Core services

**Navigation**
- **Case Management**: Connection
- **Outcome**: Access
- **Data**: Service records
- **Bundle**: Need based
**Douglas County - Community Design**

**Prescriptive**
- **Case Management**: Directed
- **Outcome**: Completion
- **Data**: Planning
- **Bundle**: Domain based

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Douglas County - Community Design

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**Navigation**
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**Provision**
- Case Management: Determination
- Outcome: Delivery
- Data: Eligibility
- Bundle: Core services

**Generative**
- Case Management: Engagement
- Outcome: Change
- Data: Change
- Bundle: Customer selected
Partnering together to provide transformational opportunities to the vulnerable residents of Douglas County.
Policies / Procedures
Capacity & Capability
- Time Mgmt
- Organization
- Therapy
- Financial Health
- Job Training
- Education

WrapAround Engagement

Stability
- SNAP
- TANF
- Medicaid
- Shelter
- Domestic Violence
- Child Welfare

Opportunity
- Housing
- Child care
- Employment
- Transportation
Bundled Services
Douglas County Care Story

What is behind the bundle?

- Community Culture: Leadership, Resources, Communication
- Collaboration
- Customer – Centric Approach
- Policies and procedures
  - How we provide services
  - What we do
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RESOURCES

Blog:  https://lcrcweb.com/

CSBG T/TA Resource Center:  www.csbgtta.org
EVALUATIONS

The Partnership Wants Your Feedback!

Please be sure to **complete** the evaluation for this session **online**, via the **CAPCON17 Event App**.

Thanks in Advance for your Cooperation!