

The Integrated Eligibility Project

Health & Human Services Enterprise (HSE)

AHS needs to more cohesively and meaningfully integrate health and human services. A generous federal funding opportunity would allow the Agency to do this by updating obsolete systems and overhauling the way it does business, but this chance will disappear soon. Through this effort the largest Agency in the State will better use resources and improve the health and well-being of Vermonters.

The Integrated Eligibility (IE) project will allow the Agency to offer -



ONE door – Vermonters enter at one point (phone, online, in person) to sign-up, manage their benefits and find support.

ONE application – the information captured through a universal application is used to identify needs across the health and human services spectrum.

ONE master plan – case and care managers work from the same ‘game plan’ to set goals, track and evaluate needs to find impactful solutions faster.

ONE family at a time – the focus of work is on Vermonter’s health and well-being, not solely how each service program preforms.

EXAMPLE - Sam is enrolled in a public health plan and he uses his health care services a lot. He’s often cold and hungry which make him sick. Thanks to the IE project, a case worker will be able to see that Sam is also eligible for LIHEAP (fuel assistance) and 3Squares (food assistance) and work with him to get signed-up. Having a safer home and secure source of food will likely make Sam healthier and see the doctor less. In the end, Sam is asking less of the most costly tax-funded programs and is healthier and better off. Win-win.

