Hope

Jackson

- Lost her job
- Has no health coverage
- Son, Jackson has asthma
- Can't afford daycare
- One month behind in rent
- 2 credits away from her high school diploma
- No computer or internet at home
- No car
- Winter - no heat

Hope

Jackson

- Calls for assistance getting insurance to help with medical expenses

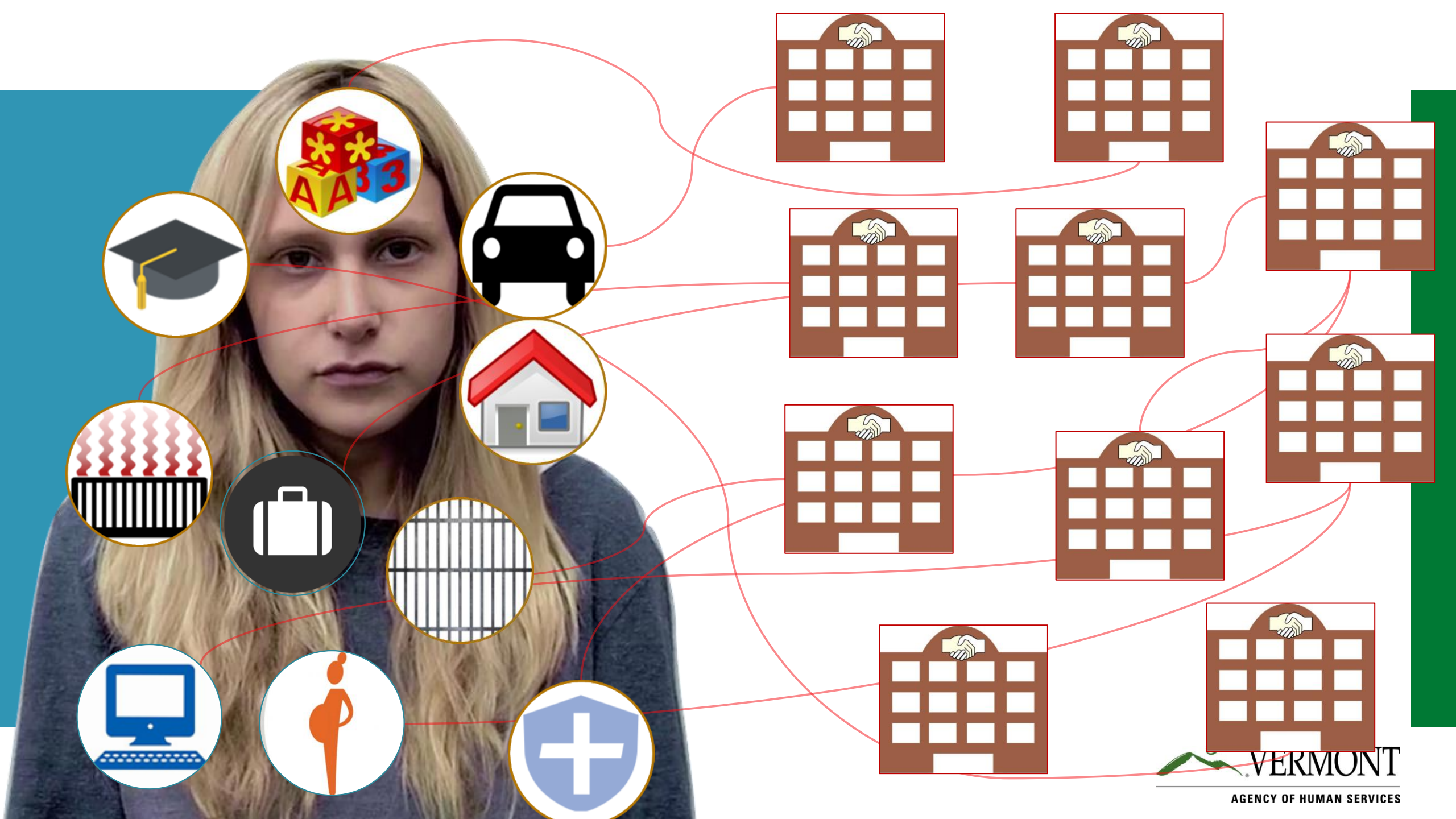
FINAL NOTICE
PAST DUE

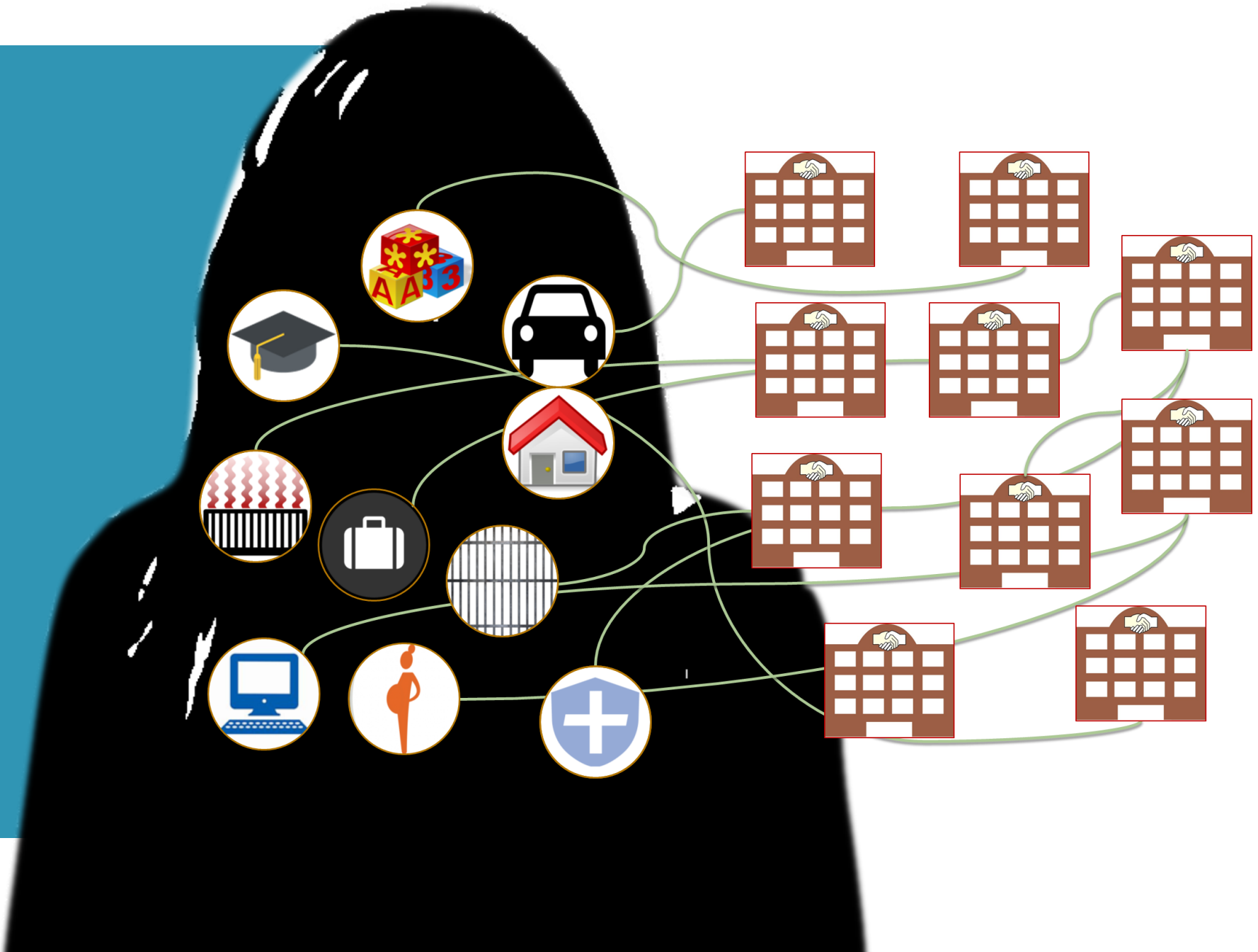
What are the needs?

What are the priorities?

What are the programs?

The questions are not asked.


VERMONT
AGENCY OF HUMAN SERVICES



No clear picture of the person

What are the desired outcomes?

What is the cost?

What are the bigger trends?

Designing a system that serves people

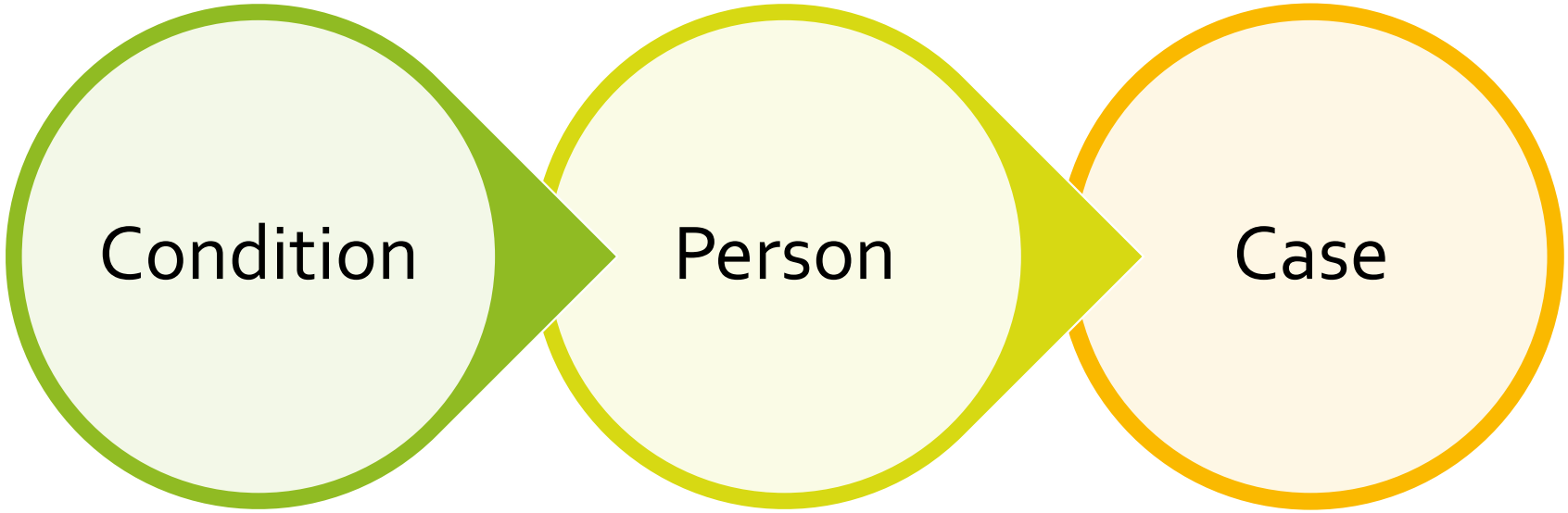
Reporting

Financials

Program Outcomes

Health Trends

What *should* be happening?



VERMONT
AGENCY OF HUMAN SERVICES

Circumstances:
Demographics:

AHS OPERATING SYSTEM – Case/Care MANAGEMENT

Transactional

Assess and Determine

Case Record
Siebel

OUTCOMES

Eligibility and Enrollment

- Health
- Mental Health
- Public Health
- Food & Nutrition
- Substance Abuse
- Housing & Energy
- Child Protection
- Disability
- Aging
- Employability
- Financial Assistance
- Public Safety

Services and Benefits

- Claims
- Provider Management

Service Providers

REPORTING SYSTEM

Analytics

Financials

Programmatic Outcomes

Population Health Trends

High School Diploma
This certifies that
Keturah Eve Kremer
has satisfactorily completed the required course of study
for the Kremer Home School and is hereby awarded this
Diploma
Dated the 17th day of May,
Two thousand fourteen