



Agency of Human Services Housing Initiative

Vermont Chronic Care Initiative

Vermont Chronic Care Initiative (VCCI)

- Sits within AHS Central Office as a program of the Healthcare Reform team
- Consists of 16 RN case managers, MSW case manager, two new to Medicaid Outreach Coordinators, an administrative support person and a nurse administrator
- Case managers meet with Vermonters in the community including shelters, motels, apartments, parks and district offices
- Provides short-term, intensive, whole-person care coordination across all disciplines of care and AHS departments. Serves Medicaid and dually eligible Vermonters with complex medical and social needs
- Serves people disconnected or disengaged from health care and community services
- Serves Vermonters at highest risk for poor health outcomes and high utilizers of crisis care
- Embedded Vermont Medicaid Reentry Program consisting of 6 care coordinators, data analyst and program manager.

Functions of VCCI

Core Functions

- Screens and prioritizes needs (health, housing, food, safety, access to care)
- Connects members to medical homes, care teams, and community services
- Helps members navigate the health and human services system
- Ongoing assessment of needs and updating plans of care

Model of VCCI

Care Model

- Whole-person, team-based care
- Meets with members in their homes and community for ease of access
- Uses statewide care coordination tools:
- Lead care coordinator
- Care team facilitation
- Shared care plans
- Relationship mapping to identify gaps and supports

Current Data

380 Vermonters currently being served by VCCI:

- 54 in General Emergency Housing
- 21 unstable housing including couch surfing, camper, unsheltered

Current efforts of VCCI:

GA Emergency Housing – individual and system lens:

- Case managers meet with people onsite at hotels
- Workgroup member along with DAIL, DCF, DMH, and VDH to serve Vermonters

Engaged in regional team-based care meetings:

- Coordinated entry meetings with housing providers
- Local interagency team meetings
- Community Health Teams
- Situation table meetings

Expansion of Vermont Team Based Care practices across disciplines of care via training and consultation

- Free online team-based care trainings
- Team based Care 101, Shared care planning, Information sharing, Tools of Team based care