

About PACS

The Department of Health and Human Services (DHHS) provides integrated public health and human services that help address the needs of Montgomery County, Maryland's most vulnerable children, adults and seniors.

Planning, Accountability and Customer Service (PACS), located within the Office of the Director, supports the Department's mission by providing performance measurement, data collection and management, evaluation and analytics, and policy analysis that ensures high quality, equitable service delivery to promote and ensure residents' health and safety and build individual and family strength and self-sufficiency outcomes.

PACS accomplishes its primary area of work through:

- ▶ Developing and refining meaningful program metrics that demonstrate client outcomes
- ▶ Deployment of targeted Quality Service Reviews and Community Reviews
- ▶ Supporting service integration through the Intensive Team Meeting process
- ▶ Capacity building on appropriate performance metrics for service areas, programs, and complex social service systems
- ▶ Leveraging advanced integrated technology, data systems, and innovative analytical tools
- ▶ Developing effective partnerships with other government agencies, community partners, universities and research centers



Intensive Team Meeting Coordination

Menu of Services



Department of Health and Human Services
Planning, Accountability and Customer Service

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Montgomery County, Maryland
Department of Health and Human Services
Planning, Accountability and Customer Service

Intensive Teaming

The Department of Health and Human Services (DHHS) provides an integrated public health and human services approach to better serve our clients. Of the nearly 100,000 unique clients DHHS serves annually, 20% receive assistance from two or more services. Less than 1% of clients are referred to Intensive Team Meetings (ITM) presenting with:

- ▶ Intensive and complex needs
- ▶ Multiple needs that involve two or more service systems or program areas
- ▶ Situations where the client is unable to progress towards goals in one or more of the five primary domains
- ▶ Attempts at less intensive interventions that have proven unsuccessful

Planning, Accountability and Customer Service (PACS) coordinates Intensive Team Meetings for these most challenging of cases, and monitors and reports on their process and outcomes.

What is Intensive Teaming?

Intensive Team Meetings (ITM) are a tool used to address multiple urgent and complex needs through concentrated service integration within



a facilitated team approach. The team typically involves the client and social supports including family members and/or community contacts, DHHS staff, and external service providers directly involved in the care of the client. During an ITM the team discusses, develops and implements a plan to address the client's most pressing issues; which can include housing, health, employment, education, and social support needs. Whenever possible the client participates as a member of the team.

How does it work?

Teams members include current and recent client service providers, as well as providers who have access to services that may address the client's unmet needs. The client, together with the referring staff, determine if family members or other support person(s) should also attend the ITM.

Working with the client, the team provides collaborative planning addressing five domains:

- 1. Housing-** having access to safe, affordable, and stable housing that is accessible to school, work, or a more permanent connection
- 2. Health Care-** having access to care for physical or mental health issues
- 3. Finance/ Employment-** generating sufficient income to support themselves or obtaining job skills
- 4. Vocational/ Education-** having sufficient education and training to be employable and to retain steady employment
- 5. Permanent/ Social Support Connections-** having at least one supportive and caring adult to whom clients are connected

A neutral facilitator guides the team to develop an agreed upon ITM Action Plan that clearly identifies tasks, timelines, and responsible person(s).

What is the value?

The ITM addresses complex situations through a structured collaborative process. Multiple client needs, crises, or barriers are addressed in a timely manner with a plan to track progress towards achieving client goals. While more than 90% of clients who engage in the ITM process do not require additional meetings, follow-ups can be scheduled, as needed.

Need to schedule an ITM? Contact PACS!

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The Typical ITM Client with Multiple Complex Needs



Homelessness
Issues (77%)



Female
(75%)



Children
(44%)



Mental Health
Issues (39%)



Other Issues
(17%)