



HUMAN SERVICES POLICY COMMITTEE

September 13, 2019
12:00 P.M. - 2:00 P.M.
COG 3rd Floor Board Room

Conference Call: 888-702-9706; Room Number: 3030; Participant PIN: 2272

AGENDA

- 12:00 PM** **1. CONVENE MEETING & WELCOME**
John Rigg, Chair
- 12:10 PM** **2. NO WRONG DOOR HUMAN SERVICES SOLUTION STUDY**
Courtney Tierney, Director, Prince William Department of Social Services
Sarah Henry, AAA Director, Prince William County Government
- The committee will receive an overview of the [No Wrong Door Project](#) in Prince William County. This project examines the service delivery and customer experience across the seven state or county agencies that provide human services. As a result of the findings, Prince William County is now implementing strategies to improve the customer experience.
- 12:45 PM** **3. USING MEDICAID TO LEVERAGE SERVICES REGIONALLY**
Rhys Jones, Vice President of Medicaid Policy & Advocacy, America's Health Insurance Plans (AHIP)
- The committee will receive a presentation on the role Medicaid and contracted managed care organizations play in helping consumers access human and social services and exploring the possibility of a regional approach.
- 1:15 PM** **4. NEXT STEPS: ADDRESSING REGIONAL FRAGMENTATION OF HUMAN SERVICES**
John Rigg, Chair
- The committee will discuss the next steps on a regional strategy to better connect residents with human services programs. This may include educating residents on programs available, making programs more accessible, regional data sharing, policy solutions, developing MOUs, and/or expanding on a promising practice within the region.
- 1:30 PM** **5. JURISDICTIONAL ROUNDTABLE**
Brianne Nadeau, Vice Chair
- Opportunity to discuss health and human services programs and initiatives within each jurisdiction.
- 2:00 PM** **6. ADJOURN**