Building Bridges, Breaking Silos:
Effective Inter-Agency Collaboration
Medicaid Beneficiaries Often Are Involved with Multiple State and/or Federal Programs

- Health Care
- Housing
- Education
- Corrections
- Food
- Social Services
Social Determinants of Health

Relative Impact

- Lifestyle/Behavior: 50%
- Human Biology: 20%
- Environment: 20%
- Medical Care: 10%
Recognizing that many Medicaid beneficiaries were involved in other social service agencies, MA reorganized its Executive Office of Health & Human Services

- Brought Medicaid into EOHHS
- Developed data warehouse to link beneficiary information across social service programs
- Developed key relationships with staff at non-EOHHS agencies included Education, Housing and Corrections
- Began to focus on “whole” person, rather than particular issues faced by each agency using inter-agency groups
The Massachusetts Experience: Results

- **Increased coordination across agencies**
  - Worked best for specific initiatives
    - Children’s Behavioral Health Initiative – engaged across several EOHHS agencies and Education;
    - Community First – engaged across EOHHS agencies and with Housing
    - Enrolling Individuals in Medicaid As Released from Prison

- **Ongoing Challenges**
  - Data sharing both within EOHHS and across executive branch
  - Ongoing effort to break down silos and work together across agencies and services
  - How to make part of culture of work so not completely dependent on agency leadership
Our Presenters

- Jennifer Ho, Senior Advisor for Housing and Services, US Department of Housing and Urban Development (HUD)
  - Federal partnerships with states to promote housing models

- Valerie Harr, New Jersey Medicaid Director
  - Intersection of Medicaid and Corrections

- Dr. John Langefeld, Chief Medical Officer, Kentucky Medicaid
  - Intersection of Medicaid and Public Health