



Service Integration Overview

**Division of Family and
Community
Partnerships**



IDAHO DEPARTMENT OF
HEALTH & WELFARE



The Division of Family and Community Partnerships includes:

- Resource Development and Support
- 2-1-1 Idaho CareLine
- Resources and Services Navigation

What is the 2-1-1 Idaho CareLine?

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- Statewide, toll-free information & referral service
- Links Idaho's residents to health & human services resources
- Live agents answer Monday through Friday, 8:00 a.m. to 6:00 p.m. MST
- Online database of resources is accessible to the public 24/7
- 2-1-1 connects people in need with Department and community resources



Referrals can be made 24/7 to the 9-8-8 Suicide and Crisis Lifeline and to Central Intake for suspected child abuse and neglect



2-1-1 is a Health and Human Services Information and Referral Program

Examples of common referrals include:

- Rental assistance
- Utility assistance
- Low-cost doctors and dentists
- Sliding scale counseling
- Food pantries



- Our resource library has books, DVDs, and resources for Idaho's foster families, kinship families, Department employees, and community partners. Materials can be browsed through and accessed at 211.idaho.gov
- The 2-1-1 Idaho CareLine maintains a clearinghouse of information pamphlets and other related materials. These materials are provided at outreach events and to callers requesting specific information. The information ranges from pamphlets and books pertaining to health and human services issues that can be used as a resource for all Idahoans.





- 7 full-time agents take between 250 – 550 calls per day
- 2-1-1 agents refer to experts rather than providing direct services
- Two agents are bilingual (Spanish-speaking)
- We partner with over the phone interpretation agencies to provide information in all other languages



- 2-1-1 participates in many events throughout Idaho to promote awareness of information, resources, and support.
- 2-1-1 helps to disseminate information for current and upcoming campaigns and promotions around the state.
- 2-1-1 utilizes data reporting to help inform community and programming needs.
- Information is accessible by calling 2-1-1 or visiting 211.idaho.gov
- One easy to remember number to utilize statewide!



Examples of Promotions and Campaigns:

- Radon kits and awareness
- 988 Suicide & Crisis Lifeline
- Substance use disorder resources and supports
- Hepatitis C awareness
- Give Kids a Smile
- Summer Food Program
- Free tax sites
- Resources for vulnerable populations



- 7 full-time agents
- Heidi Smith – Human Services Program Specialist/Supervisor
- Jen Haddad – Program Manager
- Laura Denner – Division Administrator



The primary intended outcome of Resource and Service Navigation is that the families we serve will achieve stability and self-sufficiency so that children can continue to be cared for in their own homes or in the homes of relatives

MISSION: Resources and Services Navigation identifies and develops resources, utilizing them to support families who are struggling so they may achieve stability.



➤ Who we serve:

Individuals, children, and families who may benefit from one-on-one assistance in developing a service plan to meet their goals for stability, self-sufficiency, health and safety.



➤ What we do:

- Identify and develop resources and support services
- Partner with families to develop customized service plans that focus on family strengths and community supports
- Work collaboratively with other programs and agencies
- Provide support to families in need so that children may be cared for in their own homes or the homes of relatives



Designed to meet short-term, non-recurrent emergency needs of families with children that affect a child's health, safety, or well-being.

Examples include rent, deposit, and utilities.



➤ Primary requirements for funding include:

- Minor child in the home
- Risk to a child
- Need
- Cannot access more than once every 12 months
- Income limit
- Sustainability

*This list does not include all of our program requirements.



Services that are designed to help families with dependent children with work-related needs so that they can obtain or maintain employment.

Career Enhancement assistance is non-recurrent, short-term, and designed to deal with a specific crisis situation or episode of need.



Career enhancement support can include car repairs, training, uniforms, and licensure fees.



➤ **Primary Requirements for funding include:**

- Child in the home (can also be a non-custodial parent legally responsible for providing for a child who doesn't reside in the home)
- Work-related need related to obtaining or maintaining employment
- Cannot access more than once every 12 months
- Income limit
- Will support the development of or maintaining sustainability

*This list does not include all of our program requirements



Kinship care refers to caring for a child when the child's parents are unable to.

Kinship caregivers can include relatives or when someone has an emotionally significant relationship with a child.

Nationally, more than 2.4 million children, or 3% of all children are currently in kinship care*

*From the Annie E. Casey Foundation Kids Count Data Center



Assistance for families in navigating supports, services, and benefits that they may be eligible for

The majority of kinship caregivers are not receiving supports they are eligible for, and may not be aware that such help exists



Ongoing and intentional efforts to enhance services and supports for kinship families; including:

- Federal Kinship Navigation Grant from the Children's Bureau through the U.S. Department of Health & Human Services
- Bridging Systems for Kinship Families opportunity



Referral Sources:

- 2-1-1 Idaho CareLine referrals
- Community agencies/organizations
- Department staff
- Self-referral



How to refer for a collaborative process between programs/agencies:

[Navigation Referral Form](#)

- Region 1: NavigationReg1@dhw.idaho.gov
- Region 2: NavigationReg2@dhw.idaho.gov
- Region 3: NavigationReg3@dhw.idaho.gov (Canyon County)
- Region 4: NavigationReg4@dhw.idaho.gov (Ada County) HIC Region 7
- Region 5: NavigationReg5@dhw.idaho.gov HIC Region 4
- Region 6: NavigationReg6@dhw.idaho.gov HIC Region 5
- Region 7: NavigationReg7@dhw.idaho.gov HIC Region 6



What to expect with our process:

- When referring your client to the Navigation program, please include a signed release of information.
- Navigators have two business days to attempt to contact the client after receiving the referral.
- Our process takes time, and may take up to 30 days to render an eligibility decision.



23 Navigators Statewide & 3 Supervisors

- Region I – 3 Navigators – Allison (Sandpoint), Crissy (Kellogg), and Rebecca (CdA)
- Region II – 2 Navigators
- Region III – 3 Navigators
- Region IV – 8 Navigators (6 full-time and 2 part-time) (HIC Region 7 & 3)
- Region V – 3 Navigators (HIC Region 4)
- Region VI – 2 Navigators (HIC Region 5)
- Region VII – 2 Navigators (HIC Region 6)
- Bri Grohs – Supervises the Navigators in regions 1, 2, & 3
- Kevin Olson – Supervises the Navigators in region 4 & the Administrative Assistant
- Corey Leishman – Supervises the Navigators in regions 5, 6, & 7
- Kim Bjorkman – Administrative Assistant
- Jen Haddad – Program Manager
- Laura Denner – Division Administrator



DHW - Regions

