

HUMAN SERVICES SUPPORT

A longtime leader in health and human services, the Health Management Associates experts have front line and administrative experience providing direction to human services programs and consulting with agencies to improve, streamline and integrate essential services.

We ground our work in human-centered design, lived expertise, and change management and have expertise in state and county program direction and development.

With decades of experience working hand-in-hand with public health, social services, behavioral health, Medicaid, and human services agencies, we help strengthen relationships surrounding policy, practice and revenue maximization in the human services space.

Whether you are facing staffing challenges, want to maximize return on investment, deploy new technology or initiatives, or integrate services and improve delivery, our team can help you plan for, and deliver, change. We can help you best address, and respond to, the increasing complexity of family and individual needs that cut across multiple programmatic areas.

We can help public agencies that deliver Human Services:

- » Improve customer service including reducing wait times and redundancy
- » Provide more equitable and respectful service delivery
- » Improve their ability to meet state or federal outcomes
- » Streamline and further integrate the customer's experience including "no wrong door" initiatives
- » Improve internal processes and data interoperability
- » Implement federal policy changes and options
- » Assess organizational performance including developing cost-benefit analysis or ROI and pulling evidence based practices
- » Provide equity analysis and capacity building assistance

EXPERIENCE SUPPORTING PROGRAMS INCLUDING:

- » **Nutrition**
Women, Infants & Children (WIC), Supplemental Nutrition Assistance Program (SNAP)
- » **Financial Support**
Child Support, Temporary Assistance for Needy Families (TANF)
- » **Child and Adult Welfare Services**
- » **Medicaid**
- » **Housing and Weatherization**
- » **Veterans' Services**
- » **Early Education**
Childcare Subsidy, Child Care and Development Block Grant (CCBDG) programs
- » **Workforce Development and Workforce Innovation and Opportunity Act (WIOA)**

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