

Centralized Access Point Recommendations

- 1** Update the name and description of the CAP.
- 2** Enhance affiliate capacity to develop and execute a marketing plan for the CAP.
- 3** Define centralized.
- 4** Update the description of the activity “maintain resource directory.”
- 5** Establish a minimum standard case classification and threshold system.
- 6** Create opportunities to further explain the “needs met” metric in the annual Fidelity Assessment.
- 7** The HMG NC should make an ongoing, robust investment in technology on behalf of the affiliate network.
- 8** Increase communication between established affiliates regarding customizations to data collection and management platforms.
- 9** Establish a minimum standard process to refer families and caregivers from one HMG system to another.
- 10** Increase the support available to affiliates as they select a data collection and management platform.
- 11** Increase communication among team members from different affiliates with similar roles and responsibilities to discuss ideas, challenges, successes, and share examples of new or promising strategies.