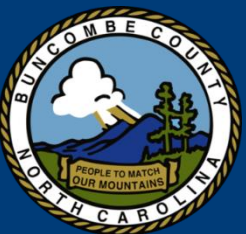


Pathways to Stability and Success for the Uninsured

Safety Net Committee

- Buncombe County HHS
- WNC Community Health Services
- Appalachian Mountain Community Health Services
- Blue Ridge Community Health Services
- Mission Health
- MAHEC
- ABCCM
- Sisters of Mercy Urgent Care
- All Souls Counseling
- Pisgah Legal Services
- Community Care of WNC
- Smoky Mountain LME/MCO
- Western Carolina Medical Society



Low-Income Uninsured

- Food Insecurity
- Chronic Health Conditions
- Unstable Housing Supports
- Crisis-Driven Access
- Access to Primary Care Medical Home
- Delayed Preventive Care
- Access to Integrated Care (Dental/Behavioral Health)



Impact of Uninsured to Community

- Health Care
- County Infrastructure
 - EMS
 - Public Safety
 - HHS (Clinic & Public Assistance (churning))
- Safety Net (FQHC Capacity)
- Community (Housing, Homelessness)
- Duplication of Services



Social Determinants of Health

“Create social and physical environments that promote good health for all”

Healthy People 2020



Social Determinants of Health

Social and Community Context

- Social Cohesion
- Civic Participation
- Perceptions of Discrimination and Equity
- Incarceration/Institutionalization



Economic Stability

Education

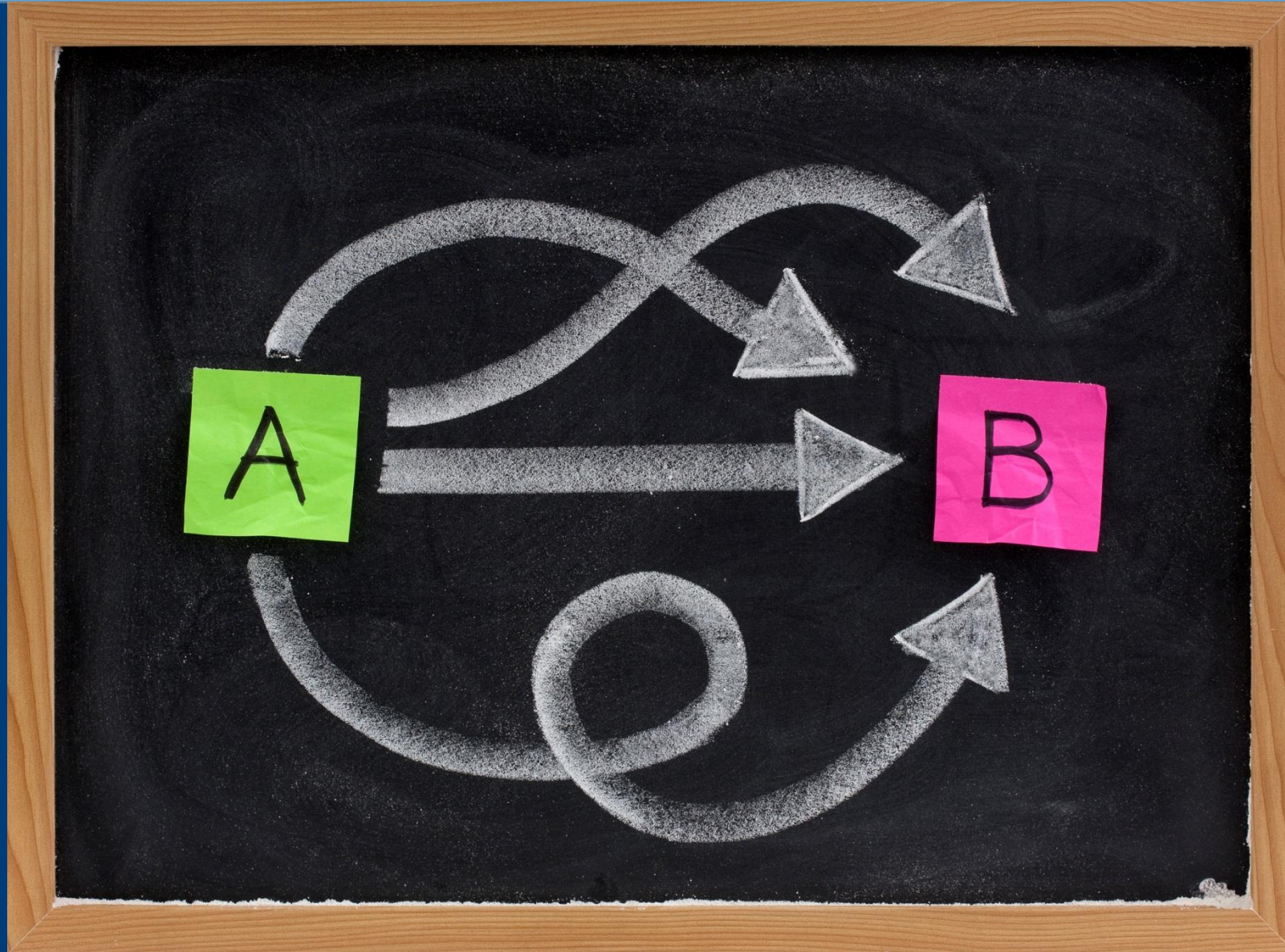
Health and Health
Care

Neighborhood and
Built Environment

Social and
Community Context



Pathways



Standardized Pathways

- Adult Education
- Behavioral Health
- Dental Health
- Developmental Referral
- Developmental Screening
- Education
- Employment
- Family Planning
- Health Insurance
- Housing
- Immunization Referral
- Immunization Screening
- Medical Home
- Postpartum Care
- Pregnancy Care
- Smoking Cessation
- Social Service Referral
(Food/Child Care/Medicaid/Emergency Assistance, etc.)
- Transportation



Community Service Navigators

- Goal - To connect citizens with Health & Human Services that will increase access to opportunities & choices that promote health, safety, & well-being
- Target Population - Citizens with multiple or complex needs who are struggling to get by & have significant barriers to accessing health or social services



Harnessing the Power of Community

North – Big Ivy Community Center

South – ABCCM South

East – Swannanoa Valley Christian Ministry

West – ABCCM Hominy Valley

Central/All – ABIPA, YWCA, The SPARC Network, HHS



Benefits of Community Service Navigators

- Strengthen a community's capacity to support citizens
- Identify, leverage, & mobilize community assets
- Empower citizens & communities as change agents
- Build & enhance collaborative partnerships
- Increase opportunities for choices regardless of income, education, or ethnicity
- Reduce over utilization of more costly services



Partnerships: Pop Ups

MANNA FoodBank & Buncombe County Service Foundation

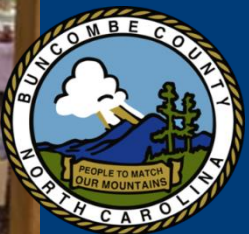
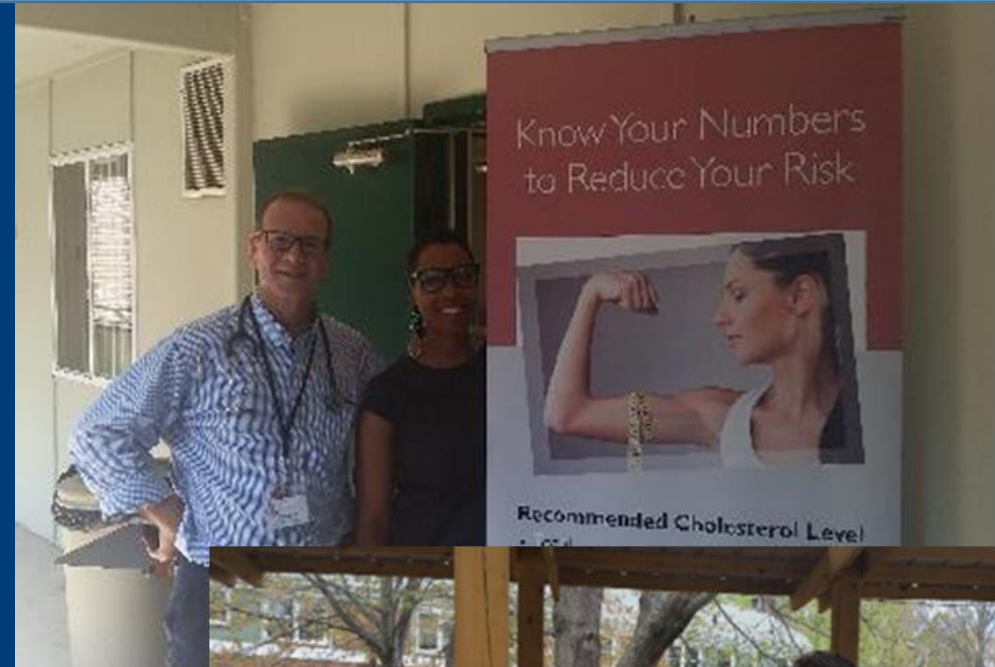
- ABCCM-Candler Crisis Ministry
- Altamont Apartments
- Arrowhead Apartments
- Aston Park Towers
- Bartlett Arms Apartments
- Crowell Park Apartments
- Deaverview Apartments
- Shiloh Community
- Sycamore Temple
- Pisgah View Apartments
- Wesley Grant Center



Partnerships: Pop Ups

Service Connections

- Health Screenings
- Immunization Information
- Safe Neighborhoods
- Rabies clinic
- Pet safety
- Wellness services
- Health insurance enrollment
- Cooking demonstrations
- Nutrition education



Partnerships: Emergency Assistance

Partnering with Eblen Charities:

- Rent
- Utilities
- Car repairs
- Medication
- Job Training



Building A Resiliency Movement

*Harnessing the Power of
Community:*

*Residents working with
Community Service Navigators*



Proposal – Community Hub/Pathways for Uninsured

- Support Navigation/Care Management for Identified Population
- PMPM for Hub/Navigation services
- PMPM for PCMH
- Collect Data to Document Impact
- Implementation July 1, 2016



Safety Net Patient Examples

Patient 1

- Uninsured Male
- Single
- 45 years old
- Unemployed
- Heavy substance use
- Frequent ED use
- Known to Law Enforcement
- Frequently homeless

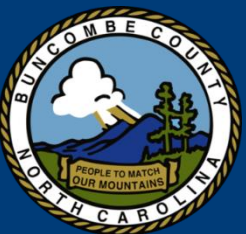
Patient 2

- Uninsured Female
- Single
- English not primary language
- Pregnant
- 34 years old
- Works minimum wage job
- 1 child (6 year old on Medicaid) with developmental concerns
- Lives in rural Buncombe (rents)



Results

- Linkage to Primary Care Medical Home
- Pathways Identified and Addressed
- Reduced Inappropriate Utilization
- Access to Important Services
- Better Coordination Among Safety Net
- Improved Health Outcomes



Standardized Pathways

- Adult Education
- Behavioral Health
- Dental Health
- Developmental Referral
- Developmental Screening
- Education
- Employment
- Family Planning
- Health Insurance
- Housing
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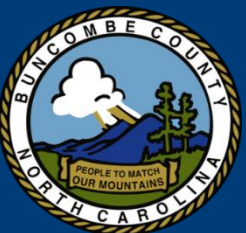
Safety Net Patient Examples

Patient 1

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Pathways Identified

- PCMH
- Chicken & Egg
 - Behavioral Health
 - Physical Health
 - SA services



Safety Net Patient Examples

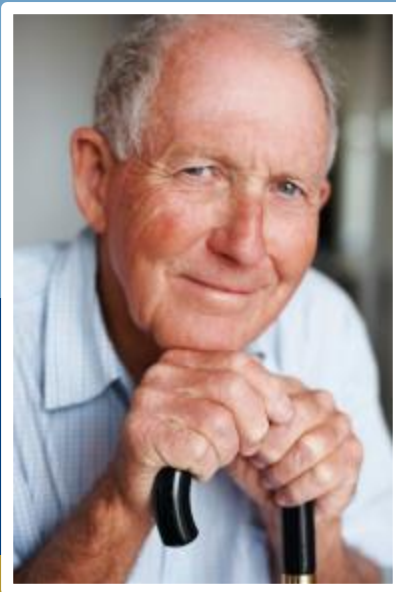
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Pathways Identified

- PCMH
- Pregnancy Care
- Social Services Referral
- Transportation





Pathways to Stability and Success for the Uninsured