

**Community
HealthWorks**

Comprehensive Support for Total Health and Stability

Empowering Communities, Transforming Lives

Kyle Stefano, LCSW

Vice President of Clinical Services

February 13, 2024

Community HealthWorks



OUR MISSION

Advancing community, social and economic health one person at a time

- Established in 1998 to address the pressing need for healthcare access in Sacramento County
- Evolved over 25 years to become Community HealthWorks, aligning our brand and mission with our comprehensive support model
- Committed to person-centered approach, with over 130 Community Health Workers (CHWs) serving as catalysts for positive change

Comprehensive Support Model

KEY PROGRAMS

Community Health

- Health Navigation
- Hospital Navigation

Homeless Health

- CalAIM
- Adult Reentry
- Street Outreach

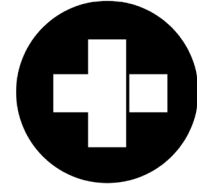


Services We Provide



HEALTH CARE AND PREVENTION

Medi-Cal and Covered California enrollment and navigation.



HEALTH EDUCATION AND OUTREACH

Empowering communities through intensive engagement and comprehensive education regarding



HOUSING SUPPORTS

Assistance in securing temporary and permanent housing.



CARE MANAGEMENT

Coordination of health and housing supports via CalAIM.



HOSPITAL NAVIGATION

Post-hospital and emergency department care coordination for primary/specialty care.



MENTAL HEALTH

Coordination of behavioral health and substance use treatments



FOOD

CalFresh application assistance and emergency food connections.



LEGAL SERVICES

Advocacy for client rights and eviction prevention.



TRANSPORTATION

Transportation facilitation for health and housing appointments.



RE-ENTRY SERVICES

Coordination of health and social services, including connections to medical care, housing, and employment, for individuals leaving



INTERPRETING

Language interpreting service coordination.



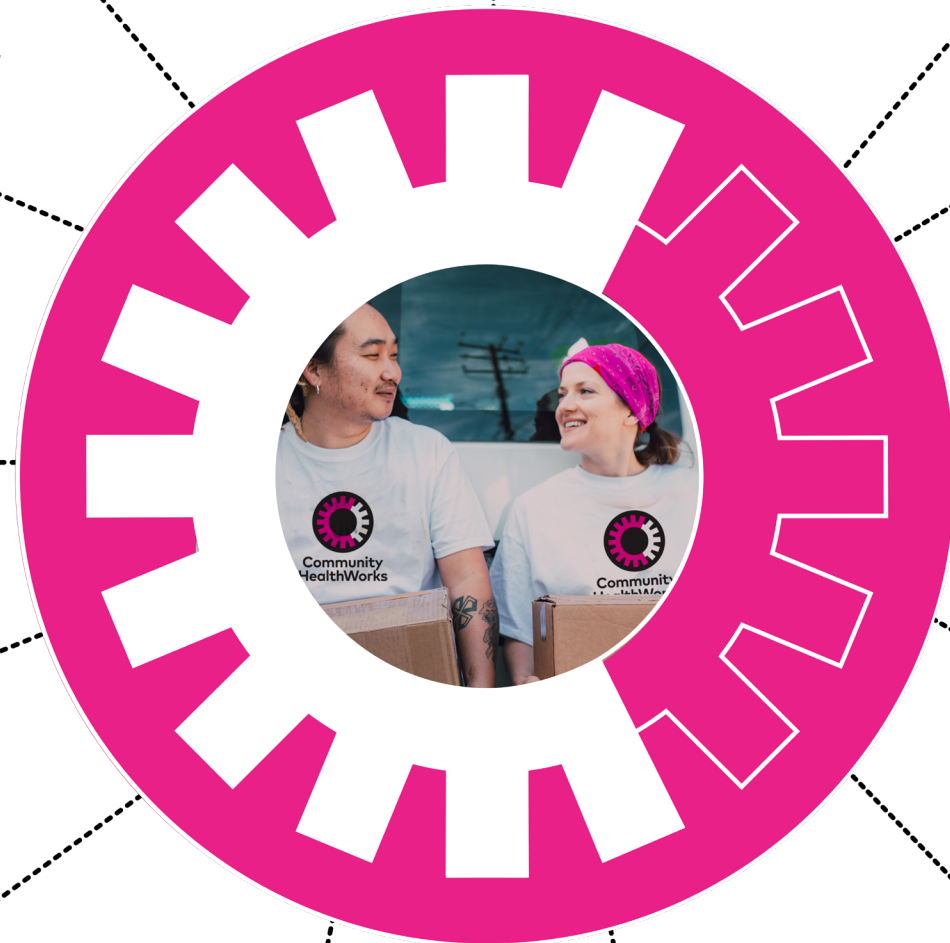
REFERRALS

Health, housing, and employment coordination for individuals post-incarceration.



EMERGENCY PREPAREDNESS

Disaster preparedness education and resource access.



Community Health



HEALTH NAVIGATION

Program Overview:

- 26 FTE Community Health Workers
- Open to all Sacramento County residents, providing assistance with accessing health and nutrition programs and navigating care

Services Offered:

- Over-the-phone and in-person assistance
- Multiple community locations for accessibility
- All services provided free of charge, impartial, and offered in multiple languages

Key Services Include:

- Enrollment into health coverage
- Assistance in finding healthcare providers, including doctors and dentists
- Scheduling health appointments
- Coordinating transportation to appointments
- Arranging language interpretation services
- Connecting to food and nutrition services
- Referral to other resources as needed

Community Health



HOSPITAL NAVIGATION

Program Overview:

- 14 FTE Community Health Workers
- Support for patients in hospital emergency departments to establish a primary care home.

Key Services Include:

- Scheduling primary and specialty care appointments for patients, ensuring timely access to healthcare services.
- Following up with patients to confirm that they received the care they needed and addressing any concerns or barriers.
- Mitigating barriers to care, such as transportation issues, language barriers, and financial constraints.

Locations Served:

- Mercy Hospital Folsom
- Mercy General Hospital
- Mercy San Juan Medical Center
- Methodist Hospital of Sacramento
- UC Davis Medical Center
- Sutter Medical Center - Pediatric
- Kaiser Morse
- Kaiser South Sacramento

Homeless Health



PROGRAM OVERVIEW

Support individuals with complex health and social needs by coordinating and managing their care.

Person-centered approach to address challenges of homelessness, insufficient behavioral health access, clinical needs, and other health-related barriers.

- Assistance with benefits (SSI, CalFresh, EDD)
- Assistance with documentation as I.D., Social Security card)
- Housing support
- Coordinating medical services
- And more



A Day in the Life of a CHW



CHWs meet clients wherever they are – on the street, in a shelter, in their doctor's office, or at home helping those who are facing difficult life and health circumstances by:

MEETING CLIENTS WHERE THEY ARE



Clinics & Hospitals



Employment Centers



Shelters



Jails



In the Community (streets, riverbanks, encampments, & more)

Connection to Mental Health



Enrollment and support with public benefits such as Medi-Cal, SSI, CalFresh, GA

Assistance with basic needs, including but not limited to: obtaining I.D., cell phone provision, food insecurity, and others



Education & empowerment



Connections to primary care, specialty, and stimulant use disorder services



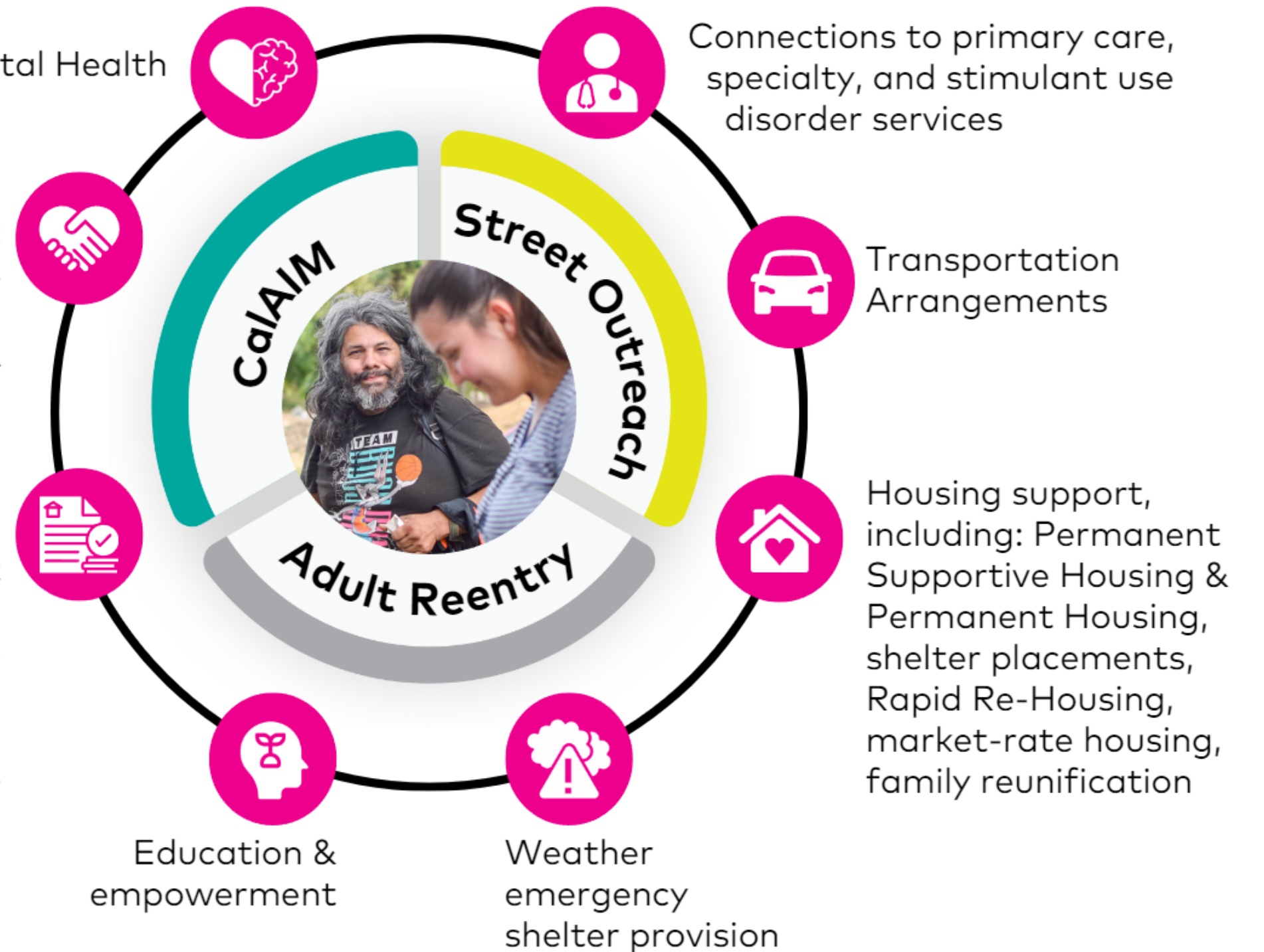
Transportation Arrangements

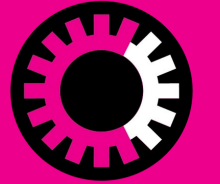


Housing support, including: Permanent Supportive Housing & Permanent Housing, shelter placements, Rapid Re-Housing, market-rate housing, family reunification

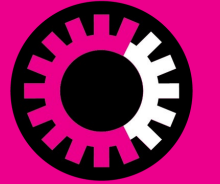


Weather emergency shelter provision





- Department of Health Care Services (DHCS) initiative to **improve the quality of life and health outcomes** of Medi-Cal beneficiaries
- Implementing improvements in services delivery
- Integrating medical, behavioral and social needs
- Make programs more **equitable, coordinated, and person-centered**



Enhanced Care Management (ECM): CHWs coordinate care and services among the physical, behavioral, dental, developmental, and social services

Community Supports: including Housing Navigation and Transition, Housing Tenancy and Sustaining, and Housing Deposits: Provides housing support for unsheltered or recently housed individuals.

Health Plan Partners

- Anthem Blue Cross
- Health Net
- Kaiser Permanente
- Molina Healthcare

Current CalAIM Caseload

Approximately 1,300 Clients

Re-entry Services



PROGRAM OVERVIEW

Comprehensive support for individuals coming out from Sacramento County Jail (CalMHSA) and CA State Prisons (ARG) with chronic health and social needs

Location:

Community Café | 724 7th Street

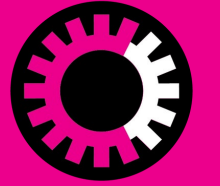
Key Services Include:

- Housing Support
- Coordinate medical & behavioral health services
- Connection to employment training
- Connection to education
- Support for family reunification
- Basic needs (benefits, ID, cell phone)
- And more!



Homeless Street Outreach

Overview



Community
HealthWorks



Program Overview

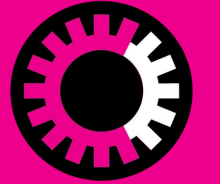
- 43 CHWs dedicated exclusively to field-based street outreach to people experiencing homelessness
- Funded through contracts with Sacramento County: 23 FTE
- Funded through contracts with local managed care plans (Molina, HealthNet, Anthem, & Kaiser): 20 FTE

Key Services Include:

- Housing support: CAS assessments for shelter, PSH referrals and document readiness, family reunification, market rate/voucher housing
- Basic needs: enrolling into Medi-cal and CalAIM, IDs & cell phone provision, linkage to benefits like GA, CalFresh, SSI applications
- Support with transportation

Homeless Street Outreach

American River Parkway



Community
HealthWorks

American River Parkway Team

- 10 FTE Community Health Worker
- 32 miles of territory along the American River Parkway from Tiscornia Park to Hazel Avenue
- Operate in 3 teams of 3, with 1 floater for additional support

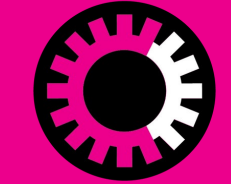
Key Services Include:

- General survey of the Parkway
- Provide "Office Hours" at designated locations:
 - ARP North: Northrop Stairs (M 1-2pm), Discovery Park (Tu 9-10am), Northgate (Tu 10-11am)
 - ARP South: Tiscornia Beach (Tu 9-10am), Two Rivers Trail/Township 9 (Tu 10-11am)
 - ARP East: Howe Ave (Tu 9-11am), Upper Sunrise (Tu 1-3pm)



Homeless Street Outreach

Encampment Services Team



Community
HealthWorks

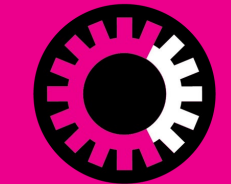
ENCAMPMENT SERVICES TEAM

- 4 FTE Community Health Workers
- Provides services to encampments in unincorporated Sacramento
- Encampments are identified by our County partners
- Deploy with multidisciplinary team of County behavioral health workers (HEART Team)
- Outreach is specific to encampments



Homeless Street Outreach

Community Based Outreach



Community
HealthWorks

COMMUNITY-BASED OUTREACH, OR "CBO", TEAM

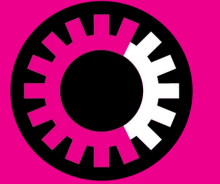
- 9 FTE Community Health Workers
- Operate in 4 teams of 2, plus 1 floater
- Services regions in unincorporated Sacramento County, including:
 - Antelope, Carmichael/Arden, Fair Oaks/Orangevale, South Sac, & Citrus Heights

Provide "Office Hours":

- Arden Arcade Library (Tu 10-12pm)
- Carmichael Park Tennis Courts (W 10-12pm)
- Living Waters Church: Citrus Heights (M 1-3pm)
- Pathway Fellowship Church: Orangevale (Th 12:30-2:30pm)
- Freedom Park: North Highlands (Tu 10-12pm)
- Depot Park: Rio Linda (W 10-12pm)
- Southgate Library (Th 10-12pm)

Homeless Street Outreach

MCP Team



Community
HealthWorks

MANAGED CARE PLAN (MCP) TEAM

- Supports the City/County Partnership Agreement, funded by managed care plans
- 20 FTE Community Health Workers
 - 15 CHWs in the City
 - Co-deploys with community partners for joint outreach 3 days/week
 - DCR, Hope Cooperative, & County HEART Teams
 - 5 CHWs in the County
 - Including work in County-funded emergency shelters
- Primary role is to enroll people into CalAIM

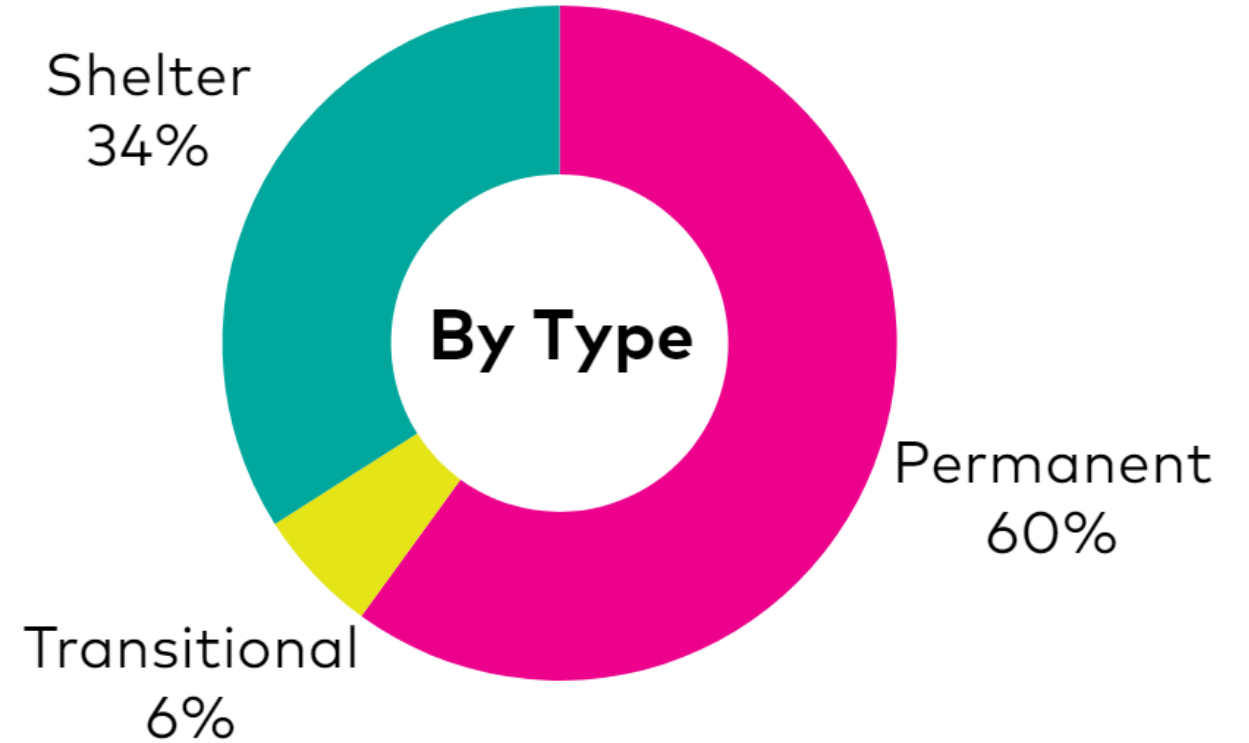
2023 Impact By the Numbers



90 FTE
CHWs directly supporting individuals experiencing homelessness



775
Total Housing/Shelter Placements

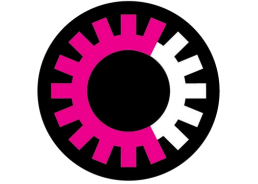


CalAIM Current Caseload:
1,233
Comprising both Enhanced Care Management (ECM) and Community Support (CS) services within all managed care plans in Sacramento



2,211
CalAIM referrals to enrollment (Sourced internally from all programs within Community HealthWorks)

Collaborative Approach



Community
HealthWorks

Preventative and Supportive Services

- *While we are not a crisis response organization, we play a crucial role in addressing community needs*
- *Explore collaboration opportunities to contribute to overall solutions*

Data Coordination Request

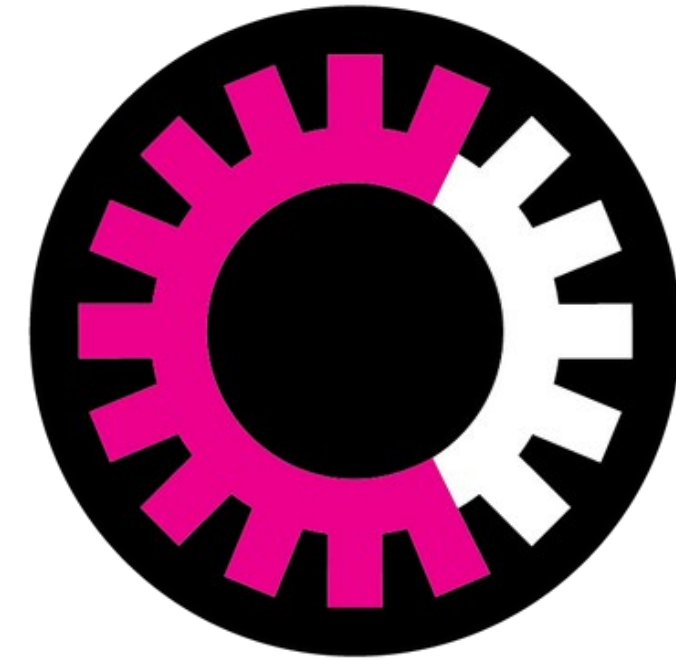
- *Coordinate data collection, analysis, and sharing efforts to enhance understanding and address community challenges effectively*

Kyle Stefano, LCSW

VP of Clinical Services

kstefano@cohewo.org

CoHeWo.org



**Community
HealthWorks**

