

The cover features a dark teal background with large, overlapping geometric shapes in white, light grey, and a muted green. A photograph of two people's hands clasped together on a wooden surface is positioned on the right side. The text is centered within a white circular area on the left.

Better Health Partnership
Pathways Community HUB
2022 Report

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A Message From the President and CEO

Celebrating Community Health Workers Across Ohio!

Organizations that employ, train and support Community Health Workers (CHWs) across the state of Ohio celebrated Community Health Worker Day on June 6th with over one hundred CHWs enjoying recognition lunches, the reading of proclamations, and self-care activities. In Cuyahoga County, Better Health Partnership, Cuyahoga Community College, and Cleveland State University School of Nursing hosted a luncheon where Cuyahoga County Executive Armond Budish officially declared June 6th Community Health Worker Day.

Community Health Workers are at the heart of the Pathways Community HUB model that has been growing across the state of Ohio and beyond. Locally, the Better Health Pathways HUB launched in March 2020, with support from the Ohio Commission on Minority Health and local philanthropy. The newly formed Ohio CHW Mentoring Group provides training for HUB CHWs to become formal Mentors for other CHWs to help them secure and retain long-term gainful employment and to serve as trusted colleagues who listen, support, and encourage them when needed.

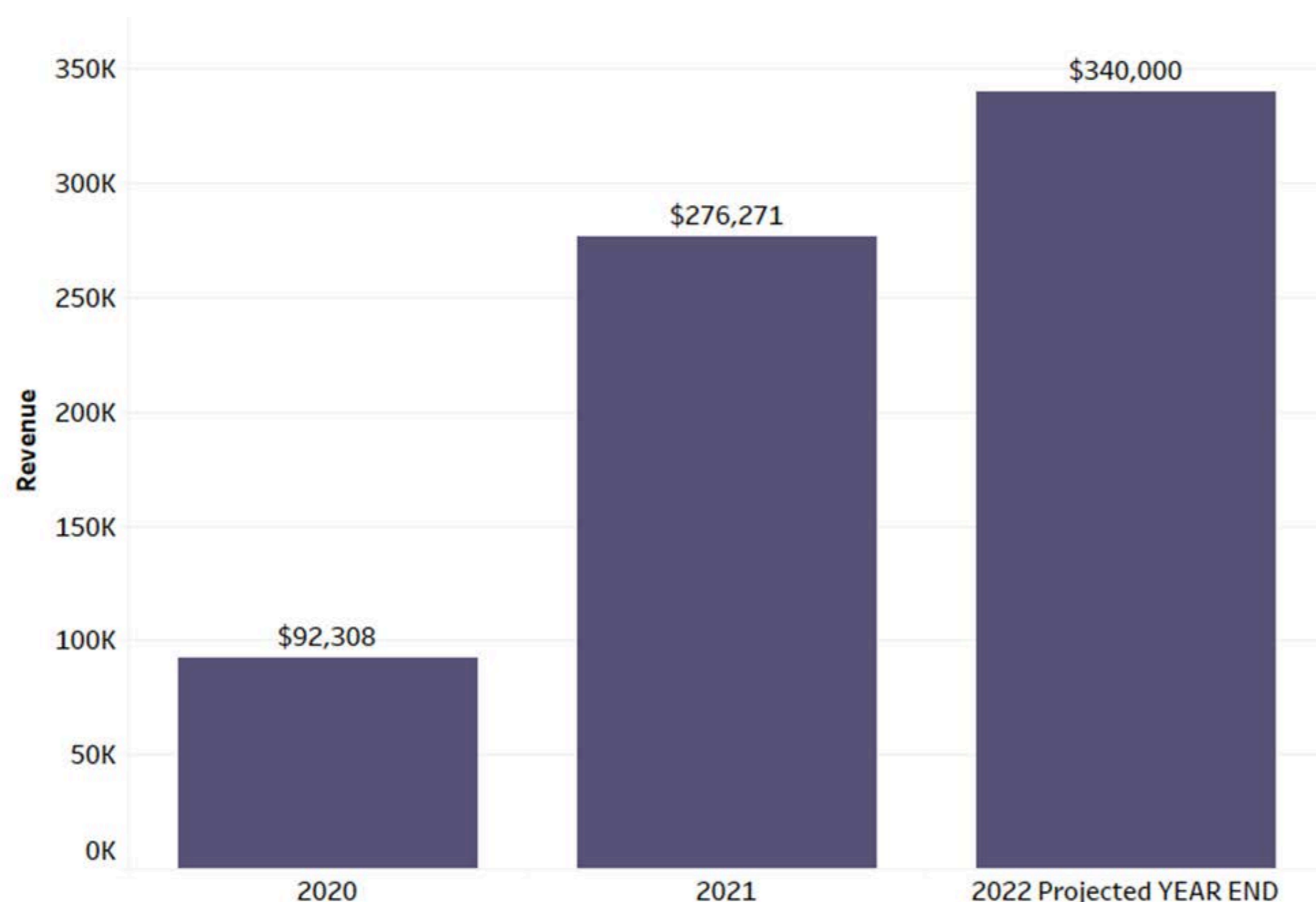
CHWs are highly dedicated to their profession and clients and deserve to be celebrated for making a difference for our community's most vulnerable residents - every day. Thank you to all Community Health Workers for all that you do!

Warm Regards,
Rita Navarro-Horwitz



Better Health Pathways HUB Community Care Agencies

Projected 2022 Agency MCO Reimbursement for CHW Services



Community care agencies include a diverse group of organizations including grassroots, community-based non-profits, federally qualified health centers and large health systems that contract with the Pathways HUB.

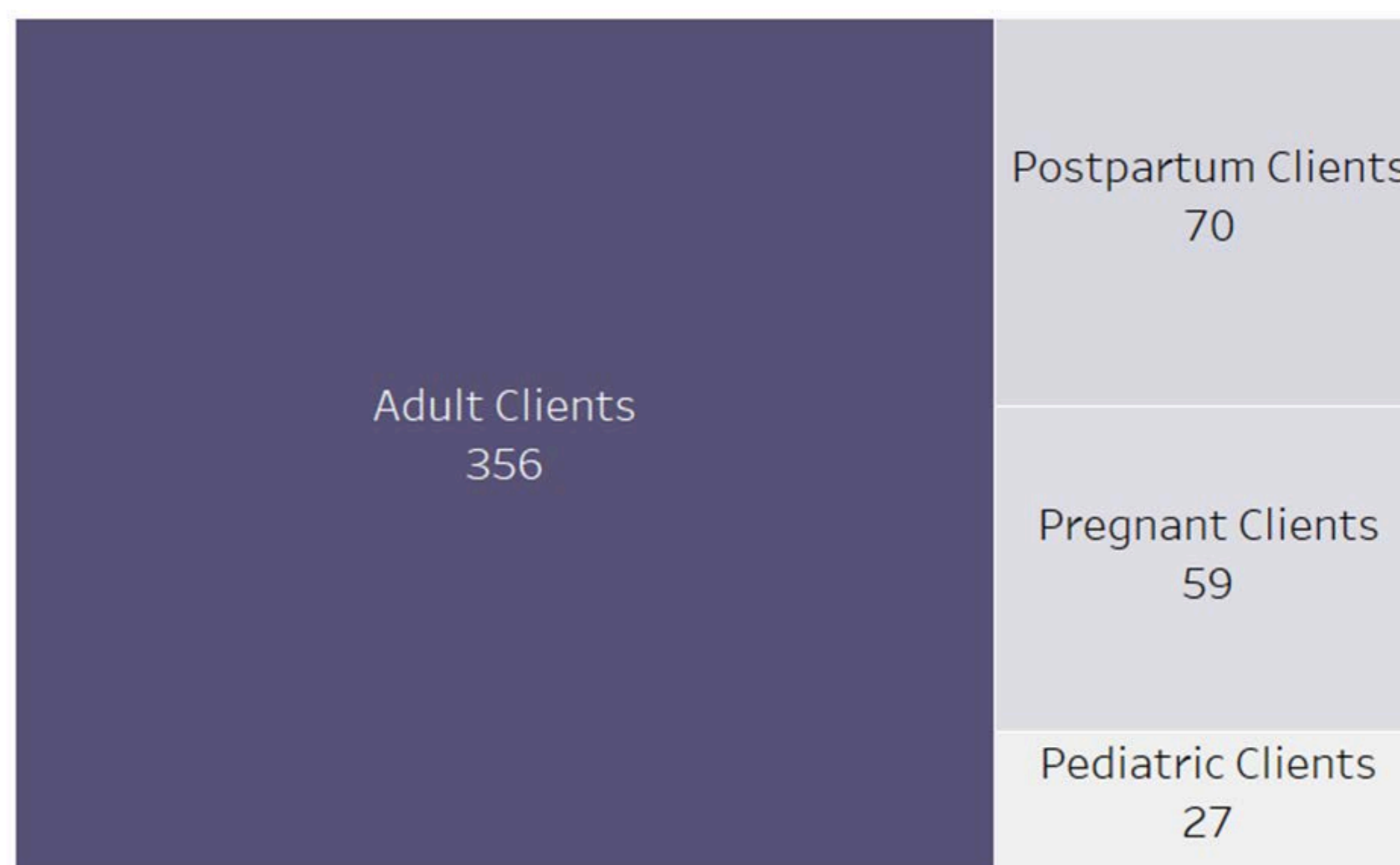
These agencies address the needs of children and adults experiencing behavioral health concerns, chronic medical conditions, homelessness, pregnancy, high-health care utilization, and community residents living in low-income neighborhoods.

The HUB contracts with Medicaid Managed Care Organizations to bring sustainable revenue to the agencies providing CHW services.

Community Care Agencies

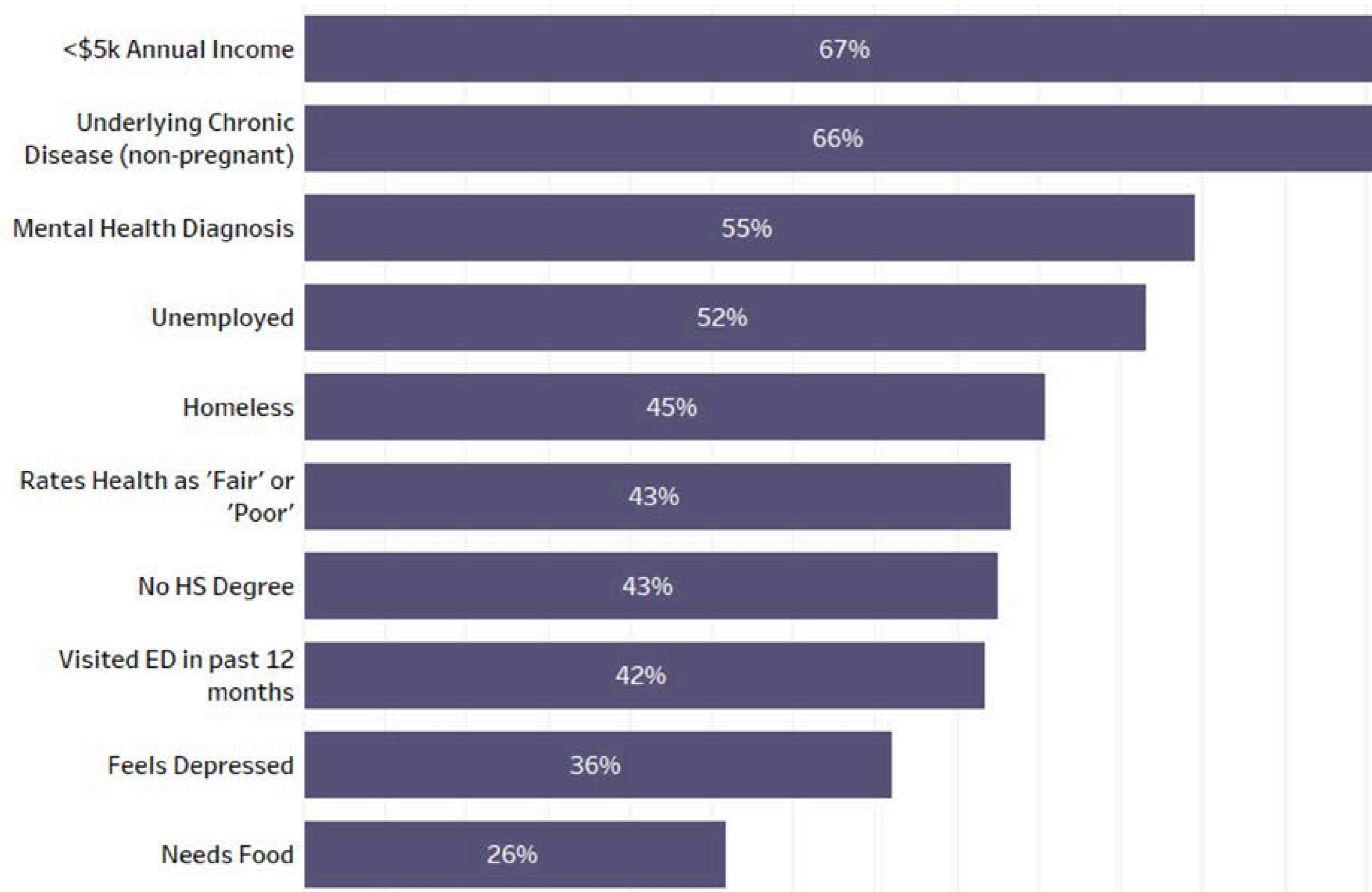
- Beech Brook
- Care Alliance Health Center
- Carmella Rose Health Foundation
- Cleveland Clinic Foundation
- Cuyahoga Community College
- Mary and Joseph's Home
- Neighborhood Leadership Institute
- Pregnant with Possibilities Resource Center
- The Centers
- The Community Builders Inc
- The MetroHealth System
- United Way of Greater Cleveland
- University Hospitals Health System
- Village of Healing

Enrolled Clients by Type Q1 - Q3 2022



HUB Client Risk Factors

Percent of Enrolled Adults by Identified Risk Factors



Client risk factors (Pathways) are identified through initial assessments that CHWs complete once a client is enrolled in the HUB.

Unemployment continues to be the leading risk factor, followed by chronic disease, low-income and mental health diagnosis.



Community Health Worker, Ginny Pate assists homeless clients with multiple needs.

CHW Helps Connect Homeless Client to Resources

The client pictured to the left was homeless when he was connected to community care agency Carmella Rose Health Foundation and Community Health Worker, Ginny Pate. Unaware of the different resources available to him, he was suffering from medical challenges that caused his eyesight to be severely diminished.

Ginny took him under her wing and assisted in connecting him with the medical community by scheduling doctor consultations, arranging transportation, and helping him get a phone.

Ginny also helped him to receive a necessary eye surgery and arranged respite care after his surgery and the client later obtained keys to his new home in December 2021!

Pathways by the Numbers

Helping people gain consistent and long-term access to medical care, social services, and learning opportunities through evidence-based pathways.

AVAILABLE PATHWAYS

- Adult education
- Behavioral health connections
- Developmental referral
- Developmental screening
- Education
- Employment
- Family planning
- Health insurance
- Healthy pregnancy
- Tobacco cessation
- Housing
- Immunization screening
- Immunization referral
- Lead exposure screening
- Medical home connection
- Medical needs referral
- Medication assessment
- Medication management
- Post-pregnancy care
- Social service connections

Percent of Pathways Successfully Completed

	Pathways Closed ★	% Successfully Completed
Tobacco Cessation	4	100%
Medication Management	14	100%
Immunization Screening	1	100%
Immunization Referral	2	100%
Developmental Referral	1	100%
Education	730	99%
Medication Assessment	28	96%
Health Insurance	61	92%
Postpartum	48	88%
Social Service Referral	1,262	84%
Lead	17	82%
Medical Home	96	76%
Medical Referral	617	74%
Employment	5	60%
Pregnancy	69	59%
Adult Learning	4	50%
Behavioral Health	21	48%
Housing	9	44%
Family Planning	0	

Evidence-based pathways are used to navigate the social, medical, and educational needs of clients enrolled in the HUB and a client can have more than one pathway opened at any given time.

Social service and medical referral, along with education are the most frequently utilized pathways. A common data system is used by all CHWs to document and report pathway progress with enrolled clients.

Pathways by the Numbers

Percent of Social Service Referrals Successfully Completed

	Referrals Closed ✦	% Successfully Completed ✦
COVID Testing	3	100%
Job/Employment Assistance	19	100%
Medical/Medication Assistance	26	100%
Insurance Assistance	161	99%
Financial Assistance	54	98%
Food Benefits/Assistance	267	98%
Food Pantry/Food Bank	45	98%
Transportation Assistance	132	98%
Cellular/Internet Connectivity	123	98%
Housing Assistance	71	97%
Pregnancy/Parenting Resources	32	97%
Furniture	31	97%
Utilities Assistance	68	94%
Baby Items	83	93%
Education Assistance	13	92%
Misc.	116	92%
Legal Assistance	50	92%
Clothing Assistance	50	88%

Social service referrals are used for needs/ risk factors that fall within the social determinants of health such as food, clothing, shelter, transportation, etc.

The need for food assistance is the most frequent referral for HUB clients (267 referrals) and has a successful completion rate of 98%.

The second most frequent referral is for insurance assistance which had 161 referrals with a 99% successful completion rate.

Housing assistance, which can be challenging, had 71 referrals with a 97% completion rate!

From 1/1/2022, to 9/30/2022, there were 61 births to pregnant clients in the HUB and 82% of these babies had a healthy birth weight! The pregnant clients served live in Cuyahoga County which has an exceedingly high infant mortality rate - especially with African American babies due to premature birth.

This chart also represents the rate at which HUB pregnancy-related clients received lead and safe sleep education.

There were 76 deliveries in 2021, and 23 deliveries in 2020 with 82% and 78% healthy birth weight outcomes respectively.

Education & Birth Outcomes 2020-2022

Lead Safety Education & Screening Completed	4%	42%	39%
Safe Sleep Education Completed	48%	55%	54%
Full Term (Singleton Only)	83%	82%	80%
Normal Birth Weight (Singleton Only)	78%	82%	82%
	2020	2021	2022

Success Stories and Community Events

HUB CHW Helps Client Gain Access to Needed Medication

On a recent Friday morning, a client reached out in distress to Michaela, a community health worker (CHW) at The Centers- an agency of the Better Health Pathways HUB. The client had been unable to take her daily medication for several days and was concerned about her condition and how she would function without it. The client's medication was mailed to the client by the pharmacy, but it never arrived.

Michaela first reached out to the post office but was informed that they couldn't help. She then contacted the pharmacy and was initially told there was nothing that could be done because the client's insurance would not be willing to cover the medication prior to the time the next refill would be available.

Michaela finally successfully advocated for the pharmacy to submit a one-time lost medication override to the insurance company and Michaela picked up the medication from the pharmacy and delivered it to the client. No more worries or potentially compromised health for her client!

HUB CHW Helps Family Obtain Housing and Healthy Baby Arrives

Christine, a United Way CHW, began working with a client and her family in January 2022. At that time the Better Health Pathways HUB client was pregnant and considering moving her family to a homeless shelter due to unsafe and deplorable conditions in their home. Most rooms in the house had peeling paint, the appliances were in poor repair, and the roof leaked when it rained.

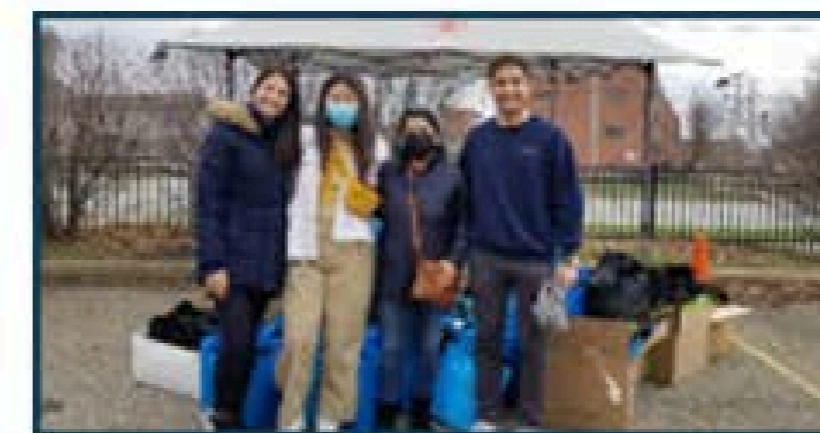
In addition to contending with these disrepair concerns, the client and her children had been without lights and gas for two weeks despite the landlord having received checks from the agency supplying their housing voucher to pay the gas and electric bills. The client had tried to proactively address her numerous housing issues over the past four months by sending several written repair requests to her landlord and the agency supplying the voucher without success.

Christine began working with the client to address the various housing concerns. Shortly thereafter, the client received a letter notifying her that she qualified for an emergency move and her family moved into their new home the following month. With continued support from Christine, she obtained furniture, food, and clothing for the children. In April, the client gave birth to a healthy baby!

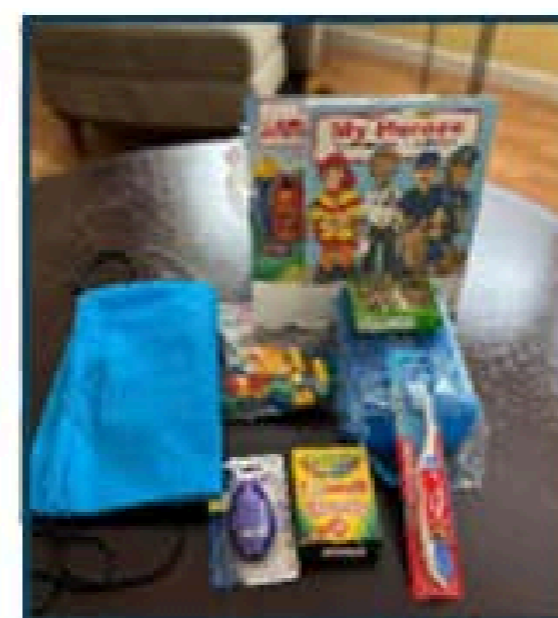


Success Stories and Community Events

Investing in the Well-Being of our Community & Families



Central Neighborhood Community Baby Shower



The Better Health Pathways HUB team, in partnership with Case Western Reserve University Collaborative Practice I students, and several community care agencies, braved the elements on March 19, 2022 to supply needed items to new and expectant parents in the Central Neighborhood. Held in the parking lot of the [Friendly Inn Settlement](#), this event provided breastfeeding covers, sleep sacks, onesies, thermometers, diapers, toys, and books for older children living in the home.

Community Health Workers educated participants on the benefits of working with a CHW throughout their pregnancy to help ensure healthy outcomes for both the pregnant person and their baby, as well as the importance of getting the COVID-19 vaccine. Vaccines were offered on-site, along with 100 gift cards for first time recipients.

Participants also had the opportunity to meet author [Evelyn Phoenix](#), who gave away free, signed copies of [Momma Phoenix Nursery Rhyme](#) and the option to participate in a raffle to win a car seat, Pack 'n Plays and a stroller. Five lucky winners benefited from these prizes.

This event was made possible through generous contributions from [CareSource](#), [Buckeye Health Plan](#), [Molina Healthcare](#), [Paramount Advantage](#), [UnitedHealthcare](#), [Case Western Reserve University Graduate Student Association](#), [Help Me Grow](#), and [Discount Drug Mart](#).

Projects and Collaborations

Community Health Workers in the Better Health Pathways HUB worked on various projects in 2022 (described below), with many partners and stakeholders to help address social determinant of health needs with specific at-risk populations living in Cuyahoga County.

THE **COMMUNITY BUILDERS**



With support from the [George GUND Foundation](#), the Better Health Pathways HUB team is proud to support the [Woodhill CHOICE](#) neighborhood and people transformation efforts by establishing CHW services through The Community Builders Inc., which is a new care coordination agency of the HUB.

This initiative not only creates equitable access to care and resources for Woodhill residents, but also provides an employment pathway for residents interested in becoming a certified CHW.

The HUB team is very excited about this ground-breaking application of the HUB model to help uplift the health and quality of life for residents of the Woodhill community.

The Better Health Pathways HUB has been working in collaboration with [MetroHealth](#) providers on a pilot project for the Ohio Coverdell Stroke Grant. This project connects post-acute stroke patients with a [United Way of Greater Cleveland CHW](#) to help them navigate the medical system and address medical and social needs.

The CHW also provides education about the type of stroke the patient had, including individual modifiable risk factors for stroke. Special training has been provided to CHWs related to stroke-related conditions and risk factors.

Goals include helping post-stroke patients avoid future stroke incidents and to maximize their recovery to remain out of the hospital and gain as much independence as possible.

Another goal is to help share the successes and learnings from this pilot project with other hospitals with Coverdell grants and other Pathways HUBs across the State of Ohio.



Projects and Collaborations



Better Health Partnership, Case Western Reserve University (CWRU), First Year Cleveland and the Greater Cleveland Food Bank have partnered to provide a single point of service delivery to food insecure pregnant individuals through Community Health Workers. This study, Nourishing Beginnings, is evaluating two models of food support, with the goal of creating and evaluating a sustainable and effective intervention that positively impacts health and birth outcomes. Made possible with generous funding from the Bruening Foundation, Vitamix Foundation, and the CWRU Clinical and Translational Science Collaborative, this study will follow 124 pregnant people through six months post-partum over the next two years.

To determine the most effective and impactful way to deliver nutrition, participants are being assigned into one of two groups. One group receives boxed food from the Greater Cleveland Food Bank every other week to make nutritious meals at home. These foods are unprocessed, highly nutritious, and customized to fit the pregnant person's needs. The second group receives cash that can be used for groceries every other week. Participants will also receive navigation to health food retail and access to nutrition resources as well as training and support from community health workers. All participants receive assistance with needed kitchen items as well as access to easy-to-understand recipes and nutrition information for during and after pregnancy.

The project first started serving clients in July 2022. To date, seven clients have been enrolled in the study and three community health workers have received training on the study protocol. Recently, Christine Lattimore, a [United Way of Greater Cleveland](#) navigator social worker in the Better Health Pathways HUB, and Alissa Glenn, Director of Community Health at the Greater Cleveland Foodbank, were interviewed by News Channel 5 about the Nourishing Beginnings study.



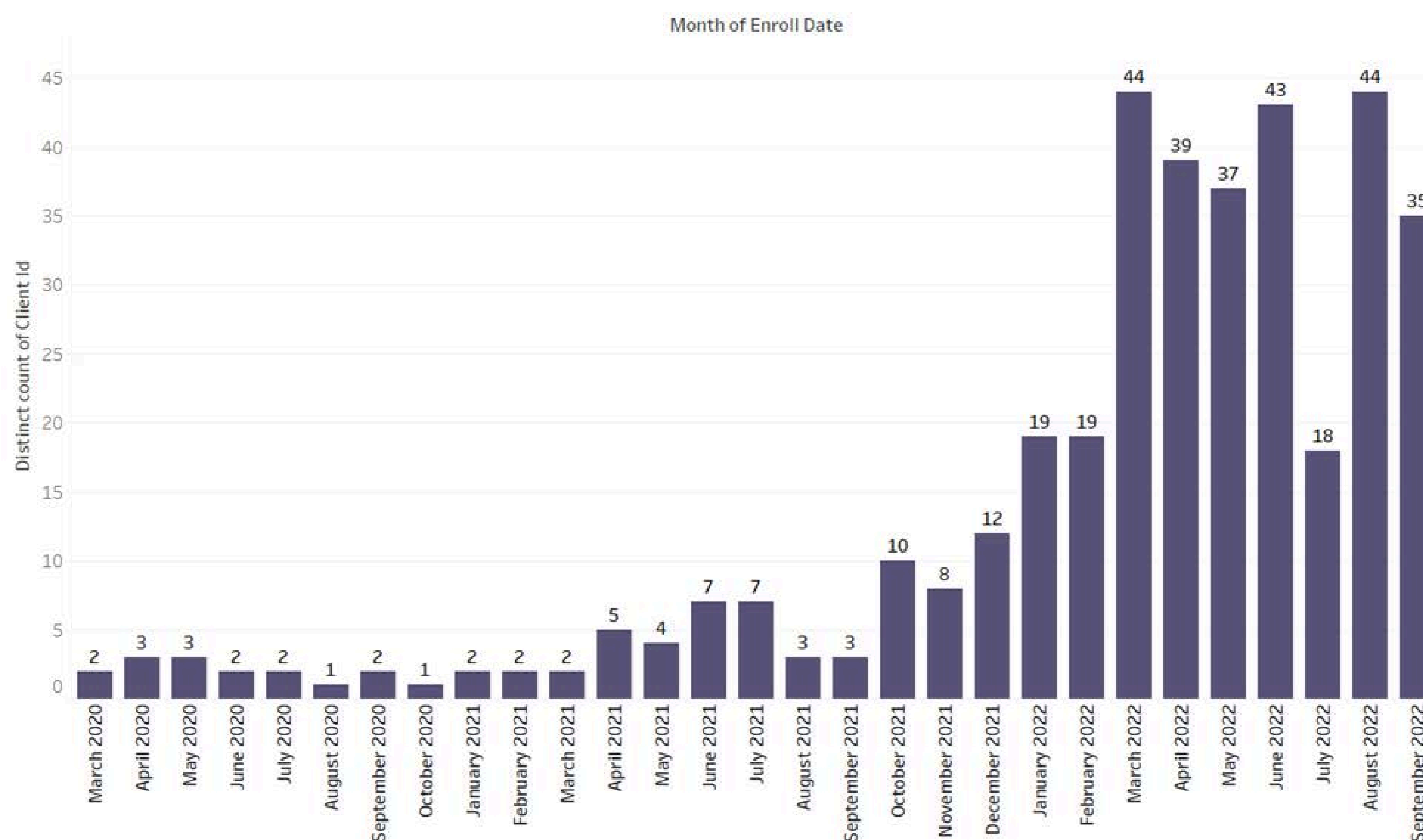
ACHIEVE GreatER is an NIH funded grant initiative that includes the Better Health Pathways HUB in partnership with [University Hospitals](#), [Case Western Reserve University](#), [Cleveland Metropolitan Housing Authority](#) and [Wayne State University](#). The goal of ACHIEVE GreatER is to reduce cardiovascular complications and hospitalizations for Black patients living in public housing, and who are at risk of heart disease by improving blood pressure, lipid, and glucose targets. CHWs will provide services to clients in public housing locations and will coordinate care with clinical providers and other community resources to help meet the client's health and social needs.

Projects and Collaborations

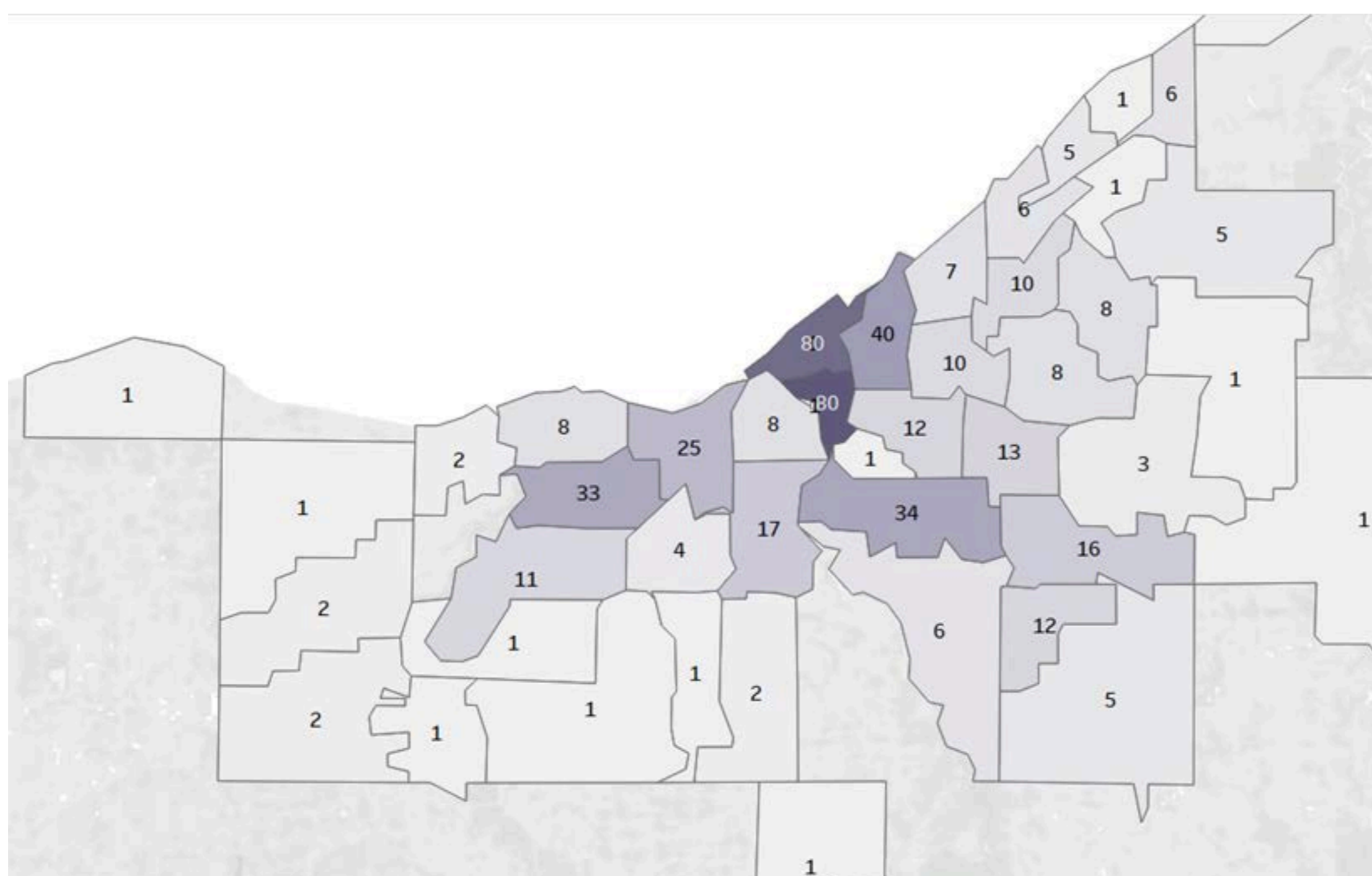
CDC COVID-19 Resilience Grant

As COVID-19 vaccines have become more readily available, one key goal of the HUB is to assess and ensure vaccination status is obtained for new and existing HUB clients. CHWs complete a vaccine outreach tool to assess vaccination status and then provide information to clients about how and where to obtain a vaccine if needed. This grant is funded by CDC, and led by the Ohio Department of Health and Health Impact Ohio in collaboration with all Pathways HUBs in Ohio.

COVID-19 Screening Tools completed



Covid-19 Screening Tools by Zip Code



Better Health Pathways HUB Community Advisory Board

The Better Health Pathways HUB Community Advisory Board helps guide direction, strategies, and quality improvement activities of the HUB in alignment with goals for improving health, reducing disparities, and meeting social, educational, and economic needs of Cuyahoga County's most vulnerable residents. We thank the Board for their time, talent and leadership of our Pathways Community HUB mission!

Community Advisory Board Members

Achievement Centers for Children	Cuyahoga County Job and Family Services
Beech Brook	First Year Cleveland
Better Health Partnership	Joseph and Mary's Home
Bright Beginnings	Neighborhood Leadership Institute
Buckeye Health Plan	NEON
CareSource	Ohio Guidestone
Carmella Rose Health Foundation	Pregnant with Possibilities Resource
Case Western Reserve University CHN	Center Saint Luke's Foundation of
Housing Partners	Cleveland Sisters of Charity Health System
Cleveland Clinic Health System	The Center for Community Solutions
Cleveland Department of Public Health	The Centers
Cleveland Foundation Cleveland	The George Gund Foundation
Cleveland State University	The MetroHealth System UnitedHealthcare
Cuyahoga Community College	



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Ohio Commission
on Minority Health



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Scan the QR code to go to the website for more info.