



*growing healthier communities*

2023

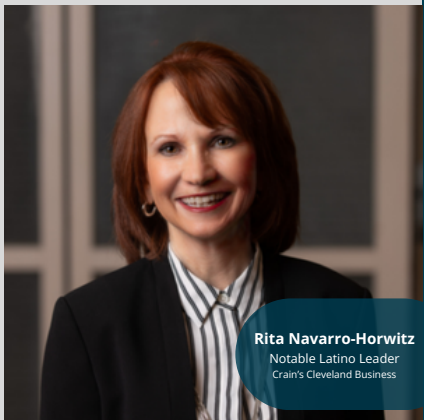
PROGRESS  
REPORT

# MESSAGE FROM OUR PRESIDENT & CEO

Better Health Partnership, the Northeast Ohio regional health improvement collaborative, prides itself on identifying and implementing best practices across organizations to achieve positive, sustainable change in health and health equity. We partner with health systems, social care coordination agencies (CCAs), public health departments, payers, and others to achieve improved outcomes for adults and children with chronic disease, behavioral health, and social needs.

In February 2020, with support from the Ohio Commission on Minority Health (OCMH) and local philanthropy, Better Health launched a Pathways Community HUB (PCH). This evidence-based best practice model provides a reimbursable, sustainable care coordination infrastructure in Cuyahoga County to help its most vulnerable residents. Our CCAs, and the community health workers (CHWs) they employ, have helped connect **more than 2,400** individuals to necessary care and resources for needs related to food access, stable housing, utility maintenance, transportation to medical appointments and more.

Recently, the state of Ohio's 2024-2025 biennial budget included a provision that created and funded the Ohio Center for Community Health Worker Excellence. This funding will enhance and strengthen the CHW workforce, which continues to be in high demand, and appropriated \$2.5 million each year of the biennium. In addition, our partners helped secure a \$3 million Health Resources and Services Administration (HRSA) grant to support CHWs pursuing certification from the Ohio Board of Nursing and to build capacity in Northeast Ohio. We could not be prouder of our CHWs who bring knowledge and skills, as well as their full hearts to work every day – impacting thousands of lives across the region!



Rita Navarro-Horwitz  
Notable Latino Leader  
Crain's Cleveland Business

*Our care coordination agencies, and the community health workers they employ, have connected MORE THAN 2,400 individuals in Cuyahoga County to necessary care and resources for needs related to food access, stable housing, utility maintenance, transportation to medical appointments and more.*

# CONTENTS



The Better Health Pathways HUB is a service of



- 4** Impact by the Numbers
- 9** Building CHW Capacity
- 11** Success Stories & Community Events
- 13** Project Spotlights
- 15** Pathways HUB Team
- 16** Better Health Partnership Collaborative



# BETTER HEALTH PATHWAYS HUB IMPACT BY THE NUMBERS\*

**14**

**Care Coordination  
Agency Partners**

**Clients Served  
(Enrolled)**

**2,400+**

**85%**

**Healthy Birthweight  
Babies Delivered**

**Total Needs Met  
(Pathways Closed)**

**13,000+**

**4,567**

**Social Service  
Needs Met**

**Managed Care  
Reimbursements Paid  
to Agency Partners**

**\$880K+**

\*February 2020 - September 2023



# CARE COORDINATION AGENCY PARTNERS

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

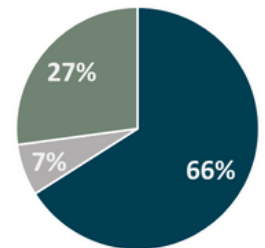
## Zip Codes Served

### Top 5

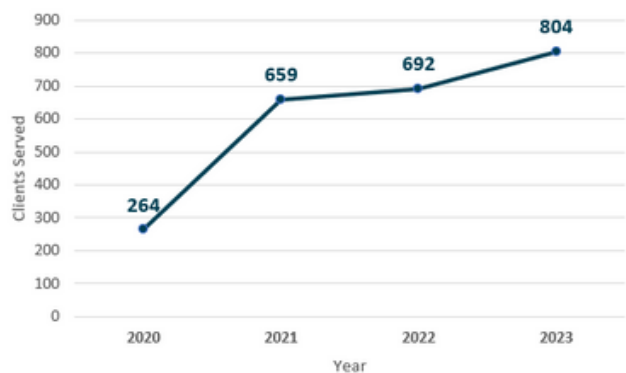
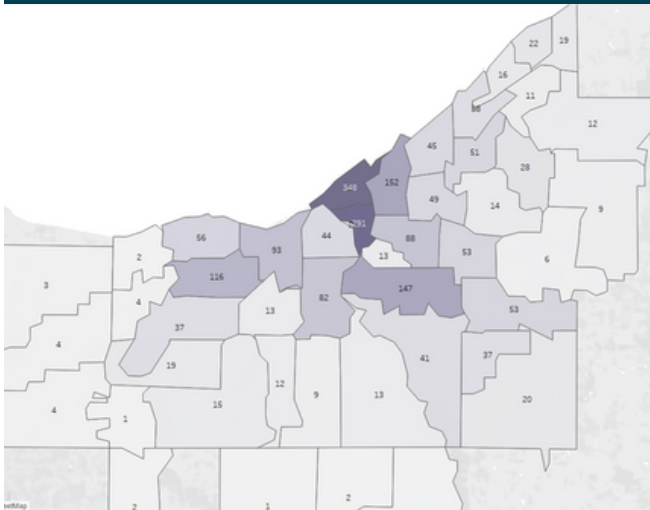
44114, 44115, 44103  
44105, 44111

## Client Served

(Enrolled)  
by Type & Year



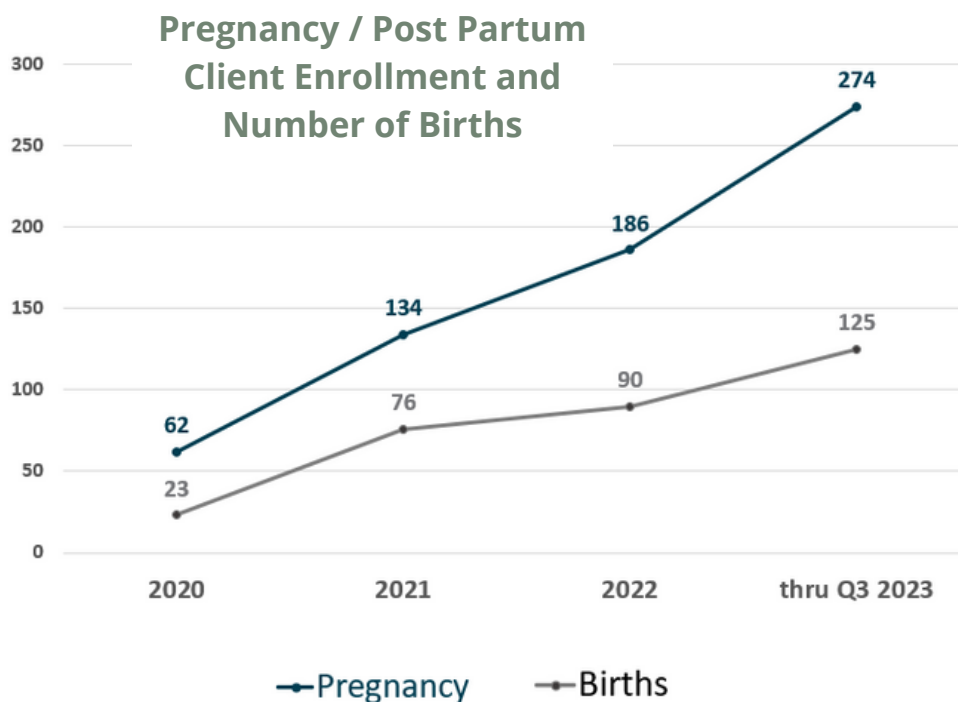
■ Adult ■ Pediatric ■ Postpartum & Pregnant



# Improving Birth Outcomes: Maternal / Infant Health

## CHW Helps HUB Refugee Client Plan for Birth

Aleatha, Beech Brook's CHW and Health and Wellness Coordinator worked with a pregnant client shortly before the birth of her baby. The client, a refugee and full-time nursing student, needed to secure a car seat and develop a plan for childcare in case her mother's visa wasn't approved before the baby arrived. Aleatha offered emotional support, connected her to Starting Point to identify potential childcare providers, and secured a car seat. Despite running into many barriers, Aleatha's persistence and knowledge of community resources paid off. She has continued to work with the family to resolve issues arising from language barriers, navigate insurance plans, access food assistance and receive utilities support. Today, the client is still actively pursuing her nursing degree and the family has achieved stability!



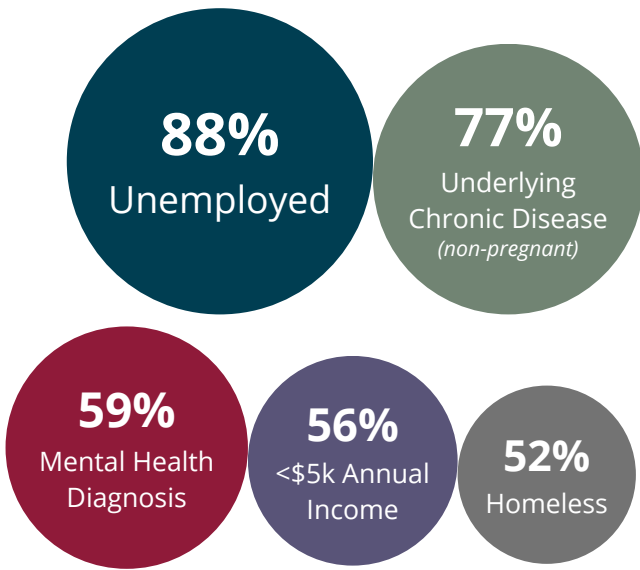
Pregnant client enrollment has increased

**4 consecutive years**

**85%**

of HUB client babies were born with a healthy birthweight!

# Adult Client Top Risk Factors



# Client Needs Met

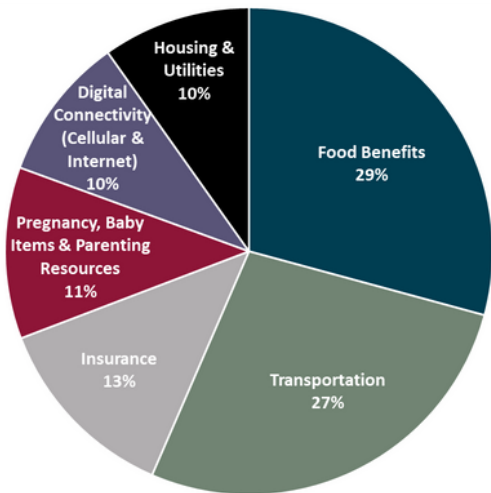
Top Pathways Closed

1. Social Service Referral
2. Education
3. Medical Referral
4. Medical Home
5. Pregnancy

In 2023, the HUB continued to improve its capacity to serve the community and welcomed the Greater Cleveland Food Bank as a new care coordination agency.

## Client Social Service

Top Needs Met



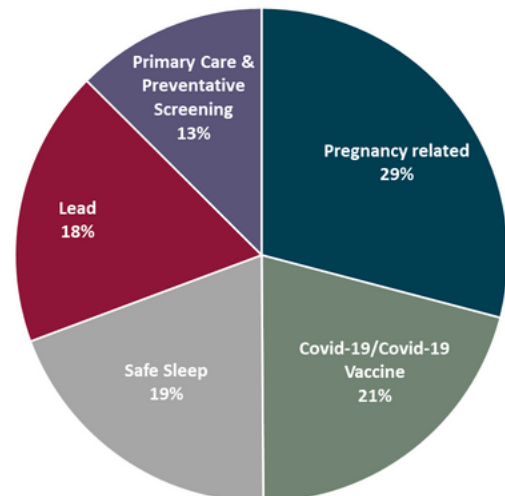
**56%** of the top social service needs met addressed Food Benefits and Transportation.

CHWs have completed 3,228 Education Pathways on more than 30 topics.

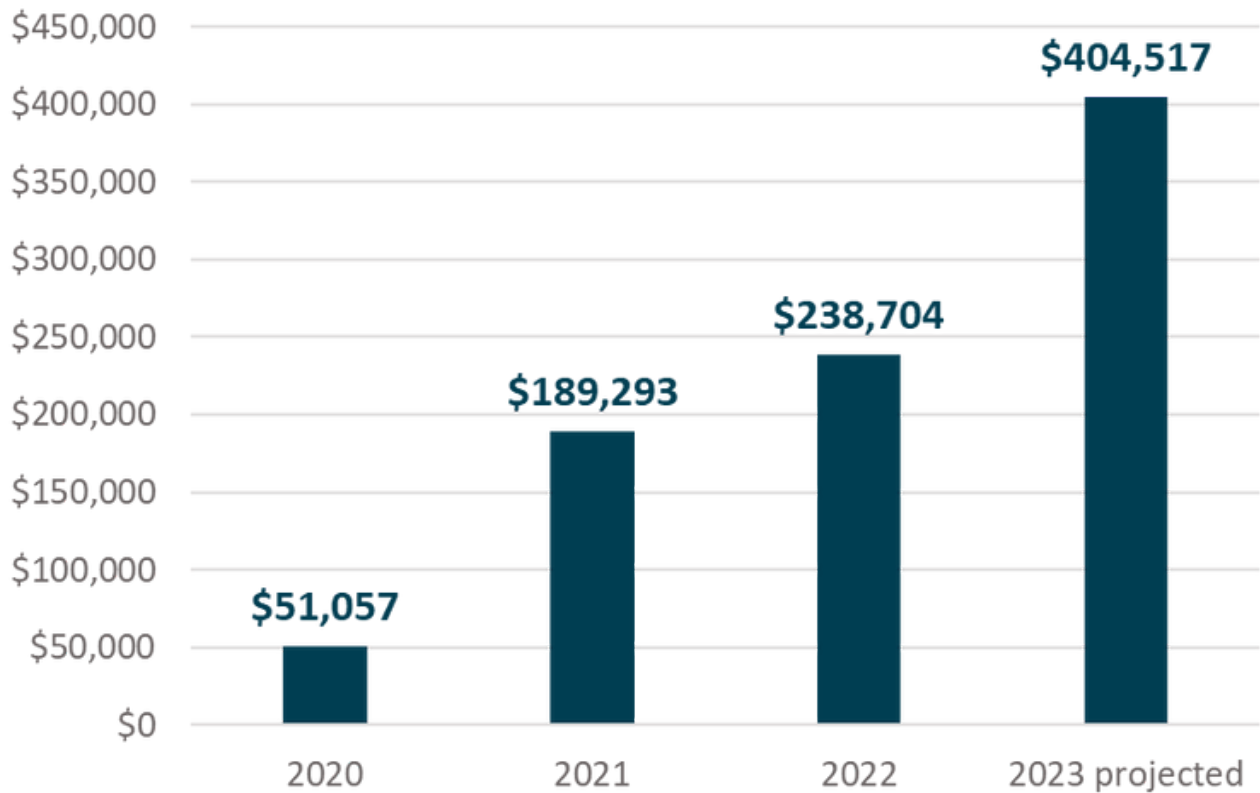
Four of the top topics support pregnant clients and represent 31% of all Education Pathways completed.

## Client Education

Top Needs Met



# Medicaid Managed Care Reimbursements Paid to Agency Partners



Managed care organization (MCO) reimbursements to our agency partners helps them grow their capacity to serve the community and is sustainable revenue for outcomes achieved by CHWs with their clients.

Year-over-year growth in reimbursements returned to care coordination agencies has increased from \$51,000 (2020) to a projection of more than \$404,000 (2023); including a **70%** increase from 2022 to 2023.



# BUILDING CHW CAPACITY

Community health workers (CHWs) are the heart of the HUB model and the reason for its success. Without CHWs, the model cannot deliver results.

In addition to the Better Health Pathways HUB team convening monthly meetings for its 40+ CHW network, we are a key partner with MetroHealth and others, participating in and contributing to a new Community Health Worker Capacity Building Collaborative. This Collaborative aims to increase the number of front-line CHW public health professionals - the link between health and social services providers in Northeast Ohio.

This 3-year project, supported with nearly \$3 million in federal Health Resources and Services Administration (HRSA) funding, is part of a nationwide effort to build the pipeline of CHWs to increase access to care, improve public health emergency response and address the public health needs of underserved communities.

The Pathways HUB team will also play an active role in the Ohio Center for CHW Excellence, along with 11 other Ohio HUBs, sharing and learning how to apply best practices.

## Marketing CHW Career Opportunities

In 2023, the HUB marketing and communications team began promoting agency CHW job openings by sharing opportunities on Better Health Partnership and Pathways HUB social media platforms. In addition, *The Land*, a local, nonprofit publication, attended the 2023 CHW Day event and wrote an article that shared insights about the CHW role, job responsibilities and requirements.



## BHP Collaborative Champion Recognized



**Marquita Rockamore**, Director, Health Industry Solutions in the Manufacturing Technology Center at Tri-C, Corporate College, was recognized as a Better Health Partnership Collaborative Champion for going above and beyond to support CHWs and the advancement of the Better Health Pathways HUB!

Exceptional contributions include:

- Spearheaded the first annual CHW National Recognition Day in 2022
- Established Tri-C as a care coordination agency to assist students with social needs and improve academic achievement
- Serves on the Better Health Pathways HUB Community Advisory Board
- Co-leads the NEO CHW Capacity Building Collaborative Advisory Board

## Child Abuse and Neglect Training



The Pathways HUB team invited CHWs to attend the 2023 Better Health Partnership Learning Collaborative to learn about mental health and participate in a special session delivered by Illinois C. Wilson III, MPA, Supervisor, Cuyahoga County Division of Children and Family Services, focused on child abuse and neglect. CHWs developed skills to keep children safe from child abuse and neglect by learning about the role and responsibilities of the Cuyahoga County Division of Children and Family Services, how to make and track referrals, statute requirements, and the importance of developing a working relationship or partnership with clients.



## Motivational Interviewing

The HUB team organized a session for CHWs on motivational interviewing. Led by Louis Guardiola Jr., M.S.W., this training enhanced CHW skills for engaging in meaningful conversations and developing better client relationships to lead, ultimately, to better outcomes. CHWs learned strategies for building rapport and understanding client motivations, while fostering a non-judgmental and supportive environment.



Here's what CHWs had to say about the session...

"IT WILL HELP ME TO HAVE BETTER INTERACTIONS AND TO BETTER COMMUNICATE THE NEEDS OF THE CLIENTS."

"IT WILL ALLOW ME TO COMMUNICATE MORE EFFECTIVELY WITH MY PATIENTS."



*A client called me, and he said..  
 "Every time I call, I need your  
 help. But not this time. This call  
 is just to say hello and see how  
 you are doing." Needless to say,  
 he made my day.*

**Janice**

CHW, Carmella Rose Health Foundation



A CHW with The Centers connected a client with EDEN, an organization that helps people face the challenges of housing insecurities and homelessness. This enabled her to receive rental assistance vouchers, and one year later, she secured an apartment. Together, the client and the CHW continue to work together to obtain necessary household items that enable her to make the apartment feel like home!

**Alexis**

CHW, The Centers

More than 80% of clients surveyed in Q4 '22 said they were very or mostly satisfied with their CHW and they would recommend them to someone else.



*"I'm grateful for the opportunity to have directly helped one of our Pathways HUB clients during their time of need. I'm particularly grateful for Julia Hirst from the Greater Cleveland Food Bank. She is extremely knowledgeable and worked tirelessly over the holidays to make sure a family had food and shelter. It was a true team effort."*

**Jonathan**

Director, Population Health & Care Management  
 Better Health Partnership



# CHW DAY CELEBRATION



## Free training to become a community health worker is available. Here's what CHWs do, what it pays, and how to become one

BY MANDY KRAYNAK • HEALTH • JUNE 15, 2023

The Land



### “Be the Change”

To honor Community Health Worker Day, Better Health Partnership, Cleveland State University (CSU) and Cuyahoga Community College hosted a celebratory event on Tuesday, June 6 at CSU’s Student Center. More than 150 CHWs, vendors, and other representatives attended the event to recognize and appreciate the valuable role CHWs perform working one-on-one with people in underserved communities to help them navigate the healthcare system, social service sector, and connect with available resources.

Several speakers and a passionate, inspiring panel of CHWs shared their path to becoming a CHW and remarkable stories of client lives they've impacted. The panel included representatives from Birthing Beautiful Communities, Carmella Rose Health Foundation, the Cleveland Department of Public Health, the MetroHealth System, and Spry Senior. More than 20 social service agencies and MCOs provided an opportunity for individuals to network and learn about the many services they offer to support the work and professional development of CHWs.



# PROJECT SPOTLIGHT



Supporting pregnant people by connecting them to fresh, nutritious food, during pregnancy and postpartum.

A study to understand the impact of connecting pregnant people to fresh, nutritious food during their pregnancy and postpartum. Currently only available to Better Health Pathways HUB participants (Medicaid eligible). A few noteworthy accomplishments:

- *742 boxes of food have been delivered to 21 pregnant clients*
- *\$5,010 in cash assistance has been provided to 20 pregnant clients to purchase their own food*
- *22 babies have been born since the study started*

In partnership with:  
Case Western Reserve University  
Greater Cleveland Food Bank  
First Year Cleveland

*This research study is made possible with generous funding from the Bruening Foundation, CareSource, the Robert Wood Johnson Foundation and Vitamix Foundation. The research is further supported by the CWRU Clinical and Translational Science Collaborative (CTSC) of Cleveland which is funded by the National Institutes of Health (NIH), National Center for Advancing Translational Science (NCATS), Clinical and Translational Science Award (CTSA) grant, UL1TR002548."*

## Client Testimonials

"I WAS WORRIED ABOUT GETTING FOOD SINCE I DON'T HAVE CARE OR RELIABLE TRANSPORTATION. HAVING A BOX OF EVERYTHING DELIVERED TO ME ELIMINATED MY STRESS AND WORRIES."

"IT WAS NICE TO HAVE SOMEBODY TO TALK TO WHO UNDERSTOOD WHAT I WAS GOING THROUGH AND WHAT I WAS EXPERIENCING AT THE TIME."

# Addressing Health Care Gaps



## PROJECT SPOTLIGHT

The HUB team and CareSource have partnered on a well care pilot to improve rates of CareSource members obtaining recommended breast cancer and diabetes screenings. The HUB team evaluates CareSource data to identify members missing one or more screenings and informs CHWs about clients in need of preventive services. The CHW follows the Pathways Community HUB (PCH) model, including the Medical Referral and Education / Learning pathways, to schedule client medical appointments and address barriers to care.



### Breast Cancer Screenings

**2022 Actual:** 47%

**2023 Target:** 55%



### Diabetes A1c Completed

**2022 Actual:** 93%

**2023 Target:** 95%



### Diabetes Eye Exam

**2022 Actual:** 63%

**2023 Target:** 68%



### Diabetes Kidney Function

**2022 Actual:** 43%

**2023 Target:** 45%

# PATHWAYS HUB TEAM



Jonathan Lever, MPH, NRP  
Director, Population Health & Care  
Management



Marie Velez, MPA  
Pathways HUB Supervisor



Rita Navarro-Horwitz  
President & CEO



Ndidi Edeh-Larberg, MPH, RRT  
Director, Research & Evaluation



Matt Rosenblum, SPHR  
HUB Finance & Marketing

Connecting individuals to services they need

**HEALTH . SOCIAL . BEHAVIORAL**

through a network of care coordination agencies and  
supported by community health workers who care about YOU

**Email:** [HUB@betterhealthpartnership.org](mailto:HUB@betterhealthpartnership.org)

<https://www.betterhealthpartnership.org/health-pathways-hub>

# Better Health Partnership Collaborative

## Founders

The MetroHealth System  
 Health Action Council  
 The Center for Community Solutions  
 Robert Wood Johnson Foundation

## Foundations

Ohio Commission on Minority Health (OCMH)  
**The Bruening Foundation\***  
**The George Gund Foundation\***  
**The Cleveland Foundation\***

## Medicaid MCO Partners

AmeriHealth Caritas Ohio  
**Buckeye Health Plan\***  
**CareSource\***  
 Elevance (Anthem)  
**Humana\***  
 Molina Healthcare  
**UnitedHealth Group\***



The Pathways HUB is a service of



www.betterhealthpartnership.org  
 (216) 250 1077



## Community

**Achievement Centers for Children\***  
**Beech Brook\***  
**Bright Beginnings\***  
**Carmella Rose Health Foundation\***  
**Case Western Reserve University\***  
**CHN Housing Partners\***  
 Cleveland Central Promise Neighborhood  
**Cleveland Clinic\***  
**Cleveland Department of Public Health\***  
 Cleveland Metropolitan School District  
**Cleveland State University\***  
**Cuyahoga Community College\***  
 Cuyahoga County Board of Health  
**Cuyahoga County Job and Family Services\***  
**First Year Cleveland\***  
**Greater Cleveland Food Bank\***  
**Institute for H.O.P.E.™ \***  
**Joseph and Mary's Home\***  
 Lead Safe Cleveland Coalition  
 Northeast Ohio Neighborhood Health Services  
 Ohio Association of Community Health Centers  
 Ohio Department of Medicaid  
**Ohio Guidestone\***  
 Old Brooklyn Community Development Corporation  
**Pregnant with Possibilities Resource Center\***  
 Say Yes to Education  
 Signature Health  
 Saint Luke's Foundation  
 Sisters of Charity Health System  
 Summit County Public Health  
 The Center for Community Solutions  
**The Centers\***  
 The Community Builders  
**The MetroHealth System\***  
**UH Rainbow Babies & Children's Hospital\***  
**United Way of Greater Cleveland\***  
**Village of Healing\***  
 Western Reserve Area Agency on Aging

### \*Community Advisory Board Members

## Our Vision

Better Health Partnership, the most trusted health improvement collaborative, achieves exceptional health value and eradicates health disparities in Northeast Ohio.

## Our Mission

We bring health care providers, social services, and other sectors together to share best practices and accelerate data-informed improvements in equitable population and community health.

## Our Thanks

For your support

## Better Health Partnership Board of Directors

### Chair

Jim Weisman  
 CEO, Ingine

### Vice Chair

Loren Anthes, MBA  
 Head, External Affairs YUVO Health

### Treasurer

Anita Cook  
 Ret. Executive Director  
 West Side Catholic Center

### Secretary

Carol Kaschube  
 Better Health Partnership

### President & CEO

Rita Horwitz  
 Better Health Partnership

Vivek Bhalla, MD  
 President  
 Summa Health Medical Group

Nicholas Bernard, MBA  
 Associate Treasurer  
 The MetroHealth System

David Bronson, MD, MACP, FRCP  
 Emeritus Staff, Cleveland Clinic  
 Professor of Medicine, CWRU

Karen Butler, MBA  
 Chief Operating Officer  
 Northeast Ohio Neighborhood Health Services

F. Christopher Esmurdoc, LISW-S  
 Chief, Social Work Service  
 VA Northeast Ohio Healthcare System

Vanessa J. Evans  
 Partner, Bright Side, Inc.

Donald Ford, MD, MBA, FAAFP  
 Chair of Family Medicine  
 The Cleveland Clinic

Lisa M. Gangi, PhD, JD  
 Supervisory Attorney Advisor  
 Office of Medicare Hearings and Appeals

Yvonka Hall, MPA, RA, CTTs, GRMS  
 Executive Director  
 Northeast Ohio Black Health Coalition

Kevin S. Lauterjung  
 Principal  
 Community Energy Advisors, LLC

Shawn Lyden  
 Chief Strategy Officer  
 Akron Children's Hospital

Kelly Ernst Warner, MEd  
 Experience Leader  
 Health Action Council

Ted Wymyslo, MD  
 Ret. Senior Medical Advisor  
 Ohio Association of Community Health Centers