

CONNECTING VULNERABLE ADULTS TO COVERAGE IN BERNALILLO COUNTY AND RURAL NM

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Office for Community Health: Links with 3 CHW Programs



- PATHWAYS (Bernalillo County)
- CARE NM (Statewide)
- FAMILY SUPPORT SERVICES (Hidalgo, Grant Counties)

Pathways to a Healthy Bernalillo County Program



Purpose: to find the community's most disconnected, at-risk residents and connect them with appropriate services to improve their health outcomes.

- Contracts with 13 diverse, community based organizations that designate a Community Health Worker* to serve eligible adults
- CHWs offer care coordination in 26 different pathways, each has a healthy outcome as the final step, payment incentives for completion
- 1,688 adults served since September 2009

Vulnerable adults face challenges



Of 1,200 adults potentially eligible for the Pathways program in FY11 & 12:

- 78% had transportation problems
- 43% lacked telephone services where they can be reached or messaged
- 63% had difficulty reading material in English
- 73% left high school before graduating

Need care and help connecting



Of 1,200 adults potentially eligible for the Pathways program in FY11 & 12:

- Nearly 40% had gone to the ER or been admitted to the hospital three or more times in the past year
- 81% were unable to afford recommended procedures, medications or treatments
- 59% suffered from pain & 88% were sad, depressed and unable to carry out daily activities

CARE NM & FAMILY SUPPORT



TOP Client Needs CHWs in these Programs Address

- Health Literacy
- Transportation
- Food Insecurity
- Housing
- Jobs
- Assistance in Enrolling in Entitlement Programs
- Utility Assistance
- Support for Mental Health, Substance Abuse

Navigation services should target needs of vulnerable adults: All 3 Programs



- Find them where they are
- Consider language, literacy level, and culture in communication
- Person- to- person attention
- Address other needs that inhibit connection
- Confirm the connection to coverage/care for each individual
- Orient Healthcare Clinics, Hospitals to value of Navigators/CHWs

Successful connection requires multiple options



- Information and answers to questions via phone, internet and in-person services
- Bridge between navigation and care coordination for some
- Opportunities for continuous learning and problem solving in community-based settings
 - for individuals needing coverage
 - for those providing enrollment services
 - for health care providers

UNM HSC Office for Community Health: Active Supporters of...

CHW programs and support:

- - Pathways to a Healthy Bernalillo County Program
- - Care NM & Molina
- - Family Support Services (Hidalgo Medical Services—Hidalgo, Grant Counties)

Health Extension Rural Offices (HEROs) in

- - Northern NM
- - Southern NM
- - Central NM and urban setting
- - Pueblos
- - soon: Eastern NM

Nurse Advice NM

- Hotline made available through a public-private partnership. Staffed 24-7 with healthcare providers to answer questions and direct individuals to appropriate care in their local setting.

My Community NM

- On-line resource directory with special attention to uninsured and Spanish speaking populations. Currently includes Sandoval, Bernalillo, Sierra Counties