

HICAN

Health Care **Access Now**

Let's Build Health Communities Together



Annual Report 2024

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A Message from our Executive Director and Board Chair



Jeremy Brown
Executive Director

The power of connection has always been the foundation of our mission at Health Care Access Now. Every day, Community Health Workers (CHWs) build bridges for our neighbors, connecting them to the care and resources they need to thrive.

This year, our primary focus was on strengthening the foundation that makes this work possible. In reviewing our internal operations, we made strategic, though difficult decisions regarding our staffing and operations to secure our long-term sustainability.

I am proud to report that these efforts have been successful. We have achieved a positive turnaround in our financial position, placing HCAN on solid and sustainable ground. This newfound stability is not just about balancing budgets; it's about guaranteeing that when a person needs help navigating the healthcare system, HCAN is strong enough to answer the call today and into the future.

With a solid foundation, our incredible team can focus on what they do best: creating a healthier future for all in Greater Cincinnati. We move forward with renewed purpose and the financial health to back it up. Thank you for your steadfast support through this pivotal year.

Sincerely,
Jeremy Brown, Executive Director

Each year, Health Care Access Now moves closer to realizing our vision of health equity throughout Greater Cincinnati. In 2024, our organization underwent a thoughtful reorganization, more closely aligning with Talbert House. This puts us on a stronger financial footing while maintaining our steadfast commitment to the Community Health Worker program and the communities we serve.

Supporting Certified Community Health Workers continues to be at the core of HCAN's activities. These dedicated professionals bridge the gap between medical systems and individuals in need, providing advocacy, education, and coordinated services to make health care truly accessible for everyone. Their tireless efforts help families overcome barriers, achieve better health outcomes, and connect with essential resources.

As Board Chair, I am deeply grateful for the dedication of our staff, the unwavering support of our donors and partners, and the faith placed in HCAN to advance the cause of community health. Together, we are transforming lives—one relationship, one family, and one neighborhood at a time.

Thank you for your continued commitment. The future of community health depends on all of us.

Warm regards,
Joyanna Wesche Blake,, Board Chair



Joyanna Wesche Blake
Board Chair



About our Organization

Our Mission



Health Care Access Now's mission is to advocate, educate, and support individuals in our region by utilizing the expertise of Certified Community Health Workers to deliver coordinated services and resources.



Driving Change Through Strategic Partnership

Enhanced Partnership Affiliation

In Fiscal Year 2025, Health Care Access Now (HCAN) strengthened its affiliation with **Talbert House**—a pivotal step to meet the evolving needs of the organization and the communities it serves. This alliance amplifies HCAN's mission and underscores a shared commitment to:

- **Expanding Access:** Broadening healthcare availability for underserved populations.
- **Improving Outcomes:** Delivering measurable improvements in community health.
- **Enhancing Care Coordination:** Streamlining processes for seamless, efficient care.



Through this partnership, HCAN has sharpened its focus on high-impact initiatives:

- **Strengthening Hub Partnerships:** Building deeper collaborations with community agencies to deliver coordinated, data-driven care for vulnerable populations.
- **Expanding CHW Certification Program:** Growing a skilled workforce by training and deploying Community Health Workers as trusted connectors between patients and the healthcare system.

This evolution marks a significant leap forward—removing barriers to care while leveraging Talbert House's operational strength and infrastructure. Together, we are creating a more connected, equitable healthcare landscape for the communities we serve.

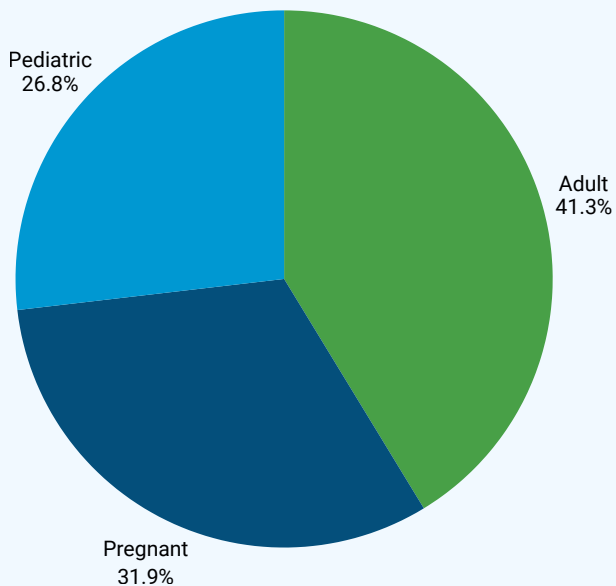




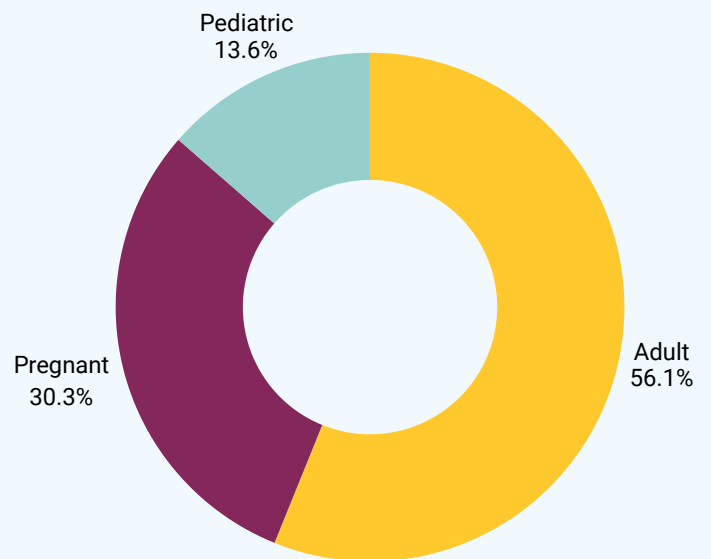
Total Clients Served: 1,100

Total Clients Visits: 3,368

Clients Served by Demographic



Client Visits by Demographic



Top 3 Barriers Faced by Our Clients



Adults



Pregnant



Pediatric



Food Security

1



Safe Sleep Equipment

1



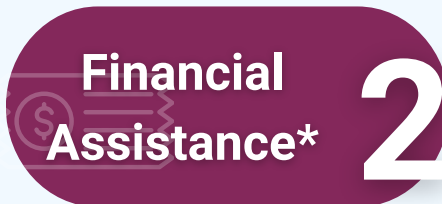
Diaper Bank

1



Transportation

2



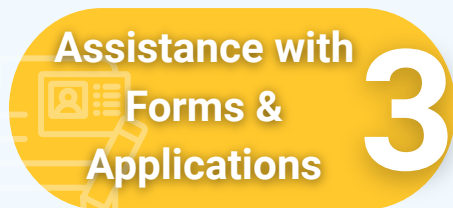
Financial Assistance*

2



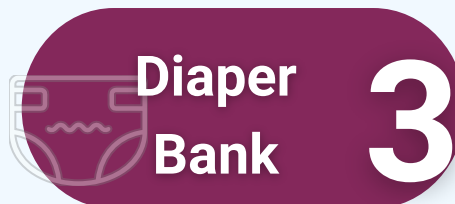
Clothing

2



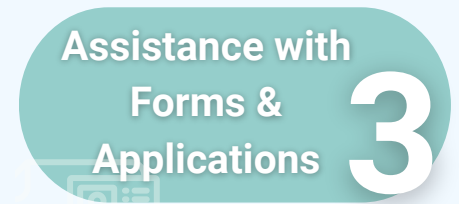
Assistance with Forms & Applications

3



Diaper Bank

3



Assistance with Forms & Applications

3

**Ohio's PRC Program – Prevention, Retention & Contingency*

Caring for Our Community

Through referrals to community resources, Community Health Workers identify social and economic needs, provide personalized support, and connect clients to trusted community partners. By addressing barriers such as food insecurity, housing instability, transportation challenges, and access to benefits, CHWs help promote stability, improve health outcomes, and advance health equity.



Pathways to Success: Social Service Referral

CHWs provided trusted navigation and language support to help individuals access essential social services.

Top social service referral needs identified in 2024:



Translation Services *



Clothing Resources



Financial Assistance



Assistance with Forms & Applications



Legal Aid

Note: Due to demographic shifts in the hub and community, HCAN Community Health Workers (CHWs) saw a 213.7% increase in participants needing translation support since 2023.



Pathways to Success: Learning

An average of 47 Community Health Workers met with clients in their homes to provide relevant health education about pregnancy, family planning, and chronic health conditions.



Self-Care



Stress



Oral Health



**Systems or Resource
Navigation**



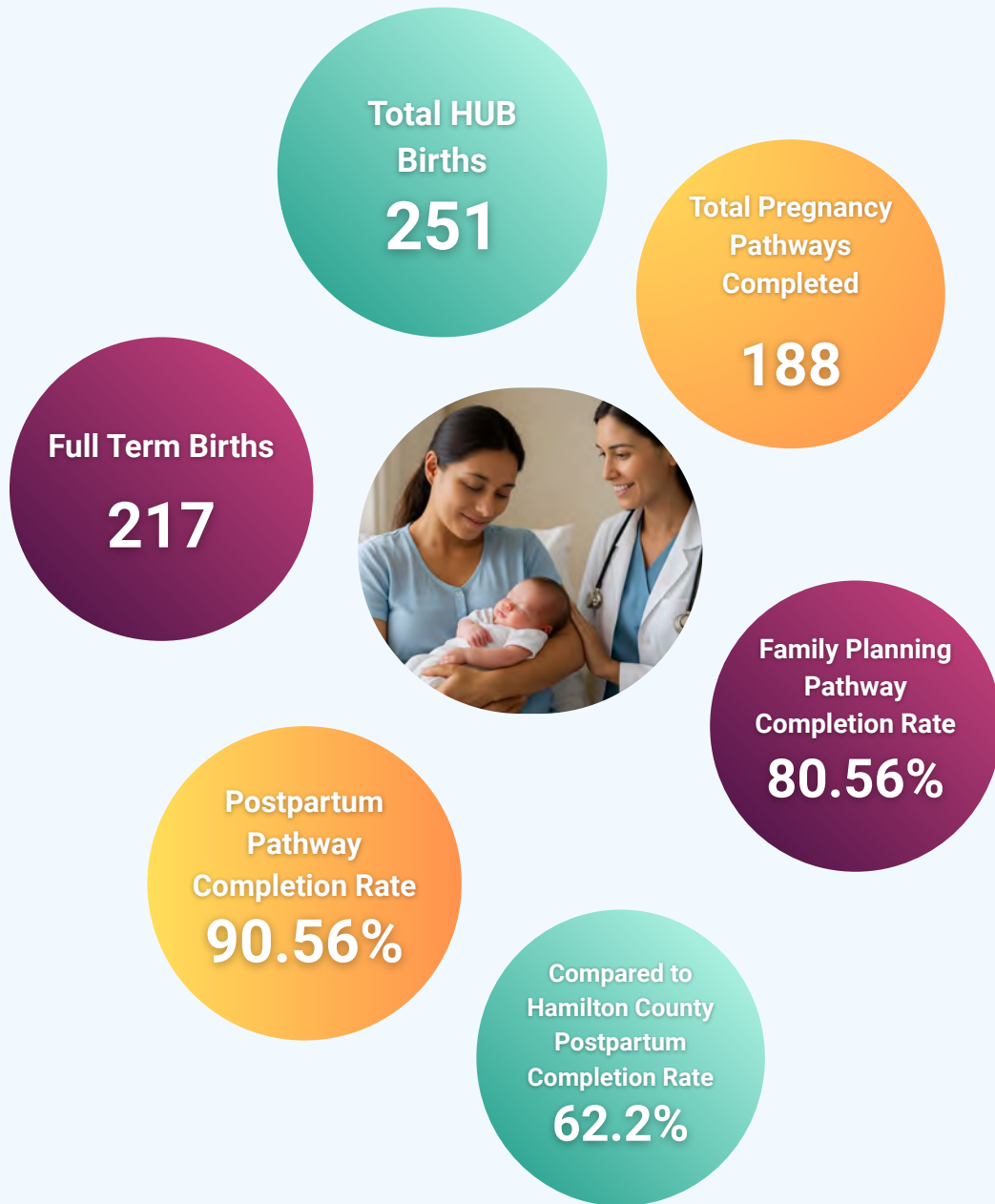
**Parent & Family
Development**



**Infant Safe
Sleep**



Pathways to Success: Pregnancy & Postpartum



In 2024, Hub CHWs coordinated support across pregnancy, postpartum, and family planning, contributing to strong outcomes and sustained engagement. Postpartum Pathway completion exceeded the Hamilton County average by 28.36%, highlighting the program's effectiveness and impact beyond local benchmarks.



Community Health Worker Certification Program

HCAN certifies Community Health Workers (CHWs) through an Ohio Board of Nursing–approved training program. Certified CHWs work directly with referred participants to remove barriers to positive health outcomes, including connecting individuals to consistent medical, behavioral health, and specialty care.



CHW Educational and Developmental Sessions

CHWs and Supervisors are invited and encouraged to attend these monthly engaging learning and networking opportunities. These sessions are offered in person and virtually to CHWs in the region.

Average attendees per session

40

Truama-Informed Care

Strengthening compassionate, person-centered service delivery through community-based education.

Voting Information

Increasing civic access and informed participation through community education and initiatives.

Financial Capability

Building long-term community capacity through peer education and leadership development.



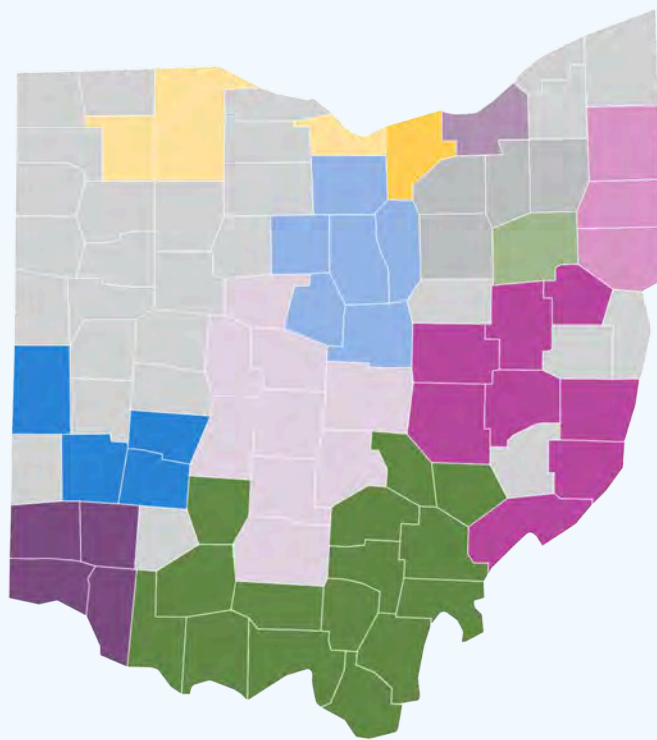
Funding Partners



Health Care Access Now's work is only possible because of the strength of our partnerships. We are deeply grateful to our community partners who share our commitment to advancing health equity and expanding access to care. Their collaboration, trust, and dedication help us reach individuals and families where they are, break down barriers, and build healthier communities together. Thank you for standing with us and for the vital role you play in turning access into action.



Ohio's Certified Pathways Hubs



- Northwest Ohio Pathways HUB
- Lorain Community Action Agency
- Better Health Partnership Cleveland
- Pathways HUB Community Action Akron
- Community Action Pathways HUB Stark County
- Mahoning Valley Pathways HUB
- Bridges to Wellness Tuscarawas County
- Corporation for Ohio Appalachian Development
- Central Ohio Pathways HUB
- Health Care Access Now
- Dayton Regional Pathways HUB
- Community Health Access Project Mansfield

In 2024, Ohio's Certified Pathways Community Hubs strengthened coordination between healthcare and community partners, using the Pathways Community HUB Model to drive accountability, collaboration, and measurable impact on social health needs statewide.

2024 Community Advisory Council

- Bettie Johnson, Associate Hub Director, HCAN
- Brittany McGinnis, Program Supervisor, BCESC
- Dameta Wright, Director of Hub Operations, HCAN
- Diane Hawkins, Admin Data Specialist, HCAN
- Drew Lovell, Epidemiologist, Cincinnati Health Dept
- Fabiola Avila, CHW, RefugeeConnect
- Jean de Dieu Mukunzi, CEO, Ebenezer Healthcare Access
- Kimberley Stewart, Asst Principal, NCH
- Liz Crable-Means, Nursing Team Lead, Cincinnati Health Dept
- Megan Iverson, Operations Manager, RefugeeConnect
- Vernon Rawls, COO, Exclusive Services

The Hub also engages frontline CHWs to ensure their voices are heard. CHW feedback is a key driver in Hub improvements to client service.



Care Coordination Agencies



Health Care Access Now's care coordination agencies are the foundation of our work and the driving force behind our collective impact in the community. Through strong partnership and shared commitment to the Pathways Community Hub Model, these agencies employ and support dedicated Community Health Workers who deliver trusted, relationship-based care coordination where it matters most—within the communities they serve. By working as one coordinated network, HCAN and its partner agencies ensure consistent, high-quality support, accountability, and collaboration, helping individuals and families navigate barriers to care while advancing healthier, more connected communities across our region.



Community Partners



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CHW Supervisor Training



HCAN hosted two Supervisor training cohort sessions. There were a total of 20 attendees across those cohorts who completed the full three-day training. This training was suited for those who directly supervise CHWs and to build capacity for those who were preparing for that role.

Among the participants, there were:

- 13 from greater Cincinnati
- 5 were Team Lead Community Health Workers
- 2 were from a community agency in Cleveland, OH

Learning objectives included:

- Strengthened leadership
- Enhanced supervisory effectiveness
- The value of in-person home visits
- Excellence in documentation
- Communicating the impact of CHW work to stakeholders



2024 Highlights



CHW Day



CHW Day



HCAN Gala



C.I.T.I. Camp



CHW Graduation



2024 Highlights



CHW Day



Supervisor Training



CHW Graduation



Buckeye Community Partners Award Luncheon



Supervisor Training

