



2021
ANNUAL
REPORT

Health Care 
Access Now™

Certified Pathways Community Hub for Southwest Ohio

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Leadership Partners

2021 BOARD

Governance. Guidance. Support.

MEMBERS

Robert Collins, MD

Chair, Senior Vice President Quality and Chief Medical Officer
TriHealth (retired)

Sadath Hussain, MD

Co-Chair, Manager, TPP Health Services and Innovation
TriHealth

Jackie Moak, CPA

Treasurer
Comptroller
Standard Bariatrics

Tamara Ward, MBA

Secretary
Vice President
Central Region Oscar Health

Joyanna Wesche Blake

Senior Director
Alkermes

Brett Bonfield

Chief Executive Officer
Cincinnati & Hamilton County
Public Library

Andrew Johnson, Esq.

Associate Corporate Counsel
Amazon

Anne Luecke

Director of Development
Sweet Cheeks Diaper Bank

Kristin Williams

Research Fellow
Proctor & Gamble



What a year! 2021 was a year of partnership that ran the gamut: some were new, some long-standing—and some unique! We are happy to share the highlights of the last year with you and to celebrate the partnerships between organizations, colleagues, and clients.

Each person and organization that collaborates with Health Care Access Now (HCAN), each individual with whom we interact, everyone who believes in forwarding health equity:

these people and entities come together to help us continue to build a world where marginalized and vulnerable populations can have better health outcomes.

I am most grateful for the tenacious team at HCAN. Without their unwavering determination and focus, the achievements of the past year would not have been possible. I hope you will find this report informative and encouraging. Good things are happening here!

Sarah Mills
CEO, HCAN



Looking back at this past year is a reminder of two of life's eternal truths: time passes, and change is a constant. COVID-19, although still very much an active part of our lives, has become more controlled in the healthcare arena. HCAN has matured as an organization, molded by the challenges of the times, growing stronger, more efficient, and more aligned and responsive to the needs of our community.

Our Board membership has significantly expanded, adding expertise that extends its strategic vision's horizons and experiences. The Senior Leadership Staff has blossomed, molded by the challenges thrust upon it by COVID and the economics of America's nonprofit corporate reality in a profit-driven society. They have successfully transformed our care models to meet the demands of our times and fulfill our mission to improve the access to and delivery of healthcare for Greater Cincinnati's medically underserved populations.

However, in the end, it's the dedication and commitment of our front-line staff that has made all the difference. The following quote from Abraham Lincoln captures best the character of the DEDICATION and COMMITMENT that our staff brings with them to work each day—which fills me with a faith that our best days are yet to come.

"Commitment is what transforms a promise into reality. It is the words that speak boldly of your intentions. And the actions which speak louder than the words. It is making the time when there is none.

Coming through time after time, year after year. Commitment is the stuff character is made of; the power to change the face of things. It is the daily triumph of integrity over skepticism."

Robert Collins, MD
HCAN Board Chair, 2022



PROGRAM HIGHLIGHTS

Housing

This year, Community Health Workers (CHWs) and staff at HCAN focused on working with clients to establish stable, affordable, and suitable housing. Below you'll find excerpts from and links to more information, featuring interviews with CHWs about the obstacles clients face and how housing affects health outcomes.

CHWs work with clients to improve housing situations¹

"Housing should be fair for everyone. Even if you need low-income housing or are coming through a housing program, you should still expect a standard," says Giacoma Telich, CHW for HCAN.

Low-income housing and landlord loopholes²

Fair housing laws in Ohio prohibit discrimination based on protected classes, including disability, familial status (usually meaning having children), and race. While most landlords do not overtly state that they will not rent to people who fall into a certain category, they sometimes make their preference known in more subtle ways.

The link between housing and mental health³

With the assistance of her HCAN CHW, one woman moved into a community specifically created to support individuals with mental health issues. "The building is secure, the grounds are maintained, the halls are kept clean, and there are cameras to monitor activity inside and out. She felt safe once she got into her apartment, and it helped stabilize her mental health," says Denise Harris, Director, Care Coordination Services, HCAN.

1 <https://healthcareaccessnow.org/chws-work-with-clients-to-improve-housing-situations/>

2 <https://healthcareaccessnow.org/low-income-housing-and-landlord-loopholes/>

3 <https://healthcareaccessnow.org/the-link-between-housing-and-mental-health/>



**COMPLETED
PATHWAYS**

Housing

5

Housing
Assistance

36

Educations
Related to
Housing

42

Agency Partners

**Care Coordination Agencies (CCAs):
Connecting Across the Community**

Atrium Medical Center
Butler County Educational Service Center
City of Cincinnati Health Department
Community Building Institute
Mercy Health

Sojourner Recovery Services
TriHealth
UC Health
Health Care Access Now



COMPLETED PATHWAYS

Medical Home

32



Educations
Related to
Importance of a
Medical Home

125

Importance of a Medical Home

When a person has a medical home, it means they have relationships with providers for all their health needs. They can see those providers for regular tests and preventive care, as well as when they are experiencing health issues. All their records are in one place. And the provider and the patient can develop rapport with one another, which leads to a trusting relationship.

How CHWs help clients establish medical homes⁴

HCAN CHW Lynniece Scurry gives an example of a pregnant client who had recently moved to the Cincinnati area. “She had a lot of issues, like hypertension and high cholesterol, and was close to preeclampsia,” which, if left unchecked, could have resulted in an early birth, low birth weight, or even a still birth or miscarriage. “I connected her to an internal medicine primary care site she loved.”

Medical home good for everyone: preventive care is better than emergency care⁵

When people have medical homes, they can develop relationships with their practitioners, which can result in health issues—big and small—being recognized earlier. It also helps patients stay up to date with annual and periodic check-ups, tests, and vaccines. And it puts patients in a better position to advocate for themselves because their comfort level is higher.

4 <https://healthcareaccessnow.org/how-community-health-workers-help-clients-establish-medical-homes/>

5 <https://healthcareaccessnow.org/medical-home-good-for-everyone-preventative-care-is-better-than-emergency-care/>



Client Stories

Dominique Johnson: Relating to clients and making a difference⁹

Her strategy [in situations where clients may have built up metaphorical walls to protect themselves] is to “keep quiet and let folks talk. Let them know they have the floor and can vent if they need to.” That makes her clients feel more comfortable, which builds the trust necessary for good relationships—which in turn leads to Johnson’s greater ability to help them.

She loves her job. “I love being able to get [clients] comfortable and help them on their journey. And those babies! They are just so adorable.”

Tessa Johnson: Building relationships to make a difference¹⁰

Johnson tells the story of a client who recently had a baby. The client had survived an abusive relationship and had been involved with drugs. “When I met her, she was five months pregnant.” Before she even saw her face-to-face, they had a phone conversation, and she recognized the client’s determination to make positive life changes. “We kept in contact, and she got a job. She did everything she was supposed to do.” Now, “she has her baby and is doing awesome.”

Maternal & Child Program⁶

Our goal is to ensure that every woman will have a healthy pregnancy, delivery, and ongoing medical care. Women in our program are referred by Medicaid health plans, physicians,  United Way 211⁷, and self-referrals.

Each woman is paired with a  Community Health Worker (CHW)⁸, who provides important education on topics such as breastfeeding and safe sleep. CHWs also help with maternal health by assisting with smoking cessation resources and providing referrals for follow-up and treatment of maternal depression.

Beyond postpartum care, CHWs stay connected with moms, babies, and other children in the household. They locate resources to obtain healthy food, find or maintain safe housing, and make appointments for medical, dental, and behavioral health care.

6 <https://healthcareaccessnow.org/maternal-child-health-care-coordination/>
7 <https://www.uwgc.org/get-help/united-way-211>
8 <https://healthcareaccessnow.org/what-is-a-community-health-worker/>

9 <https://healthcareaccessnow.org/dominique-johnson-relating-to-clients-and-making-a-difference/>
10 <https://healthcareaccessnow.org/tessa-johnson-building-relationships-to-make-a-difference/>

Adult Health Program¹¹

Adult Health Care Coordination connects our  Community Health Workers¹² with patients from primary care practices and Medicaid health plans. The CHWs complete a social and medical access assessment to identify the needs of the patient. Together they craft a plan to meet chronic disease self-management goals, which includes finding resources to eliminate barriers to regular and timely medical care.

11 <https://healthcareaccessnow.org/adult-health-care-coordination/>
12 <https://healthcareaccessnow.org/what-is-a-community-health-worker/>



Common barriers to care may include

Unstable housing

Lack of transportation

Misunderstanding about medication instructions



FUNDING PARTNERS

2021 Funders

Supporting Innovation and Growth



- American Heart Association
- bi3
- Cradle Cincinnati/Ohio Department of Medicaid
- Interact for Health
- Ohio Commission on Minority Health
- PNC Community Development Banking
- The Health Collaborative
- The Healthcare Collaborative of Greater Columbus/Centers for Disease Control and Prevention
- The HealthPath Foundation of Ohio
- The Spaulding Foundation
- United Way of Greater Cincinnati
- Warren County Foundation
- Women's Fund of the Greater Cincinnati Foundation

Individual Donations



- Brett Bonfield
- Robert Collins
- Mary Day
- Marcia Kaplan and Michael Privitera
- David and Judy Kirkpatrick
- Jean Knuth
- Anne Luecke
- Jacqueline Moak
- Penny Pensak
- Shannan Schmitt
- Joyanna Wesche Blake

▲ THIS IS HOW CHANGE HAPPENS. ONE GESTURE.
ONE PERSON. ONE MOMENT AT A TIME.

—Libba Bray ▲



COMMUNITY PARTNERS

2021 HCAN's HUB Community Advisory Council *Voice of Community*

Jill Byrd
Nursing Manager,
Cincinnati Health
Department

Danielle Gentry
CHW, UC Center for
Women's Health

Diane Hawkins
Administrative Data
Specialist, HCAN

Vernon Rawls
COO, Exclusive Services

Sheri Pope
CHW, TriHealth

Angela Robinson
Community Nursing,
Cincinnati Health
Department

Tiffany Sowell-Jackson
CHW/Referral Coordinator,
HCAN

Kimberley Stewart
Assistant Principal, North
College Hill Schools

Eric Washington
Program Manager,
Cincinnati Health
Department

Antwon Watson
Senior Program Manager,
Cradle Cincinnati

Dameta Wright
Director of Hub
Operations, HCAN

Topics

DATA

Increase completion of Medical Home
and Behavioral Health pathways

SOLVE BARRIERS

Transportation
Culturally competent providers

MEN IN THE HUB

Increase adult clients

CHW engagement with active fathers during
pregnancy/maternal visits

Incentives for active fathers

Recruiting/retaining male CHWs

DISTRIBUTION TO HUB

Managed Care Organization transportation
resources

List of culturally competent mental health
providers



FRONTLINE PARTNERS

What began as a workgroup to compile the latest evidence-based guidance for HCAN's response to COVID-19 evolved in 2021.



529
COVID-19
Educations
in 2021

2021 Roster

Shateera Gage

CHW, Cincinnati Health Department

Tayja Harris

CHW, HCAN

Diane Hawkins

CHW/Data Specialist, HCAN

Bettie Johnson

Hub Coordinator, HCAN

Tanikko Robertson

CHW, Sojourner Recovery Services

Kia Davis

CHW, Mercy Health

2021 COVID Workgroup became Voices from the Frontline

Voices from the Frontline helped evaluate and create Educations for CHWs to deliver to clients. New Educations were added to HUB documents and used in the HUB.

HIGHLIGHTS INCLUDE:

Spanish-language version of Release Information Form developed in early 2022

Provided feedback to adjust "The Effect of COVID on Birth Plan Educations" to be more effective and user-friendly

Developed and updated Educations based on new COVID information from credible sources, including Cincinnati Public Schools' bus changes, back-to-school information for major districts, and updated booster shot Educations

OHIO HUB PARTNERS

Network of Ohio Certified HUBs Created May 2021¹³

The 10 Pathways Community HUB Institute (PCHI) Certified HUBs in Ohio banded together to form a network, with the goal of supporting, growing, and sustaining the HUB model in the state.

At the core of the HUB model is the idea that social determinants affect health. When CHWs work with clients using the model, they tailor a plan to fit each individual's specific needs across age, race, culture, geographic location, and gender. By recognizing obstacles to health — such as food insecurity or lack of reliable transportation — CHWs can connect clients to community-based resources that can improve health outcomes.

“The HUB has proven its effectiveness in making a substantial difference in clients’ lives,” says Sarah Mills¹⁴, CEO of HCAN. “By creating a network of Ohio HUBs, we will be able to collaborate on projects, such as providing education regarding the HUB model and Community Health Workers with government and policy leaders.”

¹³ <https://healthcareaccessnow.org/press-release-member-hubs-create-ohio-network-to-achieve-health-equity/>

¹⁴ <https://healthcareaccessnow.org/sarah-mills-hcan-ceo-and-designer-of-change-part-1/>



- Better Health Pathways HUB – Cleveland, OH
- Bridges to Wellness HUB – Tuscarawas County, OH
- Central Ohio Pathways HUB – Columbus, OH
- Community Action Pathways HUB – Stark County, OH
- Community Health Access Project – Mansfield, OH
- Dayton Regional Pathways Hub – Dayton, OH
- Health Care Access Now – Cincinnati, OH
- Mahoning Valley Pathways HUB – Youngstown, OH
- Northwest Ohio Pathways HUB – Toledo, OH
- Pathways HUB Community Action – Akron, OH
- Stark County THRIVE – Canton, OH

STATEWIDE CHW PARTNERS

Fall CHW Summit, Nov. 12, 2021 (Virtual)

More than 175 CHWs from across all Ohio HUBs attended the first annual CHW Summit, the theme for which was self-care. CHWs supported each other by offering advice and problem solving during the event and were provided with tools and takeaways to better manage stress and learn self-advocacy. Many CHWs continued the conversation after the summit concluded!

CHW supervisors took a separate path during the summit, training to better understand the CHW workforce and develop best practices for team management.



NEW PROGRAMS

Hamilton County Court System and CHWs

STEPS:



Judges decide which defendants to refer to the Care Coordination Program.



Defendants may choose whether they wish to be enrolled.



Bailiff communicates defendant's needs with HCAN, which often includes an outline of criminal activity to help identify behavior correction and obstacles, such as homelessness or lack of medical support.

Care Coordination New Access Points

Judicial System

HCAN received grants from bi3 and Interact for Health this year to place CHWs in non-traditional settings to provide individuals with education and connection to services.

With the support of  [All-In Cincinnati](https://www.allincincinnati.org/)¹⁵, HCAN developed new relationships with two Hamilton County Court Judges and created a referral process that allows CHWs to provide services to defendants with the goal of reducing recidivism. It all starts with a CHW meeting a criminal defendant at the Hamilton County Justice Center and culminates in working with the individuals to provide resources, education, and support—always without judgment.

Judges, bailiffs, and CHWs collaborate to make a difference in the defendants' lives. Feedback has shown that clients feel comfortable with the process due to the collaborative efforts and are eager to get another chance.

Participating judges see how homelessness, mental health, and employment issues can play a role in entry to the criminal justice system. All involved in the process understand that prevention is key and must be prioritized.

One client who went through the process says, "It's the best thing to happen for me in a while. I now have health insurance, food stamps so I can go shopping for food, a part-time job, and a temporary place to stay until I get my own place. I also want to go back to school and get my GED. Ms. Daphanie [HCAN CHW] has really helped me believe in myself. I am so thankful for this opportunity to work with such a great person."

Housing

All-In Cincinnati has also facilitated a connection to the Cincinnati Metropolitan Housing Authority, which identified a site in the Millvale community for CHW placement. This process is still in development.

¹⁵ <https://www.gcfdn.org/allincincinnati/>



 **CHW**
Certification
Program¹⁶

Twenty-nine students completed the CHW Certification Program in 2021.

PARTNERS IN LEARNING

Student Spotlight

Natasha Nutter, CHW

"My participation in the 2021 Summer HCAN Community Health Worker (CHW) Certification Program was life-changing. As a group, we supported each other through challenges during the pandemic and used personal experiences to help us understand the population of people we serve.

I currently work as both a case manager and a CHW. As a CHW, I am working on the National Hypertension Control Initiative addressing disparities among racial and ethnic minority populations. It is rewarding to help individuals from my neighborhood—who I consider family—to achieve better health outcomes.

I've applied for the Mental Health Counseling graduate program at the University of Cincinnati. Working with Ms. Ella and Ms. LaVerne (instructors) for the CHW certification program encouraged me to continue my education to broaden my scope of practice.

The women from my CHW cohort were put together for a reason, a season, and a lifetime. I look forward to working with CHWs to advocate for the importance of the CHW program and career."

SCHOLARSHIPS

¹⁶ <https://healthcareaccessnow.org/community-health-worker-job-training/>

STUDENT SPONSORS

BCESC

CBI-Middletown

Cincinnati Health Department

Clark County Combined Health District

Cradle Cincinnati

Mercy Health

Ohio Means Jobs-WIOA

Queens Village

Summa Health Equity Center

Talbert House

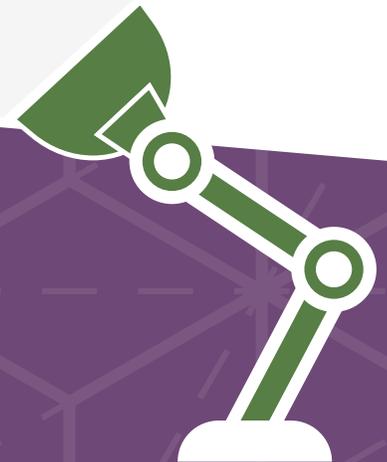
Greater Cincinnati



Foundation

LCNB

Zion Global Missions



CHW Education and Development Outcomes

CHW Certifications

The Community Health Worker (CHW) Certification Program includes 100 hours of classroom training that addresses core competencies in health, knowledge of social service resources, communication skills, advocacy, CPR certification, lifespan development and basic CHW skills. The in-class portion of the program is held on consecutive Mondays and Fridays.

Students must also complete 130 hours of a community-based practicum as required by the Ohio Board of Nursing for state certification. Health Care Access Now helps students identify and complete the practicum with local hospitals, health care providers and nonprofit organizations.

Upon completion of the classroom training and practicum, students are qualified to apply to the Ohio Board of Nursing for a certificate to practice as a Certified Community Health Worker.

29

Graduates

2

Promotions

11

Pay increases
with graduation

HCAN HUB CHW Educational and Developmental Sessions

The 2021 HCAN HUB CHW Educational and Developmental Sessions in 2021 took place monthly, with topics ranging from COVID-19 information to Mental Health First Aid training.

HCAN Hub CHW Educational and Developmental Sessions 2021

JANUARY

COVID-19 Information Session & Anita Covington, Sunrise Treatment Center

 Attendees 53

FEBRUARY

Quinetta Brown, ULSWO—SOAR Program & Cathy Boston, Statements Part 1

 Attendees 32

MARCH

Cathy Boston, Statements Part 2 & Ohio Community Health Worker Association (OCHWA)

 Attendees 50

APRIL

National Association of CHWs

 Attendees 20

MAY

Mental Health First Aid (MHFA) Training

 Attendees 15

JUNE

Mental Health First Aid (MHFA) Training

 Attendees 30

SEPTEMBER

Required CHW & Supervisor Meeting

 Attendees 43

OCTOBER

Dr. Angelica Hardee, VP American Heart Association

Ms. DeAnna Hoskins, CEO Just Leadership USA

 Attendees 57

NOVEMBER

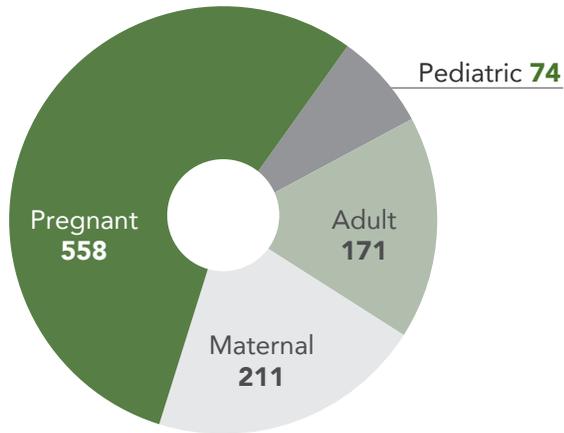
Ken Wilson, Community Engagement Specialist, Cincinnati Works

Vincent Palmer, Program Coordinator Talbert House Fatherhood Project

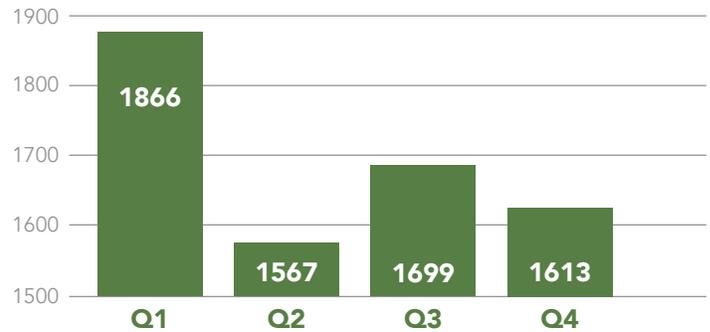
 Attendees 45

A YEAR IN NUMBERS

Hub Highlights



Risk Reduction



CARE COORDINATION AGENCIES

Atrium Medical Center
Butler County Educational Service Center
Cincinnati Health Department
Community Building Institute Middletown, Inc.
Health Care Access Now
Mercy Health
Sojourner Recovery Services
Tri-Health
UCMC - Center for Women's Health

FUNDERS

Buckeye
CareSource
Molina
Paramount
United Healthcare

Pathway

Number completed

Behavioral Health	9
Education	4900
Employment	33
Family Planning	48
Health Insurance	9
Housing	4
Immunization Referral	1
Immunization Screening	33
Medical Home	31
Medical Referral	54
Postpartum	277
Pregnancy	335
Social Service Referral	1149
Tobacco Cessation	1
Total	6884

A YEAR IN NUMBERS

Top 3 Educations

Pregnant



Top 3 Barriers by Client



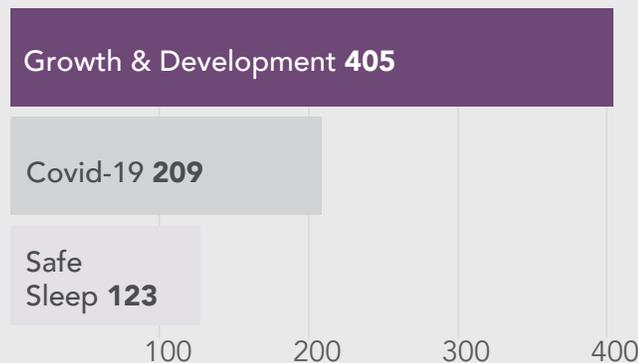
Adult

- 1 Food assistance
- 2 Transportation assistance
- 3 Utilities assistance

Other Barriers

- Housing Assistance
- Financial Assistance
- Medication Assistance
- PRC (Prevention Retention Contingency Program)
- Furniture

Maternal & Child



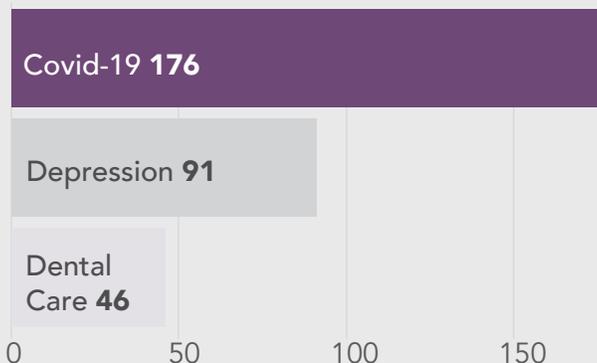
Maternal & Child

- 1 Clothing/Baby Items
- 2 Diaper Bank
- 3 Food Assistance

Other Barriers

- Cribs for Kids
- Furniture
- PRC (Prevention Retention Contingency Program)
- Transportation Assistance
- Utilities Assistance
- WIC

Adult



Pregnant

- 1 PRC (Prevention Retention Contingency Program)
- 2 Cribs for Kids
- 3 WIC

Other Barriers

- Clothing/Baby Items
- Diaper Bank
- Housing Assistance
- Transportation Assistance
- Utilities Assistance

A YEAR IN NUMBERS

Visits with CHW

Adult
462

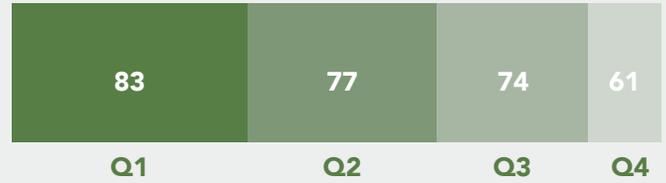
Pediatric
281



Pregnant
2,248

Maternal
1,324

Postpartum Visits



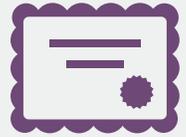
Total 295

CHW Certification



29

Graduates



4

Scholarships awarded
Total of \$12,650

Birth Outcomes

326 Total HUB births

77%

of HUB births were African American

91%

Healthy Weight Births to African American Moms *County 84%

91%

Full-Term Births to African American Moms *County 85%

<1%

Extreme Pre-Term Birth (<28 Weeks) *County 3.3%

STUDENTS IN CHW PROGRAM SESSIONS

20
Spring

6
Summer

3
Fall

Total Educations Given



526

Total COVID-19

TOP 3 SUB-TOPICS



Vaccine Information



CDC Guidelines



Mask Use

COMMUNITIES SERVED

During the past two years neighborhoods with the most number of clients served include: Millvale, Mt. Healthy, North College Hill, Montfort Heights, Westwood, and Middletown.

1-25

Individuals Served

45204	45030
45223	45067
45206	45102
45212	45209
45224	45218
45216	45241
45013	45244
45219	45106
45220	45150
45014	45208
45207	45249
45251	45404
45042	41051
45203	41071
45213	45001
45247	45036
45002	45040
45217	45050
45227	45055
45069	45140
45230	45171
45236	45231
45233	45242
45246	45245
45005	45248
45015	45255

25-50

Individuals Served

45011	45215
45237	45239
45205	45240
45238	45214
45202	45232
45229	

>50

Individuals Served

45044	45225
45211	45231

