

2022

ANNUAL REPORT

Health Care 
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Certified Pathways Community Hub for Southwest Ohio

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2022 BOARD

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A MESSAGE FROM OUR CEO



Dear Friends,

For the first time in our community's history we celebrated Community Health Worker (CHW) Day on June 6th 2022! CHWs are the front-line public health workers who connect, educate, and support individuals in the journey to better health. In the rest of this report you will read about the outcomes of that work- increased knowledge, healthy babies, and barriers overcome.

These outcomes are made possible by their hard work and the team of support professionals around them. As our community and world continue to face hardship and crisis, the light in the room is the kindness of others. New partnerships and investments in CHW education created momentum we will carry with us into 2023. We hope you will support our mission as we celebrate the second annual CHW Day this year, and many more into the future!

Sarah Mills
CEO, HCAN

A MESSAGE FROM BOARD CHAIR



Although the last couple of years have been immensely consequential for our nation and especially for our underserved populations, HCAN has demonstrated unparalleled resilience, emerging as an important driver in the regional healthcare space. Major headwinds such as health, economic, social, and workforce disruptions have allowed us to think differently and reengage our resources in innovative ways.

During these recent years, HCAN not only ensured continuity and quality of care for our communities but also strategically drove growth and development of our core services. One such successful initiative is the systematic growth of our CHW Serviceline. To achieve this objective, HCAN recognized the importance of spreading awareness of CHWS and the critical role they play in the modern healthcare system.

We are more committed than ever to ensuring CHWs are not only well integrated into our communities but also continue to be enmeshed into the primary fabric of our regional healthcare delivery system. I have never been more optimistic and energized about the future of our organization and I wish HCAN the very best for the years to come.

Sadath Hussain, MD
HCAN Board Chair, 2022

YEAR AT A GLANCE



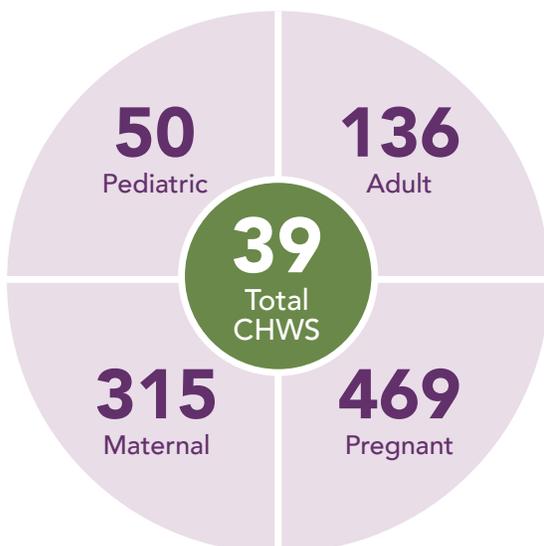
Community Health Workers leverage authentic relationships with clients to bridge gaps in care. Advocating for patients, they help coordinate care, connect clients to community resources, and ensure they receive the best care possible. Navigating complex institutions can be daunting to those from historically disadvantaged communities. Fluent in healthcare terminology and adept at communicating with clients from their own communities, CHWs occupy a unique and invaluable space in the healthcare process, one which would otherwise go overlooked.

Agency Partners

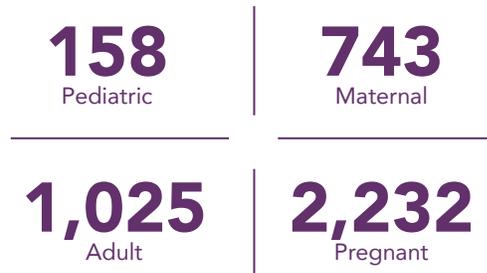
Care Coordination Agencies (CCAs): Connecting Across the Community

- All-In Cincinnati
- Atrium Medical Center
- Booker T. Washington/Greater Miami YMCA
- Butler County Educational Service Center
- Cincinnati Health Department
- GCNAC Greater Cincinnati
- Native American Coalition
- Health Care Access Now
- Mercy
- RefugeeConnect
- Sojourner Recovery Services
- Talbert House
- TriHealth
- UCMC– Center for Women's Health
- Sojourner

Number Served



Visits with CHWs



SUCCESS STORIES



From homelessness to stability: One HCAN client's journey

Cora (not her real name) grew up in Forest Park as part of a nuclear family. Never did she imagine that her life would take the twists and turns it did. After being kicked out of her home by her husband, she and her children found themselves experiencing homelessness.

"It was the lowest point in my life. My mom and stepdad made a place for me in their home [in Cincinnati]. I slept on their floor for a year."

"They set me up with supplies for the baby and were a source for referral services—anything I needed help with," Cora says.

Now, Cora lives in an apartment with her daughter and says she feels like she is starting again. Her CHW has been instrumental in helping her change her life, helping her find a surgeon who has already corrected the issue in one of her eyes.

She says, "Basic necessities are the biggest necessities. I want to be able to maintain a home for my daughter. If you're in need of any type of assistance, you don't have to do it alone."



The aging experience: Fears and rewards

CHWs help their clients establish a medical home, which streamlines the appointment process and helps them build relationships with medical professionals. "When they work with a primary care doctor, their health starts to improve," says Lynniece Scurry, an HCAN CHW.

Scurry began asking clients if they would like to meet with her inside their homes or outdoors. Some clients who had been displaying signs of depression started to feel better after having meetings with her outside.

She says that many elderly clients want to talk. "A lot of them have lost family members, and their children aren't around," so loneliness is a factor. "Just showing you care can make a difference." Even when the aging adults she cared for were diagnosed with dementia, it was still important to have dedicated conversations.

"Hearing the stories they share, seeing they feel comfortable talking to me about their issues, that they welcome me into their world: all of that makes the work rewarding."



OVERCOMING BARRIERS



HCAN helps community members overcome barriers to healthy lives for themselves and their children. Our CHWs connect clients to transportation, housing, and food assistance, among many other tools which help them overcome everyday obstacles standing between them and a healthy future.

Top 3 Barriers by Client

Adult



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

Other barriers

- Transportation Assistance
- Housing Assistance
- Clothing Assistance
- Utilities Assistance

Maternal & Child



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

Other barriers

- PRC (Prevention Retention Contingency Program)
- Transportation Assistance
- Clothing Assistance
- Financial Assistance

Pregnant



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

Other barriers

- WIC
- Clothing/Baby Items
- Transportation Assistance
- Housing Assistance

FUNDING PARTNERS

Grant and Individual Funders



Amy Barton

Daphanie Blackwell

Joyanna Wesche
Blake

Brett Bonfield

Erik Calmahan

Center for Disease
Control
and Prevention

Cincinnati Center
for Clinical and
Translational
Science and
Training

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Community Leaders
Institute

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The Charlotte R.
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Gregory Thomas

Venita Thomas

Kim Thompson

Neil Tilow

United Way of
Greater Cincinnati

Judith Warren

Debbie Westhiemer

Dori Williams

Kristin Williams

Norma Williams



Scholarship Sponsors

- Care Source
- Hamilton County Public Health
- ODH (Ohio Department of Health)



COMMUNITY PARTNERS

The Community Advisory Council (CAC) offers their advice/perspective to ensure that HCAN's work is in alignment with community needs, assist us with learning about gaps in the community that were previously unknown to us as well as help review new initiatives before they are rolled out to the Hub.

In 2022, some of the things the CAC worked on are:



CURRENT CAC MEMBERS:

Vernon Rawls
 Chief Financial Officer
 Exclusive Services Addiction
 Treatment Center

Kimberley Stewart, LSW
 Assistant Site Administrator
 Trojan Way Learning Center

Helped create HCAN's first community feedback survey.

Reviewing the 'Quality Benchmark Report' that illustrates overall Hub outcomes. We discussed how this information could be useful to the community.

Helped HCAN focus on specific metrics to ensure quality service.

Continually updating HCAN on community events and ideas on how to increase HCAN's visibility in the community.

Ways for HCAN to partner with established community programs instead of creating something new.

Focus on men's health and engagement in the Hub; supporting fathers that want to be part of the process with their pregnant spouse or partner. Encouraging men to enroll as clients on their own.

Helped HCAN examine quality service from the perspective of the client and each CCA partner.

Helped HCAN review the standards of Culturally and Linguistically Appropriate Service (CLAS) delivery and ensure they are included in HCAN's workflows.

Provided guidance on engaging more clients to secure a medical home.

Continuing to update HCAN on community health concerns like the uptick COVID numbers, domestic and gun violence as well as mental/behavioral health support needed.

OHIO HUB PARTNERS

CURRENT CAC MEMBERS

Owner

Arabesque Dance Academy

Danielle Gentry

CHW
UC Center for Women's Health

Kimberly McGinnis

CHW Supervisor
Mercy Health

Megan Iverson

Program Director
RefugeeConnect

Kimberly Jackson

Nursing Manager
Cincinnati Health Department

Bishop Ennis Tait

Senior Pastor and Founder
New Beginnings Church of the Living God

Diane Hawkins

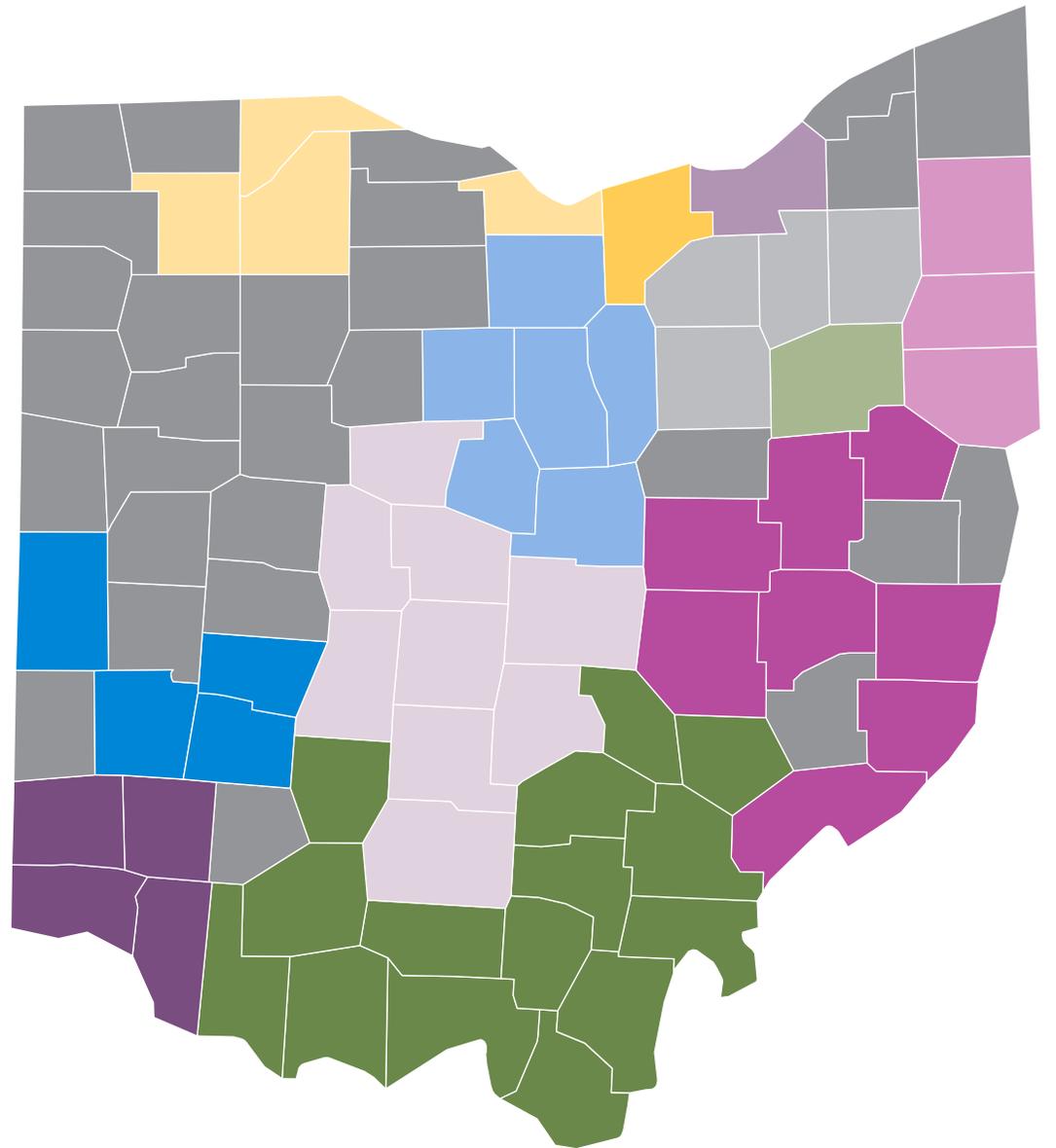
Administrative Data Specialist
HCAN

Bettie Johnson

Associate Hub Director
HCAN

Dameta Wright

Director of Hub Operations
HCAN



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

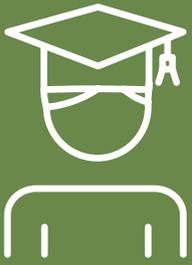
Community Health Access Project Mansfield



CHW EDUCATION

At HCAN, we value the ongoing process of community empowerment through education. Our CHW programs allow participants to improve their own lives, advance their careers, and give back to the communities they love. Not only do CHW candidates receive specialized, professional training relevant to their field of work, they also bring invaluable personal experiences which allow them to connect with member of their communities in uniquely positive ways.”

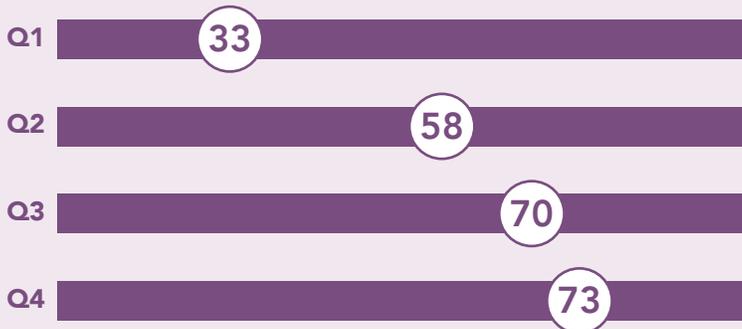
A YEAR IN NUMBERS



38

CHW Certification Program Graduates

Postpartum Visits



Total Educations Given

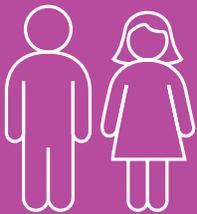
479

TOTAL COVID-19

TOP 3 SUB-TOPICS

- Vaccine Information
- CDC Guidelines
- Mask Use

Completed Educations



Adult

COVID-19	166
Growth and Development	95
Depression	93



Maternal & Child

Growth and Development	233
Growth and Support Systems...	138
COVID-19	78



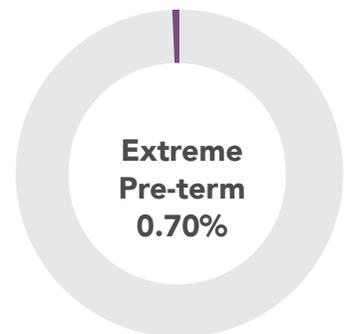
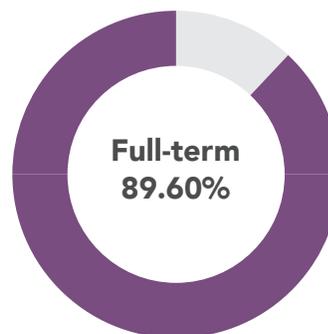
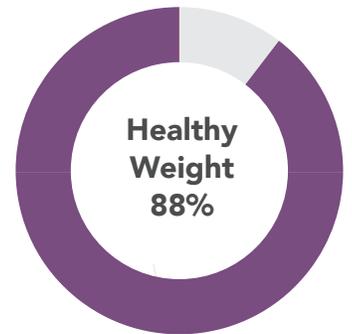
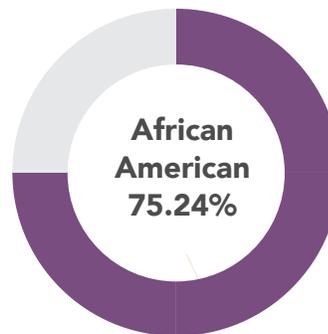
Pregnant

Safe Sleep	409
COVID-19	235
Breastfeeding	230

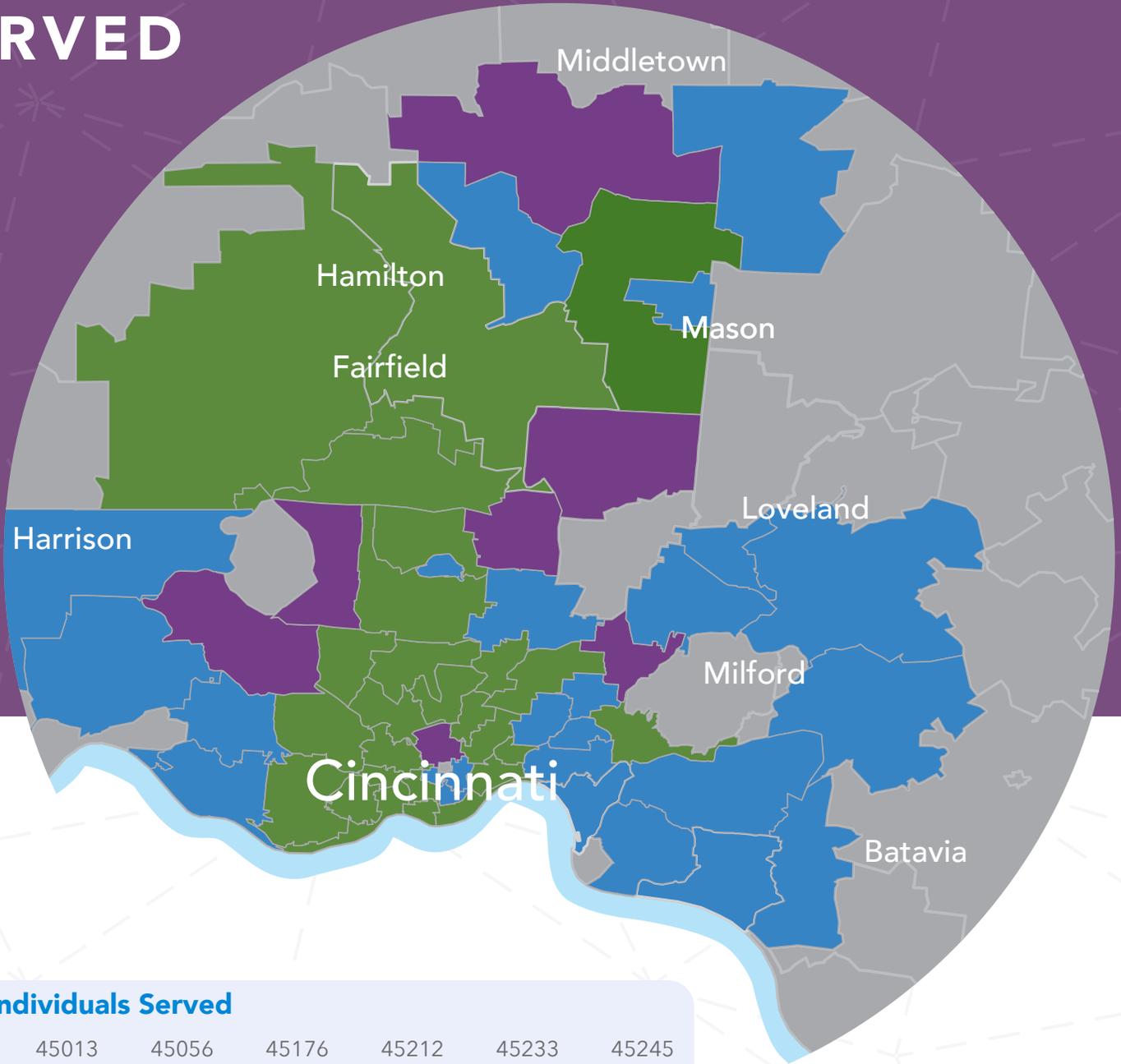
FOCUS ON HEALTHY BABIES



Total
HUB Births
326



COMMUNITIES SERVED



1-25 Individuals Served

41042	45013	45056	45176	45212	45233	45245
41051	45015	45067	45201	45219	45237	45248
45002	45018	45140	45208	45226	45242	45249
45005	45030	45150	45209	45230	45244	45255

25-50 Individuals Served

45042	45069	45220	45236	45246	45247	45251
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>50 Individuals Served

45011	45203	45207	45215	45224	45231	45239
45014	45204	45211	45216	45225	45232	45240
45044	45205	45213	45217	45227	45237	
45202	45206	45214	45223	45229	45238	