

Better Health  
**PATHWAYS**  
**HUB**  
Serving Cuyahoga  
County

**2021**  
Pathways Community  
HUB Report



## In 2020, Better Health Partnership proudly launched the Pathways Community HUB for Cuyahoga County – becoming one of ten Pathways HUBs in the state of Ohio!

In March' 2021, the Ohio HUB leaders joined the Ohio Commission on Minority Health to testify to the state Senate Finance Committee to help influence legislators such as Senator Mark Romanchuck (pictured below), for continued support of HUB model expansion to reach more Ohioans and achieve better health outcomes and equity. Ohio HUBs consist of 192 Community Health Workers (CHWs) who served over 4,000 high risk clients in 2020.



Ohio HUBs Testify for Greater Health Equity Impact

The Pathways HUB is a certified, evidence-based, care coordination model that improves health, reduces costs, and promotes equity. In this report we highlight the achievements of our amazing Community Health Workers, employed by eleven of the HUB's care coordination agency partners in Cuyahoga County. Together, they are making a difference for the region's most vulnerable individuals and families living in lower-income neighborhoods by connecting them to care and resources to meet challenging health, economic and social needs.

We thank our partners, supporters, and Community Advisory Board members for joining us on this journey to create a scalable, sustainable care coordination infrastructure, aligned with outcome-based payer reimbursement, that optimizes CHW interventions and bridges the gap between communities and health and social service systems.

Warm regards,

**RITA HORWITZ**

President & CEO

*Better Health Partnership*

### **Our Vision**

Better Health Partnership aspires to achieve exceptional health value and eradicate disparities in Northeast Ohio

### **Our Mission**

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

### **Our Values**

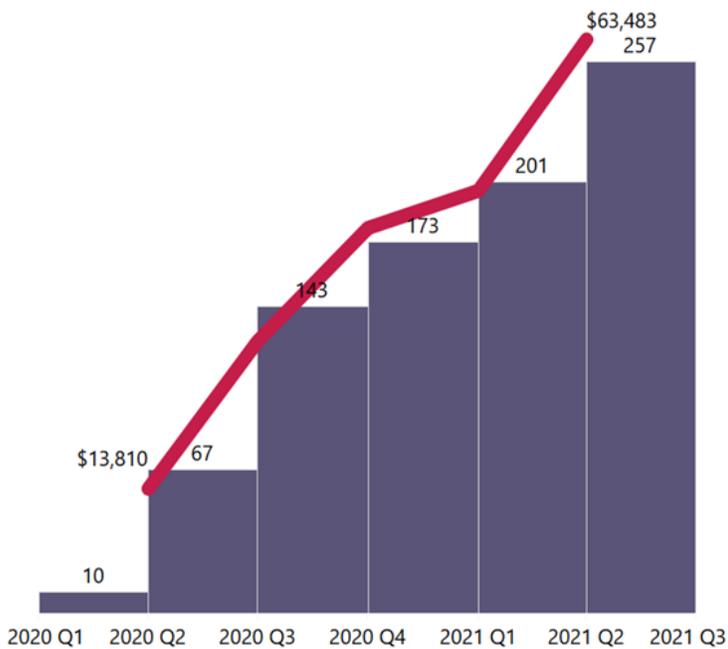
Making a difference in the communities we serve is a core value. We prize trusted collaboration, transparency, data, shared learning, and a culture of continuous improvement to advance health and health equity.



Since the first enrolled client in Q1 2020, the Cleveland HUB has grown each successive quarter, serving **nearly 900 unique clients overall and generating nearly \$200,000** in Medicaid Managed Care reimbursement for our Care Coordination Agency partners.

### HUB Care Coordination Agency Partners:

- Beech Brook
- Birthing Beautiful Communities
- Care Alliance Health Center
- Carmella Rose Health Foundation
- The Centers
- Joseph's Home
- Neighborhood Leadership Institute
- Northeast Ohio Neighborhood Health Services (NEON)
- The MetroHealth System
- Pregnant with Possibilities Resource Center
- Village of Healing



Unique Clients Served and Hub Revenue by Quarter

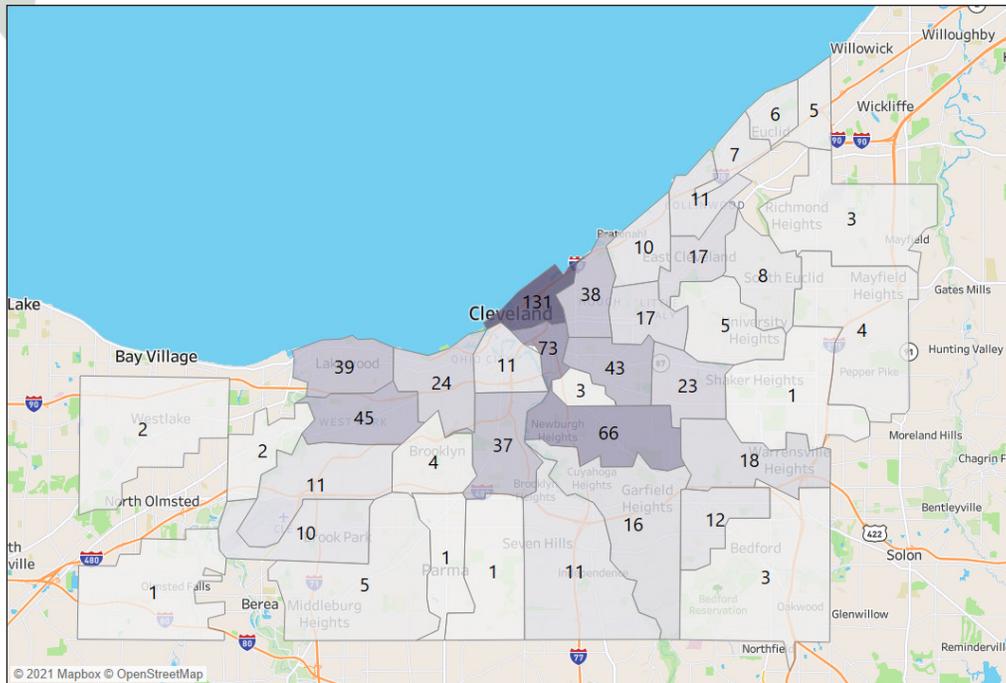


Enrolled Clients by Type

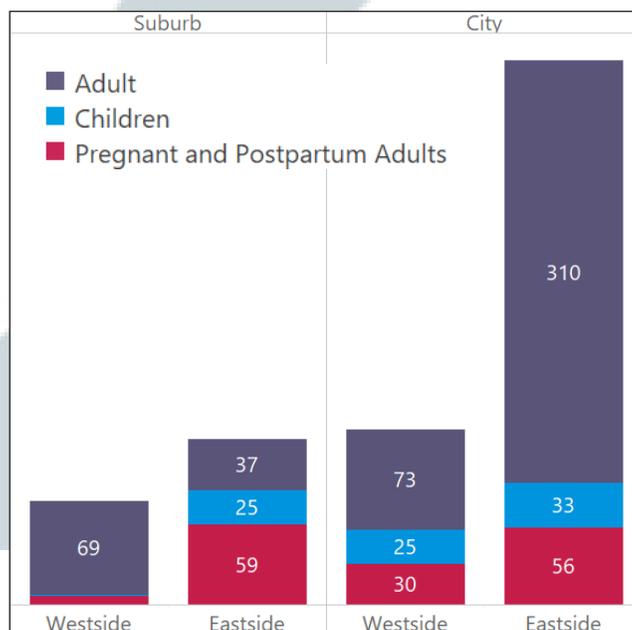


The Pathways HUB serves clients, primarily minority populations living in low income neighborhoods. We also have an agency specializing in serving the homeless population in shelters-accounting for most of the adults served on the east side of Cleveland.

## Enrolled Clients in Cuyahoga County by ZIP Code



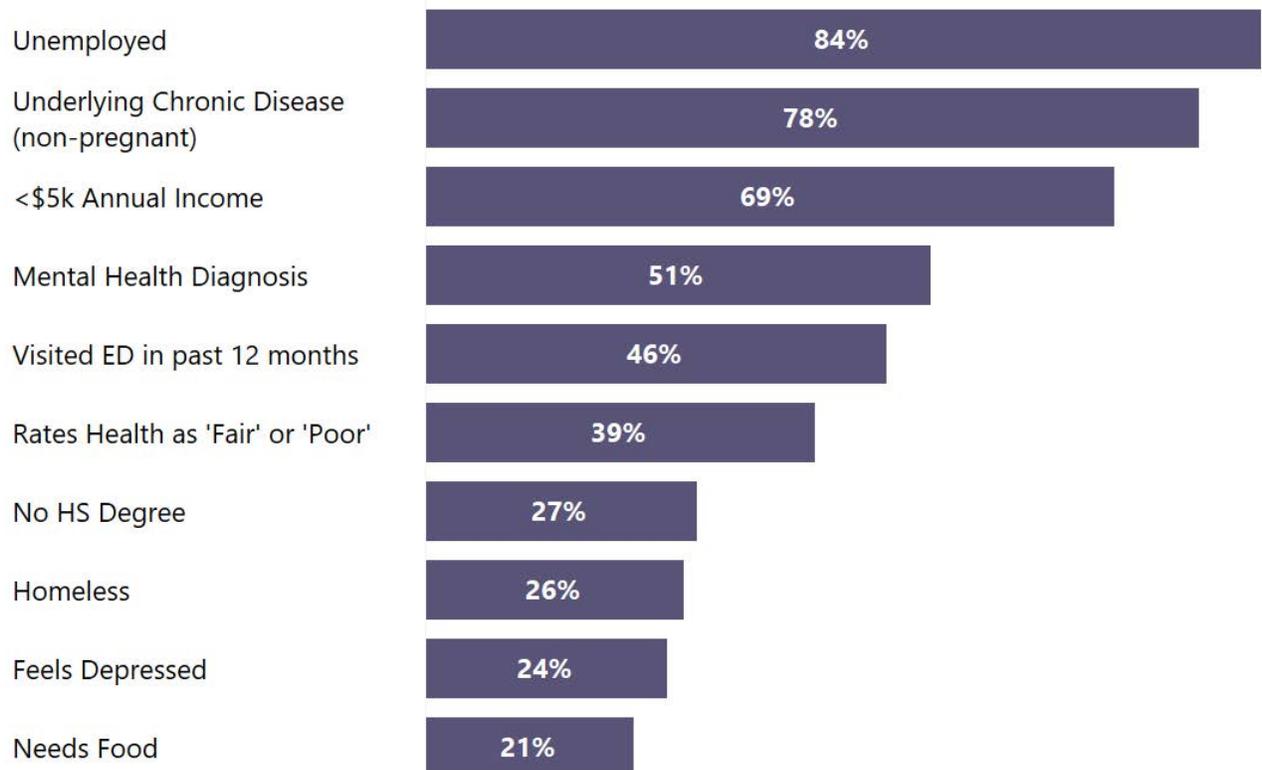
## Enrolled Clients by Region and Type





The Care Coordination Agencies served individuals with a variety of challenging health and social factors. **Most clients are unemployed and suffering from either an underlying chronic illness or mental health diagnosis.** Community Health Workers are trained to identify these range of issues and address needs holistically.

## % of Enrolled Adults with Underlying Issues





Community Health Workers are most certainly the Secret Sauce of Success with the Pathways HUB model. They are trusted advocates, educators, and navigators of the clients they serve – largely due to their deep understanding of their lived experiences, and of the communities where they reside. Featured here are two heart-warming experiences that capture the impact our CHWs have on their client’s lives.



Shellakee Turner, CHW  
The MetroHealth System



Janice Zweigart, CHW  
Carmella Rose Health Foundation



**Shellakee Turner:**

Ms. Turner is assisting a 35-year-old single mom, pregnant with twins. She has helped her secure unemployment benefits, utility assistance, furniture, and meal deliveries. Imagine what may have happened to her client and her unborn child without this intervention? Ms. Turner has continued a relationship with her client to be an ongoing resource and support during her pregnancy and after the birth of her twins as needed.

**Janice Zweigart:**

“I received a call from client one day and he told me that every time he calls me, he always needs my help and that this call was just to say hello and see how I was doing- needless to say he made my day.” Ms. Zweigart’s client lived in a homeless shelter and needed surgery for traumatic injuries incurred in 2020. She connected him to care, facilitated transportation to his appointments, helped him secure an apartment with furnishings, and he now enjoys a part time job at a nursery living out of the shelter. He is eternally grateful for Ms. Zweigart’s help.



Pathways are opened when a Community Health Worker and Client identify needs/risk factors and agree to work toward resolving those together. **Overall, since our beginning, 81% of pathways have been successfully closed.**

## % of Pathways Successfully Completed

# AVAILABLE PATHWAYS

- Adult education
- Behavioral health connections
- Developmental referral
- Developmental screening
- Education
- Employment
- Family planning
- Health insurance
- Healthy pregnancy
- Tobacco cessation
- Housing
- Immunization screening
- Immunization referral
- Lead exposure screening
- Medical home connection
- Medical needs referral
- Medication assessment
- Medication management
- Post-pregnancy care
- Social service connections

	Closed Pathways	% Successfully Closed
Medication Management	1	100%
Medication Assessment	6	100%
Lead	18	100%
Immunization Screening	3	100%
Immunization Referral	4	100%
Family Planning	6	100%
Education	937	100%
Health Insurance	53	92%
Postpartum	43	88%
Social Service Referral	1,017	76%
Behavioral Health	25	76%
Pregnancy	75	75%
Medical Referral	607	70%
Medical Home	182	51%
Adult Learning	2	50%
Housing	18	39%
Employment	8	25%
Tobacco Cessation	5	20%



### New Pathways HUB Community Partners!

We are forging new community partnerships to help enhance awareness of the HUB services and to increase referrals so more individuals can benefit from connecting with Community Health Workers to help them meet complex needs.



A statewide effort between [Ohio Department of Health/Bright Beginnings](#), and Pathways Community HUBs began September 1, 2021 to help reduce wait times for home visiting services for pregnant individuals who need assistance with health and social needs.



The Pathways HUB is engaging with [Case Western Reserve University](#) Collaborative Practice I students to assist two of our CCAs – [Pregnant with Possibilities](#) and [Village of Healing](#) to increase awareness of the HUB for residents living in the Central Neighborhood – one of the most impoverished neighborhoods in Cuyahoga County. Students will work with the community organizations and residents to co-design and implement a social media campaign and evaluate its effectiveness on HUB utilization. We [thank Sisters of Charity Foundation](#) for helping our CCAs build capacity to strengthen their impact.



Approximately **76% of social service referrals are successfully completed**, as the client gets connected to resources to meet needs. Challenges persist with assistance for housing, jobs, and educationi-highlighting the need for system level improvements.

## % of Social Service Referrals Successfully Completed

	Closed Referrals	% Successfully Closed
Insurance Assistance	99	99%
Medical/Medication Assistance	15	93%
Food Pantry/Food Bank	29	90%
Food Benefits/Assistance	198	89%
Financial Assistance	46	80%
Utilities Assistance	96	76%
Transportation Assistance	186	75%
Baby Items	88	72%
Pregnancy/Parenting Resources	28	71%
Misc.	74	69%
Furniture	18	61%
Job/Employment Assistance	15	53%
Housing Assistance	52	52%
Education Assistance	13	46%
Legal Assistance	29	45%
Clothing Assistance	27	22%



To promote healthy pregnancies and children, CHWs work with mothers and caregivers to educate them on many pregnancy and positive health infant practices. In 2020, the HUB started a quality improvement initiative to get individuals educated on lead safety and safe sleep practices to reduce infant mortality and lead poisoning. **In 2021, the HUB had 51 births with 93% of normal birthweight.**

### Education & Birth Outcomes 2020-2021

	2020 (23 births)	2021 (51 births)
Lead Safety Education & Screening Completed	4%	35%
Safe Sleep Education Completed	48%	53%
Full Term (Singleton only)	86%	83%
Normal Birthweight (Singleton only)	82%	93%



*Nourishing Beginnings*, is a collaboration started in Q3 2021 among [Better Health Partnership](#), [Case Western Reserve University](#), [First Year Cleveland](#) and the [Greater Cleveland Food Bank](#) to study the impact that two different interventions (food boxes or gift cards) have on improving a range of outcomes – such as birth outcomes and psychosocial wellbeing.



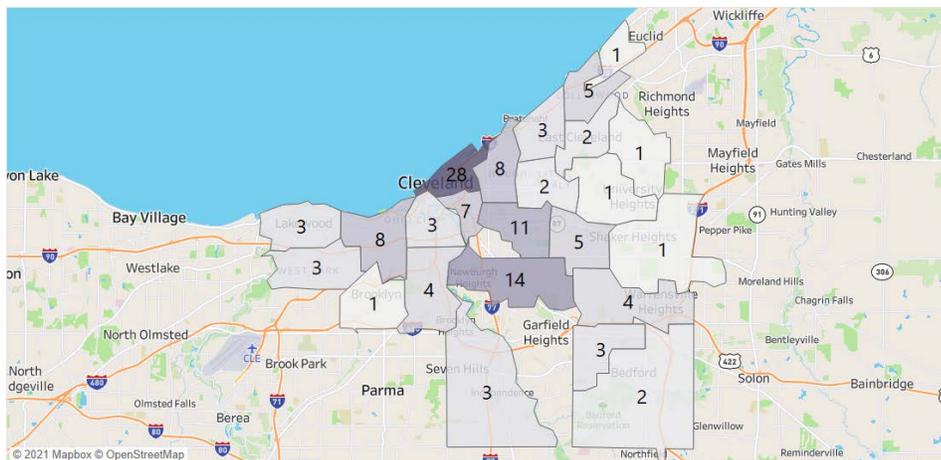
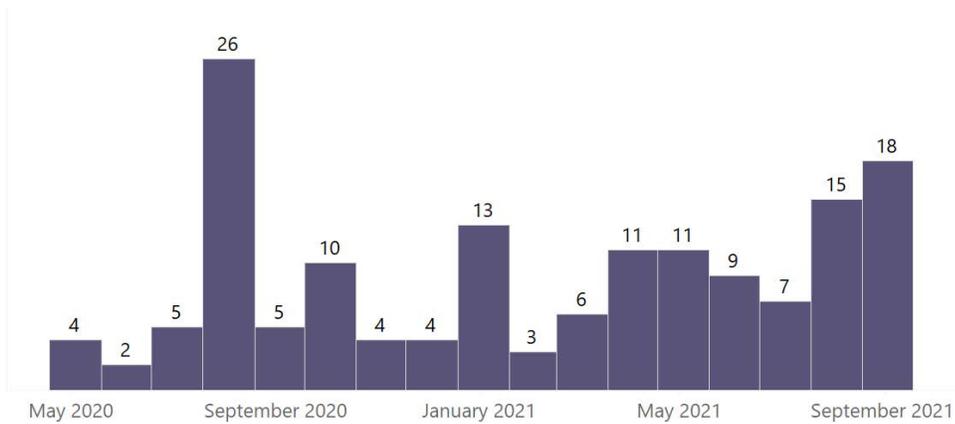
125 participants will be enrolled in the Better Health Pathways Community HUB which will connect them to community health workers (CHWs) who will support them in identifying food access concerns and diet quality needs while also providing navigation support and connecting them to resources to address other medical, social, educational, and economic needs.

Funding from the [Bruening Foundation](#) supplements funding received from the [Vitamix Foundation](#) to launch this two-year initiative.



**COVID IMPACT:** Community Health Workers **educated 132 clients** about the **COVID-19** virus, including testing and vaccination information to help mitigate hospitalizations and death. CHWs also provided wrap-around support to individuals needing assistance with isolation.

## # Clients Receiving Covid-19 Education by Month & Zip Code





The Better Health Pathways HUB will partner with **The Community Builders' Community Life Program in the Buckeye-Woodhill neighborhood** to help individuals secure stable housing, get access to high quality health care, obtain education to advance skills and position for sustainable, future employment.

CHOICE NEIGHBORHOODS IMPLEMENTATION GRANT

## Woodhill Neighborhood Transformation



\$35 million HUD CHOICE GRANT awarded July 2021: 800 mixed-income rental homes are slated to replace a 487-unit public housing complex in the Buckeye-Woodhill neighborhood 2021 Community

## Community Advisory Board

Beech Brook  
Birthing Beautiful Communities  
Bright Beginnings  
The Bruening Foundation  
Buckeye Health Plan  
Care Alliance Health Center  
CareSource  
Carmella Rose Health Foundation  
Case Western Reserve University  
The Center for Community Solutions  
The Centers  
Cleveland Department of Public Health  
The Cleveland Foundation  
CHN Housing Partners  
Cleveland Clinic Health System  
Cleveland State University  
Cuyahoga Community College  
Cuyahoga County Invest in Children  
Cuyahoga County Job & Family Services  
First Year Cleveland  
The George Gund Foundation  
Greater Cleveland Food Bank  
Josephs Home  
The MetroHealth System  
Neighborhood Family Practice  
Northeast Ohio Neighborhood Health Services (NEON)  
OhioGuidestone  
Pregnant with Possibilities Resource Center  
Saint Luke's Foundation  
Sisters of Charity Foundation of Cleveland  
Sisters of Charity Health System  
United Way of Greater Cleveland  
UnitedHealthcare  
University Hospitals Health System  
Village of Healing



# Better Health Pathways HUB

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## CERTIFIED PATHWAYS COMMUNITY HUB SUPPORT



Ohio Commission On  
Minority Health

First Year  
Cleveland

Ohio  
Department  
of Medicaid

Bruening

CASE WESTERN RESERVE  
UNIVERSITY EST. 1826

SISTERS of CHARITY  
FOUNDATION  
OF CLEVELAND

Saint  
Luke's  
Foundation

CareSource

UnitedHealthcare

THE  
GEORGE  
GUND  
FOUNDATION



Cleveland Clinic

MOLINA  
HEALTHCARE

Vitamix  
FOUNDATION

PARAMOUNT  
*Affiliate of ProMedica*

buckeye  
health plan.

If you have questions or need  
help, please contact:

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**216.778.7525**



Scan the QR code on  
the right to put the HUB's  
phone number directly  
into your contacts.

