CNYCC Friday Webinar Series

Unite Us Review and Project Socialization

September 19, 2019

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Objectives

- Review CNY Cares project formation, approach, and high level implementation strategy
- Review general project governance and timelines
- Overview of CNY Cares letter of Interest
- Learn from Adirondack Health Institute (PPS) on their implementation of their ADK Wellness Network
- Learn from Canton Potsdam Hospital on their use of the ADK Wellness Network

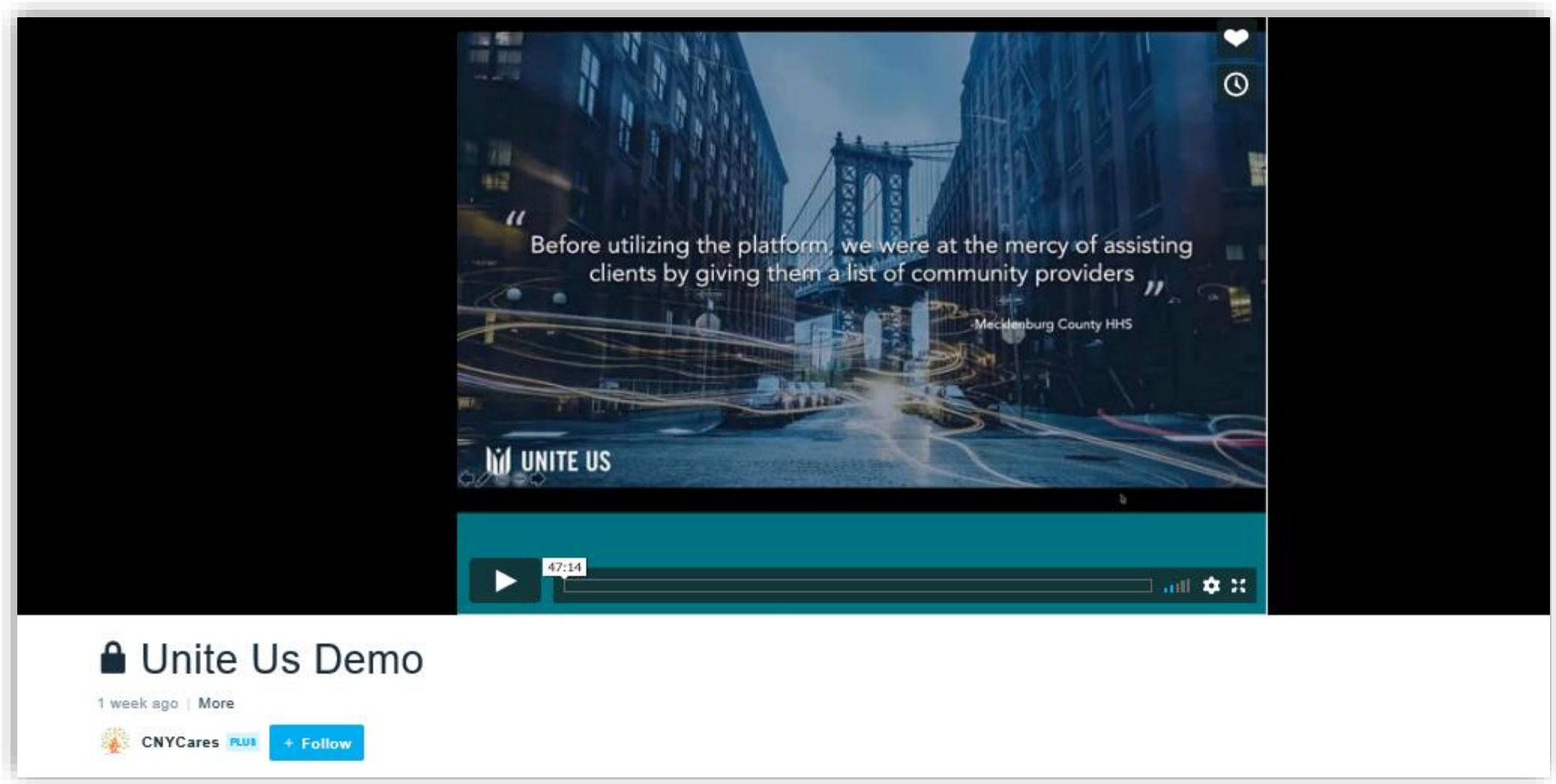
Project Overview

- **Community Need and Project Formation**
  - There has been a stated need for a social referral program that brings community partners together.
  - CNYCares is in a unique position to leverage DSRIP funds to provide access to a community utility that can be made available to organizations across the PPS.
  - The intention of this project is to provide an infrastructure to enable grass roots collaboration on Social and Behavioral Determinants of Health between Community Based, Human Service, Mental and Behavioral Health, Substance Use and Clinical Organizations.
  - In order to successfully impact the healthcare delivery system in a manner consistent with the goals of the DSRIP program Community Based Organization need an effective way to collaborate, participate, communicate and refer across the healthcare continuum.
  - Using the Unite Us platform CNYCares intends to provide a tool and act as a convener of organizations to facilitate projects and reduce barriers of collaboration for organizations and entities that can’t provide this infrastructure, at scale, individually.

PPS and Community Impact

- Improve patient/client outcomes by addressing social and behavioral needs.
- Track and report on efficacy of grants and other funded community programs.
- Streamline communication and workflows across organizations and care settings.
- Measure impact of Value Based Contracts, including value proposition for CBO participation.

Unite Us Demo Recording



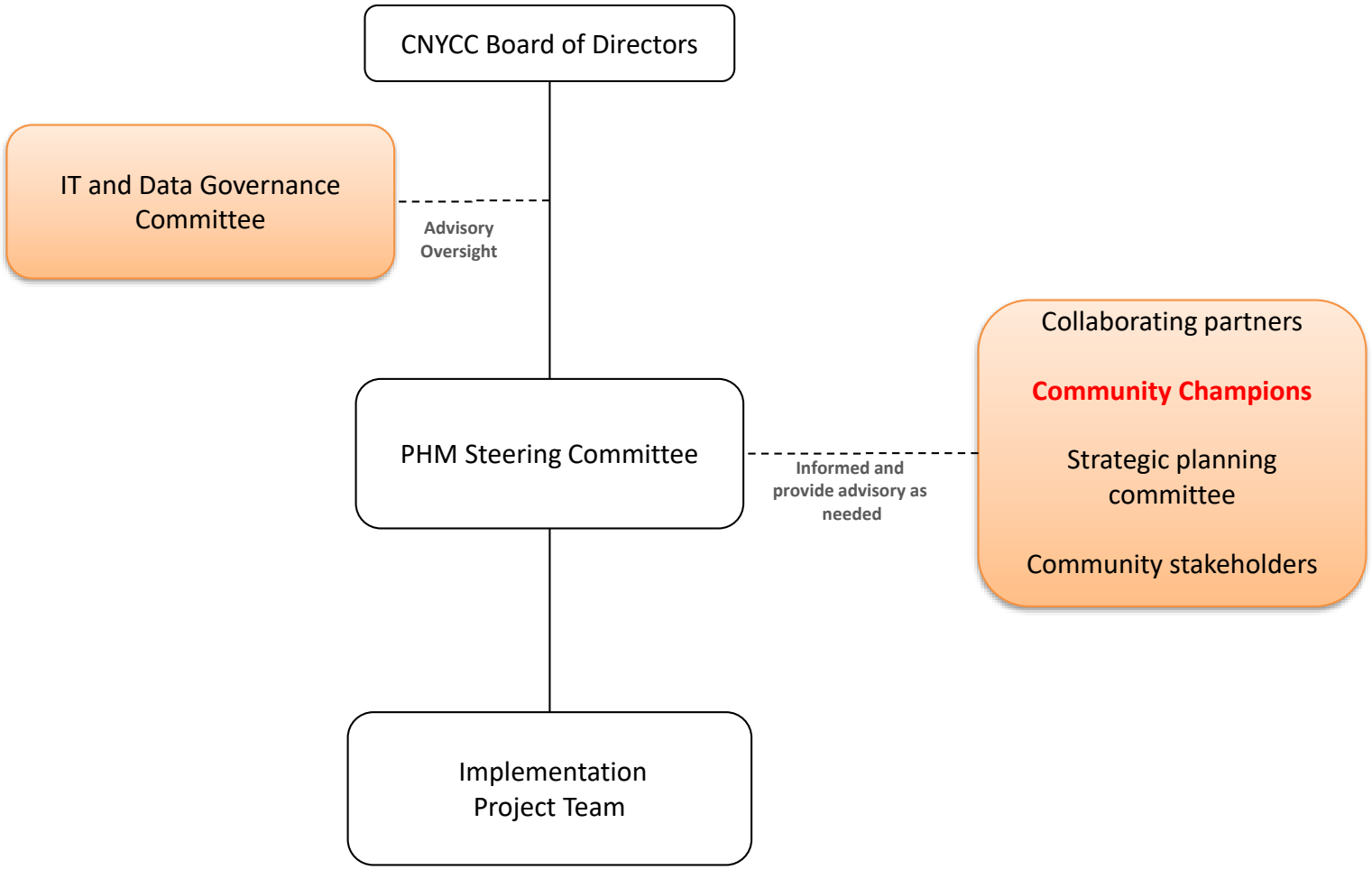
Project Approach

- Build a community infrastructure using PPS incentives to build out PPS wide referral network
- Allow partners to individually identify their own referral networks and pilot programs
- Work with partners to strengthen workflows and partnership by acting as a facilitator and convener.
- Grow network to allow for long term sustainability of infrastructure/network

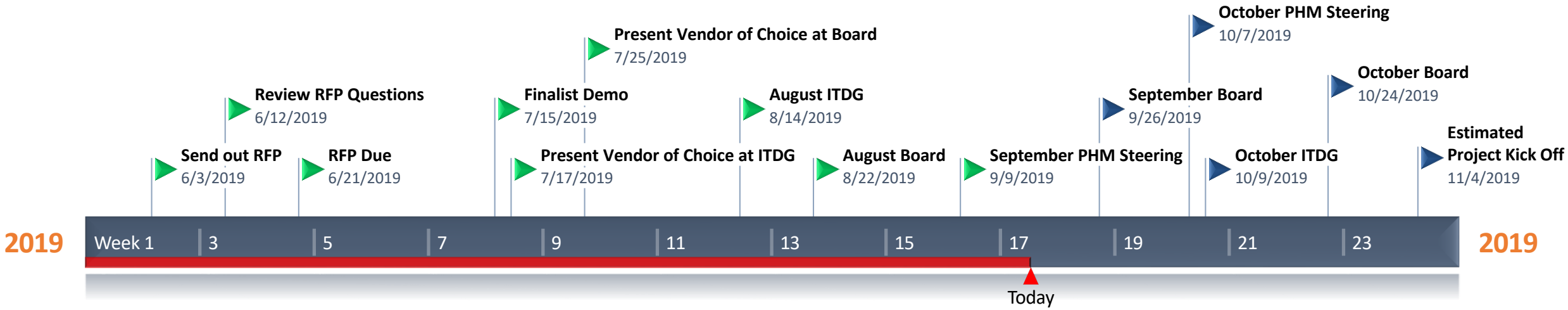
Planned Phases

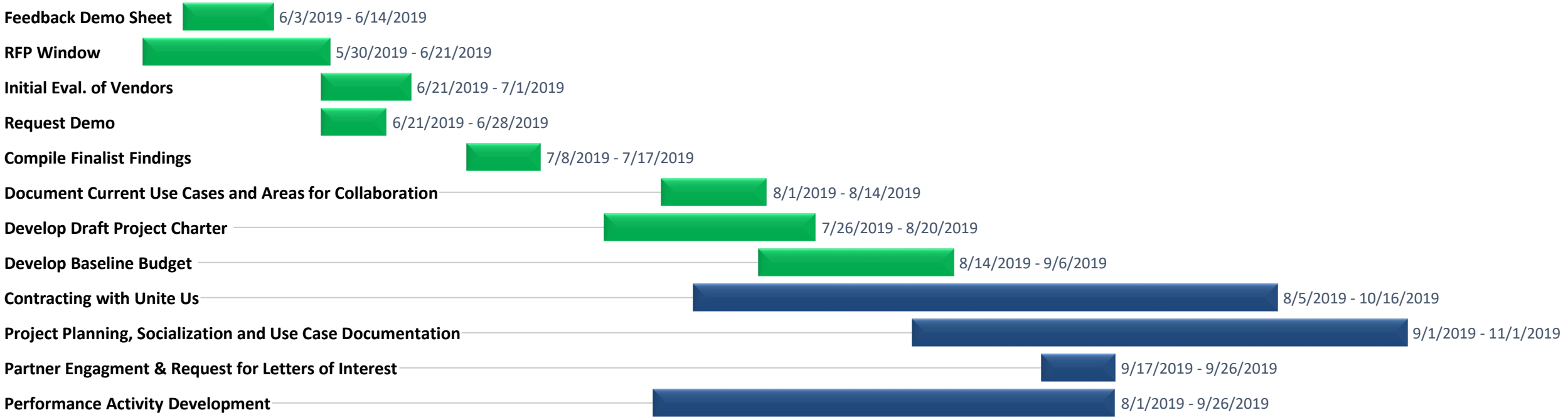
- **Phase 1:**Network Development and Roll Out
- **Phase 2:** Use Case Development and Facilitation
- **Phase 3:** Network growth, Optimization and Integration

Project Governance



Next Steps and Timeline



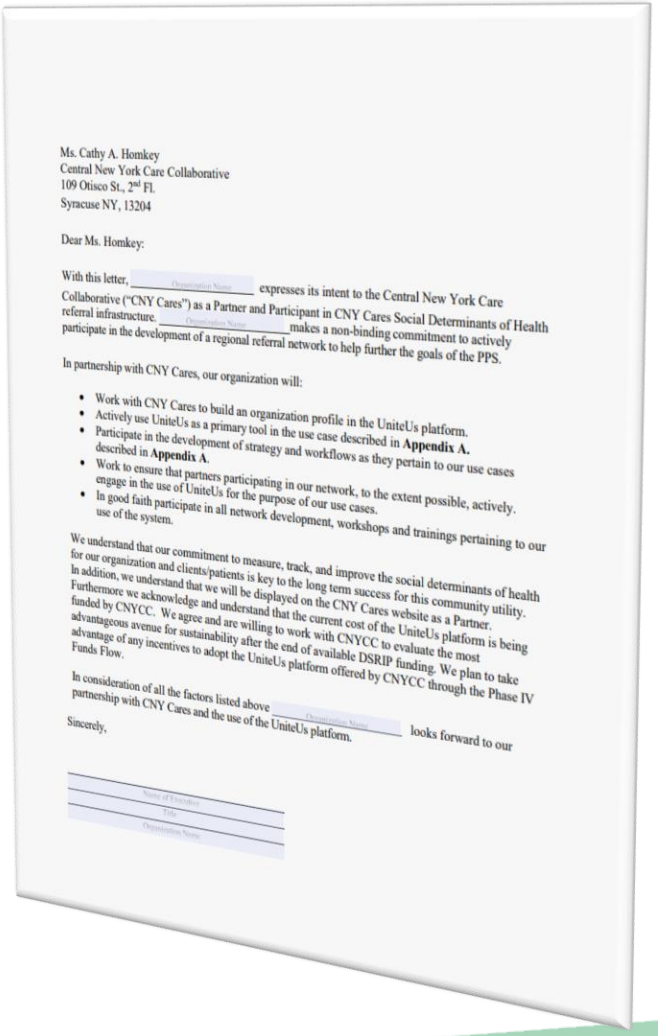


Next Steps: Letters of Interest

- CNYCC Distributed Letters of Interest on **09/19/2019**

- **Letters will inform:**
  - Use Cases for Platform
  - Initial Network Configuration
  - Project and Engagements Strategy
  - Funds flow eligibility*

- **Due**: **09/25/2019**



Ms. Cathy A. Homkey
Central New York Care Collaborative
109 Otisco St., 2nd Fl.
Syracuse NY, 13204

Dear Ms. Homkey:

With this letter, _____ expresses its intent to the Central New York Care Collaborative ("CNY Cares") as a Partner and Participant in CNY Cares Social Determinants of Health referral infrastructure. _____ makes a non-binding commitment to actively participate in the development of a regional referral network to help further the goals of the PPS.

In partnership with CNY Cares, our organization will:

- Work with CNY Cares to build an organization profile in the UniteUs platform.
- Actively use UniteUs as a primary tool in the use case described in **Appendix A.**
- Participate in the development of strategy and workflows as they pertain to our use cases described in **Appendix A**.
- Work to ensure that partners participating in our network, to the extent possible, actively. engage in the use of UniteUs for the purpose of our use cases.
- In good faith participate in all network development, workshops and trainings pertaining to our use of the system.

We understand that our commitment to measure, track, and improve the social determinants of health for our organization and clients/patients is key to the long term success for this community utility. In addition, we understand that we will be displayed on the CNY Cares website as a Partner. Furthermore we acknowledge and understand that the current cost of the UniteUs platform is being funded by CNYCC. We agree and are willing to work with CNYCC to evaluate the most advantageous avenue for sustainability after the end of available DSRIP funding. We plan to take advantage of any incentives to adopt the UniteUs platform offered by CNYCC through the Phase IV Funds Flow.

In consideration of all the factors listed above _____ looks forward to our partnership with CNY Cares and the use of the UniteUs platform.

Sincerely,

Name of Executive
Title
Organization Name

Adirondack Health Institute

Lead • Empower • Innovate

ADK WELLNESS CONNECTIONS

Jessica Chanese

Community Engagement Manager, AHI

September 20, 2019

ADK Wellness Connections

- **A collaborative referral coordination and resource navigation network** comprised of service providers across the continuum of care in **Clinton**, **Franklin**, **Essex**, **Fulton**, **Hamilton**, **Saratoga**, **St. Lawrence**, **Warren**, and **Washington** counties to address **social** and **medical** needs.

ADK WELLNESS
CONNECTIONS

ADK Wellness Connections: Why?

It's all about connection

ADK Wellness Connections connects…

- community members to services and resources.
- clinical and non-clinical service providers.
- AHI and ADK Wellness Connections network partners to valuable data.

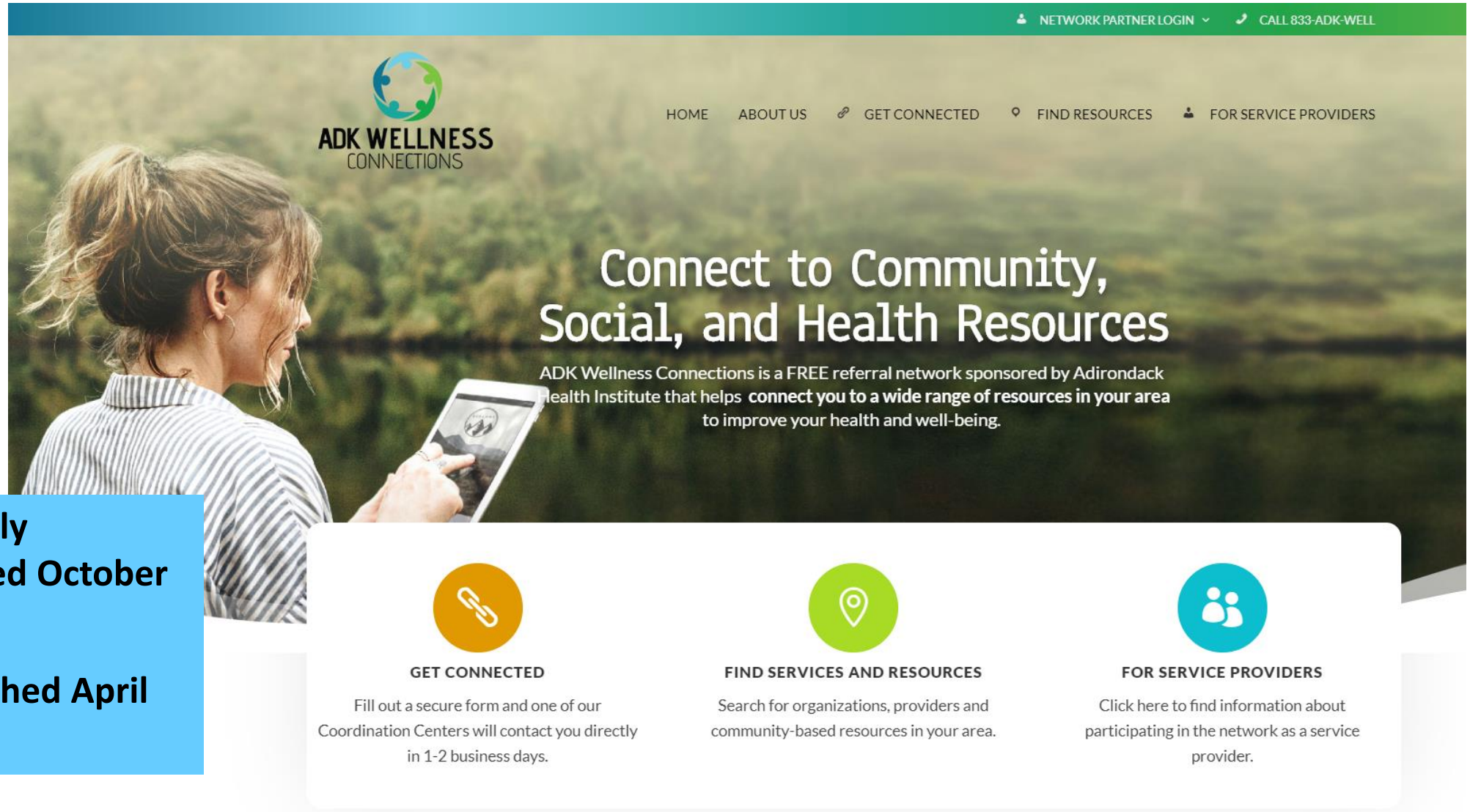
ADK Wellness Connections Coordination Centers

- **Family Service Association of Glens Falls-** Glens Falls PHN/Fulton PHN region (Fulton, Hamilton, Saratoga, Warren, and Washington counties)

- **Behavioral Health Services North (BHSN)-** Saranac PHN/Plattsburgh PHN region (Clinton, Essex, and Franklin counties)

- **St. Lawrence Health Initiative-** St. Lawrence PHN region (St. Lawrence County)

ADK Wellness Connections Website



- **Originally Launched October 2018**
- **Relaunched April 2019**

ADK Wellness Connections Network Performance To Date

Since network launch on 10/15/18 through 9/8/19:

883 Service episodes (5500+ w/Healthy Together)

100 ADKWC Network Partners, **151** sites

ADK WELLNESS CONNECTIONS

261 ADKWC & Healthy Together Network Partners

165 assistance requests submitted (self-referrals)

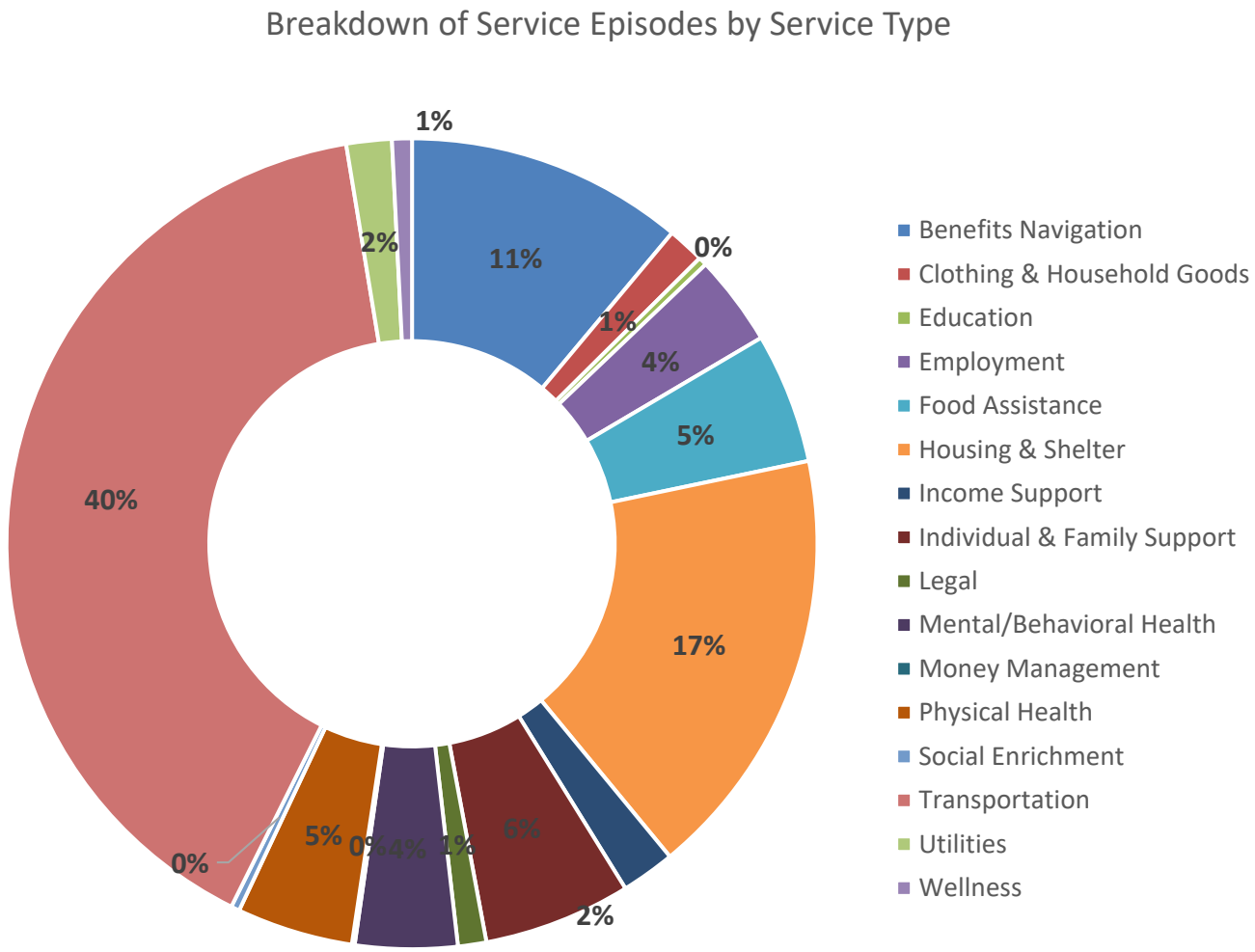
53% referrals are provider to provider

40% of service episodes pertained to transportation

517 new clients added by ADKWC partners (**2800+** including Healthy Together)

ADK Wellness Connections Service Episodes by Service Type

Service Type	# of Service Episodes
Benefits Navigation	98
Clothing & Household Goods	13
Education	3
Employment	32
Food Assistance	46
Housing & Shelter	153
Income Support	19
Individual & Family Support	52
Legal	10
Mental/Behavioral Health	36
Money Management	1
Physical Health	41
Social Enrichment	3
Transportation	354
Utilities	16
Wellness	7



Partner Perspective

CANTON-POTSDAM HOSPITAL

St. Lawrence Health System

Sommer Giordano

Physician Practice Management Project Coordinator

Rachel LaPoint

Incentive Coordinator/Physician Practice Management

ADK WELLNESS CONNECTIONS

adkwellconnects@ahihealth.org

a·H·I Adirondack Health Institute

Questions

Please email questions to info@cnycares.org