



# ANNUAL REPORT

2019 + 2020

*Building partnerships that improve  
access to health care in Cincinnati*

Health Care   
Access Now™

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## MESSAGES FROM OUR CEO AND BOARD CHAIR



The past two years have brought change and growth to Health Care Access Now (HCAN). It has also brought a deepening of our commitment to the work we do. We welcomed new energy and ideas from new staff, board

members, and partner agencies. I have deep respect for the compassion and commitment of every community health worker and staff member at HCAN and our partner agencies.

As the world became more unsettled, each person found within themselves the grit to keep going. Not only did they keep up the pace, there was a 20% increase in the number of clients served from 2019 to 2020. I am filled with hope and determination working alongside the talented team at HCAN to improve the health of our community one person at a time.

*Sarah Mills, CEO*



2020 was a truly challenging year for HCAN; indeed it was for the whole world, bringing to mind the familiar words of Charles Dickens: "It was the best of times. It was the worst of times." The COVID-19 virus sprang from obscurity to hold the country in a vice grip, closing down our work places, schools, and private and public institutions, completely disrupting HCAN's models of service delivery to the

community at the very time when the needs for those services were the most critical—and for too many the difference between health and illness, hope, and despair.

The epidemic's rapidity of onset and its disproportionately targeted devastation on impoverished under-resourced communities like the ones we serve has made the progress of our organization over the past year all that more remarkable. HCAN's work flow was forced into an abrupt pivot, creating a new service delivery model appropriate for the personal-contact-limited COVID environment. The new model not only assured a safe working environment for our staff but was also flexible enough to substantially increase the number of clients we were able to provide with services.

In this virus induced "winter of despair," HCAN's dedicated and talented staff is pushing forward to a "spring of hope," persevering through the headwinds of these troubled times and putting the words of Maya Angelou "Still I Rise" into practice with a commitment to continue to do the hard work required to end the health disparities within our community.

*Robert Collins, M.D., Board Chair*

### 2019 BOARD MEMBERS

**Myrita Craig**  
Board Chair

**Karen Mueller**  
Board Secretary

**Keith Caldwell, CPA**  
Board Treasurer

**Robert Collins, M.D.**

**Sadath Hussain, M.D.**

**Penny Pensak**

**Gregory Rogers, Esq.**

### 2020 BOARD MEMBERS

**Robert Collins, M.D.**  
Board Chair

**Karen Mueller, CBC**  
Board Secretary

**Jackie Moak**  
Board Treasurer

**Brett Bonfield**

**Andrew Johnson, Esq.**

**Sadath Hussain, M.D.**

**Tamara Ward, MBA**

**Joyanna Wesche Blake**



# HUB HIGHLIGHTS

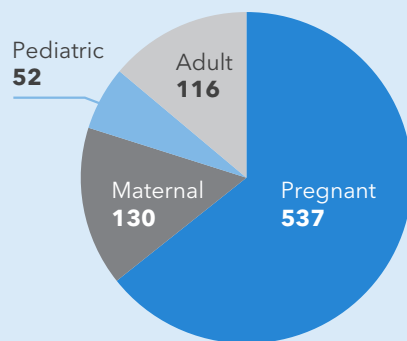
In 2019, we launched a bi-monthly e-newsletter that offers engaging articles on our community partnerships, agency success stories, local data, and events (<https://healthcareaccessnow.org/community-connection/>). Our 2019 program focus was on building capacity with our CHWs through four Hub-wide trainings and additional CHW positions. We continued to build our capacity in 2020 with six CHW trainings. When our world was upended by the pandemic, we adapted our approach to serving clients and engaging students, moving to virtual platforms and supplementing our normal curriculum with Educations related to COVID-19 prevention. With a Hub-wide effort in 2020, we delivered 1,088 COVID-19 Prevention Educations to clients across all partner agencies and programs. As our country began to reckon with centuries of injustice, we educated our clients on how to use their voices to advocate for their own interest in the elections.



2019



NUMBER SERVED



2019 HUB PARTNERS

## Care Coordination Agencies

City of Cincinnati Health Department  
Every Child Succeeds  
Families First  
Healthy Moms and Babies  
Healthy Homes Block-By-Block  
TriHealth

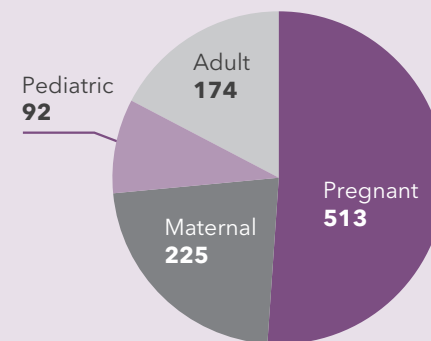
## Funders

Butler County United Way  
CareSource Foundation  
Cradle Cincinnati  
Greater Cincinnati United Way  
Ohio Commission on Minority Health  
PNC Charitable Trust  
The Health Collaborative

2020



NUMBER SERVED



2020 HUB PARTNERS

## Care Coordination Agencies

Atrium Medical Center  
Butler County Educational Services  
City of Cincinnati Health Department  
Community Building Institute  
Mercy Health Bon Secours  
Sojourner Recovery Services  
TriHealth

## Funders

Bi3  
CareSource Foundation  
Cradle Cincinnati  
Greater Cincinnati Foundation  
Greater Cincinnati United Way  
Ohio Commission on Minority Health  
PNC Charitable Trust  
The Health Collaborative



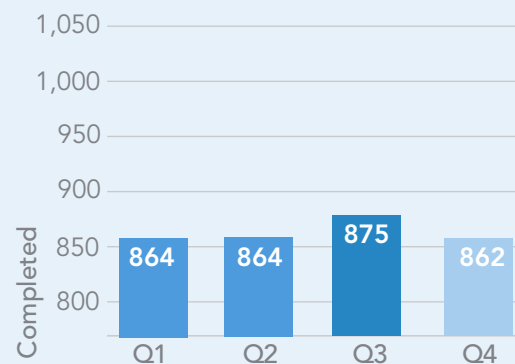


## RISK REDUCTION

At the heart of our work, we are reducing the risk for poor health outcomes every time we address a barrier. The 20 Standard Pathways of the Pathways Model are the tools we use to measure our success in reducing risk. This model provides a structure flexible enough to meet individual and diverse needs while ensuring a firm and rigorous process. CHWs use this evidence-based, peer-reviewed model to build trusted relationships. Once they have established this relationship, they provide education, support, and connections to resources and health care services to the client and reduce risk factors.

2019

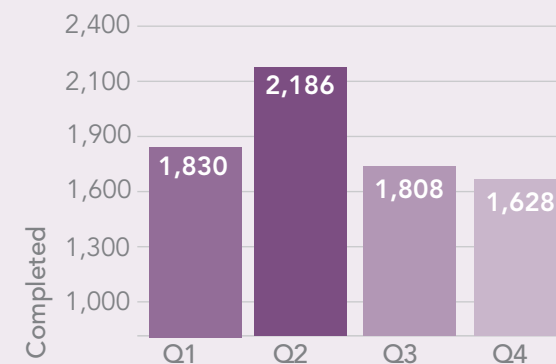
### RISK REDUCTION



PATHWAY	COMPLETED
Behavioral Health	3
Developmental Referral	1
Education	2,320
Employment	8
Family Planning	39
Health Insurance	15
Housing	14
Immunization Screening	5
Medical Home	9
Medical Referral	37
Medication Assessment	4
Medication Management	1
Postpartum	195
Pregnancy	260
Social Service Referral	697
Tobacco Cessation	2

2020

### RISK REDUCTION



PATHWAY	COMPLETED
Adult Learning	6
Behavioral Health	8
Education	5951
Employment	33
Family Planning	32
Health Insurance	8
Housing	12
Immunization Referral	1
Immunization Screening	29
Lead	1
Medical Home	41
Medical Referral	67
Medication Assessment	5
Postpartum	209
Pregnancy	285
Social Service Referral	865
Tobacco Cessation	2



## TOP 3 EDUCATIONS

The very old saying “knowledge is power” is why the Educations provided by CHWs are so important. Clients gain the power to manage their health condition, advocate for themselves in systems of care, and to make decisions that best support their well-being. CHWs provide Educations for any topic important to the health outcomes of the client. Topics range from diabetes self-management, disease prevention, and warning signs of preterm labor to Educations that instruct clients on how to obtain identification or life skills, such as budgeting, housekeeping, and laundry. All of the information is provided to support the client in their journey to good health.

### 2019

Pregnant			Maternal & Child			Adult		
Safe Sleep 426	Family Planning 174	Breastfeeding 131	Safe Sleep 92	Infant Care 32	Growth & Development 31	Hypertension 54	Support Systems 39	DASH Diet 35

### 2020

Pregnant			Maternal & Child			Adult		
Safe Sleep 449	Breastfeeding 227	COVID-19 210	Safe Sleep 205	COVID-19 160	Breastfeeding 108	COVID-19 358	Hypertension 163	Nutrition 112



# TOP 3 BARRIERS BY CLIENT

A comprehensive assessment with each client identifies the unique barriers that individual is facing. This assessment is revisited at each encounter to ensure that, as circumstances shift, the CHW is able to assist the client with new barriers. Although each individual has a unique story, when barriers are viewed together, we can learn important things about the needs and resources in our community. Food security, transportation access, and supplies for babies (diapers, cribs) are some of the most frequent barriers in our community for 2019 and 2020.

## 2019

### ADULT



- 1 Food assistance
- 2 Transportation assistance
- 3 Medication assistance

#### Other barriers

- Clothing assistance
- Housing assistance
- PRC assistance
- Legal assistance
- Utilities assistance

### MATERNAL & CHILD



- 1 Transportation assistance
- 2 Clothing/baby items
- 3 Cribs for kids

#### Other barriers

- Childbirth, breastfeeding, parenting class
- Diaper bank
- PRC assistance
- Housing assistance
- Utilities assistance
- WIC

### PREGNANT



- 1 Transportation assistance
- 2 Clothing/baby items
- 3 Cribs

#### Other barriers

- Clothing assistance
- Financial assistance
- Food assistance
- PRC assistance
- Utilities assistance
- WIC

## 2020

### ADULT



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

#### Other barriers

- Clothing assistance
- Financial assistance
- Furniture assistance
- Housing assistance
- PRC assistance

### MATERNAL & CHILD



- 1 PRC Prevention Retention Contingency Program
- 2 Clothing/baby items
- 3 Food Assistance

#### Other barriers

- Cribs
- Diaper bank
- Financial assistance
- Transportation assistance
- Utilities assistance
- WIC

### PREGNANT



- 1 PRC Prevention Retention Contingency Program
- 2 Cribs
- 3 WIC

#### Other barriers

- Clothing assistance
- Diaper bank
- Housing assistance
- Food assistance
- Transportation assistance
- Utilities assistance



## BIRTH OUTCOMES



2019

**242** Total Hub Births

**85%**

of Hub births were African American

**88.8%**

Healthy Weight Births to African American Moms

\*County 85%

**89.8%**

Full-Term Births to African American Moms

\*County 86%

**1**

Extreme Preterm Birth (<28 Weeks)

\*County 3.3%



2020

**274** Total Hub Births

**85%**

of Hub births were African American

**86.3%**

Healthy Weight Births to African American Moms

\*County 85%

**86.7%**

Full-Term Births to African American Moms

\*County 85%

**3**

Extreme Preterm Birth (<28 Weeks)

\*County 3.4%

\*This data was provided by the Ohio Department of Health. The Department specifically disclaims responsibility for any analyses, interpretations or conclusions.

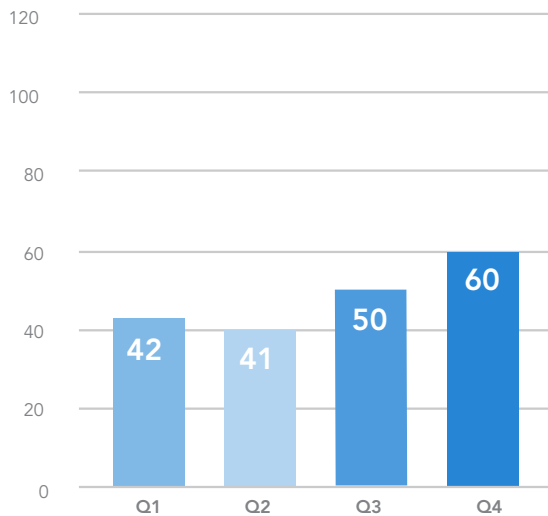


# POSTPARTUM VISITS

2019

**193** postpartum visits

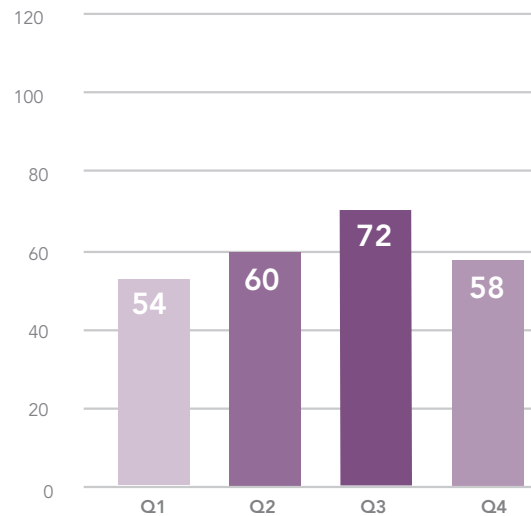
Number of Postpartum Visits



2020

**244** postpartum visits

Number of Postpartum Visits



Postpartum care is a critical step in safeguarding maternal health. After delivering their babies, moms may have difficulty completing this important visit. Statewide, only 66%\* of Medicaid beneficiaries receive their postpartum care. CHWs provide education and support to the client to ensure this visit takes place. They may also help the client overcome barriers such as transportation or scheduling the appointment. With this encouragement and support, clients enrolled with the Hub complete 78% of their postpartum visits.

\*<http://publicapps.odh.ohio.gov/EDW/DataBrowser/Browse/OhioLiveBirths>





## VISITS WITH CHWS



One important aspect of developing the trusted relationship with a client is the monthly visit. In 2019, there were a total of 2,741 visits, and, in 2020, 3,595 visits were completed. Normally, the CHW meets with the client in the client's home, or any place the client is comfortable. During the pandemic, in-home, in-person visits were replaced by virtual visits for the safety of both the client and the CHW.

### 2019



**521**

Adult



**114**

Pediatric



**1,705**

Pregnant



**401**

Maternal

### 2020



**441**

Adult



**295**

Pediatric



**1,835**

Pregnant



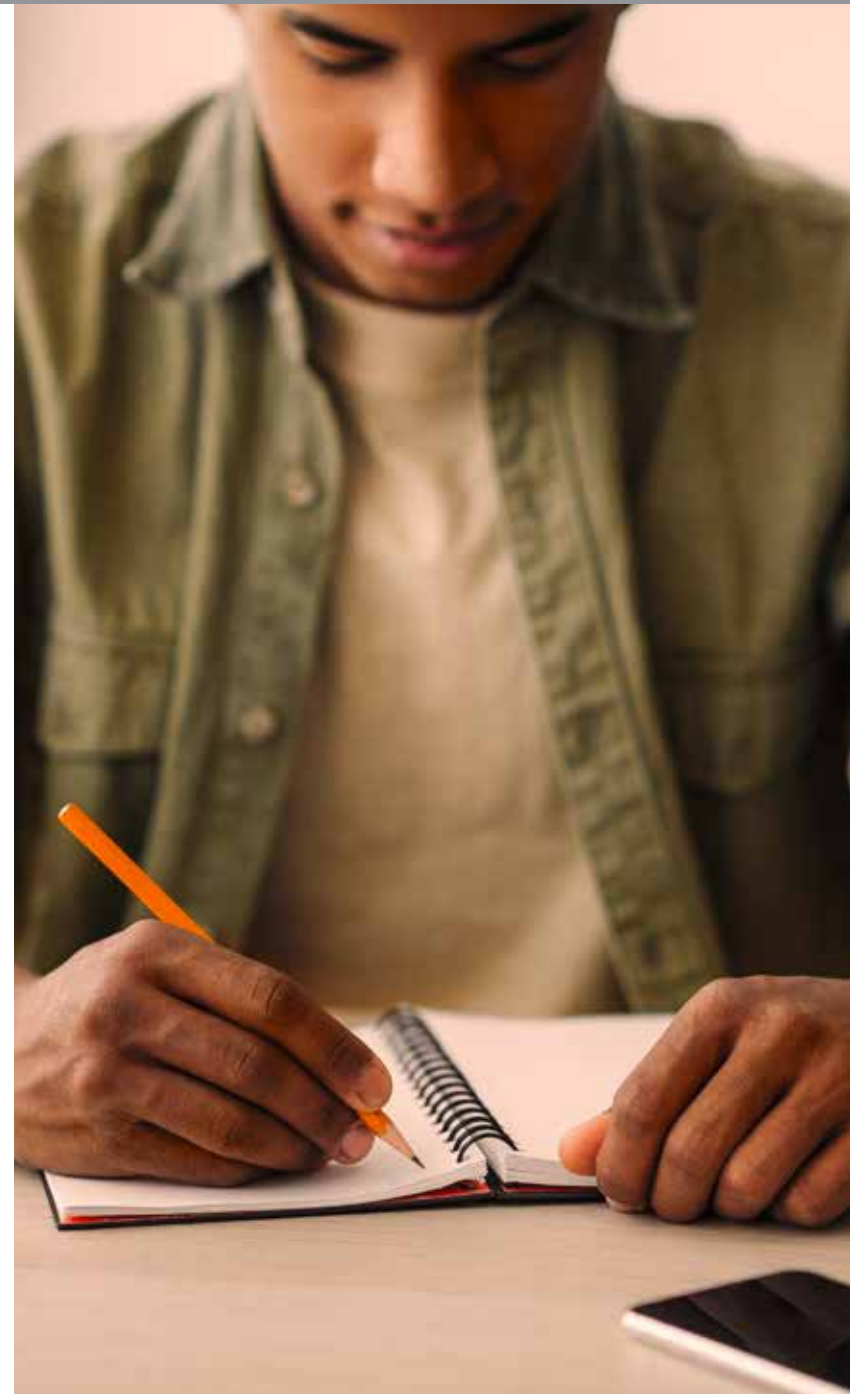
**1,024**

Maternal



# CHW CERTIFICATION PROGRAM

The Community Health Worker Certification Program was filled to the brim with classes and students during 2019. These classes spilled over into 2020, and, in order to effectively support the cohorts from 2019, the total number of 2020 classes offered were reduced. An unexpected opportunity appeared at the end of 2020: a grant from bi3 to purchase a learning management system, which is allowing the program to gain efficiencies that will have a positive impact on the experiences of students and staff in 2021!



2019 + 2020

# COMMUNITIES SERVED

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

## 1-25 INDIVIDUALS SERVED

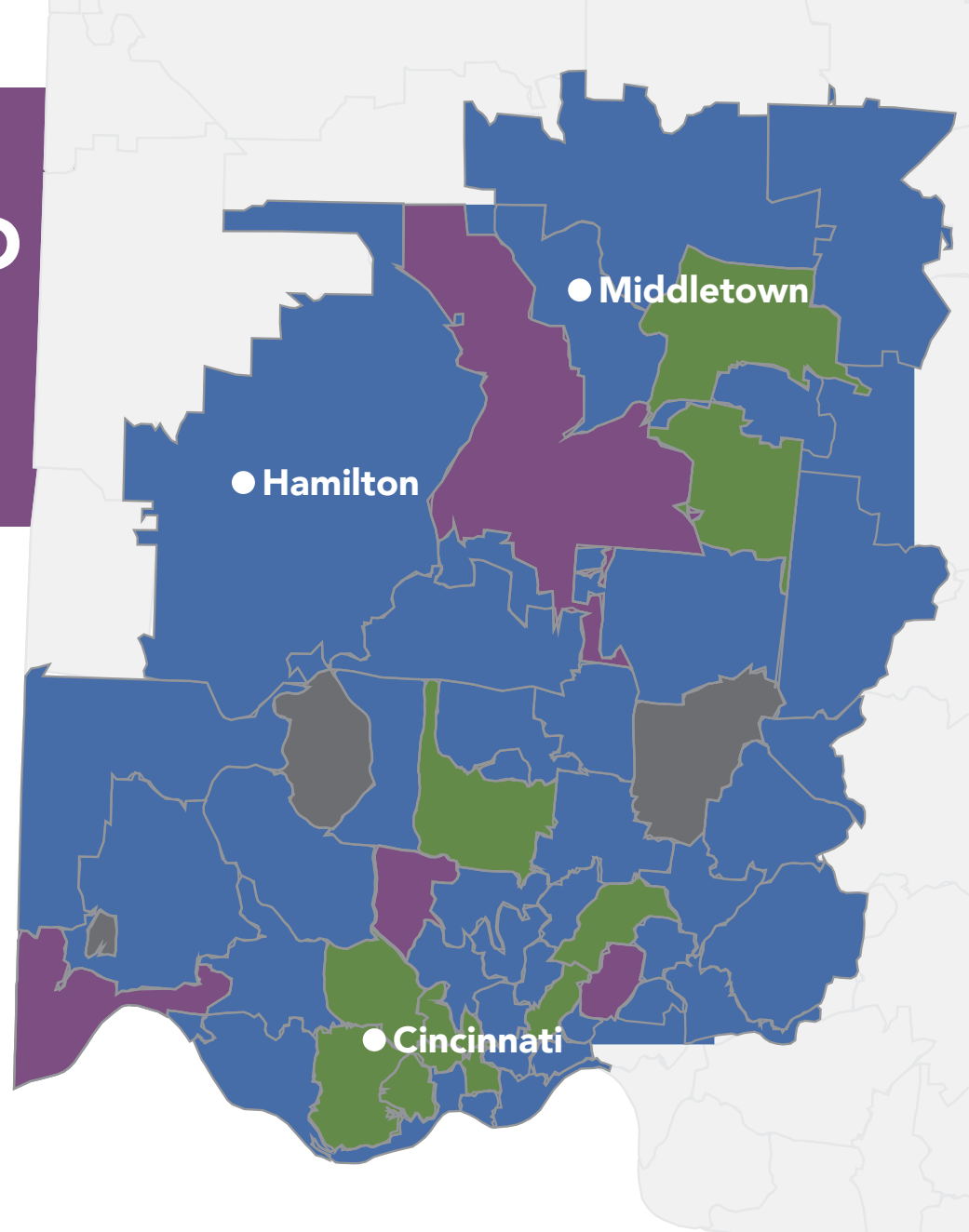
45203	45220	45248	45218	45069	45157
45227	45219	45209	45233	45067	45103
45207	45030	45242	45255	45015	
45213	45230	45247	45243	45050	
45251	45002	45001	45249	45018	
45216	45246	45052	45014	45005	
45217	45236	45208	45042	45040	

## 25-50 INDIVIDUALS SERVED

45232	45239	45202	45215	45240	45011
45223	45206	45204	45224	45212	45013

## >50 INDIVIDUALS SERVED

45225	45205	45229	45214	45044
45211	45238	45231	45237	



[www.healthcareaccessnow.org](http://www.healthcareaccessnow.org)

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