

# RETHINKING RECOVERY

## HOW CARE CONNECT WASHINGTON CAN HELP OPTIMIZE COVID-19 RECOVERY



### SUPPORTING THE COMMUNITY-BASED WORKFORCE (CBWS) THROUGH COMMUNITY HUBS

The urgency of protecting people from COVID-19 spurred new approaches and fresh thinking on how to get people the help they needed to be healthy. Care Connect Washington, an infrastructure that links state support with an on-the-ground, community-based workforce that helps people meet their basic needs, was one of these innovations. Developed to support people isolating and quarantining at home, Care Connect has helped almost 100,000 people with everything from personal protective equipment (PPE), food kits, fresh food and medication deliveries to assistance with housing and childcare supports. Care Connect, in partnership with Community HUBs, has supported over 150 community-based workers (CBWs) who reflect and understand their communities.



Built upon the learnings from existing Accountable Communities of Health HUB approaches, Care Connect embraces a “whole person” local approach. Care Connect recognizes that having one trusted care coordinator from the community who can cut through red tape and open doors can make all the difference. The Care Connect Regional Community HUBs provide a structure for coordinating service delivery to people struggling to meet basic needs.

### WHAT IS A REGIONAL COMMUNITY HUB?



Care Connect has built a state-supported, locally controlled architecture for providing coordinated, human-centered supports to individuals with a wide range of health-related social needs. In partnership with Care Connect, nine regional HUBs work to address the social drivers of health.

Social Barriers	Health Barriers
✓ Housing	✓ Primary Care
✓ Food	✓ Medications
✓ Utilities	✓ Dental
✓ Clothing	✓ Vision
✓ Childcare	✓ Stress

**First**, HUBs work to integrate and coordinate support across the health continuum through a network of local *Care Coordinating Agencies (CCAs)*. CCAs deploy a community-based workforce (CBW) that grounds each client’s experience in a human connection while referring them to agencies that address the social and health barriers that are interfering with the client’s health. The state supports these local efforts by providing an infrastructure to train the community-based workforce; collect, monitor, and report data, and supply state resources. Using Care Connect as a vehicle for community recovery allows resources to flow directly to agencies and partners with an established record of service in their communities, through a system designed from the ground up to reduce duplication, create equity and improve efficiency.

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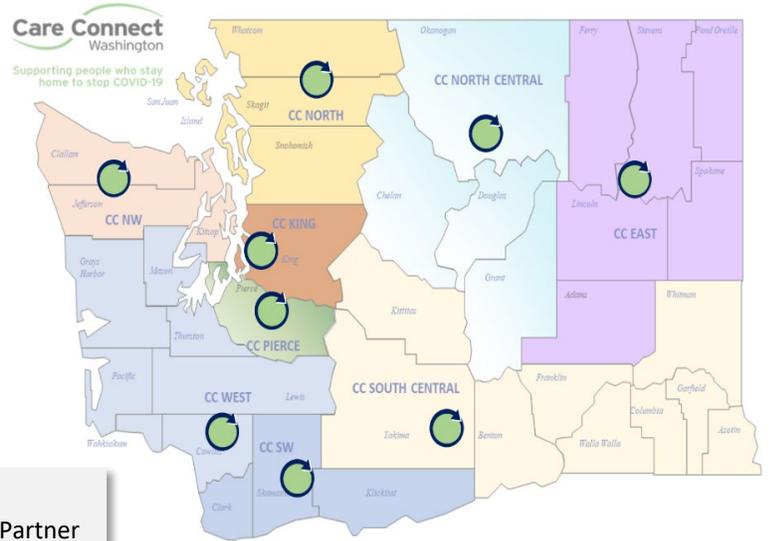
**Second**, recovery from COVID-19 involves more than providing care and controlling the spread of COVID -19. The pandemic has had profound impacts on employment, housing stability, food security, and other key health-related social needs that go well beyond our health care response. Because the scale of the challenge is unprecedented, it is critical for recovery to use resources equitably and invest upstream. Care Connect can help optimize recovery by supporting HUBs to organize a *coordinated approach* that empowers communities to direct recovery resources to upstream solutions in ways that are best suited to their needs.

Adapted From: de Beaumont Foundation

## MEET THE 9 HUBS!

1. Action Health Partners (North Central Region)
2. Better Health Together (East Region)
3. Cascade Pacific Action Alliance (West Region)
4. Elevate Health (Pierce Region)
5. HealthierHere (King Region)
6. North Sound Accountable Community of Health (N. Region)
7. Olympic Community of Health (Northwest Region)
8. Providence (South Central Region)
9. Southwest Accountable Community of Health (SW Region)

- WithinReach - Statewide CBW Surge Capacity Partner
- Crisis Connections Statewide No-Wrong-Door Entry Referral Partner



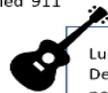
## MEET LUIS – TRUE STORY!



Luis, 78, grew up in Cuba and now lives in Walla Walla. He experienced domestic violence growing up and has used alcohol to cope with pain and frustrations. Alcohol has taken a toll on his health and when he feels sick, he calls 911 and asks to be taken to the Emergency Department. One recent weekend, he called 911 more than 20 times.



Through Care Connect's Regional Hub, organizations involved in Luis's care met in March 2022 to talk about ways to address Luis's loneliness, which seemed to be driving his drinking and overuse of emergency services.



Luis has stopped calling 911 and going to the Emergency Department. He's been spending time playing guitar and writing poems and songs. He's become more involved in the community and recently served as door greeter at a cancer prevention event.



CBW + CARE TEAM

Organizations pooled funds to get Luis cable and internet service so that he can watch his beloved baseball and FaceTime with family in Cuba. Brian, a community based worker from Providence, visits him, and Maria, a Providence promotora, calls him every day.



CBW + LUIS

## WORKING TOGETHER TO REBUILD OUR COMMUNITIES: PIVOTING TO SUPPORT RECOVERY

Care Connect represents the best of state and local partnership, with the state's Department of Health (DOH) providing training, shared funding, and technical infrastructure for the regional HUBs, who partner with local agencies to coordinate care and provide services across the health continuum. Care Connect combines a rich set of integrated assets: a trusted community-based workforce that is the human connection point to a braided network of state and local resources to help meet clients' health-related social needs; regional HUBs that know their communities best and can help optimize how local agencies respond to those needs; and a statewide resource directory and technology infrastructure to support this system. The infrastructure gives community-based workers tools and resources to address social and health barriers and enables HUBs to report on this work.

### For more information, contact:

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The infrastructure enables HUBs to report on social and health barriers and the CBW's ability to address them. This valuable set of data provides a foundation to evaluate CBW impacts on preventable hospitalizations, jail recidivism, crisis services and other avoidable cost of care utilization. The Care Connect system is well positioned to increase community resilience and help our communities emerge from the pandemic stronger and healthier.



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