

Leading with Care

*An introduction to Care Resource Connection by
Founder and CEO Amy Lucht*



Dedicated to Leading with Care



CARE Resource Connection is a nonprofit 501(c)(3) organization composed of healthcare, public service, and business professionals who are dedicated to building thriving and healthy communities



Bridging the gaps between our community and the resources they need by reducing social, economic, and psychological barriers to care & service.



Empowering and creating advocates in health, safety & wellness to create measurable differences in the lives of community members.

Welcome to Care Resource Connection

- As a nonprofit designed to meet community members' unique needs, CRC supports fire and public safety departments with:
 - Community Risk Reduction Plans that incorporate a Community Health Alliance
 - Community-Specific Needs Assessments with analysis and breakdowns of 911 data
 - MN Fire Board-approved Community Health Standard Operation Guidelines for NFPA standards in CRR training and program direction
 - Capacity building through collaboration with the MN Dept. of Health Governors Board and DHS Senior Emergency Preparedness Planning



Why we Partner with Fire, Police & Public Safety Departments



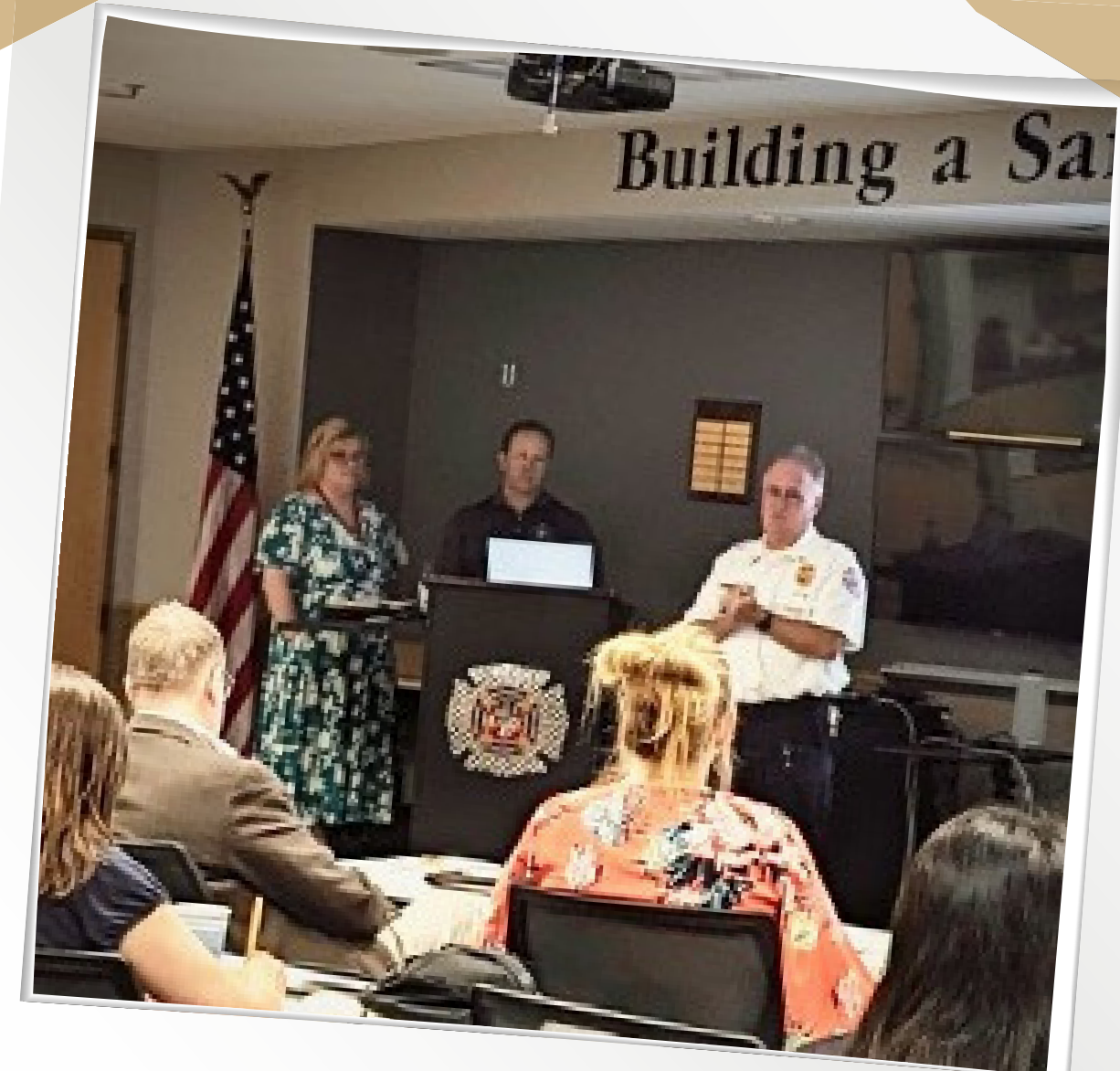
- These entities are reliable, trusted, and seen as part of the fabric of the community
- Interact with the public in such a way that they learn and engage about people's health and needs
- As the 'home' of 911 calls, uniquely able to identify repeat and high frequency 911 callers, as well as those who repeatedly call for ambulances or access to healthcare
- Trained and trusted emergency response that is able to enter a 911 caller's home, gather information, and help with follow up
- Fire Chiefs in particular have a comprehensive sense of the community's demographics, areas of need, areas of underserved populations, etc.

Care Resource Connection is best known for its work developing Community Health Alliances in partnership with public health & safety departments

Community Health Alliances work because of our partnerships with trusted messengers in the community.

To ensure quality and consistency, participating fire, public safety, and police departments must follow the SOGs and CHA Toolkit Training to build their programs.

An individual serving as a Care Coordinator is an extension of the Fire/Public Safety Department. As such, they must wear the badge with great honor and respect.



We proudly build Community Health Alliances that include trained Community Health Workers, Community EMTs & Community Paramedics



How it works

It starts with a call

Tom, an 81 year-old man with a history of falling, calls 911 and, when asked by responders, says he wants to accept additional help

Referral

Tonya uses Pear Suite to gain digital consent and electronically refer Tom to Care Resource Connection.

CRC connects Tom to multiple community partners. Through the Pear Suite platform, CRC can seamlessly communicate with providers in real-time to securely share information.

Resolution

Tom is connected to the services and people he needs

Feedback & Monitoring

As Tom receives care, Tonya and Care Resource Connection see real-time updates and track Tom's total health journey

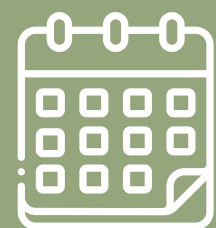
Screening

Tonya, a Community Health Worker, screens Tom and works with Care Resource Connection to get him additional resources

START

FD, PD, Red Cross, or
Central 911 Dispatches Care
Resource Connection

How it works



Step One

A home visit is
scheduled



Step Two

Home visit takes
place

Step Three

Patient is connected with the Care
Resource Team and its extended
resource network, including supports
to meet needs such as:

Primary & Specialist Care
Ongoing Case Management
Overcoming Language & Cultural Barriers
Food Insecurity
Financial Services
Literary Needs
Mental Health



Step Four

Confirmation of
community resource
visit



Step Five

Follow up call with
patient to ensure
needs are met and/or
processes are in place

Follow up & case
management continues
as necessary



It's more than referrals.

It's coordinated care.

Meet Wendy

Wendy called 911 more than 100 times in 30 days.

Because she was willing to accept help through a Community Health Alliance, she was reconnected to her PCP, CADI SW, and now lives safely in assisted living where she does not fall, gets her correct medications, receives scheduled meals and therapies, and is no longer isolated. She even got back to attending her church services.

CHAs work because we work with trusted messengers. With all CHA members following our standard guidelines, care is consistent and adheres to best practices and high standards.

Leading with patient-centered care, CHAs meet patients where they are, understands their social determinates of health, and connects them to a care team offering community-based resources that reduce 911 over-utilization and repeat ER visits.



Without Coordinated Care

Silos of care cut off communication, visibility, and coordination.



With Coordinated Care

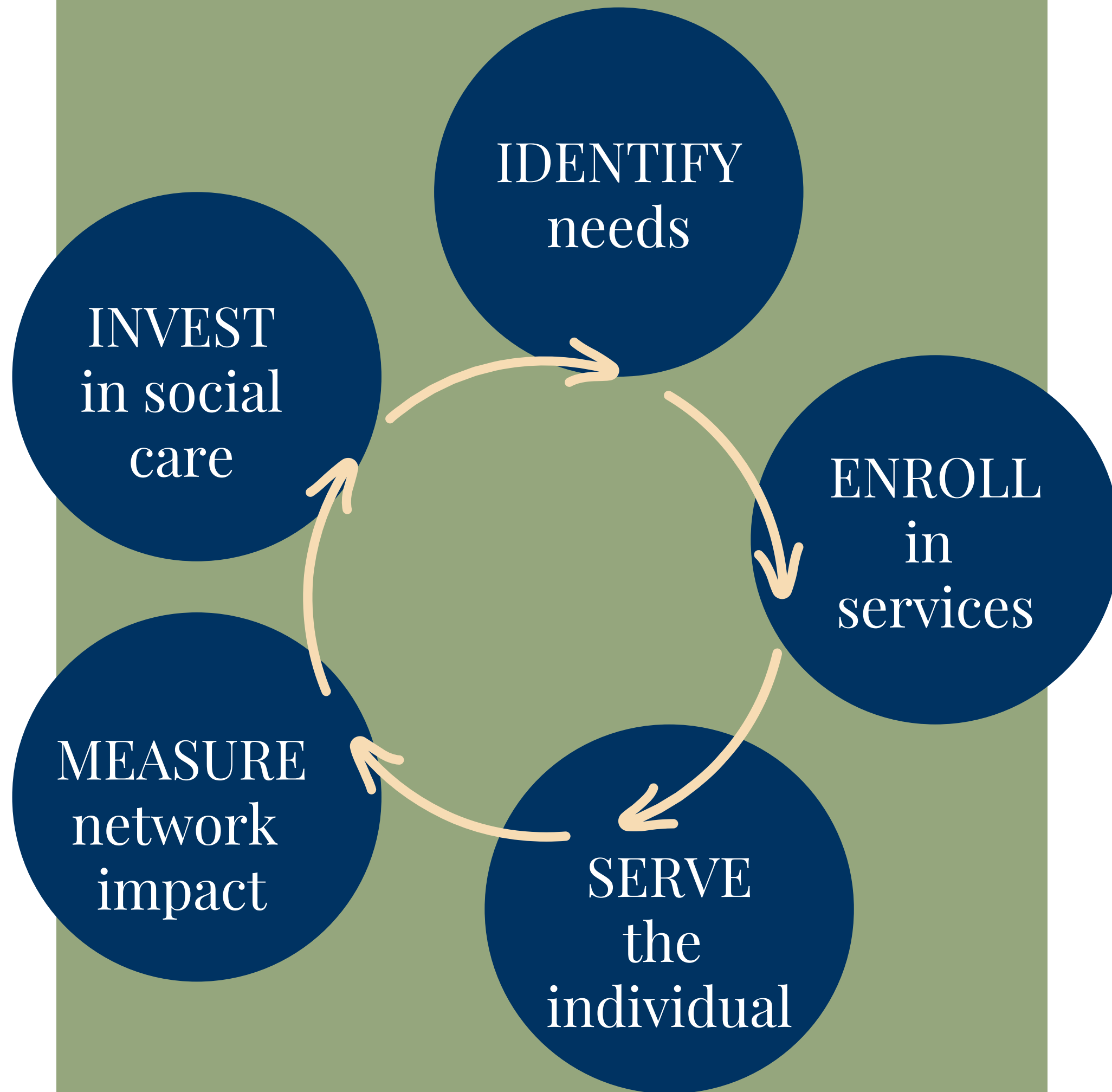
The patient at the center and all care systems working in a coordinated manner.





The Care Coordinator's Role

- Oversees and guides CHA staff
 - 30/60/90/120/case closed
 - Ongoing & continuous training
- Oversees all cases
- Communicates with:
 - Hospitals & clinics
 - Doctors & care teams
 - Senior living & nursing homes
 - Community stakeholders & partners
- Collaborates with the Fire Dept.
- Ensures the Alliance is centered and builds connections



End-to-End Social Care
Creating an efficient system of care within the community to improve lives and health.

Beyond CHAs, we create resilient communities where everyone has access to resources

Our work goes beyond community health alliances and partnerships to also include:

- Developing a nursing assistant class at St. Louis Park High School
- Receiving a United Way Grant for the Purpose Driven Paychecks program
- Building a medical program for BIPOC and first-generation high school students



We're committed to building a deep bench of Community Health Workers throughout the state

Care Resource Connection:

- helped draft the HRSA Grant for CHW Students to gain certification and reduce financial barriers
- partners with MN State Colleges and Universities to provide Internship Opportunities where students can work in Community Health Alliances to gain firsthand experience
- is the only nonprofit in the state to provide this level of training and community engagement with 100% of interns placed in the communities they serve for employment
- is in the process of developing a MNCSU Curriculum for CHWs to add to their certification specializing in Community Risk Reduction



We help people develop
skills as advocates for
health & wellness

Pictured here are *Wellness Wednesdays*,
our program built with a community
supportive housing nonprofit partner



Currently, Care Resource Connection works with the state in the following ways:

- Helped the state scale its *connected communities* effort
- Worked on the MN Blue Print on Aging 10-year plan as Tactical Team Leaders in partnership with the MN Dept. of Health
- Participating in the Governors Board on Aging providing care coordination education to the MN Areas on Aging
- Leading the effort to legislatively define *community health* as separate from public health
- Working as an AARP partner to uplift age-friendly cities
- Updating the MN Senior Emergency Preparedness Plan (last updated in 2015) in partnership with Homeland Security, MN Emergency Management, and DHS



Together, we can advocate and deliver better health outcomes for our communities.





THANK YOU!

Care Resource Connection
careresourceconnections.org