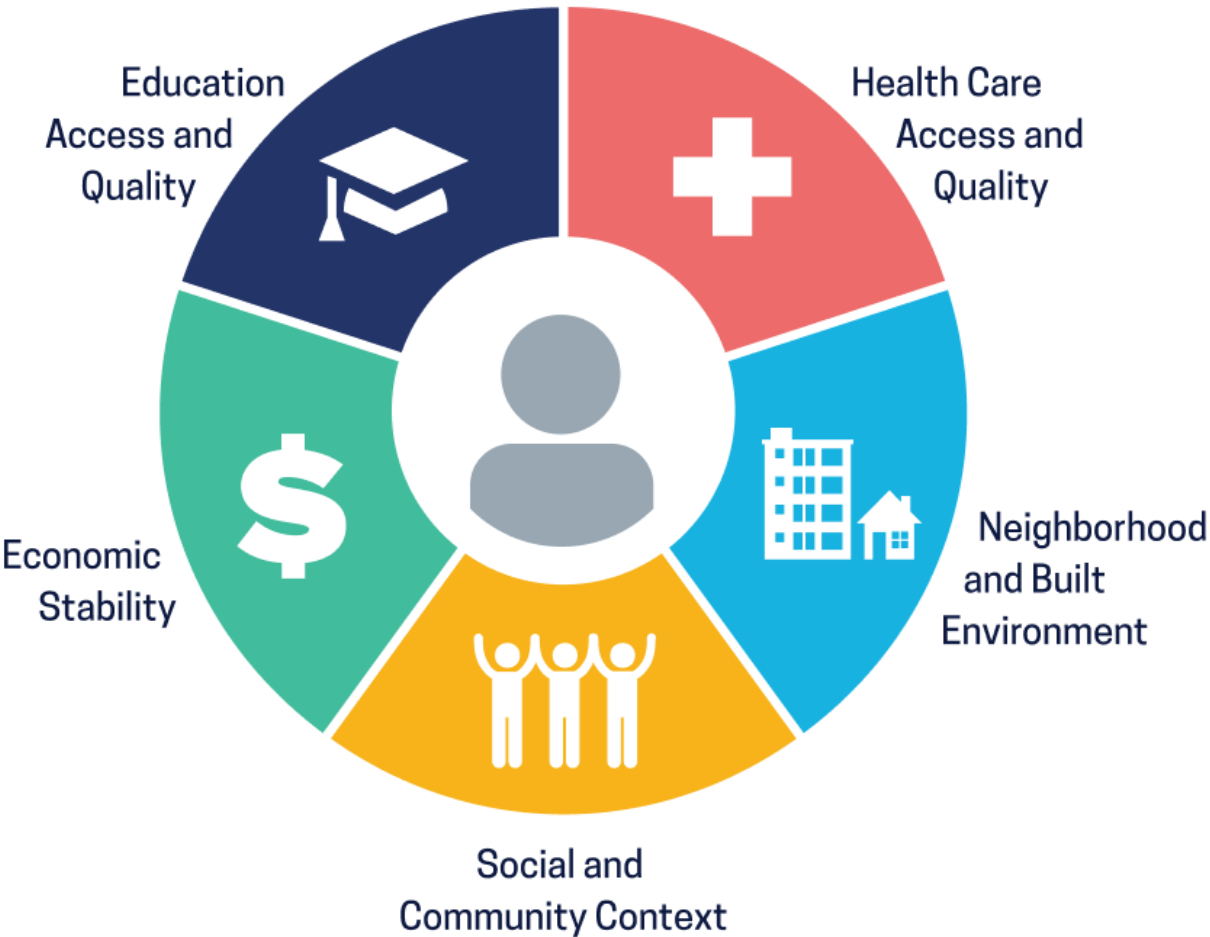


# **Navigating Community Resource Guides and Platforms**

Margaret McGladrey, PhD  
Assistant Professor, Health Management and Policy

# Social Determinants of Health



## Access to Health Services

Increasing access to affordable, high-quality, and convenient health care services can improve population health.

**Health Insurance.** Health insurance helps people reduce the amount they have to pay for health services. People with health insurance are more likely to receive or seek out routine care.

**Health Worker Availability.** Having more health workers in a community can help improve the availability of important preventive health services and reduce community member wait times for those services.



**Telehealth.** Telehealth can improve health service access for people without reliable transportation, people in rural or remote communities, and people who speak languages other than English.

**Transportation.** Reliable transportation to health services makes it easier to seek treatment. Mobile health units can be used to reach communities where reliable transportation is unavailable.

# Health Related Social Needs

- Core HRSN domains:

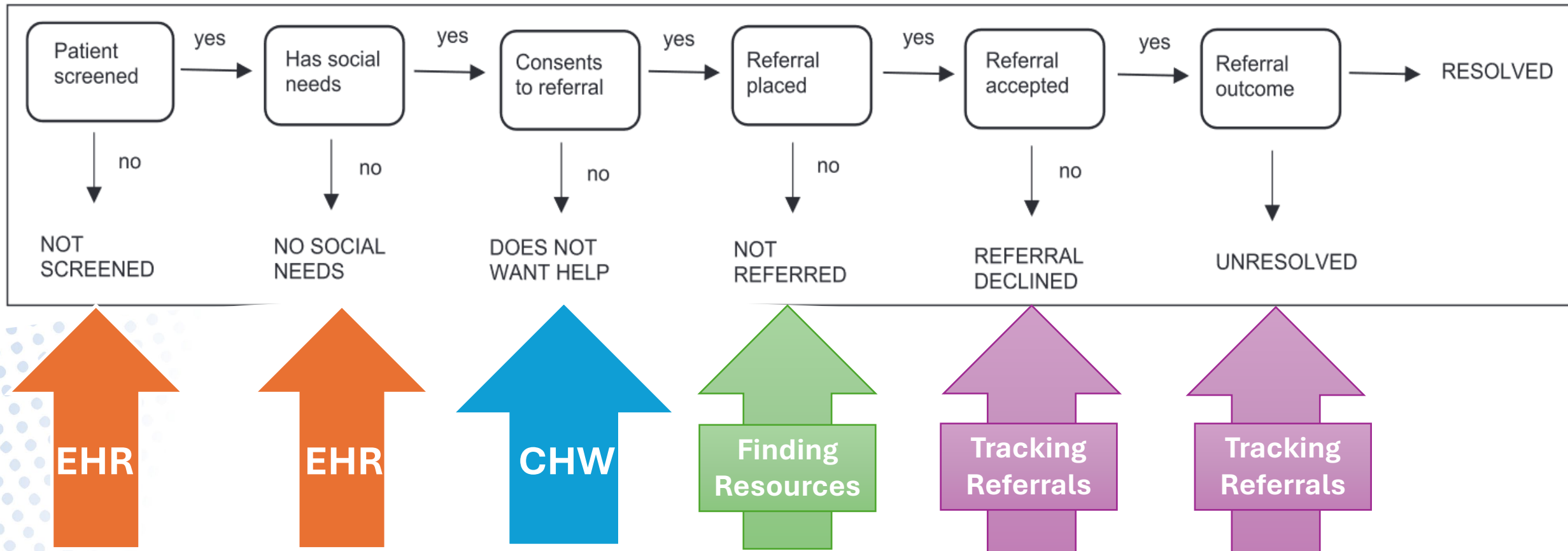
- Housing instability
- Food insecurity
- Transportation problems
- Utility help needs
- Interpersonal safety



# Sequential steps in the SDoH screening and referral process

2

*Journal of Primary Care & Community Health*



# Screening Pro Tips



Vet resources before sharing



Make warm handoffs, not cold lists



Suggest, don't prescribe or judge



Partner with consent and respect choice



Don't penalize if resources aren't used



# Resource Guide Use Cases

What do you use when?

## GOALS

### Finding resources for help-seekers

- Identify the right resources at the right place at the right time for an individual patient accounting for available services
- Need for individual tailoring because social needs intersect and are of different priority levels for each person

- kynect resources
- UniteUs (211)
- FindHelp (public-facing)
- MyKY.info
- FindHelpNow (Cabinet and UK)
- Kentucky Youth Advocates SEEK Screener for Wellchild Visits
- Kentucky Administrative Office of the Courts Court-designated Workers
- Charity Tracker\*

## EXAMPLES

### Tracking resource referrals for helping organizations

- Integrate SDoH management into case management programs
- Leverage a comprehensive platform to address and track SDoH needs and outcomes for members

- kynect resources
- UniteUs\*
- FindHelp/LightBeam Health Solutions\*
- Phreesia\*
- Qure4u\*
- Healow\*
- Azara\*
- I2i\*

*\*Subscription/payment required*



# Finding Resources: Features and Benefits

## MyKY.info (Family Scholar House)

- Includes services that are free, compiled and vetted by Nicole Thompson at Family Scholar House
- "For You" dial on app interface allows users to filter results by gender/age, family status and other special demographics, not only zip code

## United Way 211

- Includes services that are open and operating
- Most of the listed services are free, but some may have an associated cost
- Includes:
  - Service category
  - Service organization
  - Service name
  - Service description
- Community Resource Specialists respond to requests and make referrals
- Free self-entry into directory by service organizations based on United Way inclusion criteria and review

## FindHelpNow (Cabinet and UK)

- Includes services that are facilities or providers who are actively taking new clients
- Web-based user interface
- No exclusion criteria, must offer treatment for mental health or substance use or support for recovery housing
- Also includes naloxone, basic needs, assisted living resources
- Free self-entry by service organizations into database maintained by UK College of Public Health
- Provides updated data on whether specific treatment types are accepting or not accepting new patients


## kynect resources

- Data (contact information, location details, resources offered, etc.) about more than 20,000 resources from 211 data
- Linked to Medicaid and Medicare Integrated Eligibility and Enrollment System data and the Kentucky Health Information Exchange ePartnerViewer
- Referral Support Specialists respond to requests and make referrals
- Can be used for assessment by state agencies, kynectors, providers, DCBS, etc.



# Directory Homepage


Visit [kynect.ky.gov/resources](https://kynect.ky.gov/resources)




Search By Category ▾

[Help ▾](#)

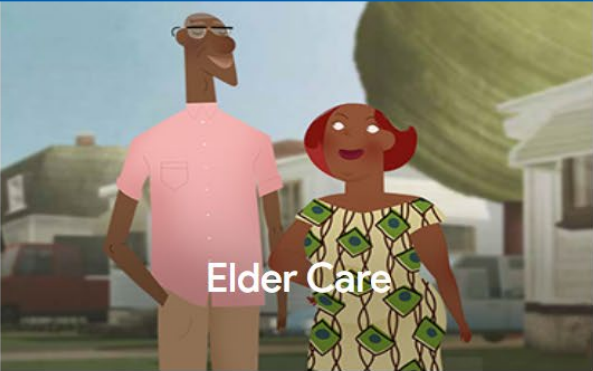
[Login](#)




Family




Unemployed




Elder Care




Re-Entry





kynect Resources Landing Page Video programs  
to keep **you** and **your family**  
safe, healthy and happy



Homeless







In partnership with:







# Directory Listings

Search by a  
keyword



Q Organization

Q Resources

Search By Category



Housing



Food



Employment



Transportation



Health



Financial

Getting ready for work >

Help finding Work >

Help with Work Expenses >

Retirement >

Unemployment >

View All Employment >

Computer Skills

GED/HS Diploma

Interview Preparation

Resume Preparation

Skills Assessment

Specialized Training

Search by  
Category and  
subcategory

## Find support after birth

### KY Partner

Lexington-Fayette County Health Department

[Prenatal/Postnatal Home Visitation Programs](#)

4.2 Miles

Provides Health Access Nurturing Development Services (HANDS), a voluntary home visitation program for moms, dads and families. Services can begin during pregnancy and last up to 1 year post delivering. HANDS promotes healthy pregnancies, births, healthy child growth and development, healthy and safe homes and self-sufficient families.

Connect

Share



(859) 288-2338



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



650 Newtown Pike, Lexington, Kentucky 40508



Today 8:00 AM to 4:30 PM



### KY Partner

Lexington Fayette Urban County Government

[Prenatal/Postnatal Home Visitation Programs](#)

5.6 Miles



Connect

[See All Resources](#)



## Listing – Additional Information Page

### Prenatal/Postnatal Home Visitation Programs

4.2 Miles

Provides Health Access Nurturing Development Services (HANDS), a voluntary home visitation program for moms, dads and families. Services can begin during pregnancy and last up to 1 year post delivering. HANDS promotes healthy pregnancies, births, healthy child growth and development, healthy and safe homes and self-sufficient families.

Main: (859) 288-2338

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

650 Newtown Pike

#### Hours

Mon	8:00 am - 4:30 pm
Tue	8:00 am - 4:30 pm
Wed	8:00 am - 4:30 pm
Thu	8:00 am - 4:30 pm
Fri	8:00 am - 4:30 pm
Sat	Closed
Sun	Closed

#### Notes

##### Qualifications

Fees

Free

Qualifications

Must have/meet:

- \* Resident of Fayette County
- \* First-time or expectant parents
- \* Families must be enrolled prenatally or before a child is 90 days old

Benefiting

##### Location Instructions

Next steps

Appointment required, please call

What to Bring

Please bring with you:

- \* Picture ID
- \* Medicaid card (if applicable)

Transportation Instructions

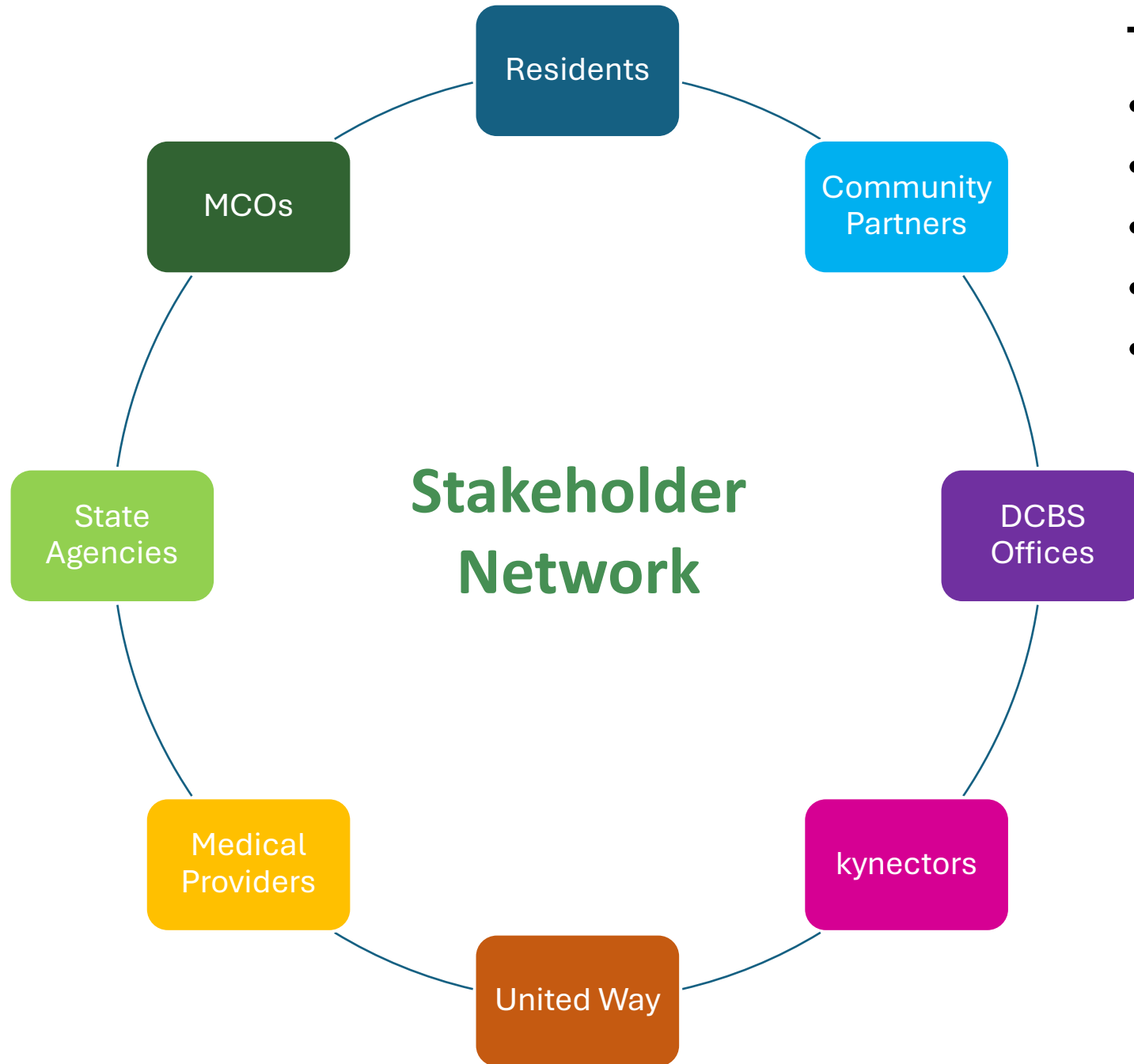
Parking Instructions

[Connect](#)

This page also includes:

- Frequently Paired Together
- Related Services
- Other Services offered at this Location

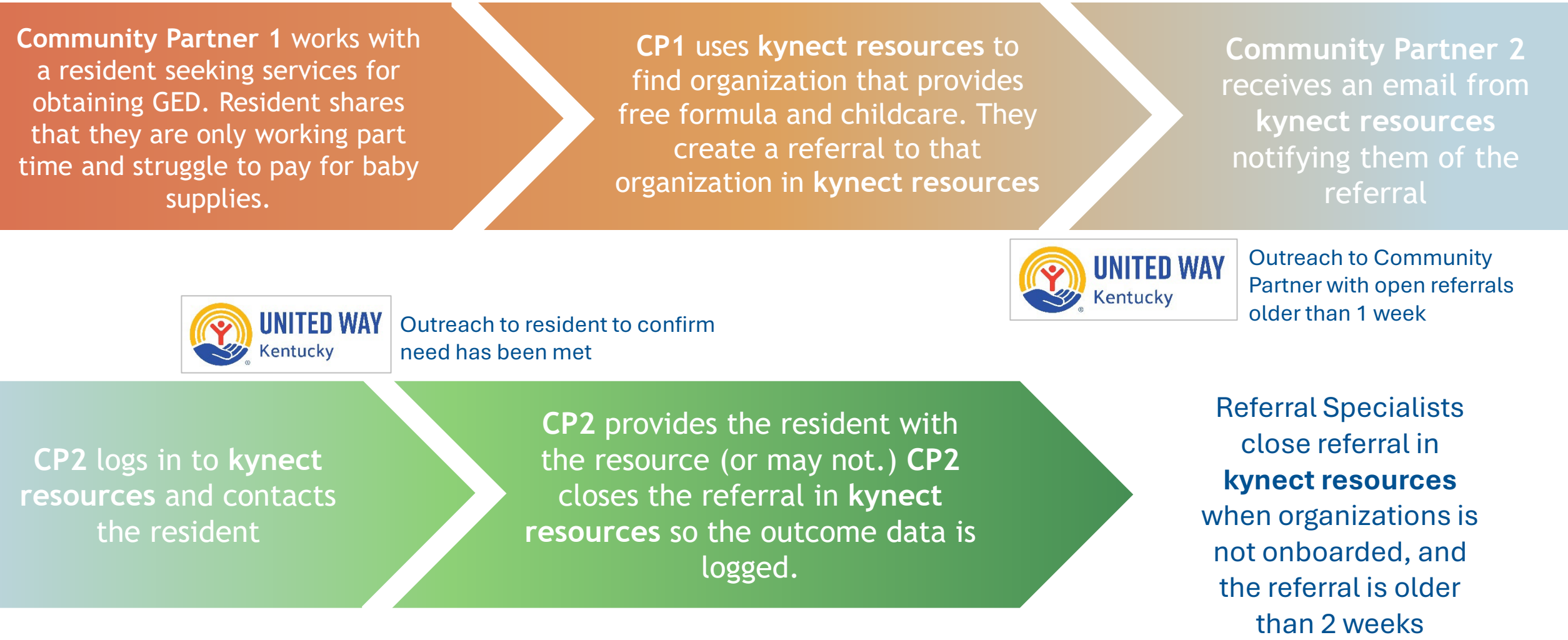
In partnership with: **UNITED WAY**  
Kentucky



## Tools Available:

- Making referrals
- Conducting Assessments
- Closing Referrals
- Client Search
- Data Reporting Tools

# Referral Visual Highlighting United Way Referral Support



# Case Scenario

- Young couple with 6-month-old baby
- Mental health (postpartum depression) and physical health (prediabetes) concerns
- CPS involved due to past abuse/neglect concerns
- Family struggling with money, housing, food, and bills
- Mom feels overwhelmed and alone
- Dad works long hours, not home much
- Both parents slipping in recovery and support



**Based on your answer to the last question, use kynect resources to find the top three supports in your county to which you would refer the family.**

- [https://kynect.ky.gov/resources/s/?language=en\\_US](https://kynect.ky.gov/resources/s/?language=en_US)

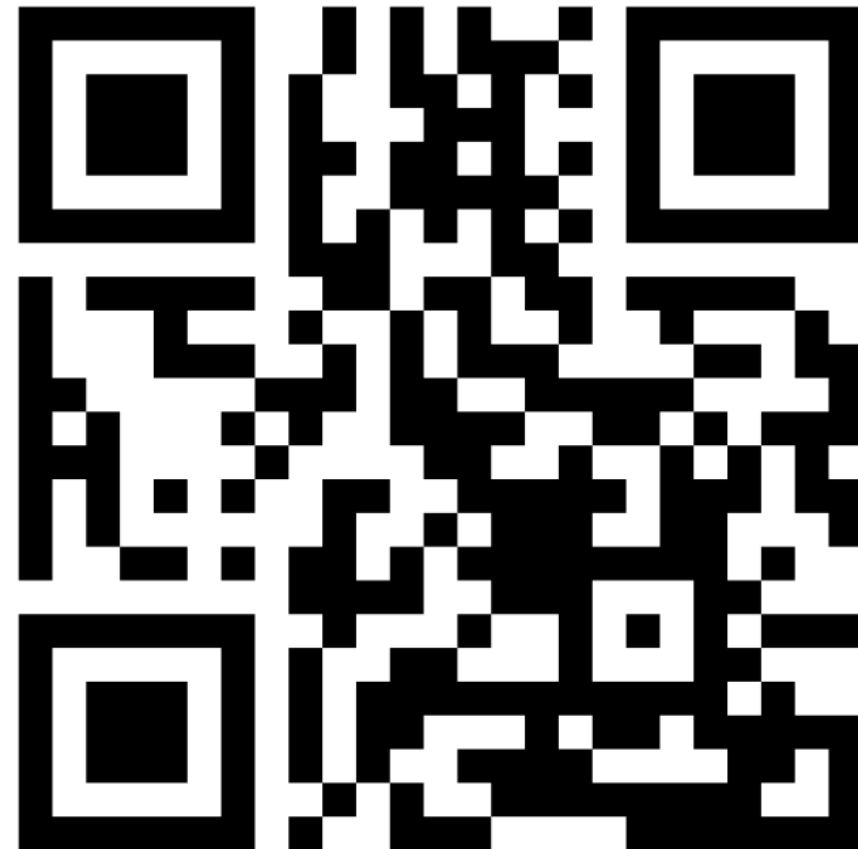
REPORT OUT  
ON TOP RESOURCES FOR  
YOUR AREA



# **What options for substance use disorder treatment are available in your area based on FindHelpNow?**

- <https://findhelpnow.org/ky>

REPORT OUT  
ON TOP RESOURCES FOR  
YOUR AREA



# Case Scenario

- Older woman who has lost her spouse of many years
- Concerns with eyesight, transportation, and fall risk
- Physical needs have increased as support system has diminished

# Building Your Community Resource Roster

**Foundational partners:** Local health department, public library, Cooperative Extension, Community Mental Health Center, Area Development District

Workshop Group	Community Sub Group	Child Welfare Sub Group	Juvenile Justice Sub Group	Court Sub Group
Community	Americans with Disabilities Act advocates	Child welfare caseworkers	Detention and secure placement staff	Judges
Childwelfare	Behavioral health treatment and services	Child welfare coalitions or task forces	Diversion programs	Advocates
Juvenile Justice	Domestic violence services	Child welfare leadership	Juvenile probation leadership	Bailiffs
Court	Employment specialists	Child welfare supervisors	Juvenile probation officers	County attorneys
	Faith-based organizations	Data analysts	Juvenile probation supervisors	Court administrators
	Families with lived experience	Foster care agencies		Court-appointed special advocates
	Food banks	Kinship parents and foster parents		Guardians ad litem and/or child attorneys
	Legislators			Guardianship and conservatorship
	Local government			Kinship navigator program
	Local researchers and academics			Law enforcement
	Local and community foundations			Legal aid representatives
	Housing specialists			Parent Partners
	Mobile crisis units			Permanency mediators
	Pediatricians and medical personnel			Private counsel
	School counselors and teachers			Prosecutors
	School leadership			Public defenders
	Sexual assault services			Victims' rights advocates
	Transportation services			
	Tribal representatives			

# BUILD YOUR NETWORK & JOIN KENTUCKY'S HELPING PROFESSIONALS



- Are you a Community Health Worker, Peer Support Specialist, Survivor Advocate or similar helping professional?
- Do you want to enhance your professional network and grow in your role?
- Would you benefit from accessing local resources and learning best practices from peers in a supportive, collaborative environment?
- Are you interested in strengthening connections with other helping professionals across Kentucky?

Join our virtual learning session on the last Wednesday of the month from 11-12 EST.

Sign up by scanning the QR code here  
or visiting [bit.ly/NOCZoom](https://bit.ly/NOCZoom)



For questions, email [margaret.mcgladrey@uky.edu](mailto:margaret.mcgladrey@uky.edu)

# Join us!



Navigators of the Commonwealth  
Your Compass for Resources