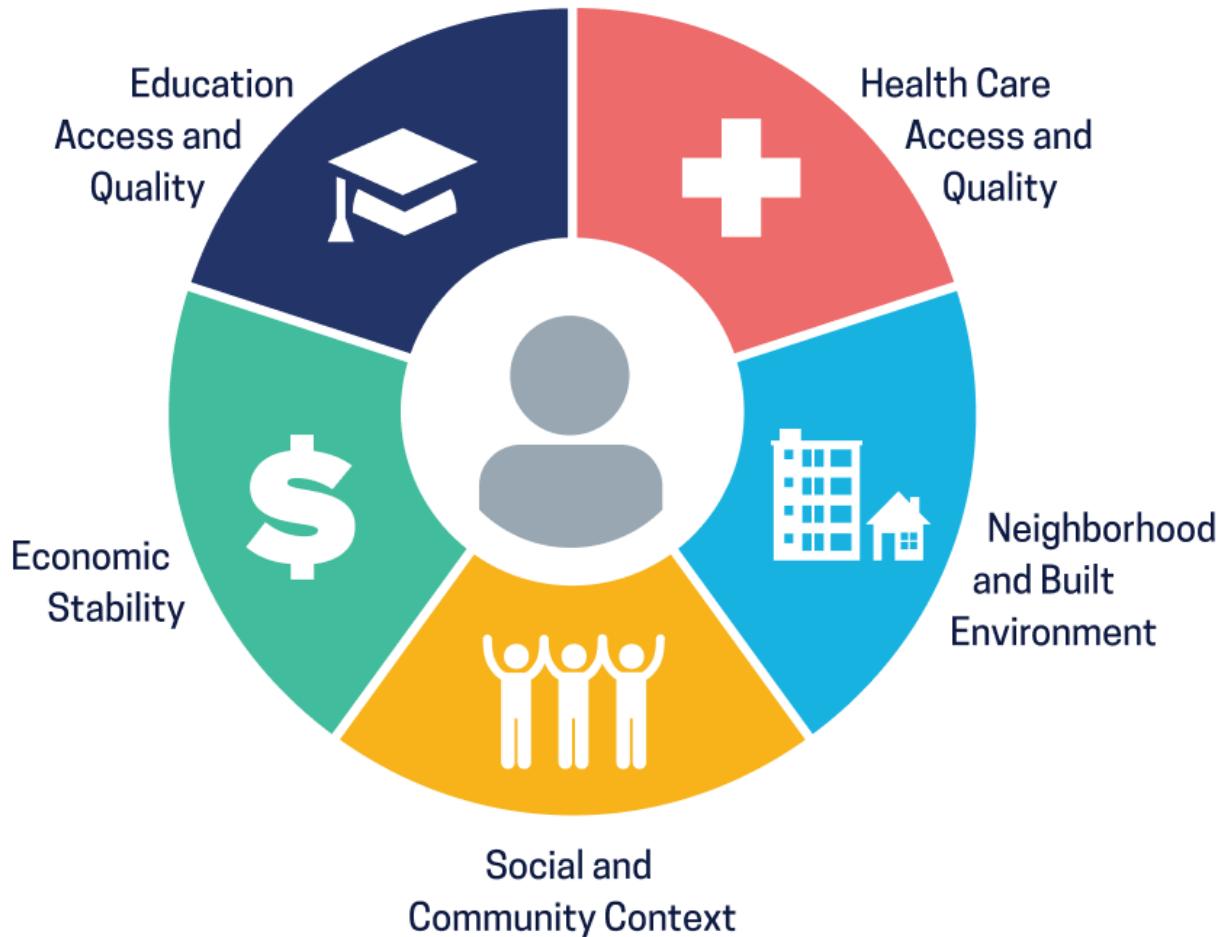


Navigating Community Resource Guides and Platforms

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

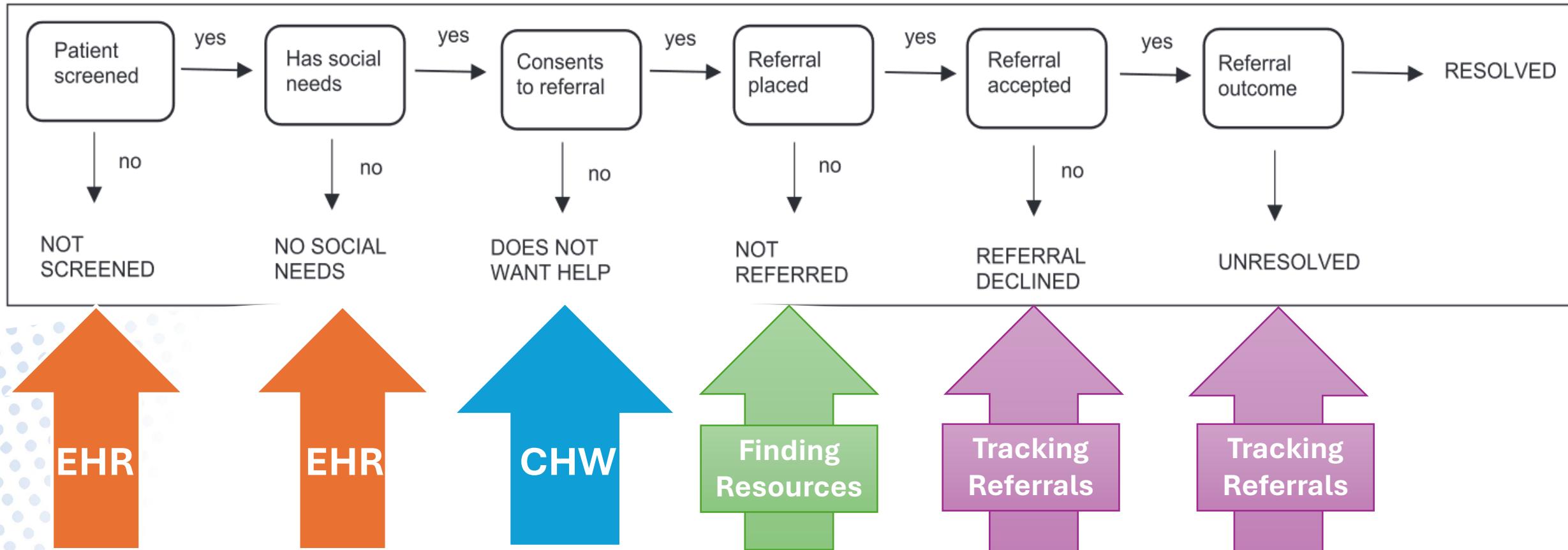
Health-Related Social Needs



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



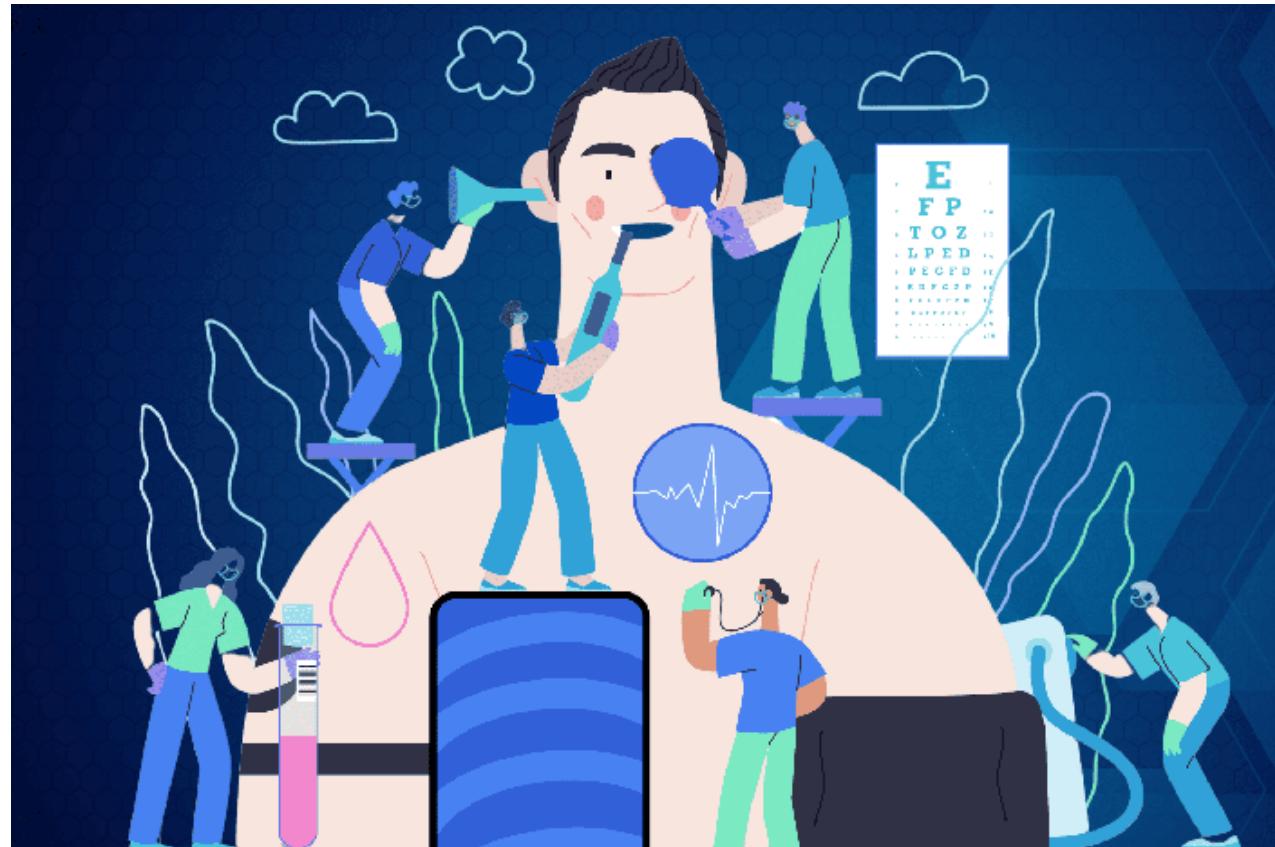
Suggest, don't prescribe or judge



Partner with consent and respect choice



Don't penalize if resources aren't used



Resource Guide Use Cases

What do you use when?

GOALS

EXAMPLES

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*

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

The screenshot shows the kynect resources homepage with a navigation bar at the top featuring the kynect logo, search bars for 'Organization' and 'Resources', a 'Search By Category' dropdown, 'Help', and 'Login' buttons. Below the navigation is a grid of nine images representing different service categories:

- Family**: A family of four (two adults, two children) standing outdoors.
- Unemployed**: Three people (two adults, one child) standing on a street near a building.
- Elder Care**: Two elderly individuals standing outdoors.
- Re-Entry**: Two men standing in front of a residential building.
- Video Player**: A video player showing a woman speaking to a dog, with text overlay: "kynect Resources Landing Page Video programs to keep **YOU** and **your family** safe, healthy and happy".
- Homeless**: A man standing outdoors, with other people visible in the background.
- Other Images**: Three smaller images at the bottom: a group of people in front of a building, a woman holding a baby, and a group of diverse individuals outdoors.

In partnership with:





Directory Listings

Search by a keyword

Organization

Resources

Search By Category

Housing

Food

Employment

Transportation

Health

Financial

Getting ready for work > Computer Skills

Help finding Work > GED/HS Diploma

Help with Work Expenses > Interview Preparation

Retirement > Resume Preparation

Unemployment > Skills Assessment

View All Employment > 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

Connect

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.

Share

(859) 288-2338

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

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



Stakeholder Network



Tools Available:

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

Referral Visual Highlighting United Way Referral Support

Community Partner 1 works with a resident seeking services for obtaining GED. Resident shares that they are only working part time and struggle to pay for baby supplies.

CP1 uses kynect resources to find organization that provides free formula and childcare. They create a referral to that organization in kynect resources

Community Partner 2 receives an email from kynect resources notifying them of the referral



Outreach to resident to confirm need has been met



Outreach to Community Partner with open referrals older than 1 week

CP2 logs in to kynect resources and contacts the resident

CP2 provides the resident with the resource (or may not.) CP2 closes the referral in kynect resources so the outcome data is logged.

Referral Specialists close referral in kynect resources when organizations is not onboarded, and the referral is older than 2 weeks

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

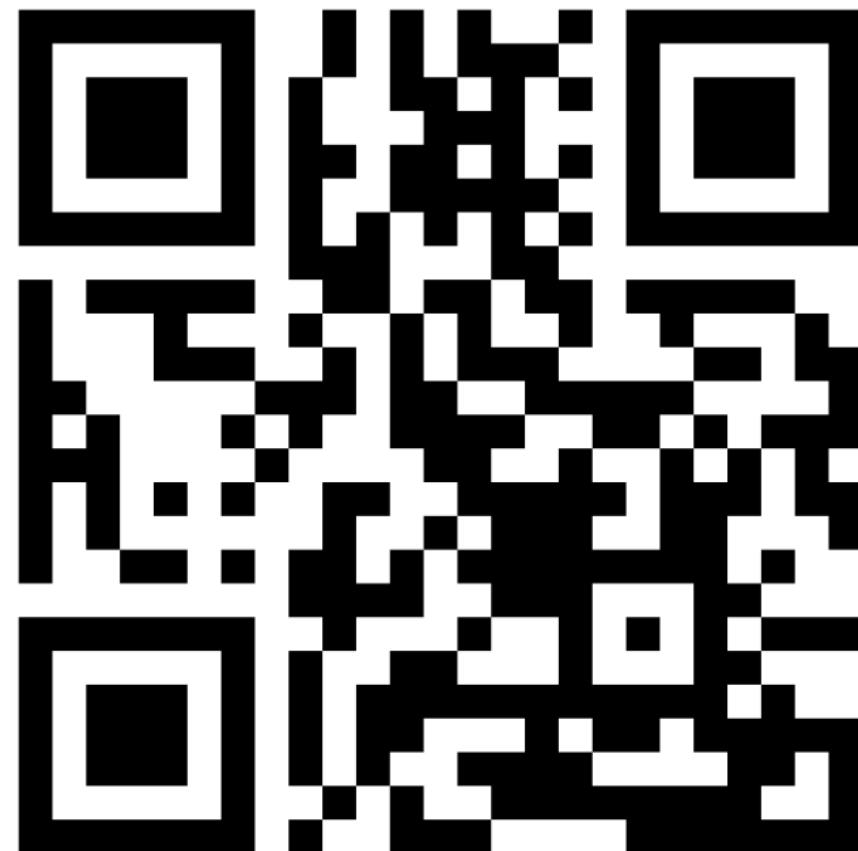
REPORT OUT
ON TOP RESOURCES FOR
YOUR AREA



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
Child welfare	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



For questions, email margaret.mcgladrey@uky.edu

Join us!



Navigators of the Commonwealth
Your Compass for Resources