Health Leads Network Forum:
How social need programs are shifting during the pandemic due to increased demand for essential resources

Resource Navigation

May 1, 2020
12:00pm – 1:00pm ET

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Facilitators

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Housekeeping

• Take a second to make sure you have the following panels open
  • Participant Panel
  • Chat Panel

• Click the audio connection information to see
  • Call in number
  • Event number
  • Attendee ID
Housekeeping

• The chat function on the bottom right-hand side of the screen
  • If you experience technical issues, please private message the Learning Network

• To Raise Hand simply click the hand icon on the bottom right-hand side of the screen.

• Send all questions through the chat function to All Participants

• If you wish to come off mute, simply click the Speaker button.

• The webinar is being recorded and will be shared afterwards
OUR VISION:
Health, well-being and dignity for every person in every community.

OUR MISSION:
We partner with communities and health systems to address systemic causes of inequity and disease. We do this by removing barriers that keep people from identifying, accessing and choosing the resources everyone needs to be healthy.
## Health Leads Response to COVID-19

1. **Essential Health Resource Network**
   Design and build community-owned crisis-resilient tech infrastructure that breaks down current data silos and provides a complete, open view of available resources and the potential impact on health.

2. **Essential Health Resource Workforce**
   Ensure the families and communities who need it most have food, housing and other essential resources, while creating opportunities for displaced workers to earn an income.

3. **Essential Health Resource Design & Analytics**
   Apply community-owned data to identify gaps, enable local collaboration and rebuild national and local systems so they work together seamlessly.

4. **Essential Health Resource Learning & Thought Leadership**
   Share/connect front line workers with key insights, learnings, data and perspectives to speed broad adoption of equitable approaches and policies that address immediate resource needs and rebuild for the future.

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All focus areas are designed with equity and community engagement principles central to the Health Leads mission and values.
We asked, you answered!

What type of resources would be most helpful for you to receive over the next few weeks and months? (n=228)

- Examples of how healthcare delivery organizations are adjusting their social needs programs to account for the rise in individuals/families with essential needs: 35%
- Strategies to support the most vulnerable populations, such as unsheltered communities or those with unstable housing and complex conditions: 31%
- Guidance on how to navigate current resource availability in your community: 24%
- Other (Technology, Essential Resources Access, Clinical Supports, Policy): 10%
Primary drivers of social needs integration

**Leadership & Change Management**
How will this work benefit your patients and staff? How will you engage them in the design process? What funding sources are available? Have you identified a social needs champion with the ability to allocate resources?

**Navigation & Resource Connections**
For which specific social needs will you offer support? What level and type of support?

**Patient Identification & Screening**
Which patient population will you support and how will you surface their social needs and goals?

**Social Needs Team & Workflow**
Who will provide resource support for patients? How will this integrate with broader clinical/behavioral processes?

**Community Partnerships**
What community-based organizations are critical to the health of your patients? How will you continually improve access to resources?

**Data & Health Information Technology**
How will you monitor and improve quality of your model? How will you maximize the impact of your investment?
Objectives For Today

1) Discuss how resource navigation practices and strategies have been impacted by the COVID-19 crisis

2) Create a space for dialogue to share what’s working in your community – and what’s not

3) Engage with and learn from one another
Question Two

I have adapted my resource navigation workflows during COVID-19

• Agree
• Disagree
Adaptations We’ve Seen and Heard

• Sending resource information packets in the mail

• Virtual staff sign in/sign out forms that show who was contacted and what was accomplished during each shift

• Daily huddles with staff

• Face inequities head on by being proactive and reaching out to high risk patients
Question Three

Due to resource availability during COVID-19, it is difficult to refer patients to the following resources in my community. Check all that apply.

- Housing
- Food
- Utilities
- Transportation
- Childcare
- Employment
- Finances
- Personal safety
Question Four

During COVID-19, I am finding more opportunities to collaborate with other organizations in my community.

• Agree
• Disagree
Collaboration During COVID-19

• Collaboration and communication are key!

• Weekly meetings with stakeholders to determine resource availability within the community

• Shared running spreadsheets that all community orgs update everyday

• Calling community partners to provide support, including volunteering
Open Discussion
Question Five

During COVID-19, my organization is looking at more ways to leverage screening and navigation data.

- Yes
- No
Join Us!

**Health Leads Network Forum**: How social need programs are shifting during the pandemic to meet significant increases in demand for essential resources

- Next topic: Data & Health Information Technology
- Date & Time: May 15, 2020; 12-1pm ET
- Information on how to register will be shared in the follow-up email