Building a Connected Community

Patient Care Intervention Center & Houston Food Bank

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PCIC's mission is to improve healthcare quality and costs for the vulnerable in our community through data integration and care coordination.

HFB's mission food for better lives.

The Need for Collaboration

$439,600 =
Mr. J's utilization in 1 year

76 Arrests
$23K

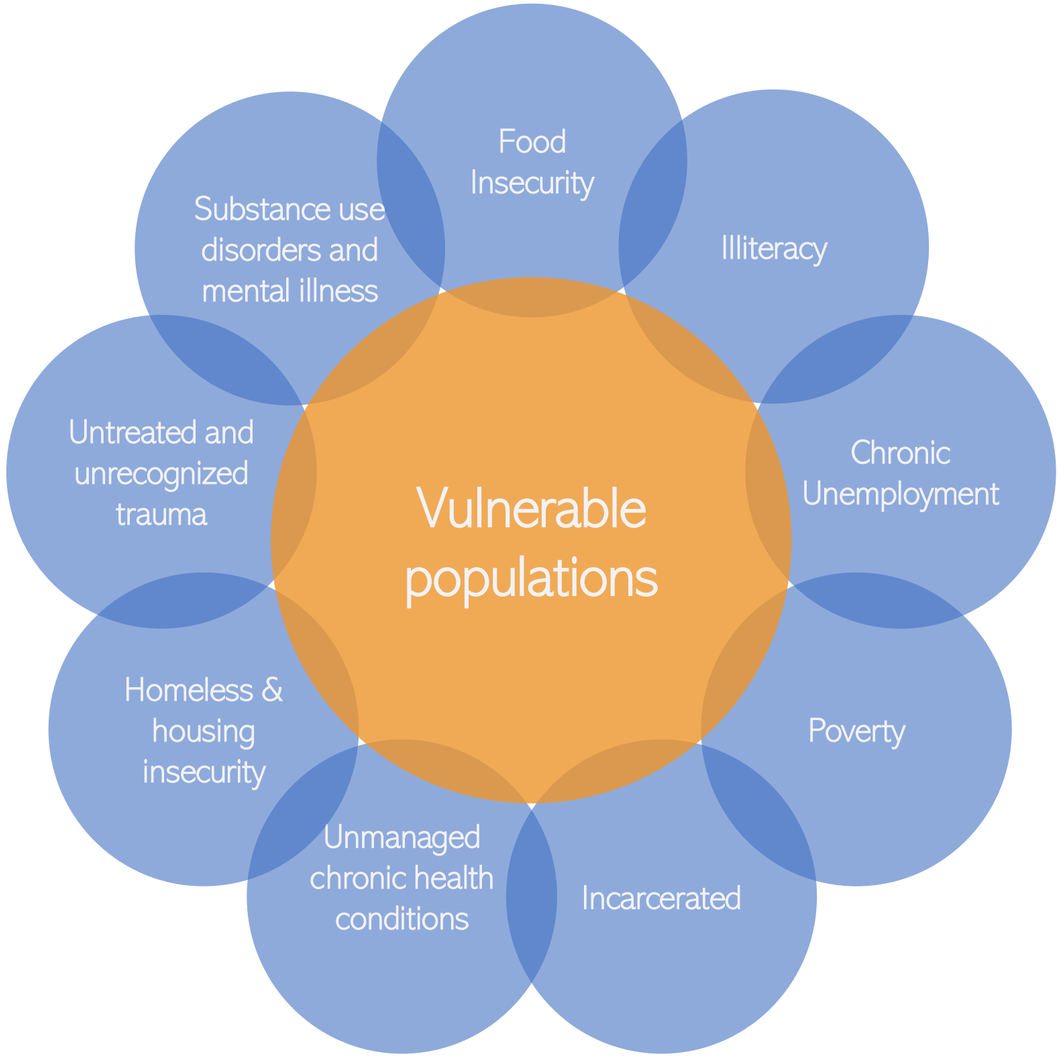
44 visits to Houston Recovery Center
$35K

6 bookings at County Jail
$68.6K

65 EMS Transports
$81K

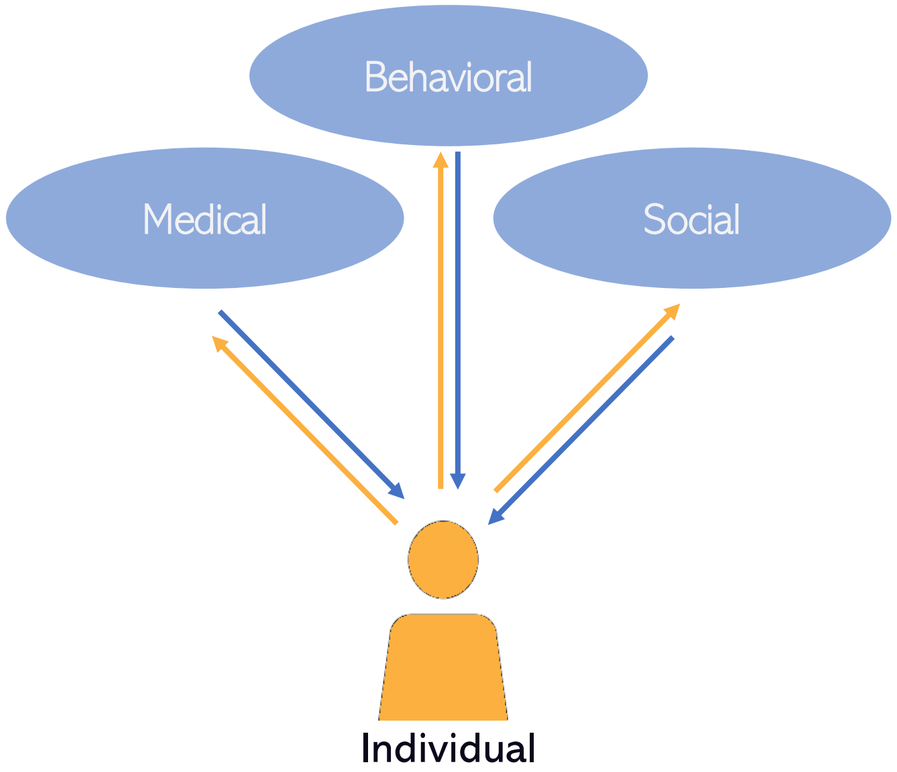
95 visits to County Hospital
$232K

Vulnerable populations
Multiple interrelated root causes

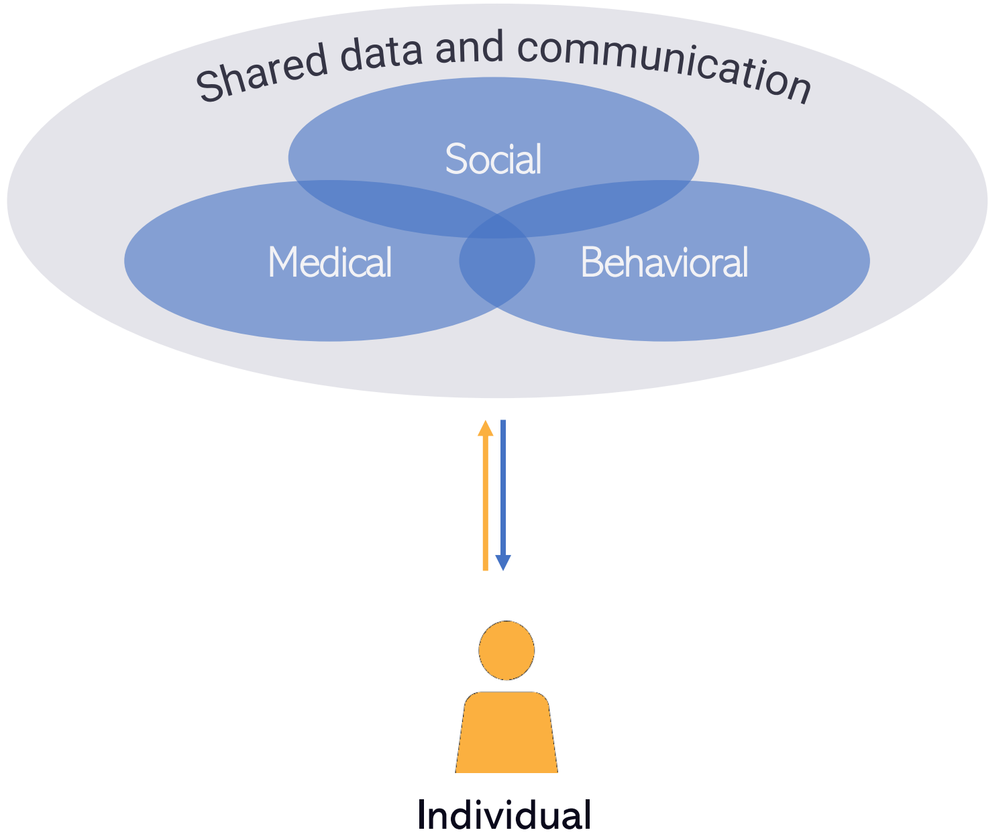


How do we solve this?
A collaborative model of care

Status Quo: Siloed systems yield siloed responses

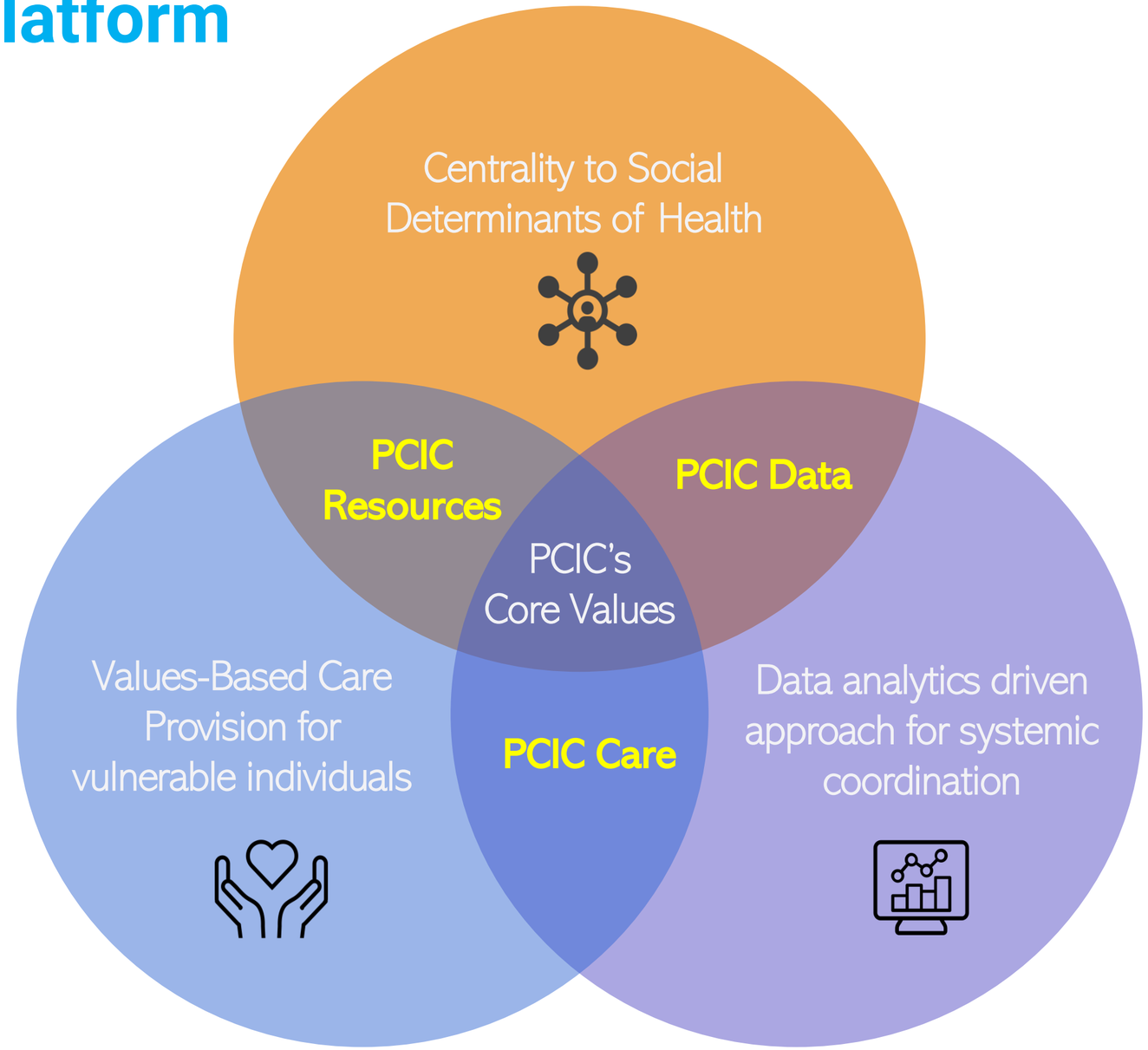


Interrelated needs require an integrated response



Response
Need

PCIC’s core values towards in Integrated Platform



Data Partners

- **500+** agencies sharing data
- **2.5M+** individuals
- **25M+** encounters
- **565** data points across different SDOH

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Vision, Mission and Values

The Houston Food Bank is launching a new vision and mission this year to accurately represent what we do and where we want to go. Food banking has evolved over the years to further address root causes of hunger. Houston Food Bank provides programs and services aimed at helping families achieve long-term stability including nutrition education, job training, health management,
and help with securing state-funded assistance.

159 million nutritious meals were distributed in Fiscal Year ‘20!

Houston Food Bank is currently the **largest** food bank in the nation, in terms of distribution!

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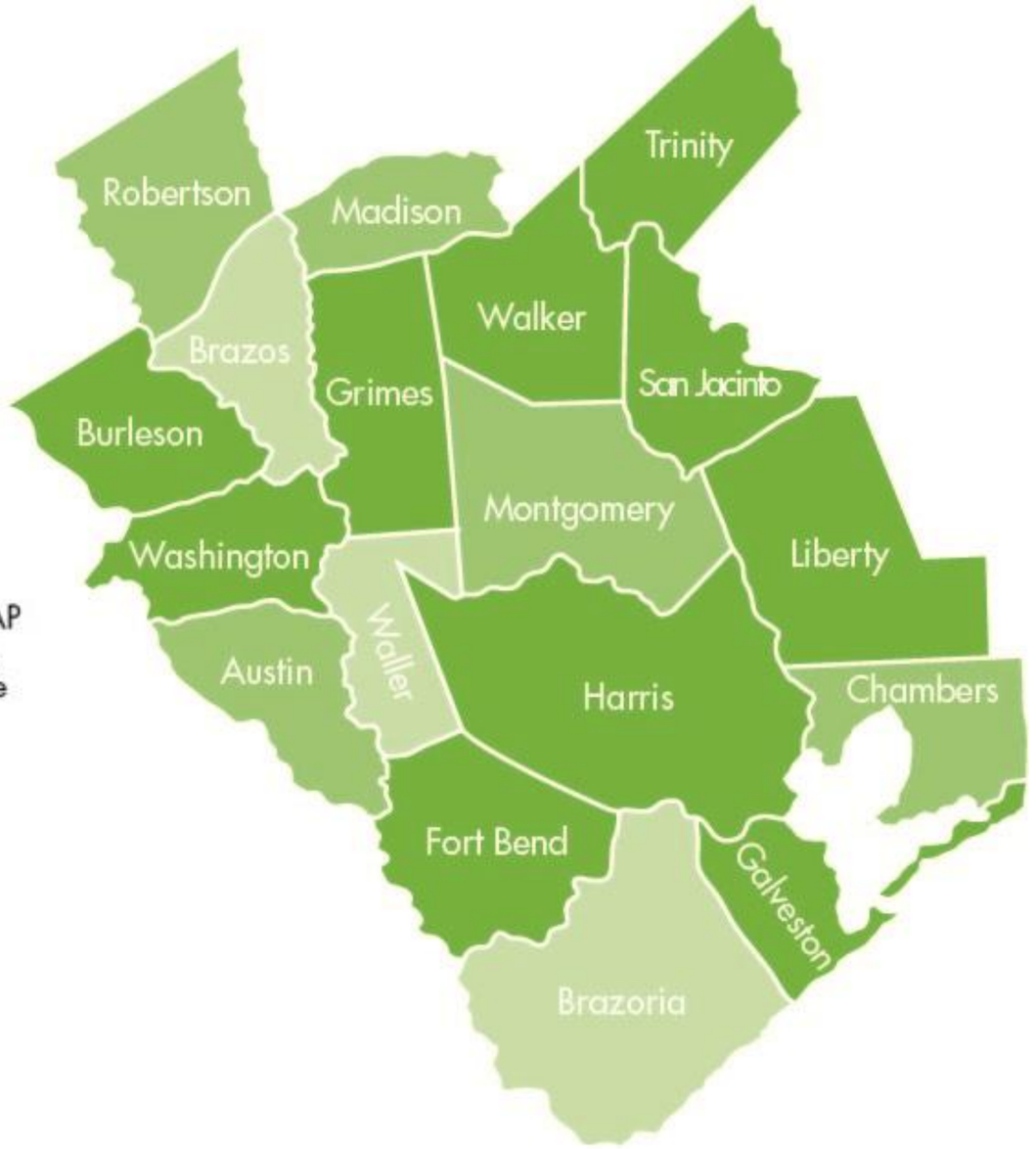
18 southeast **Texas counties make up our service area**



1,500

community **partners**

Food Pantries Soup Kitchens Schools

Social Service Providers

Meal Sites

16 Million Meals
made possible from HFB's SNAP (Supplemental Nutrition Assistance Program) application assistance

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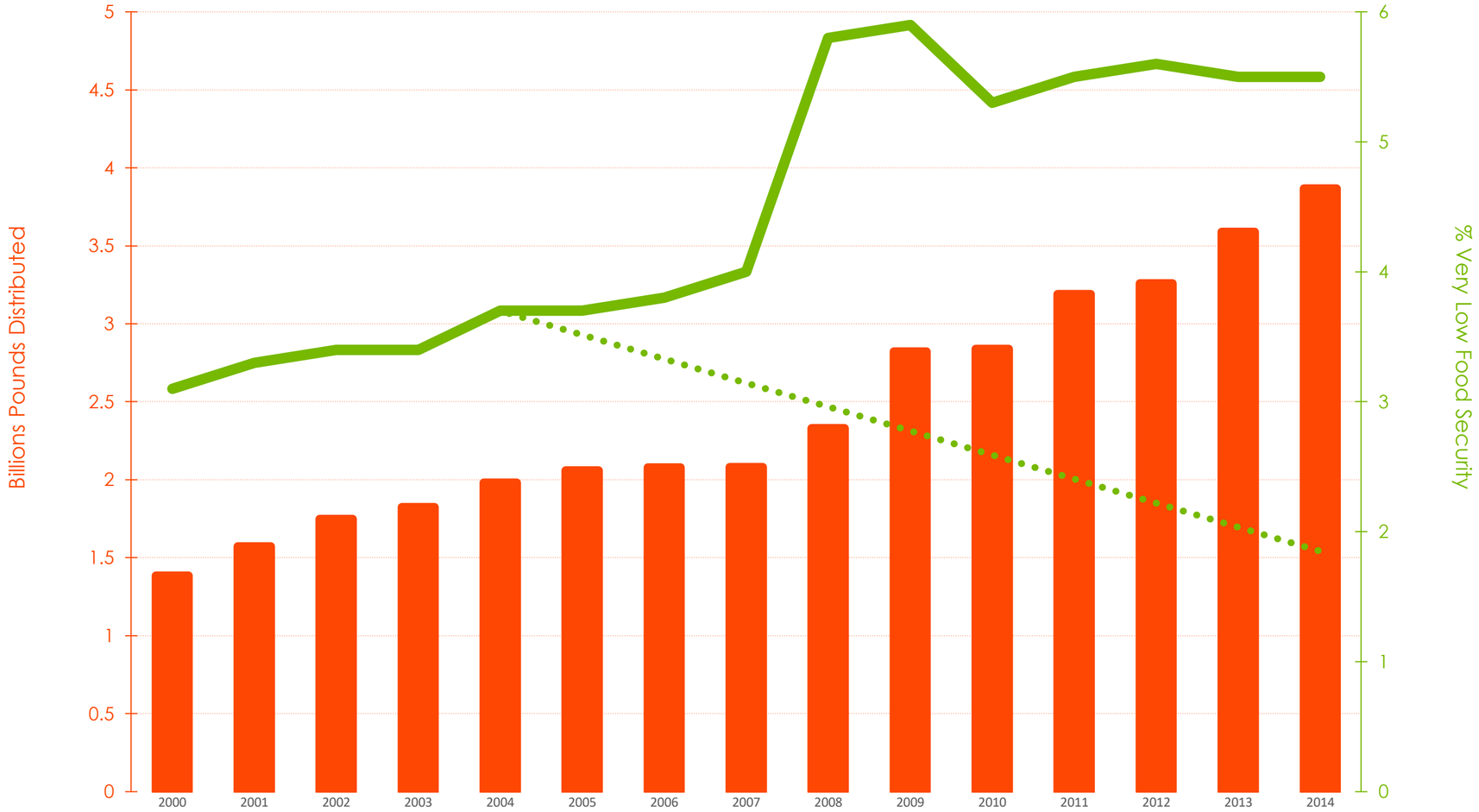
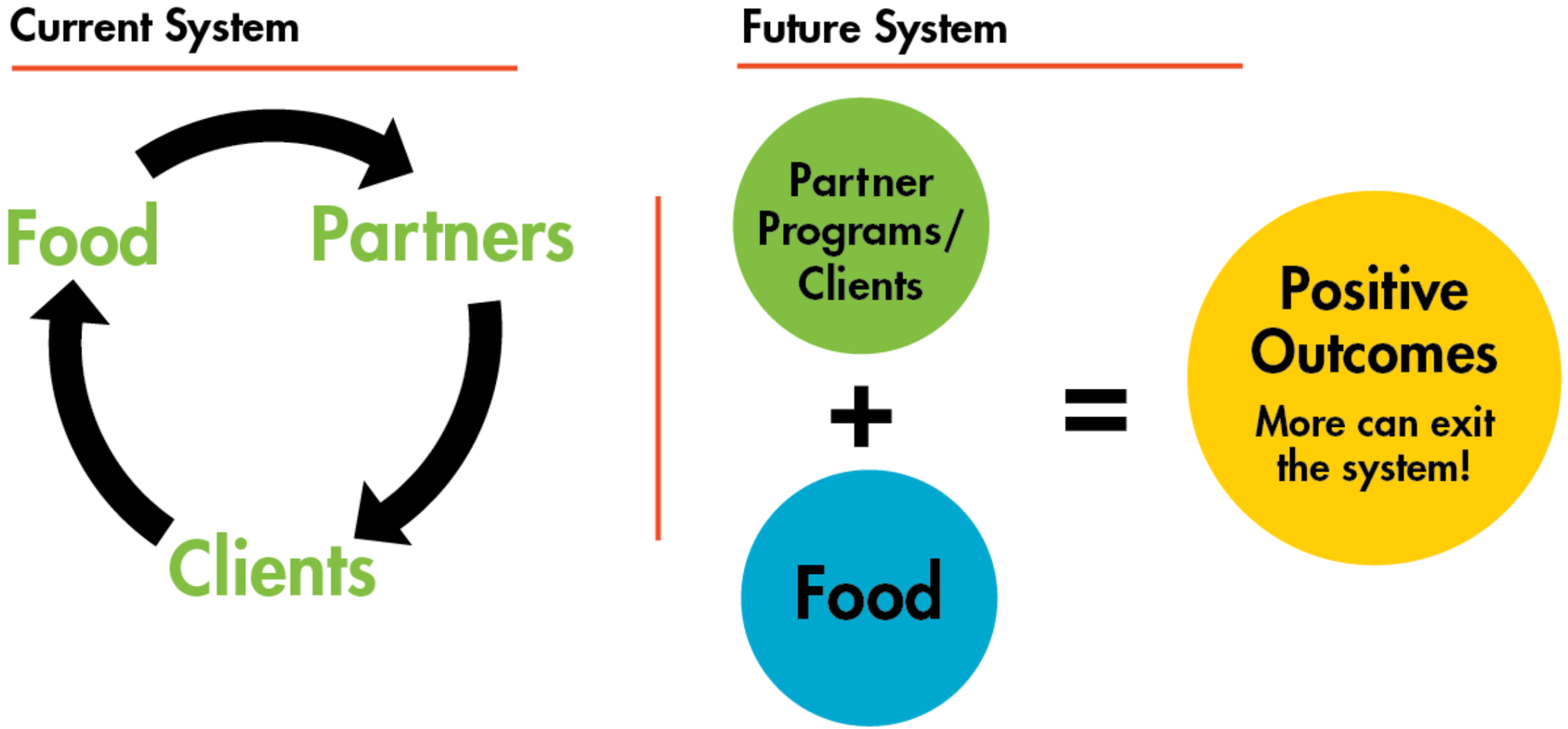
Food Distribution to Clients vs. Hunger



	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Billion Lbs of Food Distributed	1.383328943	1.573006554	1.747259984	1.823938194	1.980118666	2.058886454	2.078636693	2.080243704	2.330491442	2.822157833	2.839646528	3.189664962	3.259940194	3.589621843	3.867693338
% VLFS Anticipated	3.1	3.3	3.4	3.4	3.7	3.515	3.33	3.145	2.96	2.775	2.59	2.405	2.22	2.035	1.85
% VLFS Actual	3.1	3.3	3.4	3.4	3.7	3.7	3.8	4	5.8	5.9	5.3	5.5	5.6	5.5	5.5

Food For Change

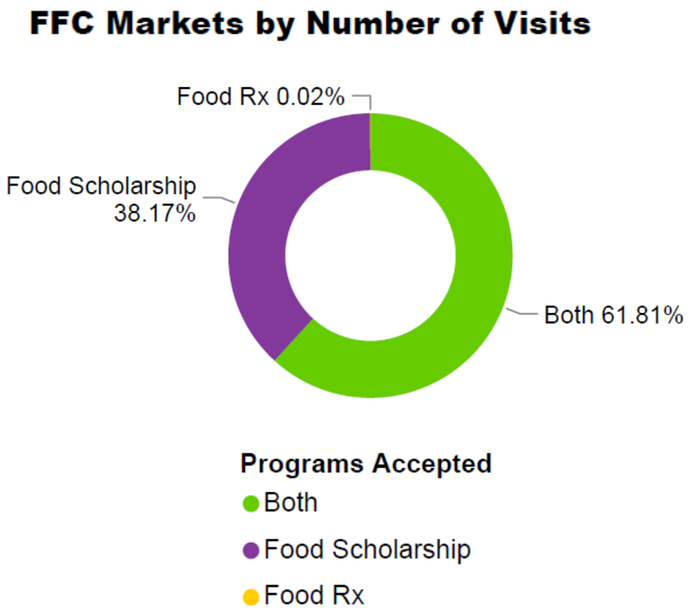


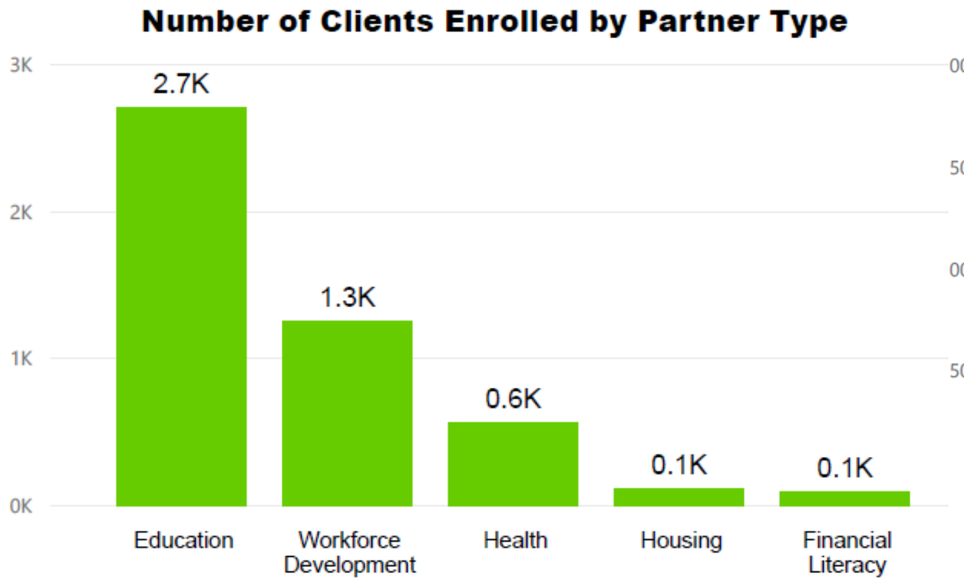
Strategic distribution with outcomes

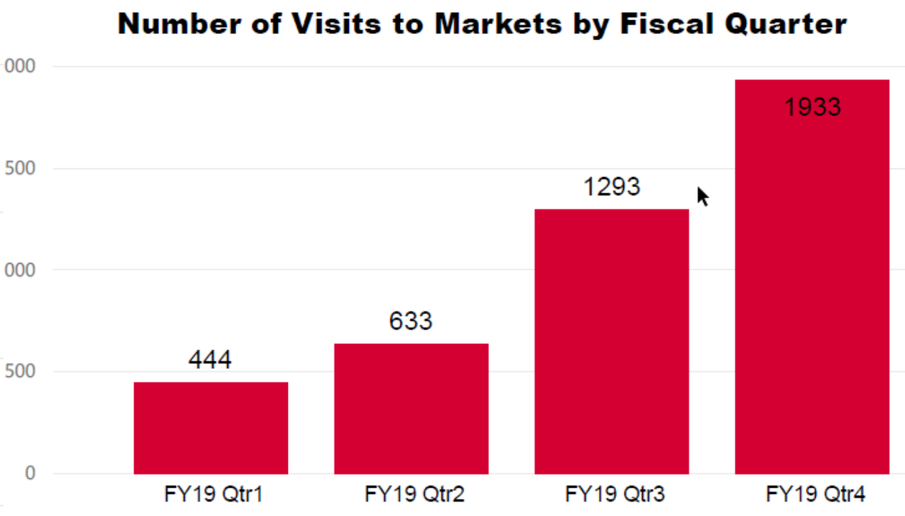
Address the upstream *causes* and downstream *effects* of food insecurity

Integrating Food For Change model across the organization

Size







4736	14	1342	4303
Number of Clients Enrolled	Number of FFC Markets	Number of Unique Clients Served	Total Number of Market Visits

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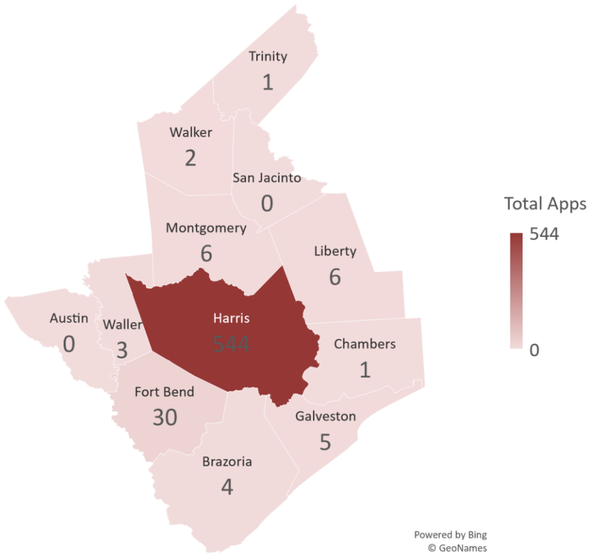
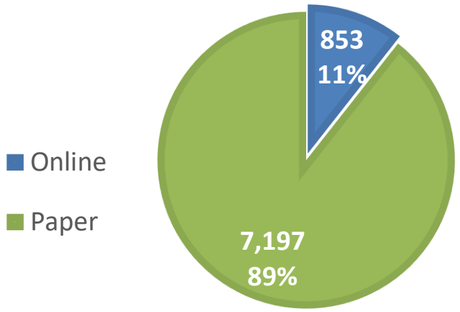
Community Assistance Program Data Snapshot

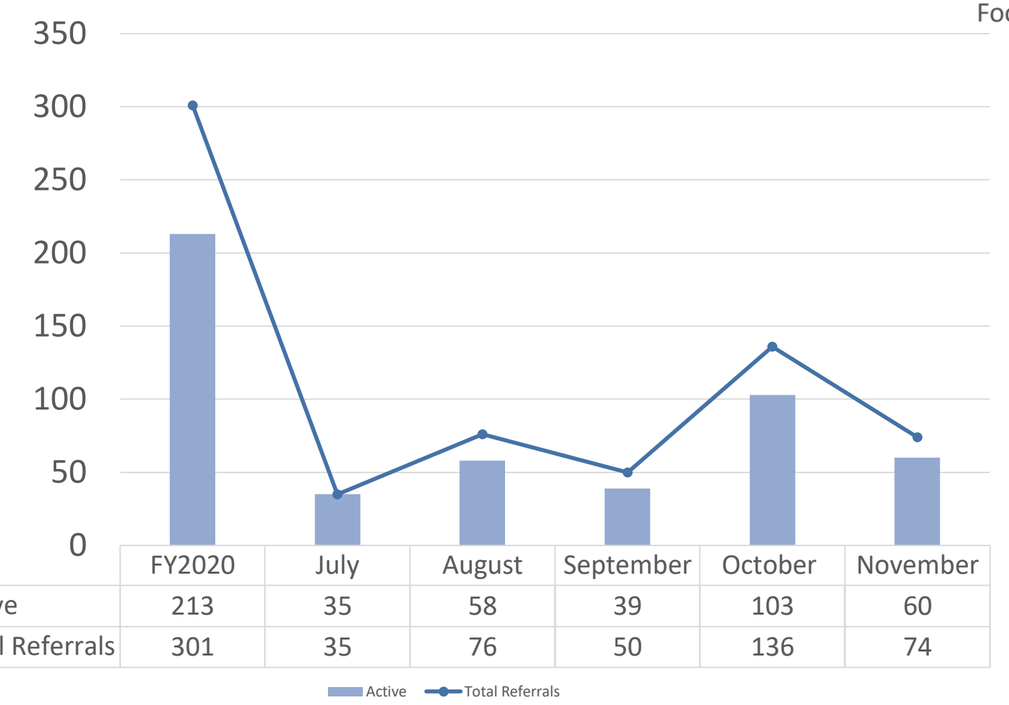
FY21 SNAP Apps by County



SNAP SUBMISSION FY21

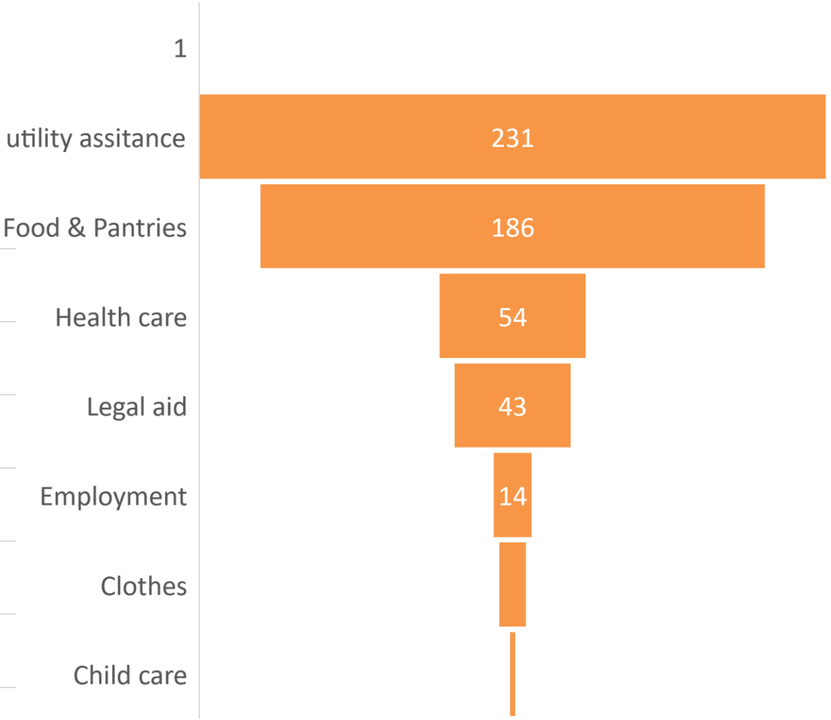


RPP Clients



	FY2020	July	August	September	October	November
Active	213	35	58	39	103	60
Total Referrals	301	35	76	50	136	74

Client Needs FY21



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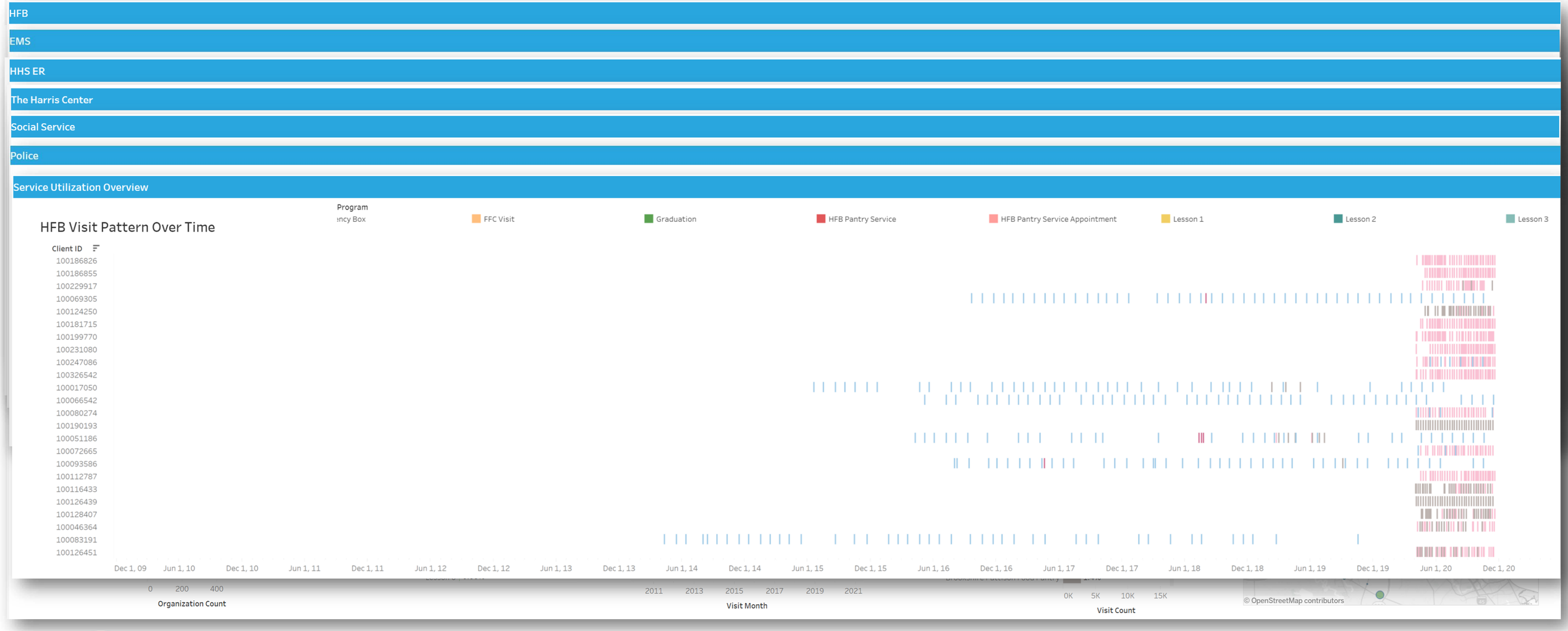
A collaborative model
1. Integrating cross-sector data

Data driven approach for systemic coordination

- Agency level utilization overlaps
- Community level, multi-layer data overlaps
- Community level resources

A collaborative model

1. Integrating cross-sector data – Agency overlaps



A collaborative model
2. Integrating patient values

Values-based care model for vulnerable individuals

Integrating model and tracking

- Using CBT and MI
- Who or what is important to you?
- What gets in your way?

A collaborative model
2. Integrating patient values

Looking beyond Mr. T's:

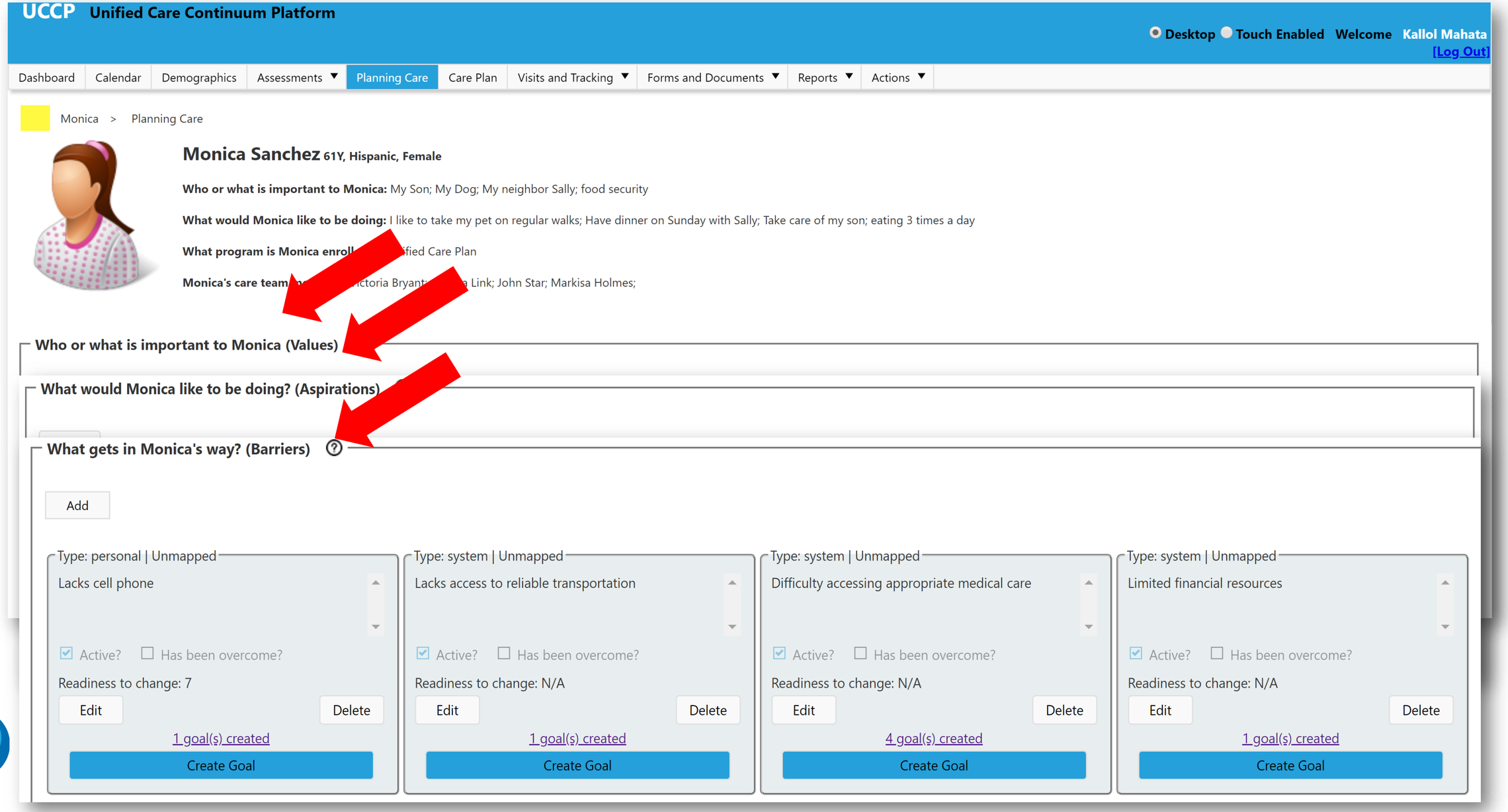
- Homelessness
- Food insecure
- 12 ED visits and 2 hospitalizations
- Unemployed
- Multiple chronic conditions

Striphe

Mr. T's dog

A collaborative model

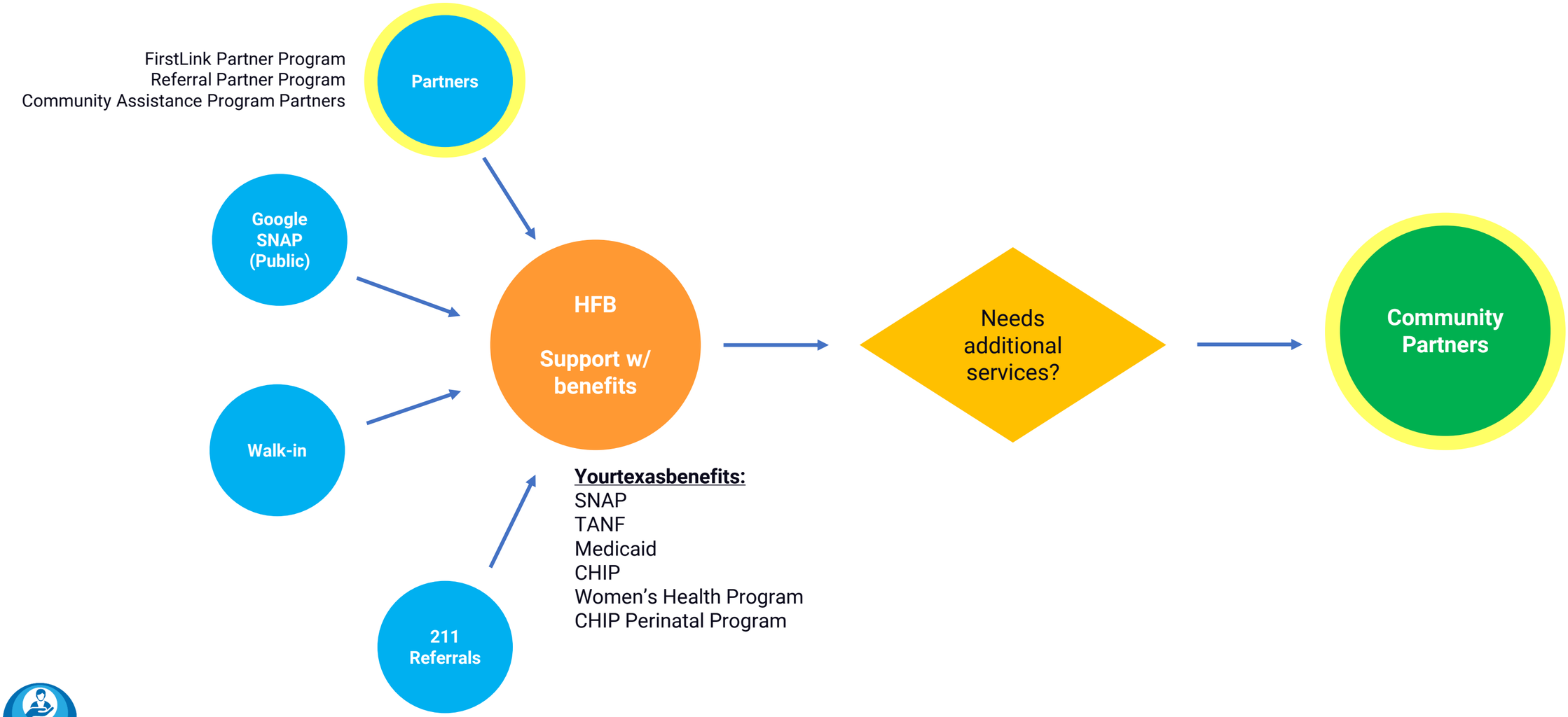
2. Integrating patient values



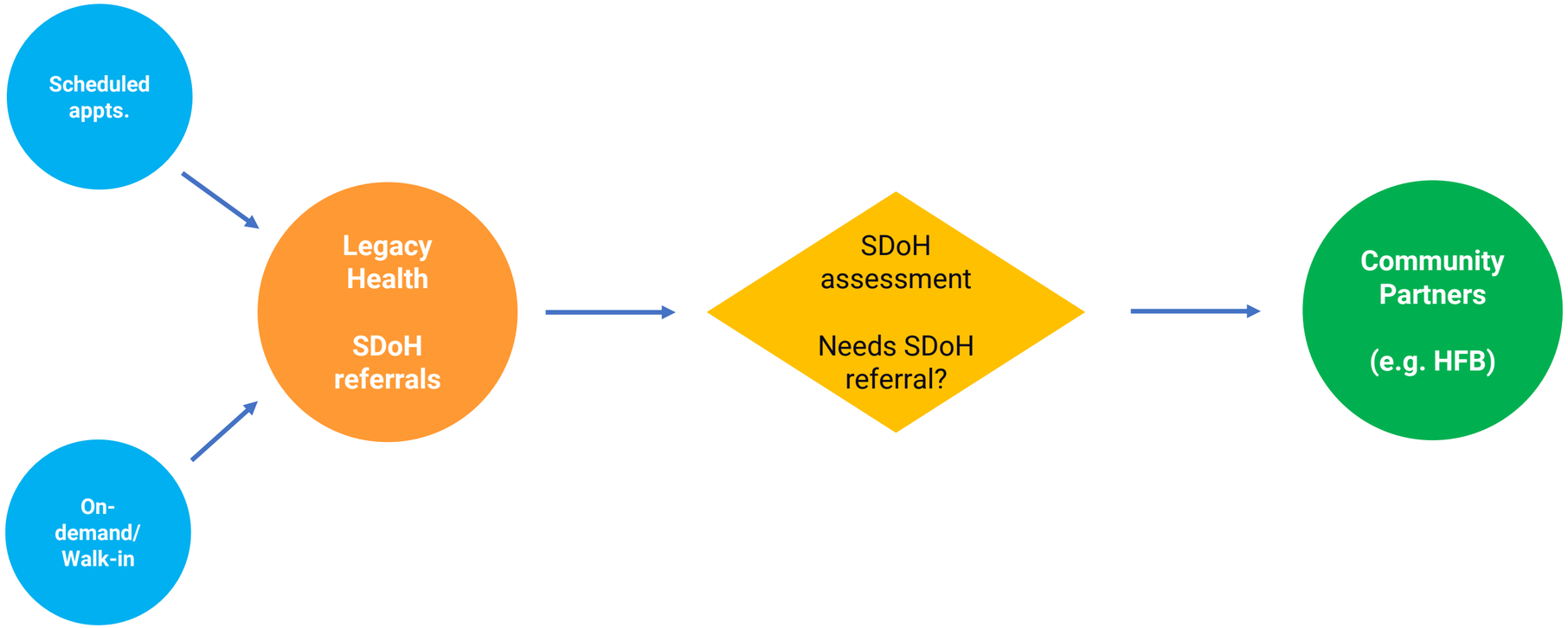
A collaborative model
3. Collaborating with CBO partners

- Referral pathways
- Community Partnerships
- Federated directories

Referral pathway from the Houston Food Bank

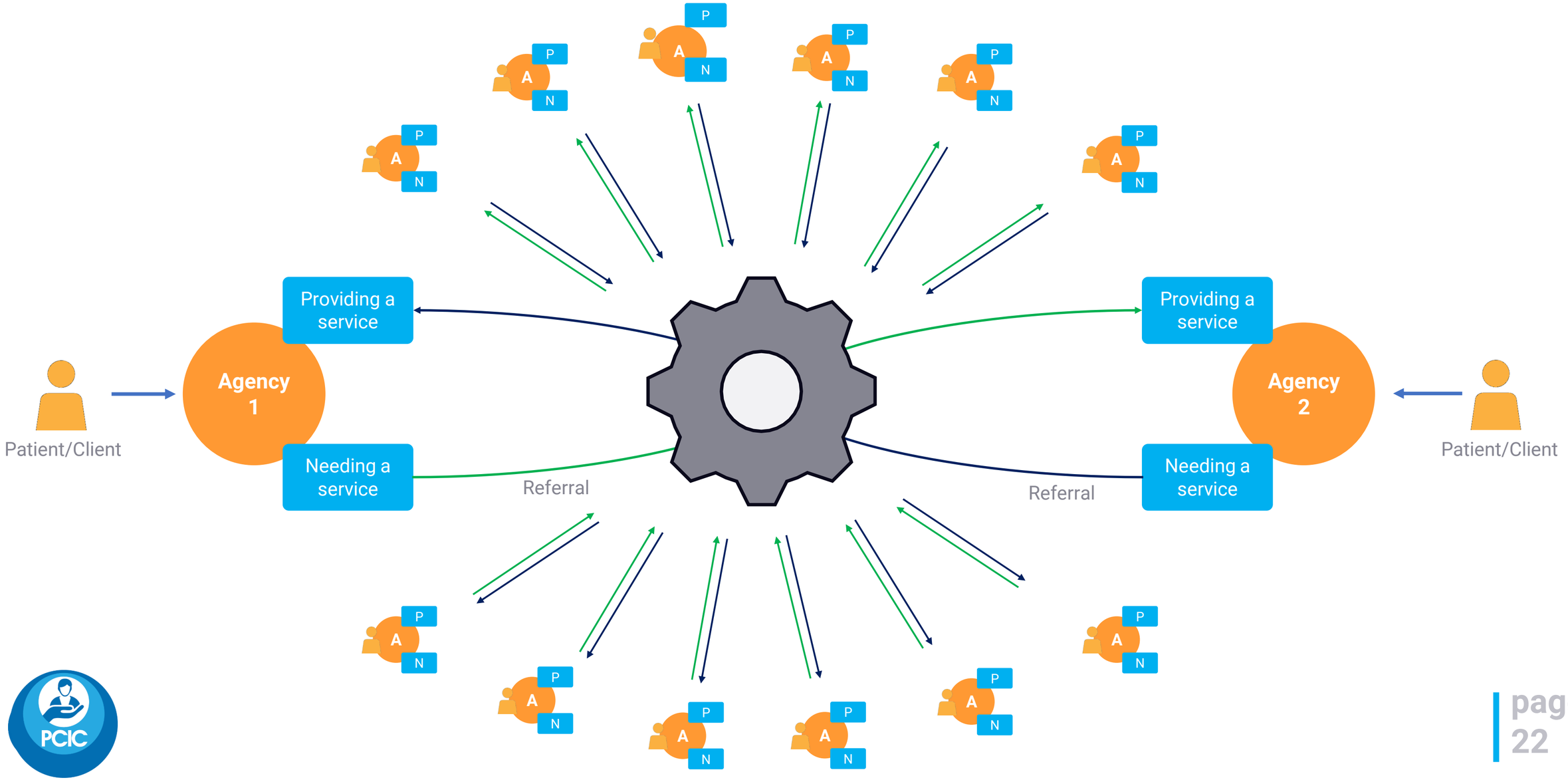


Referral pathway to the Houston Food Bank (from an external partner)

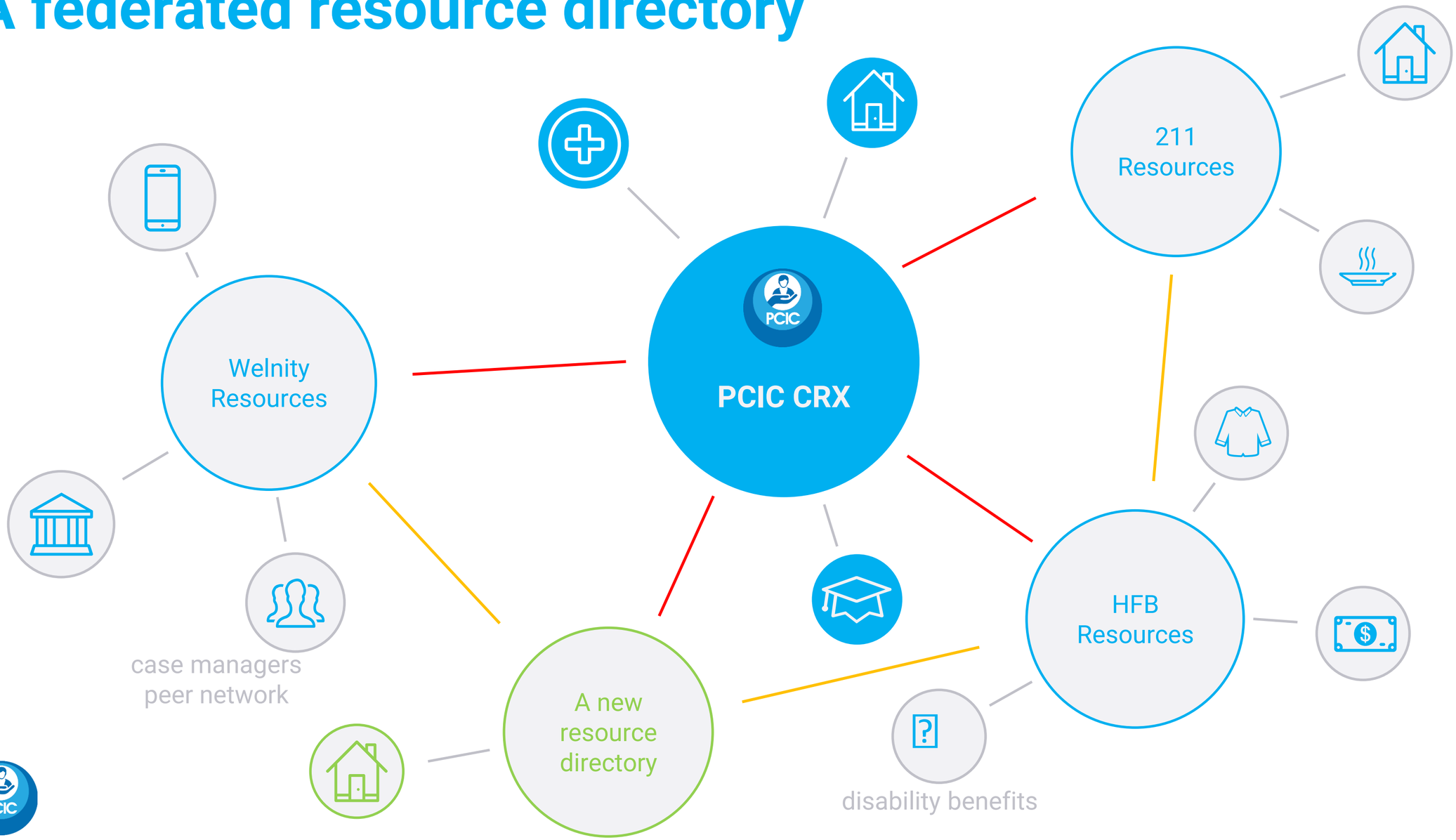


A collaborative model

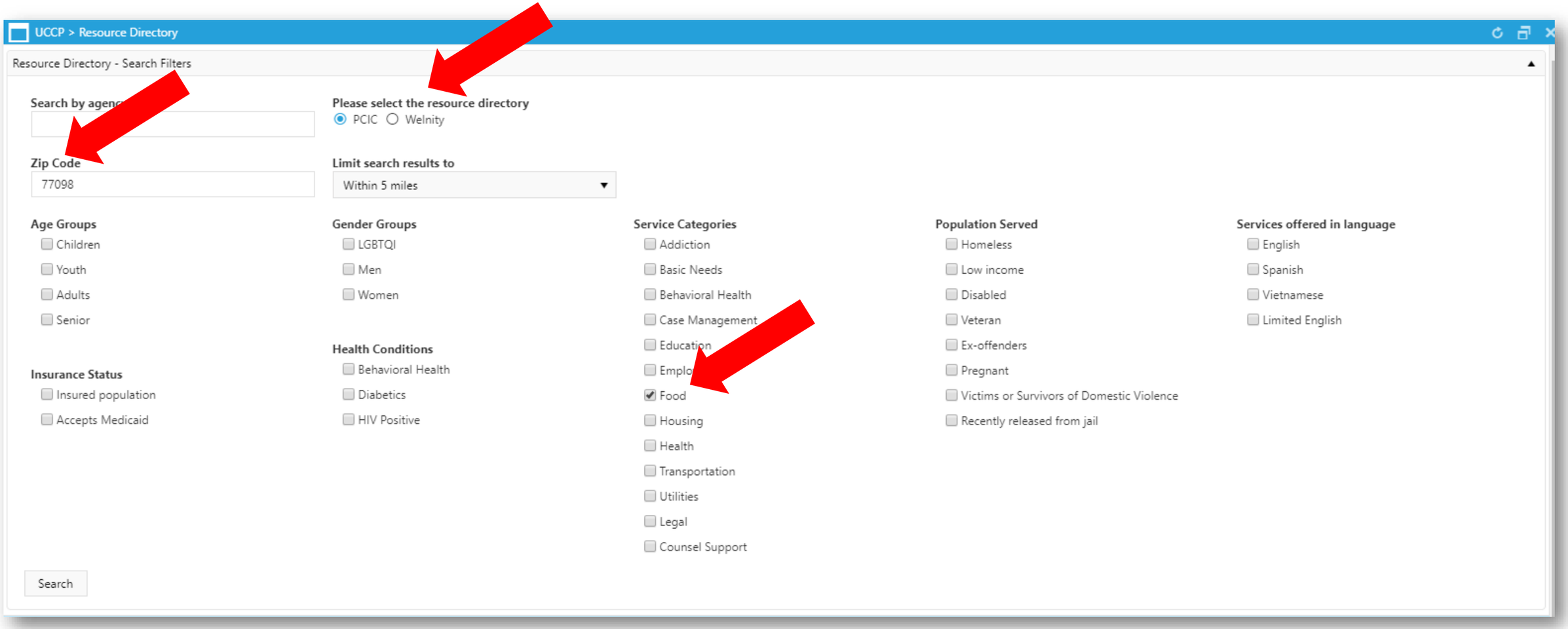
Community Resource Exchange – Dedicated referral pathways



A collaborative model
A federated resource directory



Connecting Patients
To resources



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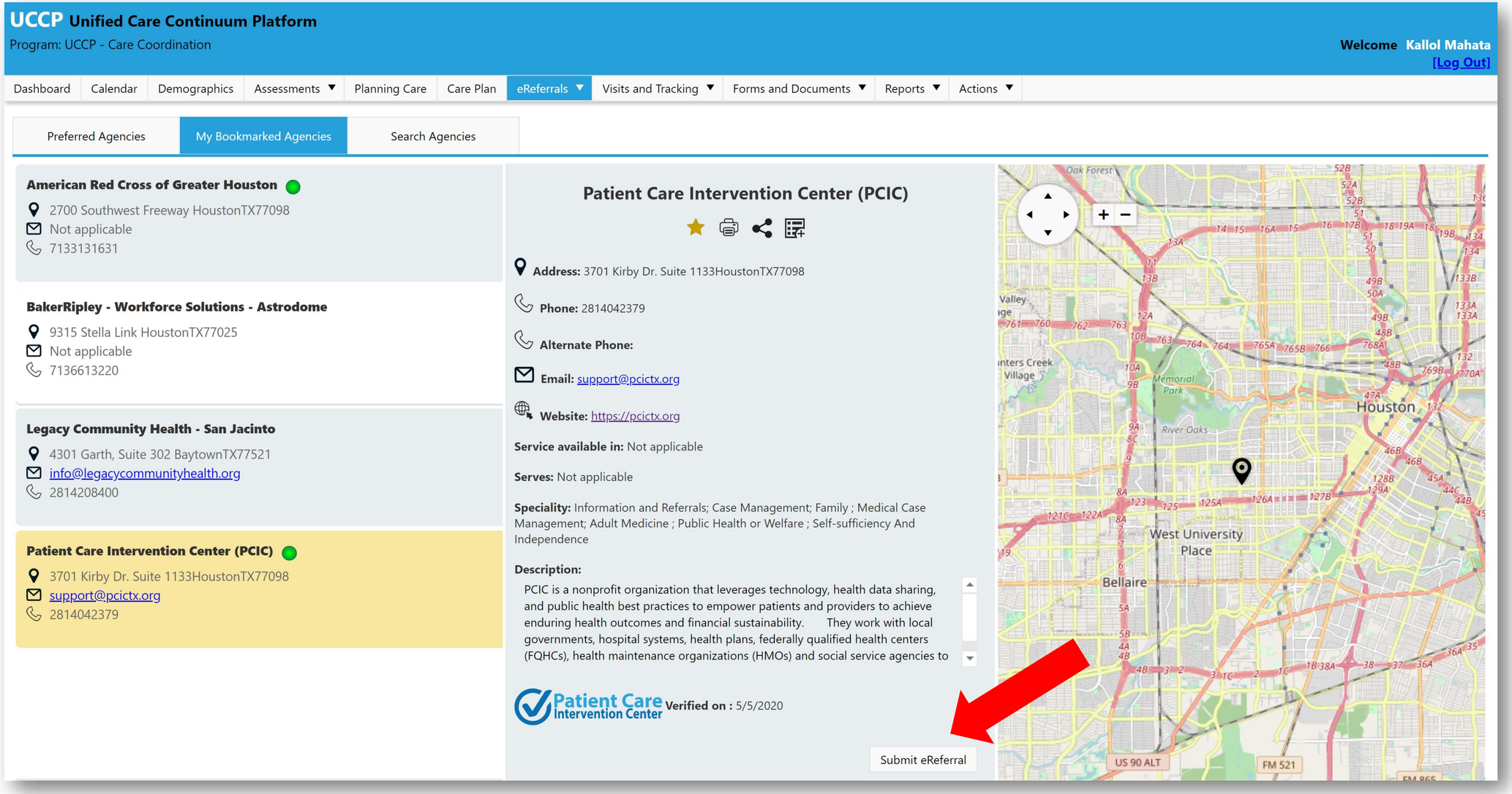
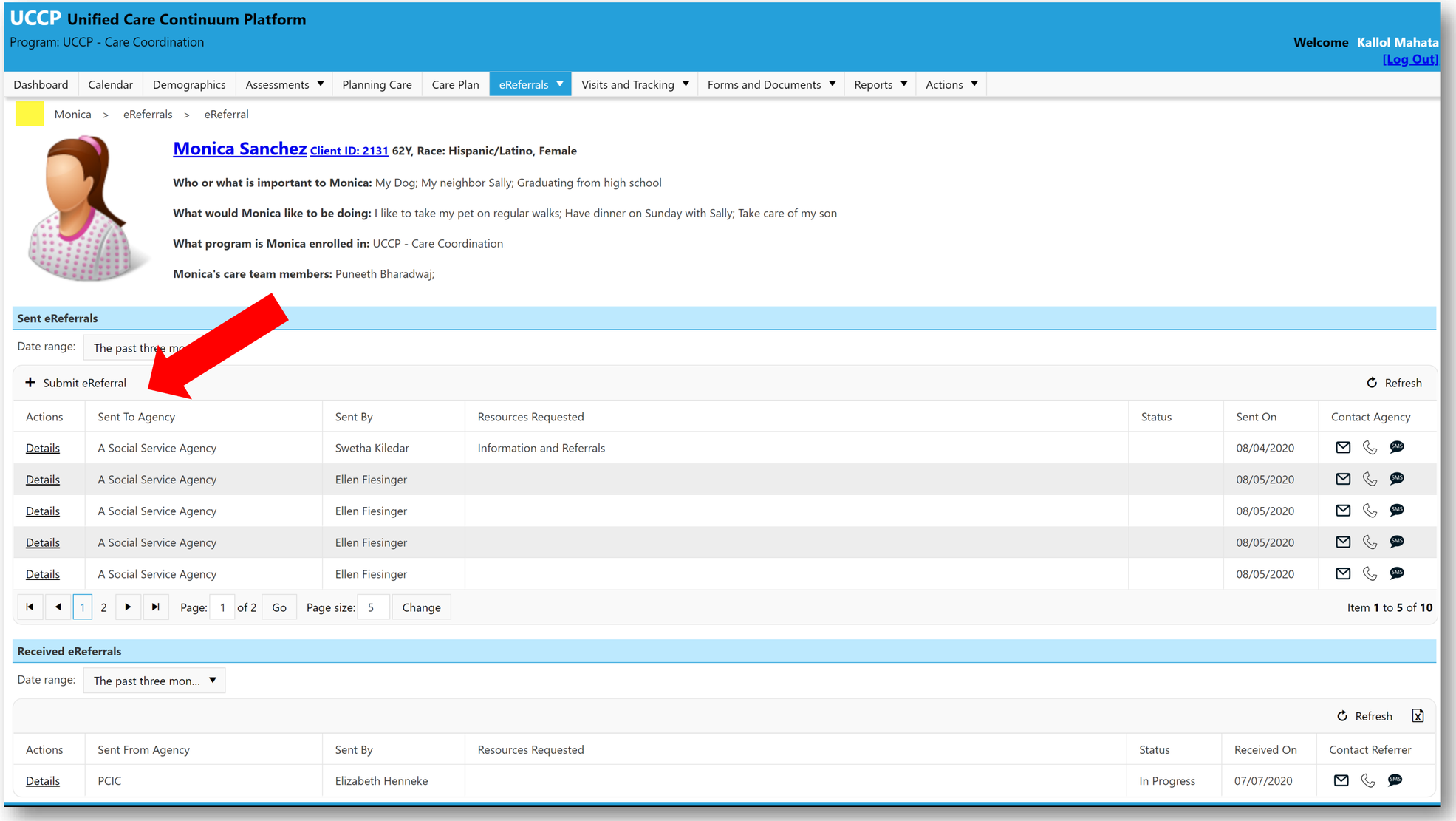
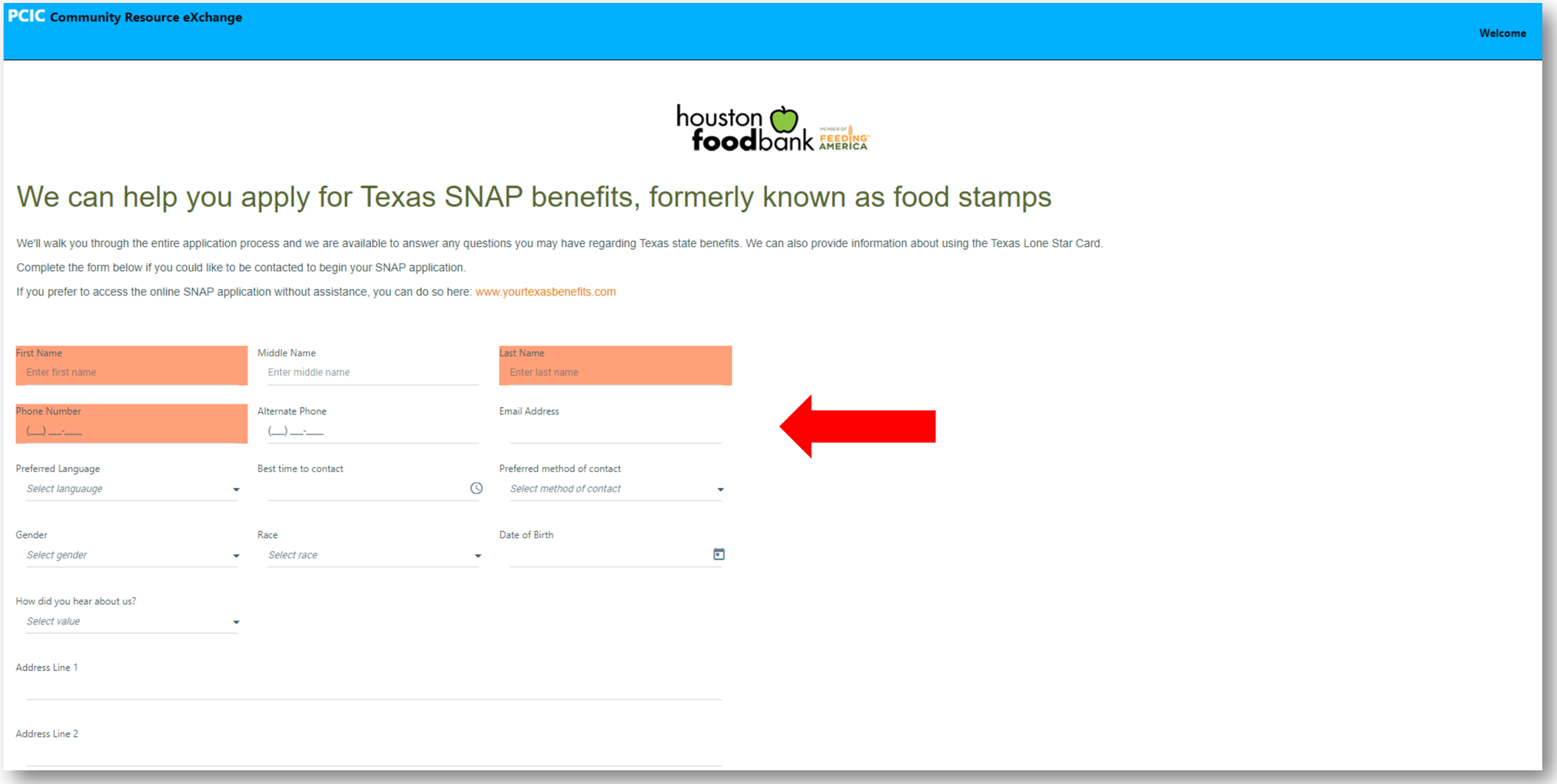


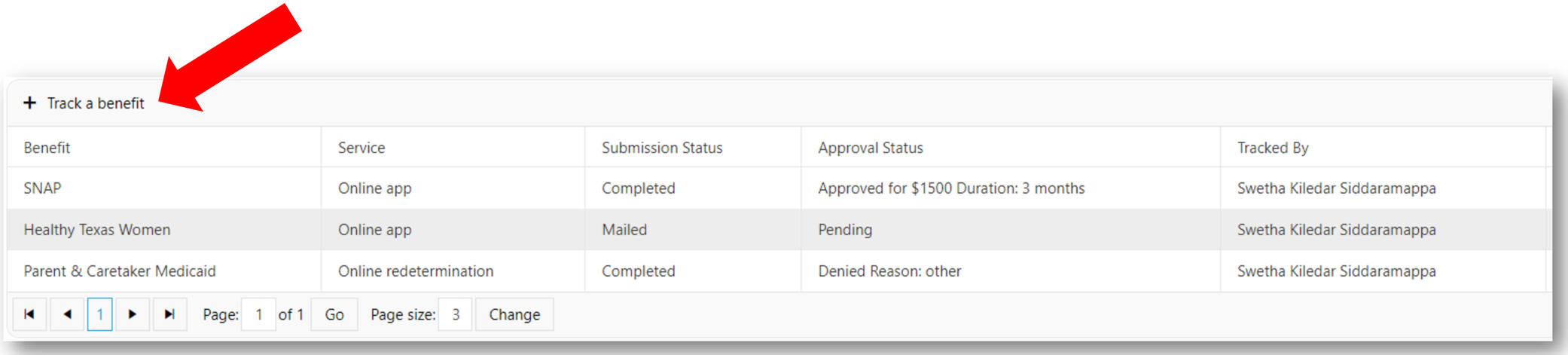
Connecting Patients
To resources

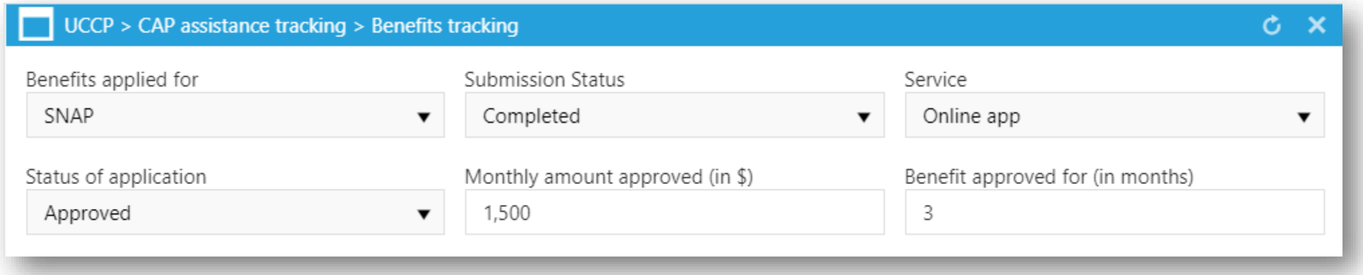


Receiving direct client referrals
Public interface

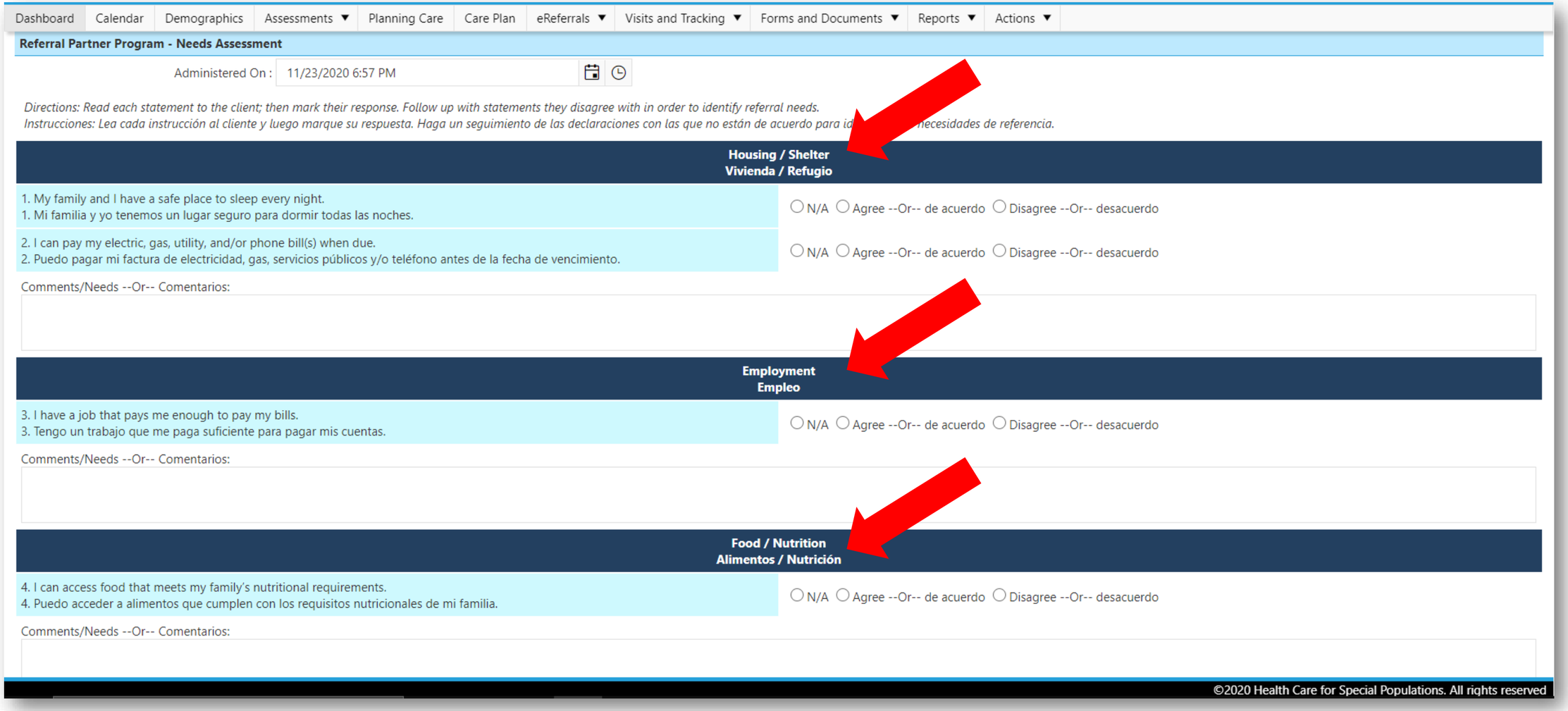


Community Assistance Program
Tracking support with benefits

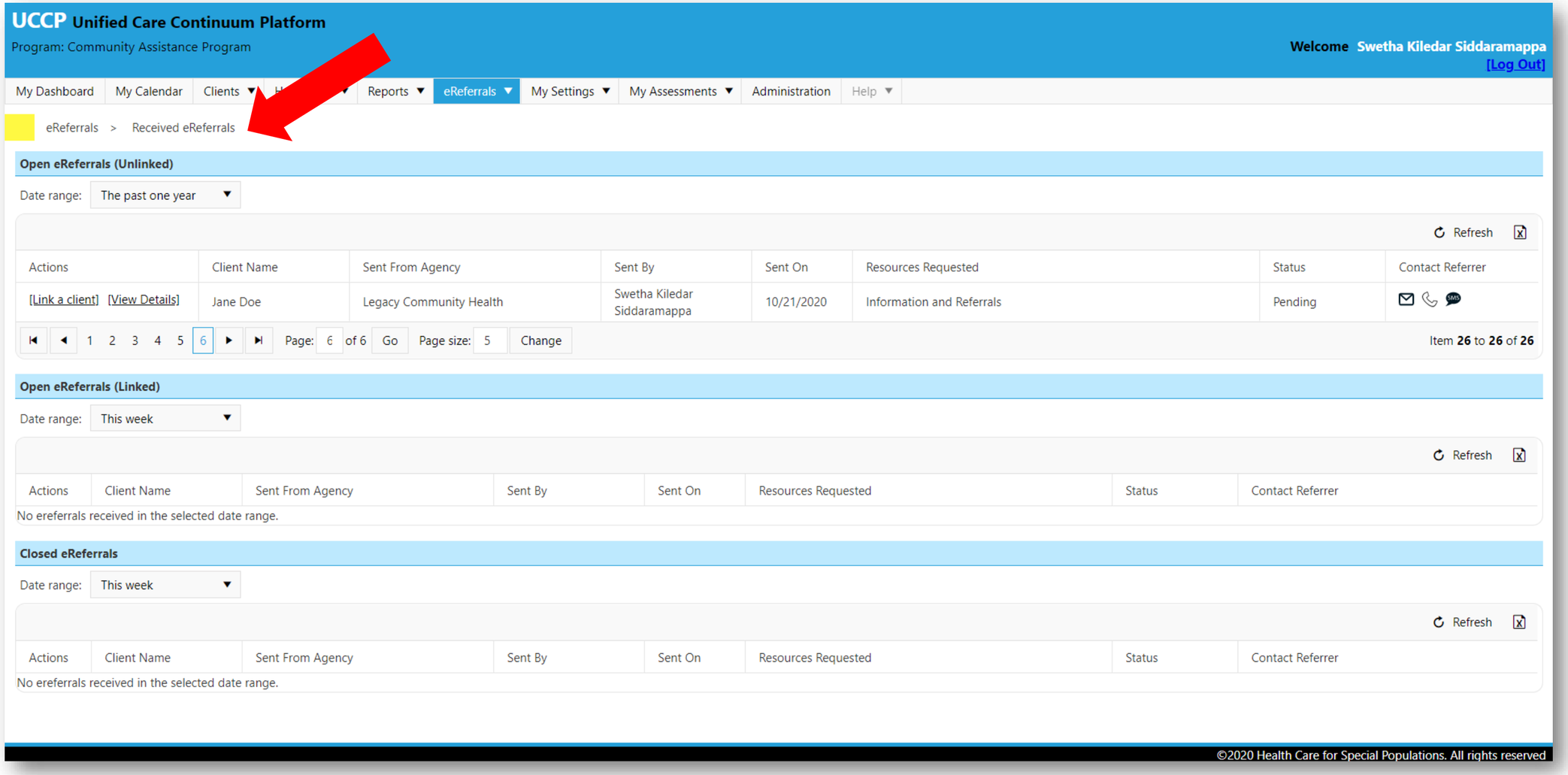




Social Needs
Screener



Unified tracking
Receiving referrals



Outcomes

Outcomes
Beyond Process Metrics

Process Outputs

- Volume of clients supported
- Volume of e-referrals by source
- Success rate (paper vs. electronic)
- Decline rates (+ reason)
- Duplication of services
- Interdependencies between referral types (Pathways)
- Tracking top needs

Program/Agency Outcomes

- Improved quality of life
- Improved health outcomes
- Needs closure
- Long-term food insecurity and SDoH tracking
- Reduction in ED visits
- Cost avoidance

Community Outcomes

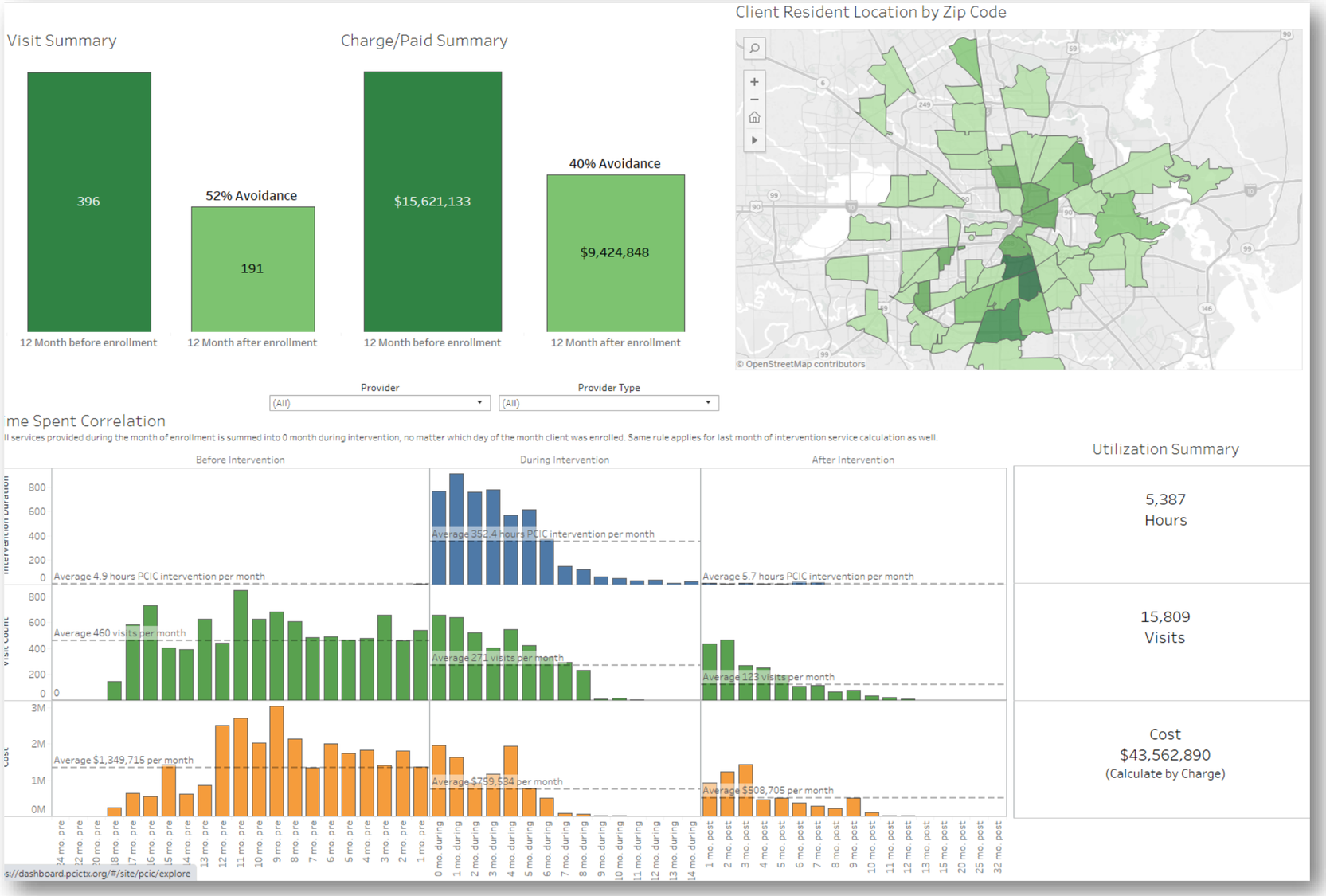
- Community level reduced SDoH risk
- Impact on broader community health outcomes
- Community standard of living
- Improved access to health
- Security and crime rates

Process
Outputs

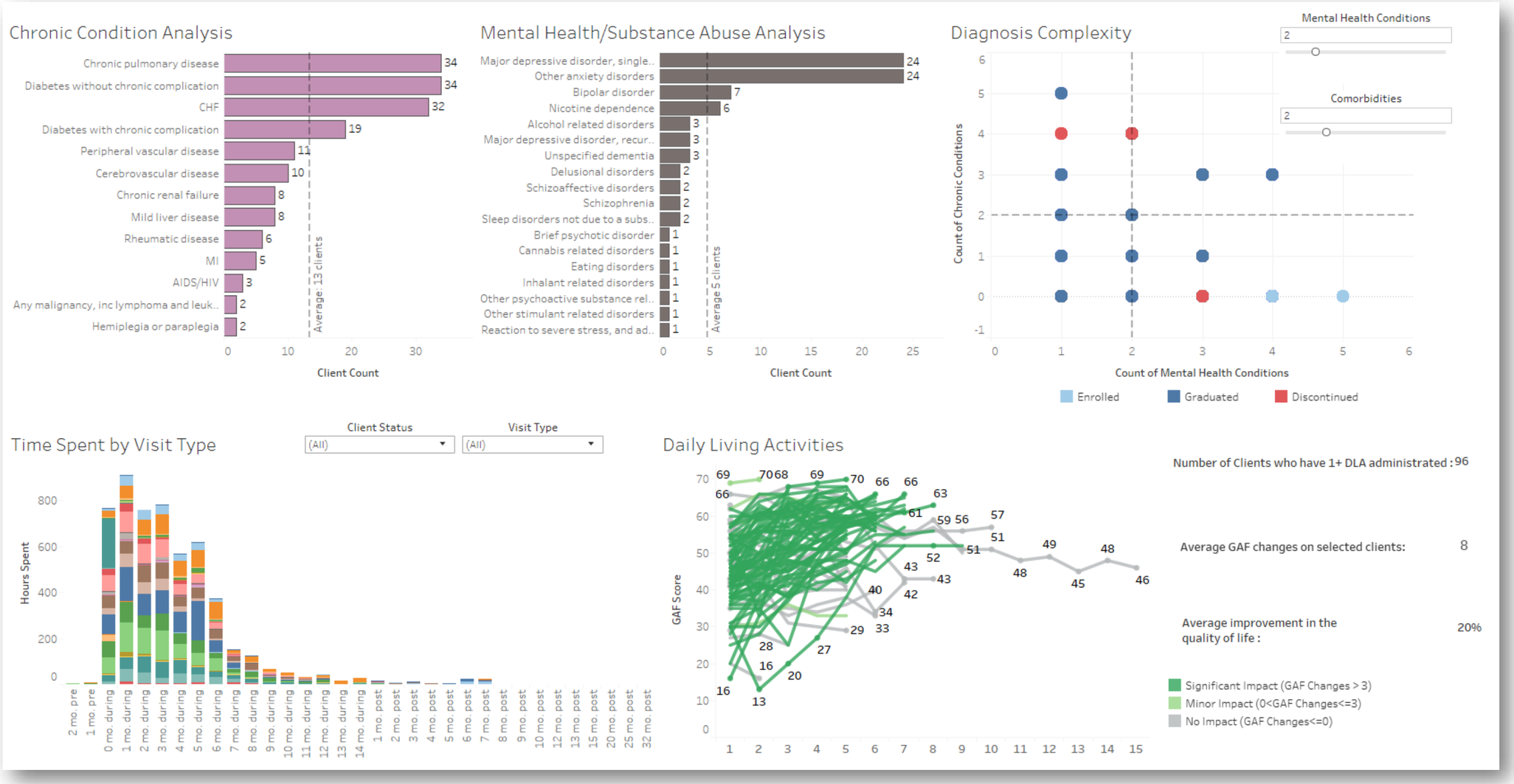
Community Assistance Program:

- ~1800 client outreached/month
- ~1600 state benefit application or inquiry/month (90% SNAP & TANF)
- ~300 clients screened for food insecurity/month
- ~120 clients screened for SDoH needs/month
- ~8 clients e-referred for community services/month (outside of HFB)

Program/Agency
Outcomes



Program/Agency
Outcomes



Questions
&
Discussion