



# Coordinated Care in Times of Disaster

All In National Meeting 2020



# COORDIANATED CARE IN TIMES OF DISASTER

## COVID-19

*Presented by:*  
Jennifer Hall

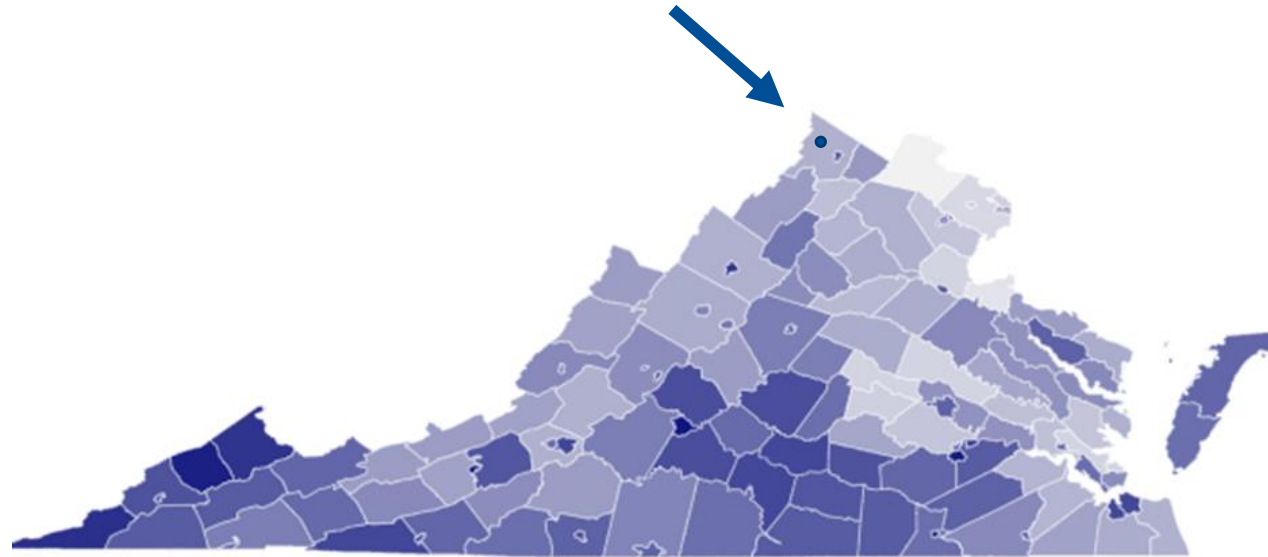


United Way of Northern  
Shenandoah Valley



# UNITED WAY OF NORTHERN SHENANDOAH VALLEY

Winchester, VA



# VALLEY ASSISTANCE NETWORK (VAN)

## Mission

To engage community resources to move individuals and families from crisis to financial security.

3,540

FAMILIES SERVED

9,065

PEOPLE HELPED

3,852

CHILDREN IMPACTED

9,498

REFERRALS MADE

- Hub for Resource Navigation and Referrals
- Central point of entry in the “system”
- “Walking Resource Guide”
- Convener for tackling community issues

# CONNECT NSV NETWORK

## TIMELINE

- August 2017- Held community meetings and started search for data sharing tool
- April 2019 – Partnered with local hospital system & joined Unite Us® platform
- August 2019 – Launched Connect NSV Network
  - 5 agencies
  - 13 users
- January 2020 – Focus on onboarding new partners and promoting cross-sector referrals
- March 2020 – COVID-19 era
- December 2020
  - 25 agencies
  - 55 users

# COVID CHALLENGES



## CHALLENGE 1

Immediately a huge spike in assistance requests at VAN and half the manpower.

How are we going to operate a call center with only 2 staff working remotely?





# SOLUTION

Online intake form to quickly filter requests for assistance and gather data on most pressing needs.

- Launched Coordination Center

**United Way**  
United Way of Northern Shenandoah Valley

**VAN: GET HELP**

**REQUEST ASSISTANCE**

By completing the form below, you'll be entered into our coordinated network of community resources, **powered by Unite Us**. One of our trained case managers will contact you after you submit the form. Please be specific and detailed about your situation and needs as this will help us process your referral faster.

Home >  
Our Impact >  
Get Involved >  
Our Partners >  
Events >  
Contact Us

**DONATE**

**GET HELP FROM US**

First name \*

Last name \*

Date of birth \*  
MM-DD-YYYY

Phone number \*

Email address \*

**VALLEY ASSISTANCE NETWORK**

# COVID CHALLENGES

## CHALLENGE 2

Many small and volunteer run organizations help with financial assistance.

With doors closed to the public, they are not able to serve clients.

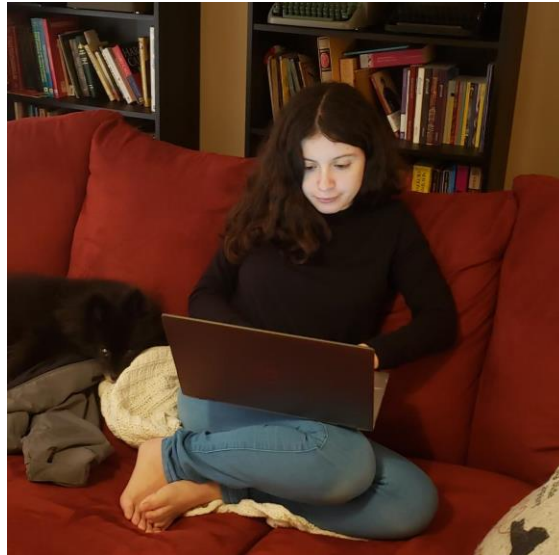


# SOLUTION

Connect NSV Network

Staff and volunteers can get referrals from United Way/VAN and work from home.

- 5 new agencies on boarded in March and April
- Expanded operating hours for agencies

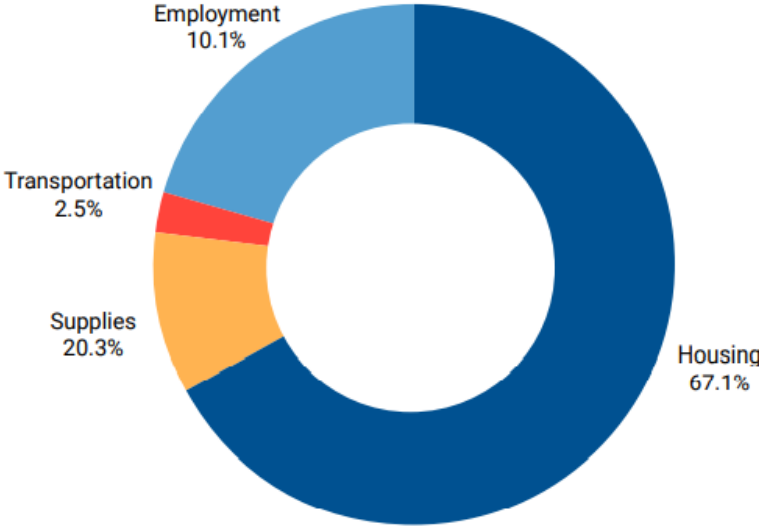


# COVID CHALLENGES

## CHALLENGE 3

How do we meet our community's urgent needs?

**COVID-19 Needs by Category**  
Through calls made to Valley Assistance Network



# SOLUTION

## COVID-19 Relief Fund

- Priority given to agencies on Unite Us®
- All rent and utility requests required referral from VAN so we could track outcomes
  - \$89,000 distributed to 5 partners

**COVID-19 RELIEF FUND**

GRANT RECIPIENT

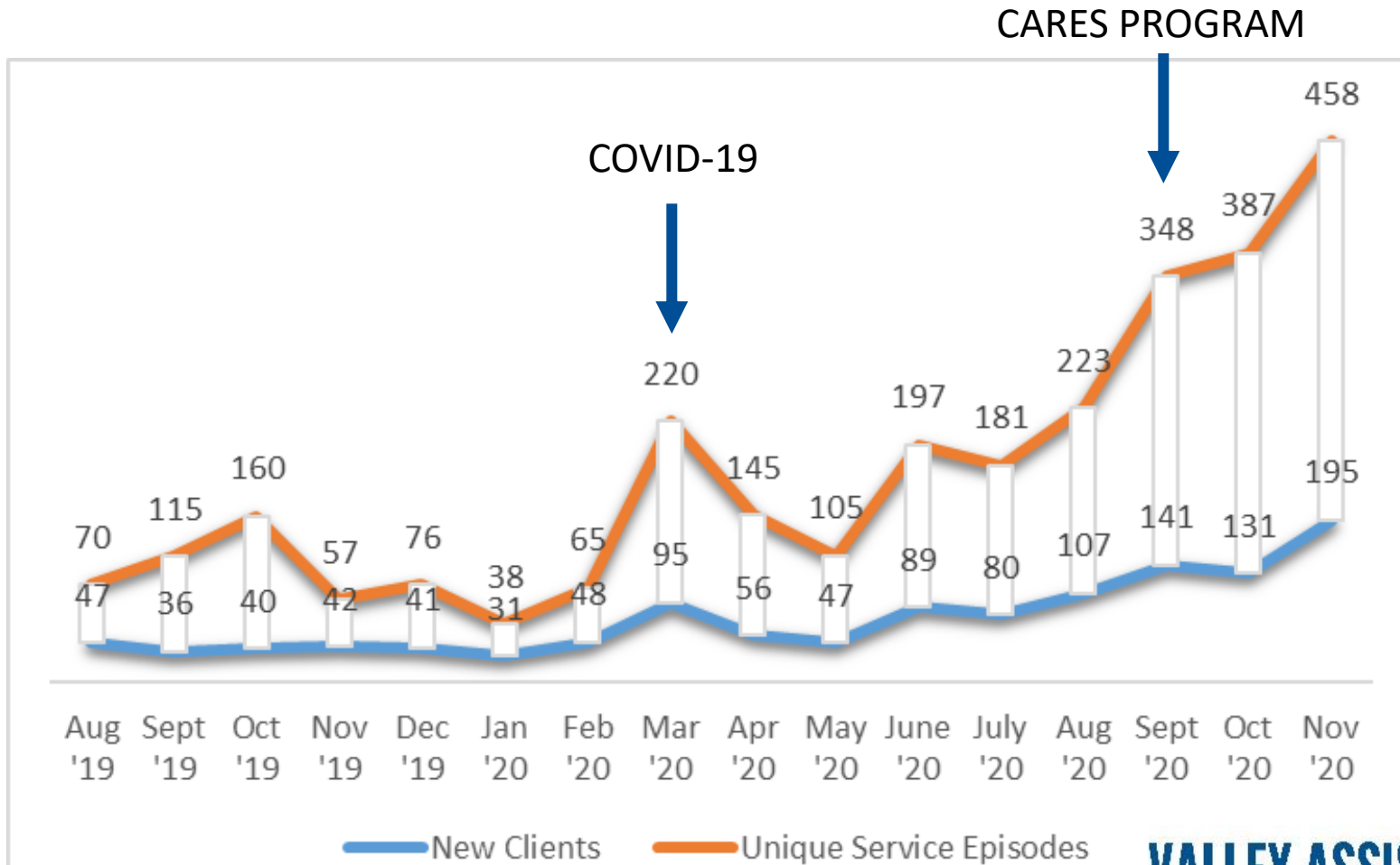


**VALLEY ASSISTANCE  
NETWORK** 



# CHALLENGE 4

## Network Growth



# SOLUTION

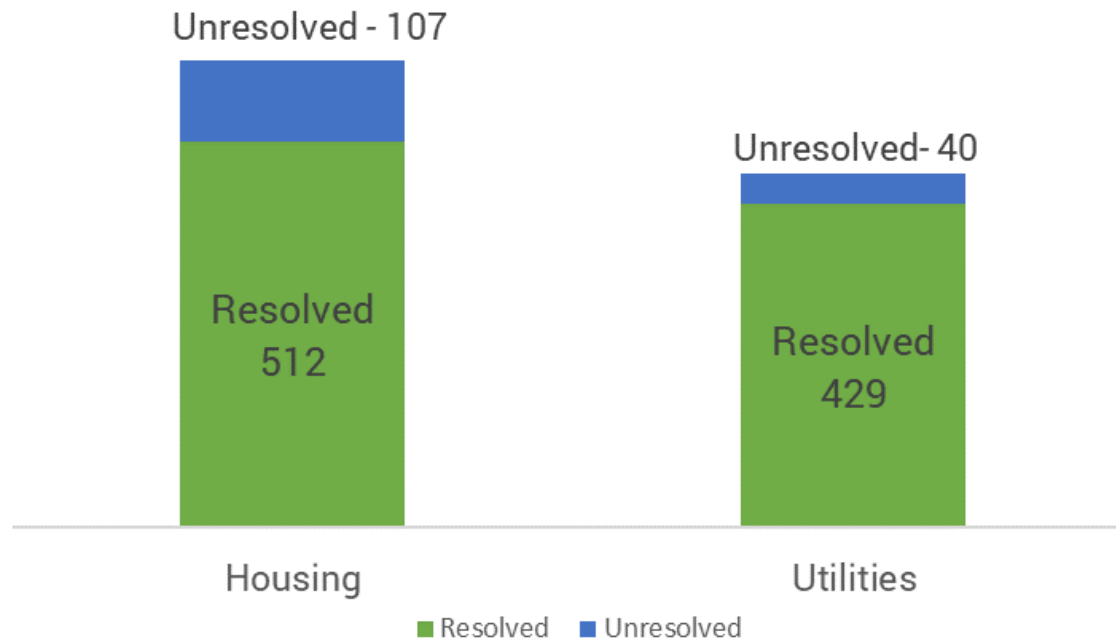
We're still figuring it out!

- Frequent adjustments
- Calls with Unite Us®
- Work with limited agencies to execute CARES Program
- Additional staff

# UTILIZING DATA TO SHOW IMPACT

## Example – Resolved CASES

- 1,300 (84% of all cases) since COVID-19 were RESOLVED





# UTILIZING DATA TO SHOW IMPACT

## We respond to REAL Needs in REAL Time

TO MOVE FAMILIES FROM CRISIS TO STABILITY

Our Resource Responders screen clients and get them connected to services quickly, often helping solve multiple needs.

**458**

**Resolved Cases**  
since COVID-19

- 158** Evictions Prevented
- 185** Utilities kept on
- 44** Families provided shelter
- 24** Health-related needs met
- 20** Transportation needs resolved

VAN has served nearly **2,900** families with **9,000** referrals since October 2017.

## CONNECT NSV NETWORK

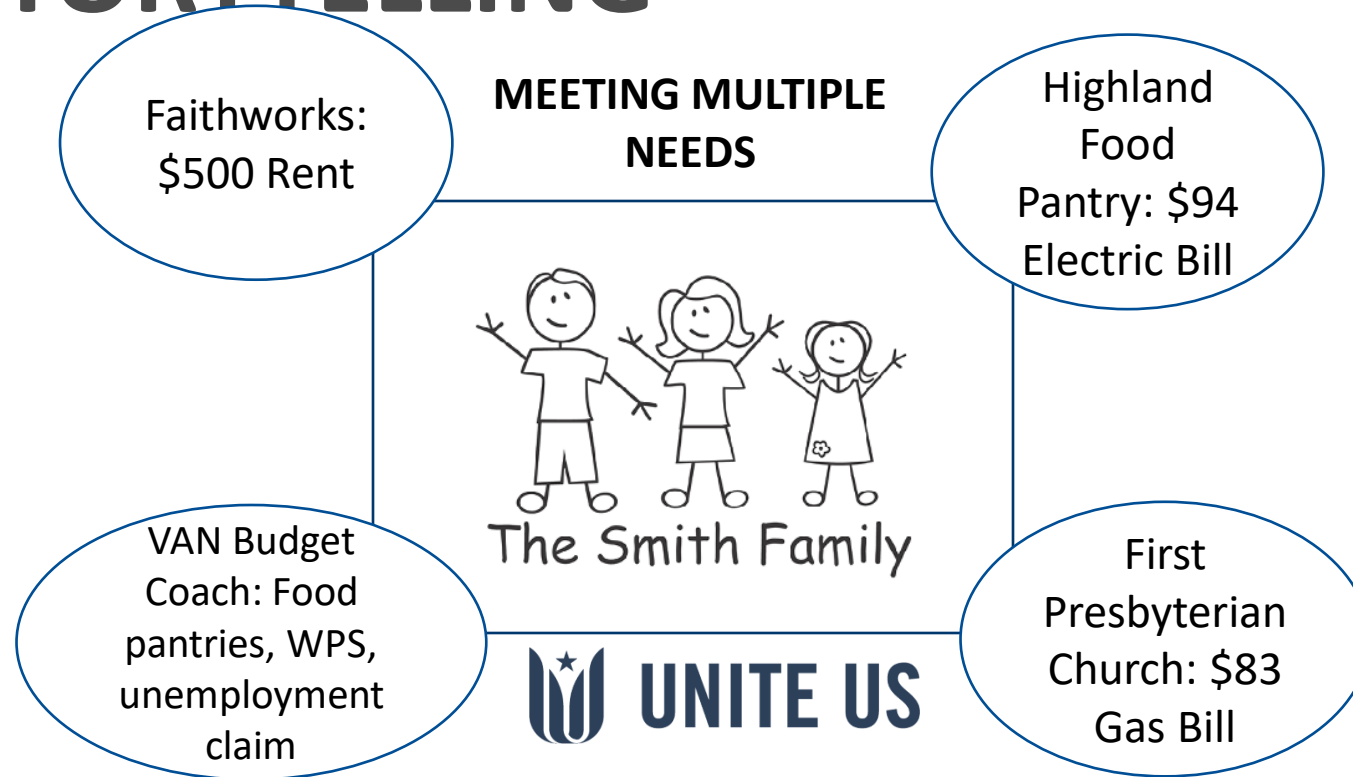
Powered by



Utilizing technology, families receive financial assistance without ever having to leave home.

**We serve ALICE®**  
(Asset Limited, Income Constrained, Employed)

# TURNING DATA INTO STORYTELLING



James works for a landscaping company.  
Jenny is a CNA at a Nursing Home.  
Both tested positive for COVID-19

# TURNING DATA INTO STORYTELLING



Our Valley Assistance Network has seen call volume triple for people looking for assistance. This is the story of Clyde, a client who recently reached out for help:

## THE JOURNEY TO GETTING HELP:

# CLYDE

**In less than 90 minutes**

A Winchester man received assistance from 3 different agencies thanks to Valley Assistance Network and new technology.

## 2:18PM

### CLYDE REACHES OUT FOR HELP

Clyde had recently moved into a new apartment and because he used all his money to pay the security deposit and first month's rent, he needed assistance with the electric and water bills. Clyde is disabled and on a fixed income.

### @ VALLEY ASSISTANCE NETWORK

Staff receive a request for utility assistance through United Way's website. Volunteers reach out to Clyde to ask a few more questions.

VAN then sends referrals through Unite Us digital referral system to Faithworks and Highland Food Pantry.

## 2:39PM

### GETS HELP SETTING UP ELECTRIC FOR APARTMENT

The new system means people can receive assistance without ever leaving their home, saving Clyde a lot of time.

*"I would have to go wait in line at 3 different places and tell my story 3 different times," - Clyde.*

### @FAITHWORKS

Faithworks calls Clyde confirming his account balance and history. They then called the electric company to make a \$90 pledge, getting his electric turned on.

*"VAN and the Connect NSV network are just what our community needed to bring agencies together and support families in an efficient way!" - Sandi, FaithWorks*

## 3:25PM

### GETS HELP WITH WATER AND UTILITIES FOR APARTMENT

*"WOW...I am so forever grateful. Thank You and your organization so very much for what you do!"*

- Clyde

### @HIGHLAND FOOD PANTRY

Highland calls and confirms he's eligible for assistance. They then contact a church and confirm his eligibility for help. Within minutes they confirm a payment of \$45 for the water bill and church assistance with the \$93 utility bill, payable to landlord.

*"I love when it's this easy to help someone," said Carolyn Thalman, moments after resolving his case.*

## 3:40PM

### CASE CLOSED



These results were accomplished through the Connect NSV network, powered by Unite Us®

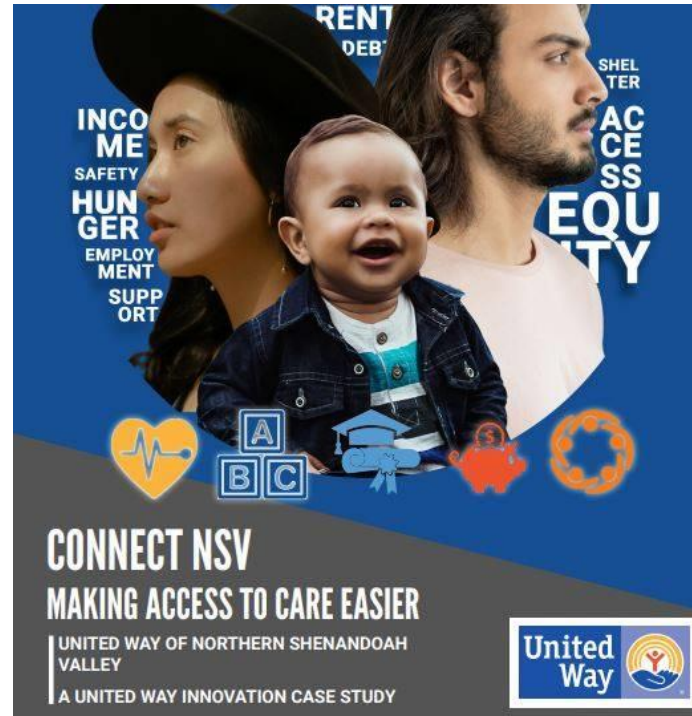
# KEYS TO OUR NETWORK GROWTH DURING COVID

- Having Technology platform in place
- Partner Engagement – a few partners already invested
- Partner agencies sharing the benefits to other
- \$ (COVID Grants)

# WORDS OF WISDOM

1. Start with a core group of trustworthy partners and take it slow
2. Stay flexible in order to respond to the changing climate
3. Focus on trust and relationship building
4. Designate a point person to handle tech issues (especially important during remote work)

# WORDS OF WISDOM



United Way Worldwide Innovation Case Study just published!

[www.unitedwaynsv.org/van](http://www.unitedwaynsv.org/van)

VALLEY ASSISTANCE  
NETWORK



# CONTACT US

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



[mycarelinnco.org](http://mycarelinnco.org)

# Disaster Preparedness Proactive Practices and Care Coordination

Presented By:  
Amy Grunewaldt, MSW





# Background

- Innovative new collaboration designed to improve community health and quality of life for area residents



[mycarelinnco.org](http://mycarelinnco.org)





# Creating Connections: No Wrong Door

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- Adopt and implement a Community Wide Database Platform
  - Inputting all services
    - Healthcare
    - Social services
    - Schools
    - Community Organizations
- Adopt **ONE** social needs screening tool
- Create **ONE** release of information
- Communicate/ Shared Language
- Share data
- Streamline referrals
- Track progress

# Choose a Platform

Signify Community  
 signifyhealth.™

## ***Helpful Hint:***

- ***Community Resource Referral Platforms: A Guide for Health Care Organizations***
  - <https://sirenetwork.ucsf.edu/sites/sirenetwork.ucsf.edu/files/wy/siwyg/Community-Resource-Referral-Platforms-Guide.pdf>
  - ***Pp. 15-20 contain concise information for review***



# Choose a Screening Tool for Social Needs

Social Determinants of Health Survey

Category	Question	Response		
ID	Do you have a valid government issued ID?	Yes	No	Don't know
Food	Do you eat less than you feel you should because there's not enough food?	Yes	No	Don't know
Housing	Are you worried that in the next few months, you may not have safe housing that you own, rent or share?	Yes	No	Don't know
Utilities	In the past year, have you had a hard time paying your utility company bills?	Yes	No	Don't know
Clothing	Are you in need of clothing to meet your daily needs?	Yes	No	Don't know
Finances	Are your finances covering your living costs?	Yes	No	Don't know
Transportation	Do you have a dependable way to get to work or school and your appointments?	Yes	No	Don't know
Education	Do you think completing more education or training, like finishing a GED, going to college or learning a trade would be helpful to you?	Yes	No	Don't know
Employment	Do you have a job or other steady source of income?	Yes	No	Don't know
Medical Home	Do you have a usual source of medical care?	Yes	No	Don't know
Insurance	Do you have medical insurance?	Yes	No	Don't know
Childcare	Does getting childcare make it hard for you to work, go to school or study?	Yes	No	Don't know
Social Support	Do you have people in your life that you feel supported by?	Yes	No	Don't know
Prescription	Have you experienced a time when finances got in the way of being able to cover your costs for your prescriptions?	Yes	No	Don't know
Consent to Help	Would you like to receive assistance with any of these needs?	Yes	No	Don't know
General	Are any of your needs urgent? For example, I don't have food tonight or I don't have a place to sleep tonight?	Yes	No	Don't know

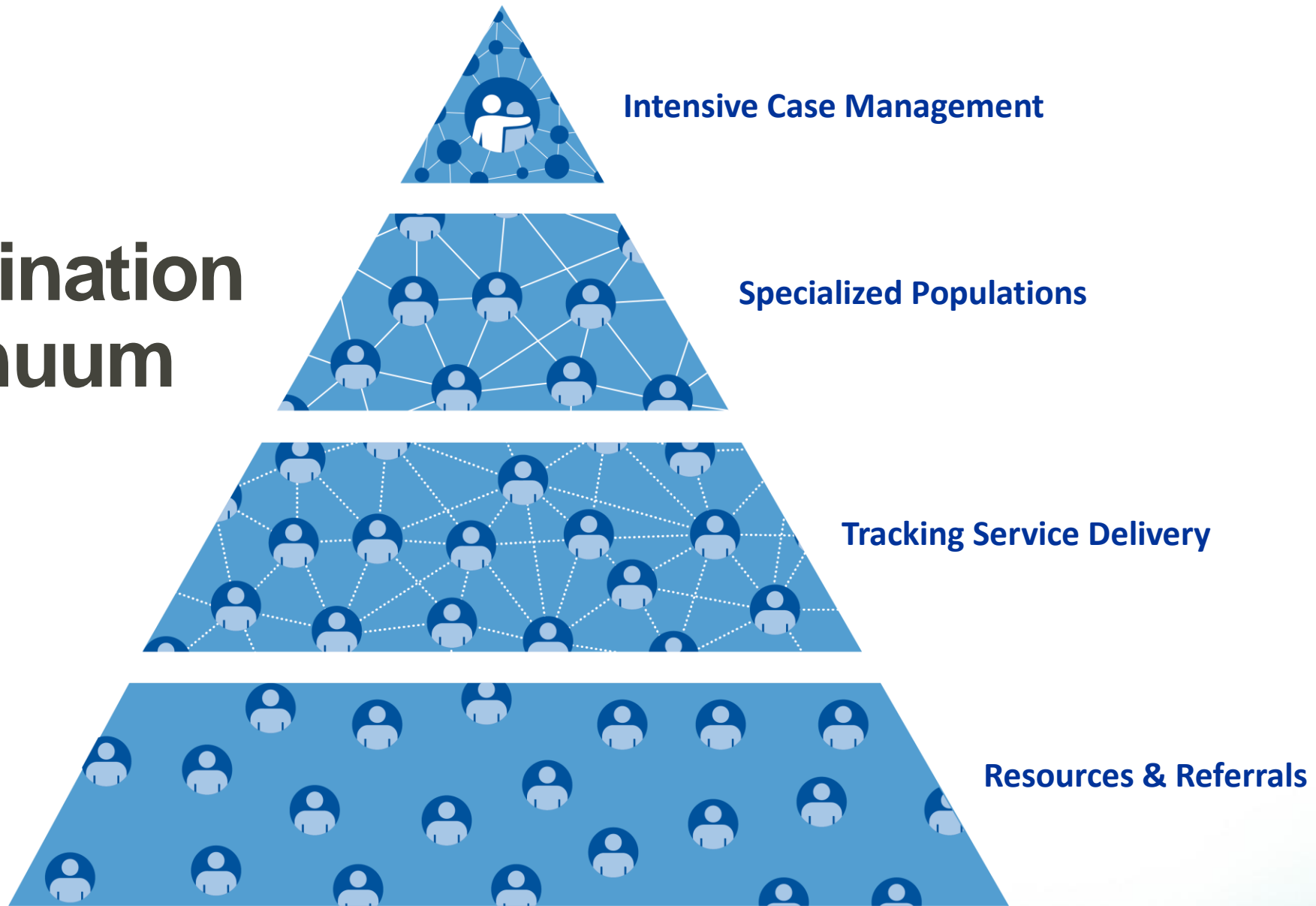
- Screen for social needs with standardized tool:
  - Shallow dive
  - client focused
  - community-wide agency staff assessment

## Helpful Hint:

- **PAPARE: Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences**



# Care Coordination Continuum

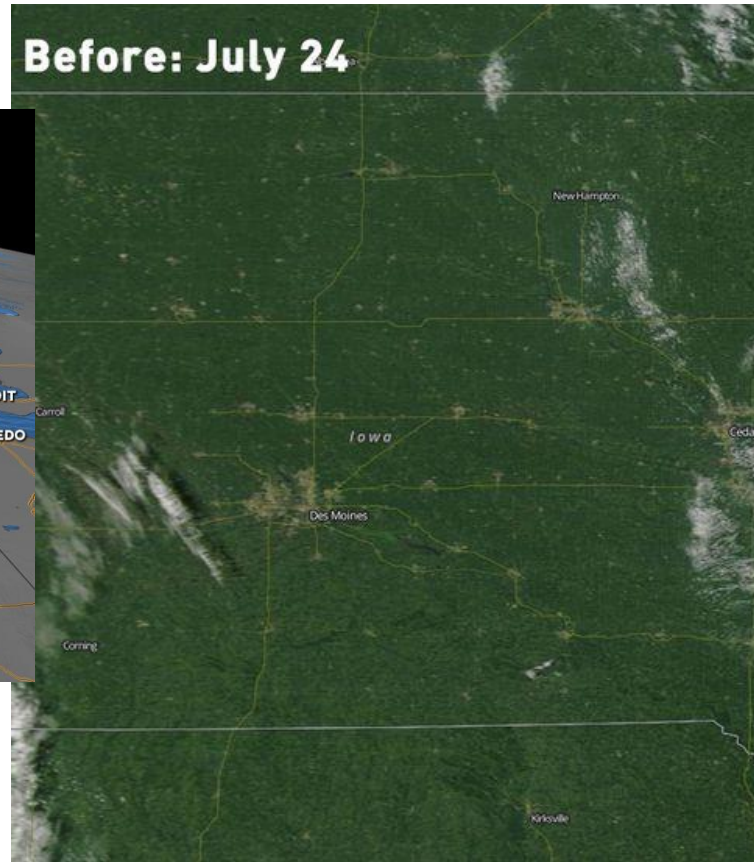
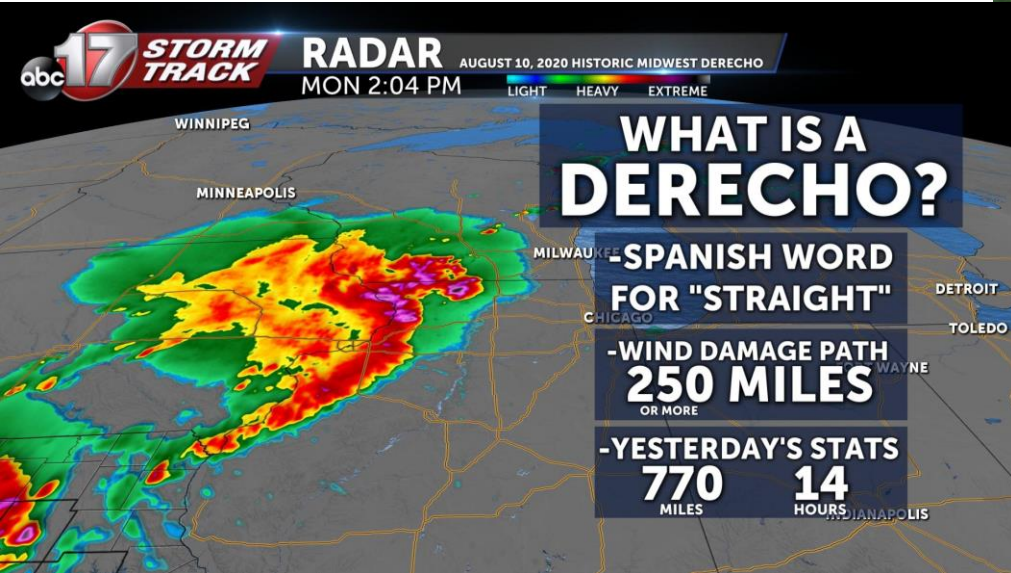


# University of Iowa – Disaster Preparedness

## Overall Objectives

- design and build a “special population” within Signify Community for those who have high flood risk and those who identify as having flooded in the past,
- design and build case manager workflows that efficiently and effectively move clients with chronic and acute (e.g. flood trauma) needs through the community support network.

# August 10, 2020 – Derecho







# Collaborating to Improve Care



# Important things to remember

- Easy
- System Manager
- Identified Assistants
- On-line training
- Evaluation

# What did we accomplish?



Achieved “closed loop”



Limited Duplication/  
Missed opportunities



Survivor Friendly



Partners for better care.

# Q & A