Welcome!

While we wait to start, please review ways to navigate this webinar.

If you move your **cursor** to the **bottom** of **your screen** you will see a **menu**.

This menu allows you to **control**:

- **Raise Hand**
- Access to the **Chat** box
- Access to the **Q & A** box

Camera options are not available for participants. Participants can be unmuted by raising their hand and being recognized by the presenter.

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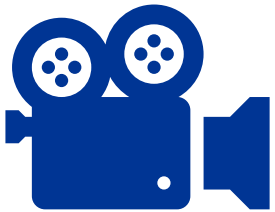
Housekeeping



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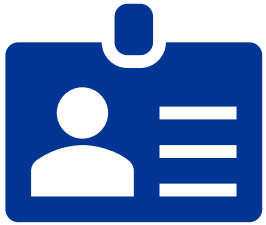

If you used a forwarded link, we need your **email address**.

Pose questions in the chat to **all participants**.

Please complete the post-session **evaluation**.

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In support of improving patient care, this activity has been planned and implemented by the University of Pittsburgh and The Jewish Healthcare Foundation. The University of Pittsburgh is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME) and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team. **1.25 hours is approved for this course**.

As a Jointly Accredited Organization, University of Pittsburgh is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. University of Pittsburgh maintains responsibility for this course. Social workers completing this course receive **1.25 continuing education credits.**

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Mutual Agreement

- Everyone on every Program Evaluation and Research Unit (PERU) webinar is **valued**. Everyone has an expectation of **mutual, positive regard** for everyone else that respects the **diversity** of everyone on the webinar.
- We operate from a **strength-based, empathetic, and supportive** framework – with the people we serve, and with each other on PERU webinars.
- We encourage the use of **affirming language** that is not discriminatory or stigmatizing.
- We treat others as **they** would like to be treated and, therefore, avoid argumentative, disruptive, and/or aggressive language.

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Mutual Agreement (continued)

- We strive to **listen** to each person, avoid interrupting others, and seek to **understand** each other through the Learning Network as we work toward the highest quality services for Centers of Excellence (COE) clients.
- Information presented in Learning Network sessions has been vetted. We recognize that people have different opinions, and those **diverse perspectives** are welcomed and valued. Questions and comments should be framed as **constructive feedback**.
- The Learning Network format is **not conducive to debate**. If something happens that concerns you, **please send a chat during the session** to the panelists and we will attempt to make room to address it either during the session or by scheduling time outside of the session to process and understand it. **Alternatively, you can reach out offline to your PERU point of contact.**

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Acknowledgements

- The COE project is a partnership of the University of Pittsburgh's Program Evaluation and Research Unit and the Pennsylvania Department of Human Services; and is funded by the Pennsylvania Department of Human Services, grant number 601747.

- COE Vision: The Centers of Excellence will ensure care coordination, increase access to medication-assisted treatment and integrate physical and behavioral health for individuals with opioid use disorder.

pennsylvania
DEPARTMENT OF HUMAN SERVICES

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Program Evaluation and Research Unit

COMPASS Community Partners

University of Pittsburgh | School of Pharmacy

Learning Objectives

By the end of this module, trainees should be able to do the following:

- Provide an overview of COMPASS and list the benefits of being a COMPASS Community Partner
- Describe how to use COMPASS and list the steps required to register as a COMPASS Community Partner
- Introduce Fabric Health's model of embedding inside laundromats
- Discuss navigating barriers to submitting and recertifying public benefits

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Knowledge Check Poll

- How familiar are you with COMPASS?
  1. Not at all familiar/ know nothing about it and have never used it
  2. Slightly familiar/ know about it, but haven't used it
  3. Moderately familiar/ know about it, and have used its once or twice
  4. Very familiar/ know about it and use it with some clients
  5. Extremely familiar/ use it with most clients
- Are you a COMPASS Community Partner/ Is your organization a COMPASS Community Partner? (Y/N)

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What is COMPASS

- Commonwealth of Pennsylvania Access to Social Services
- Online system for applying to health and human service programs in Pennsylvania
- Used for healthcare, cash assistance, food stamps, childcare, and more

(PA DHS, 2018)

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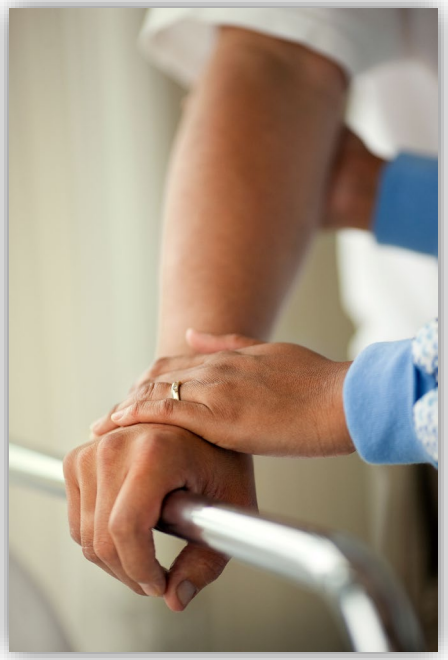
Who are COMPASS Community Partners



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COMPASS Community Partners can…

Save, submit, and track applications	Access forms, links, and publications	Receive updates	Scan and attach documents
Look up annual due dates for recipients	E-sign applications	Generate quick reports	Create detailed reports

(PA DHS, 2018)

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Register to be a COMPASS Community Partner

01

Register Your Organization

02

Register Delegated Administrators (DAs)

03

Register Additional Users

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Navigating COMPASS for Community Partners

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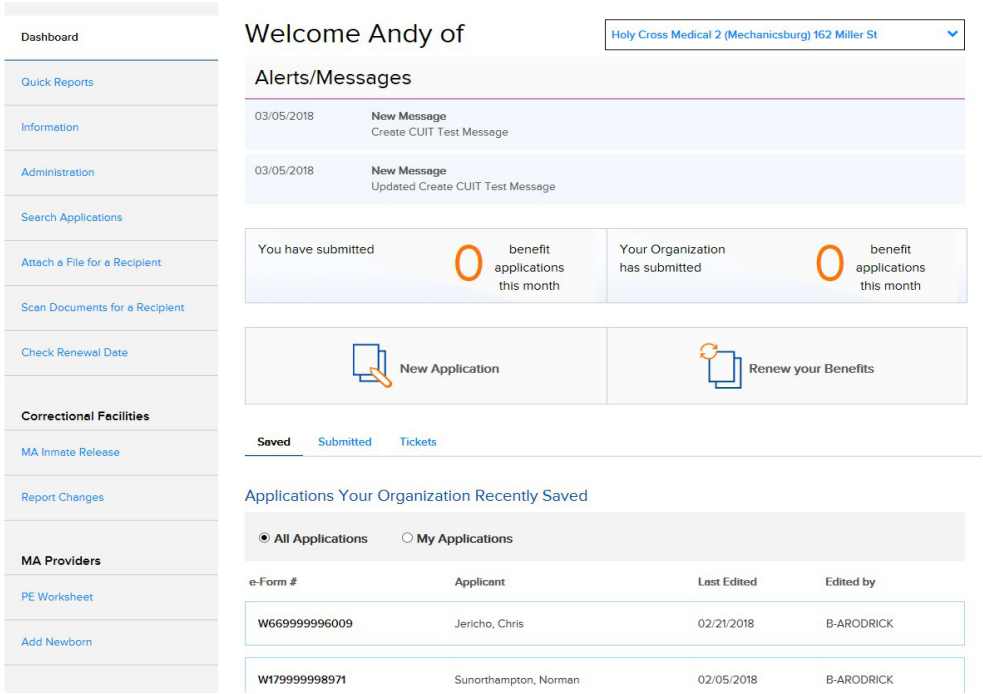
Home Screen



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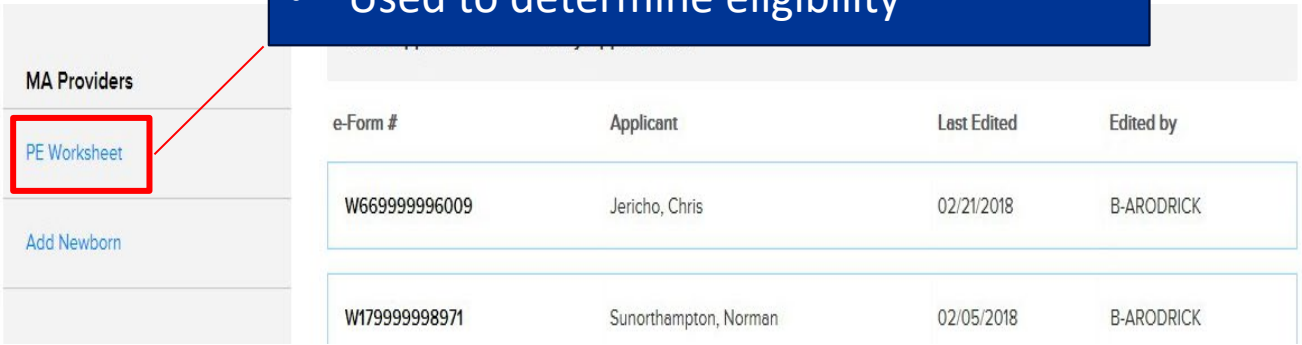
MA Providers

Presumptive Eligibility (PE) Worksheet
- Valid MA Provider Number is needed
- Used to determine eligibility



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Starting a New Application

- Gather necessary information
  - Social Security numbers for all family members
  - Health insurance information
  - Housing and utility bills
  - Proof of resources
  - Proof of citizenship or identity
- Ensure you have permission from the client to submit!
- Write down the e-form number and password for the client

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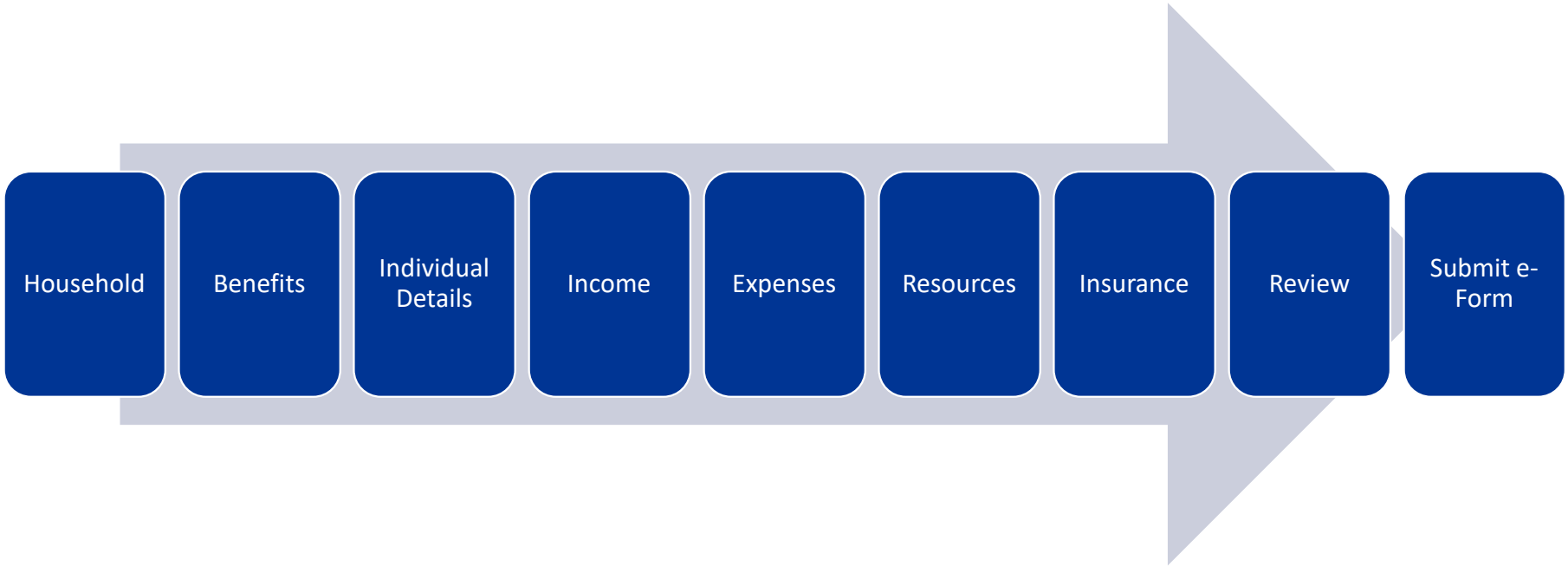
Completing a New Application



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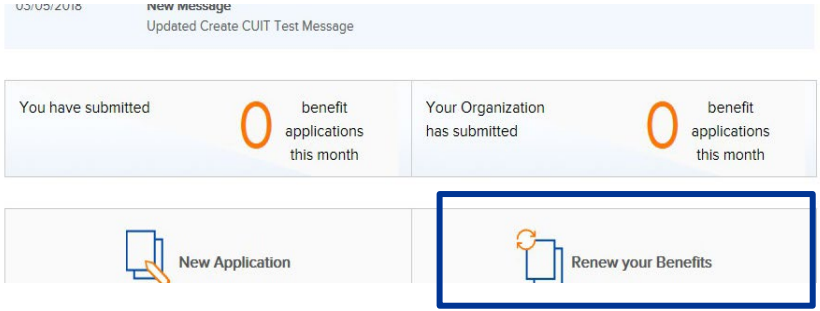
Benefits Renewal



Information is prepopulated

Use the “Renew Benefits” tab

Review and update as needed

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Submitting Applications

- Save or print the application
- No information can be changed after submission.
- The "View Summary" button will provide a summary of the submitted application.
- The "View Required Documents" button will show any necessary verification documents.
    - If no verification is needed, COMPASS will indicate this by leaving the list blank.
    - The "Attach A File" button can be used to submit verification documents

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Resources

- Community Partner Online Self-Registration Quick Reference Guide
- Community Partner Quick Reference Guide
- Community Partner Web Based Tutorial

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Fabric Health for the COMPASS Community Partner Learning Network

August 14, 2024

FABRIC
health
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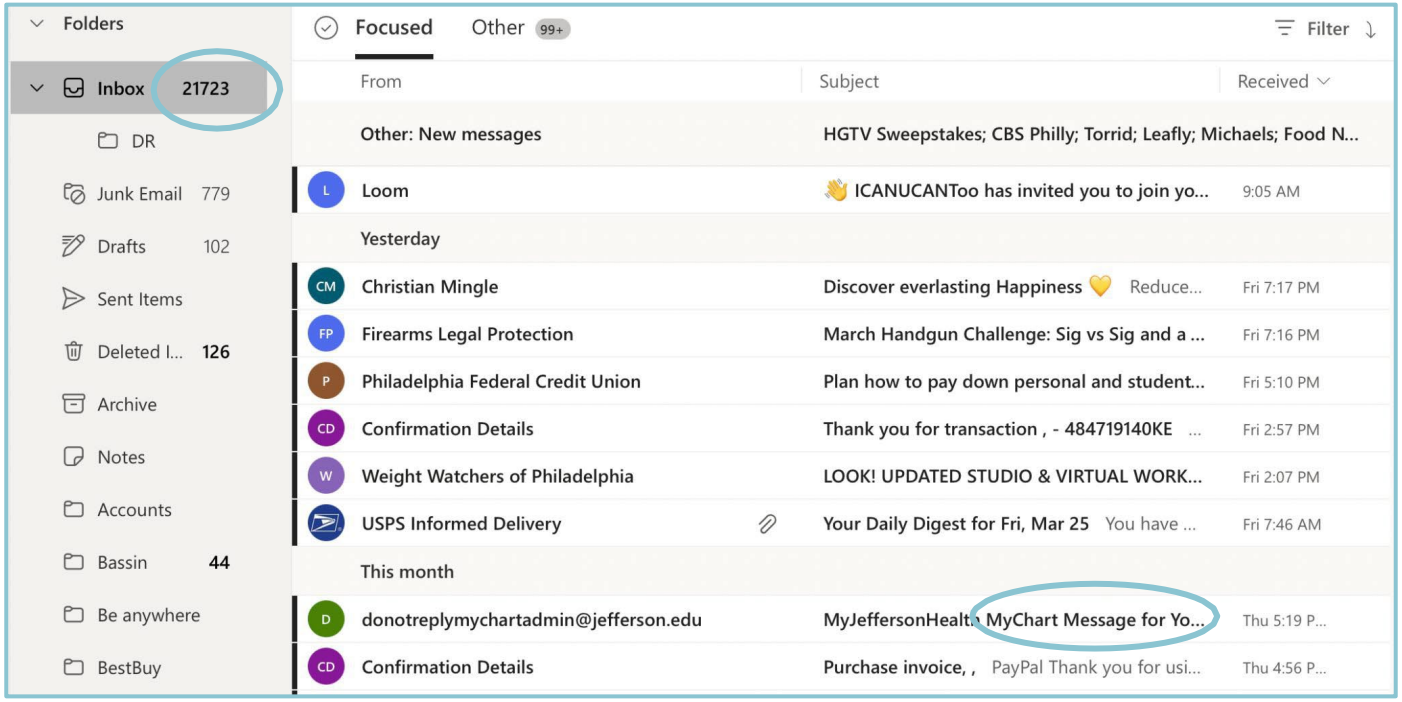
WWW.FABRICFAM.COM
SHOE REPAIR
215-397-2997
Take One

Legacy Channels Create More Noise



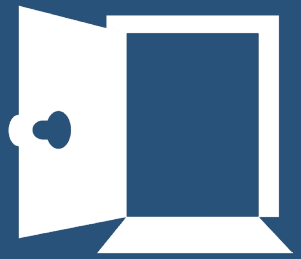
FABRIC health

What if you had **2 hours, *every week***

with the hardest-to-reach families?

Fabric Health:

Trusted, Last-Mile Engagement ®



Your front door to current and future customers

Trusted relationships, not marketing

Skeptics become community ambassadors

DEXTER
STACK DRYER
FABRIC
health

Exponential Impact of the Fabric Approach

Gone are the days off:

- ~~Chasing members off of a list~~
- ~~Sending mail to the wrong address~~
- ~~Unknown numbers calling at the wrong time~~

Instead, Fabric:

- **Repurposes** 2 hours of idle time into longitudinal engagement
- Convenes **current** and **prospective members**
- **Captures organic traffic** of thousands of members in-person, every week

FABRIC health

The Fabric Workflow: Meet Members Where They Are, In The Time They Have

Fabric is a Member's front door

SDoH screened & Member contact info updated

Apps submitted (Medicaid recert, SNAP)

Fabric connects Member to plan (care management, PCP)

SMS reminders & live support

Fabric has 8X the engagement and interaction of other tested channels:

- 70% of users are women, the financial and family decision-maker for a generation above and below
- Fabric members spend 2 hours waiting on-site, every week
- Text is by far the most effective engagement outside the physical space

FABRIC health

The Impact of Fabric's Front Door

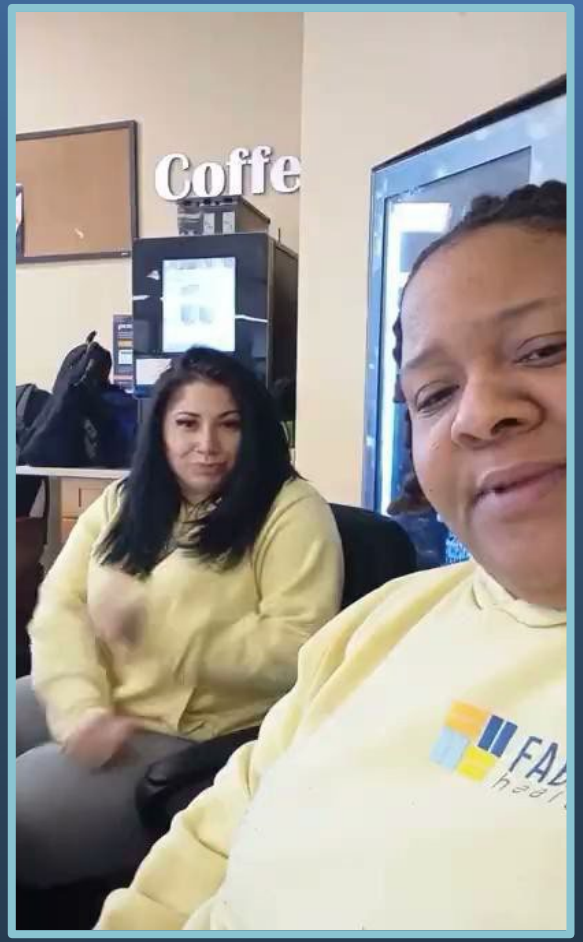
Kareena meets Andrea on Fabric's team, opens up, and gets immediate help

Anecdote

Kareena shared her stresses paying bills. Fabric **built a relationship** and helped her apply for **3 public benefits: Medicaid, LIHEAP,** and **SNAP**.

Fabric helped her select an **in-network PCP** and **schedule** her **first PCP appointment.**

Kareena now asks Fabric not only about her own health, but also for her extended family's.


Coffe

https://www.ajmc.com/view/fabric-health-navigating-complex-health-care-systems-through-community-engagement

allister@fabrichealth.org

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