



PA Navigate: Connecting Pennsylvanians to Needed Social Services

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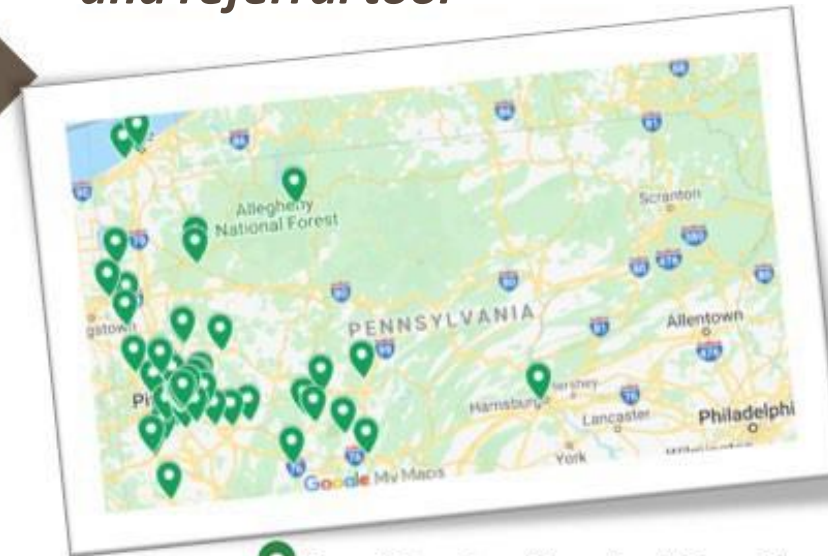



Agenda

- Introduction to ClinicalConnect Health Information Exchange and CAAP
- PA Navigate Overview and Benefits
- PA Navigate Connection Options
- PA Navigate Trusted Network
- PA Navigate Functionality
- Next Steps
- Questions/Discussion

About ClinicalConnect HIE

- *Located in western PA*
- *Offers vendor-neutral interoperability services to securely exchange clinical data*
- *Exchanges data only with patient consent*
- *One of the four health information exchanges picked by PA DHS to implement the new state-wide resource and referral tool*



 Participating Hospital Providers

The term "health information exchange" encompasses two related concepts:

Verb: The electronic sharing of health-related data among organizations.

Noun: A health information exchange provides services that enable the electronic sharing of health-related data, across different healthcare facilities with separate electronic health record systems.

Health Information Exchange:
We are dedicated to securely aggregating data for better quality care, monitoring, and reporting

501©(3) Non-Profit Company

- *Founded in 2011 by nine western-PA area hospitals*
- *Meets highest privacy & security standards*
- *Follows an Opt-Out Patient Consent Model*

Comprised of >40 hospitals, plus physician practices, FQHCs, Health Plans, MCOs, ACOs, rehabilitation and post-acute care facilities

Connected regionally, state-wide, and nationally

Proud members of the P3N & eHealth Exchange

>6 M patients are participating in our Exchange from across all 50 states!

www.clinicalconnecthie.com



Who is CAAP?

Community Action Association of PA



Mission

- To strengthen, advocate for, and empower the state network of Community Action Agencies (CAA) to effectively address issues of poverty.

Purpose

- A statewide membership organization representing 42 Community Action Agencies serving all 67 counties in the Commonwealth and the primary source of advocacy, technical assistance, collaboration, and networking for Community Action in Pennsylvania.
- CAAs uniquely address the Social Determinants of Health through various programming, informed by regular Community Needs Assessments, to understand the needs of those most vulnerable in every community.



What is PA Navigate?

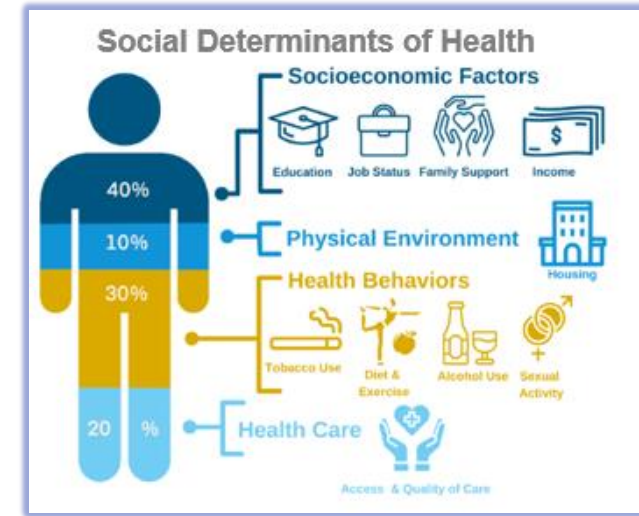
A statewide community information network designed to address health and social care needs for Pennsylvanians by connecting them to community services.

Project Goals:

- Build a statewide platform connecting Pennsylvanians to social services
- Enable a population-level view of citizens' needs and the current capacity to meet them
- Make Social Care sustainable
- Build a platform that is usable across a person's lifecycle and allows social data to be as shareable across providers as clinical data is

Why Use PA Navigate?

- Ability to see patients' social services referral history across organizations
- Ability to integrate into existing workflows and systems of record
- Offers a resource directory of Trusted Partners, curated by findhelp and trained by the Community Action Agency of Pennsylvania
- No requirement to share patient data on platform
- Translatable into over 100 different languages



PA Navigate Benefits

Providers, Payors & CBOs

- Affordable and no-cost options for navigators and resource partners
- Integrate with existing systems to streamline workflows
- Consolidate referral sources on a common platform for closed-loop communication across stakeholder groups
- Built-in SDOH assessments for standard documentation and to aid in locating resources
- Robust resource directory
- Meet regulatory requirements to capture and report on SDOH-related activity for federal reimbursement initiatives
- Robust reporting metrics and actionable analytics that allow organizations to demonstrate impact to partners and current/potential funders
- Connection to Pennsylvania's 1115 Waiver process

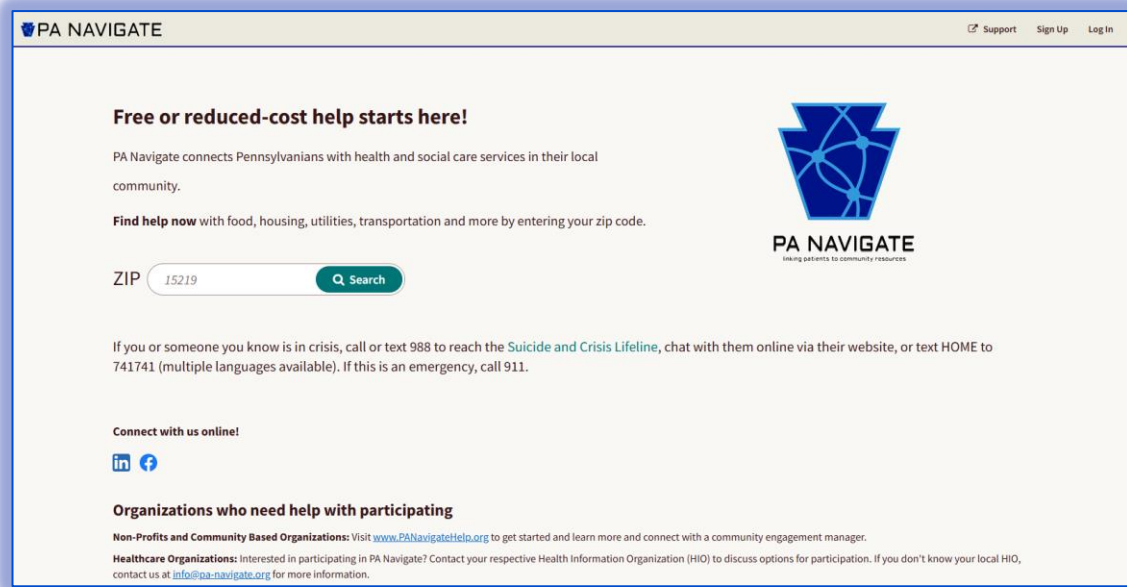
PA Residents

- No cost, public-facing option for people
- Self-serve, easy-to-use tool, based on zip code searches to find social services agencies to meet a need
- Clear domain categories to find resources to access food, housing, transportation, utility assistance, medical care, job training and more
- Allows PA DHS to monitor for areas with unmet needs
- Helps to demonstrate the value of addressing social needs in terms of improved health outcomes across the Commonwealth
- Will attract more Medicaid funding to PA

Connection Options

Standalone Site

- ▶ PA Navigate is **FREE** to use and is **LIVE** today
- ▶ Visit PA-Navigate.org to start a search or create a **FREE** account



Integration with EHR

- ▶ PA Navigate can be integrated into an Electronic Health Record
- ▶ This can streamline workflows and ensure that documentation is in one location
- ▶ Grant funding is available to support these technical integrations
 - \$30K grant from PA DHS
 - Grant deadline is September 30, 2025
 - Talk to your HIO to determine if you can meet this deadline



PA Navigate Trusted Network: CAAP

- CAAP: the Community Association of Pennsylvania
 - The Community Action network is comprised of public and non-profit community-based organizations (CBOs) of Community Action Agencies.
 - Community Action Agencies serve 67 counties in Pennsylvania and all of the United States with over 1,000 organizations.
 - Building the PA Navigate Trusted Network of CBOs
 - 871 trusted organizations as of December 2024
- CBO support
 - Onboarding
 - Ongoing training
 - Resources
 - Assistance with claiming program listings
- PA Navigate Community Hub: <https://www.panavigatehelp.org>
 - Scheduled Event Calendar
 - Connect with a Community Engagement Manager
 - Online Resources



PA Navigate functionality – Sending Referrals

PA NAVIGATE

ZIP or keyword or program name

Select Language English

Free or reduced-cost help starts here

PA Navigate connects Pennsylvanians with health and social care services

Find help now with food, housing, utilities, transportation and more

FOOD

HOUSING

GOODS

TRANSIT

HEALTH

MONEY

CARE

Addiction & Recovery

Dental Care

End-Of-Life Care

Health Education

Help Pay For Healthcare

Medical Care

Mental Health Care

Sexual And Reproductive Health

Vision Care

Mental Health Care - All (305)

anger management (4)

bereavement (54)

counseling (142)

family counseling (37)

understand mental health (56)

PA NAVIGATE

دعم

اشترك

تسجيل الدخول

مساعد

إسكان

تسليم

صور

سمة

مل

الرعاية

تعليم

صل

تقني

اختر اللغة

Arabic

English

Afrikaans

Albanian

Amharic

Arabic

Armenian

Assamese

Aymara

Azerbaijani

Bambara

Basque

Belarusian

Bengali

Bhojpuri

Bosnian

Bulgarian

Catalan

Cebuano

Chinese (Simplified)

Chinese (Traditional)

Google

California

البلد من خدائي للخدمة

تحويل

بداية الرحلة

هل لاحظت معلومات قديمة أو رأيت برنامجًا يعمل به؟ انقر فوق

الترجمة

مشاركة تحديث أو المساهمة بإدراج برنامجك للحصول

معلومات البرنامج (10)

المترجمين

مترجمين البرنامج

أهلية النقل

Meals on Wheels

by Kinloch Meals on Wheels

تمت المراجعة في: 14/12/2024

Meals on Wheels توفر خدمة توصيل الطعام

on Wheels كبار السن على

الوجبات توصيل الطعام

الخدمات الرئيسية:

زيارة منزلية

خدمة:

محدودة الحركة كبار السن

المزيد من المعلومات

يتم

مشاركة

معلومات

يتم

انظر الخطوات التالية

Support

Sign Up

Log In

Healthy Food Center - West Penn Hospital

by Allegheny Health Network (AHN)

Reviewed on: 08/22/2024

The Healthy Food Center provides free healthy food options and nutrition counseling in the greater Pittsburgh community. This program provides:

Main Services: food pantry, meals

Other Services: nutrition education

Serving: adults 18+, individuals, benefit recipients, low income, uninsured, underinsured

Next Steps:

Go to the program's website or call 412-578-5922.

1.07 miles (serves your local area)

4900 Friendship Avenue, Pittsburgh, PA 15224

Closed Now: See open hours

SAVE

SHARE

NOTES

SUGGEST

REFER

Must have a physician referral.

This program serves Allegheny Health Network patients

for?

For myself or my family

I'm referring someone else

Carly

Pasinski

Tell us about the person you're helping:

Someone you've Connected before:

file *

Start typing their name



PA Navigate functionality – Receiving and Updating Referrals

PN10

PN

PN51

Referred On

Referral Status

Eligibility

Last Updated

27 results

Referred On	Applicant	Referred By	Screener	Referral Status
1/9/2025	Lisa Informatics phone (724) 555-5555*	PA NAVIGATE Carly Pasinski	View	<div>○ Not Updated</div>
1/9/2025	Cass Seeker carly.kammenzind@clinicalconnecthie.com*	PA NAVIGATE Carly Pasinski	View	<div>☑ Got Help</div>
12/26/2024	DIANA HVHSTEST EWASHBURN@HVHS.ORG phone (724) 730-3031	Heritage Valley Health System Madeline Hanes	View	<div>☑ Got Help</div>

+ Add Referral

⚙ Settings

1-20 of 27

Language

English

English

English

English

English

Coalition Referral Activity

PA Navigate Demo Pasinski Food Pantry

by PA Navigate Demo Environment

Status:

▲ No capacity

7/11/24

Referred by Carly Pasinski (Scranton Primary Health Care Center)

- Not Updated

⏸ Needs Client Action

⌚ Pending

➡ Referred Elsewhere

☑ Got Help

☑ Eligible

❗ Couldn't Get Help

➖ Couldn't Contact

● Not Eligible

✖ No Capacity

⦿ No Longer Interested



PA Navigate Functionality – Suggesting Programs

The image shows two overlapping screenshots of the PA NAVIGATE website. The top screenshot shows the 'Suggest a Program' page with a red arrow pointing to the 'Suggest Program' link in the navigation bar, which is also highlighted with a red box. The bottom screenshot shows the form itself, with a red arrow pointing to the 'I work at this program' checkbox, which is also highlighted with a red box. The form includes fields for Program or Provider Name, State program serves, Phone Number, Website, Address 1, Address 2, City, Program Description, and Your email address. A 'Search' button is at the bottom.

PA NAVIGATE

Support Site Tools People I'm Helping Carly

Suggest a Program

Looks like we don't have that program, yet.

Our program database lists free or reduced-cost direct services. Help us keep it up to date.

Tell us more about the program...

Program or Provider Name *

Carly's Food Pantry

State program serves *

Pennsylvania

Phone Number

512-555-5555

Website *

www.joesfoodpantry.com

(Type "none" if you are unsure)

Address 1

123 Main St.

Address 2

Suite 123

City

Austin

Program Description

Know something special about this program that you want to make sure we include when we list the program? Tell us!

This program serves a particular population...

Your email address *

email@address.com

We'll send you an email once we review and process your request.

☐ I work at this program

☐ I'm not a robot

PA NAVIGATE

Suggest a Program

First, let's do a quick check!

Fill out the form below with any information you have, and we'll check if the program you're looking for is already listed. If not, you'll be able to suggest that we add this program.

Program or Provider Name

Joe's Food Pantry

State program serves

Select a state...

Phone Number

512-555-5555

Website

www.joesfoodpantry.com

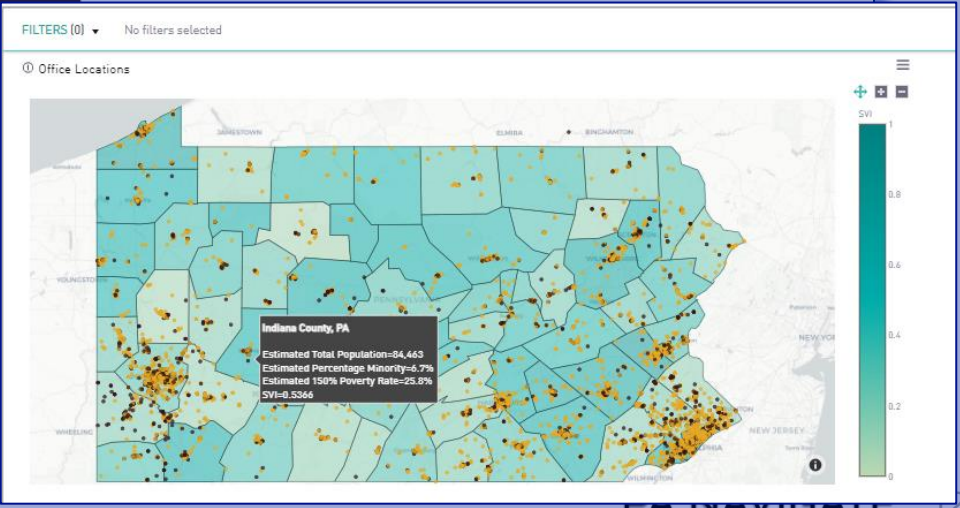
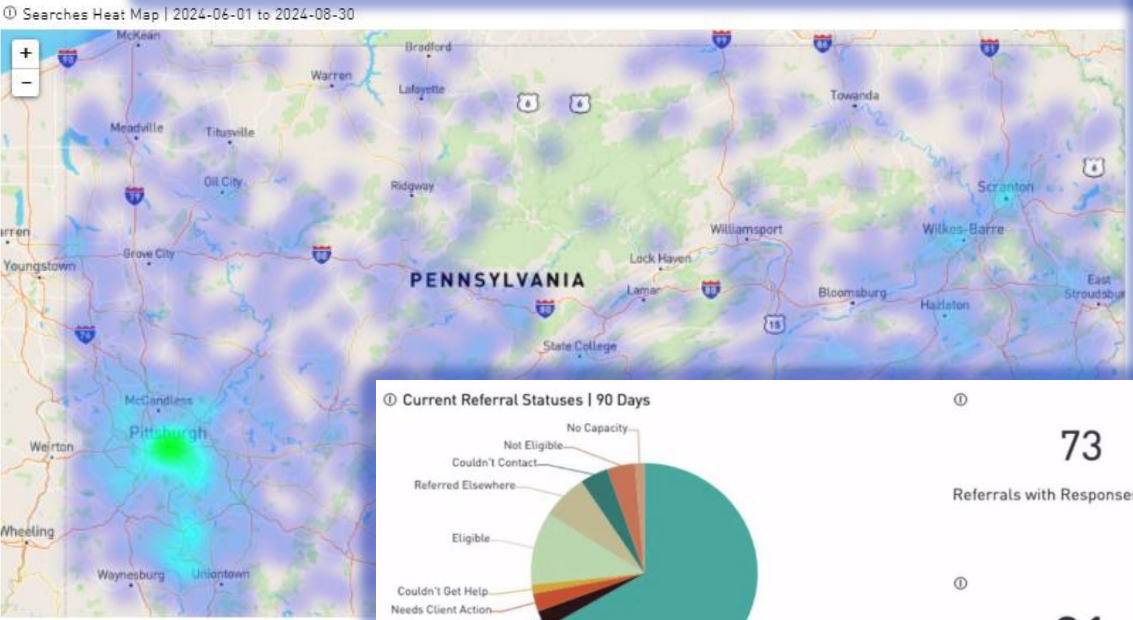
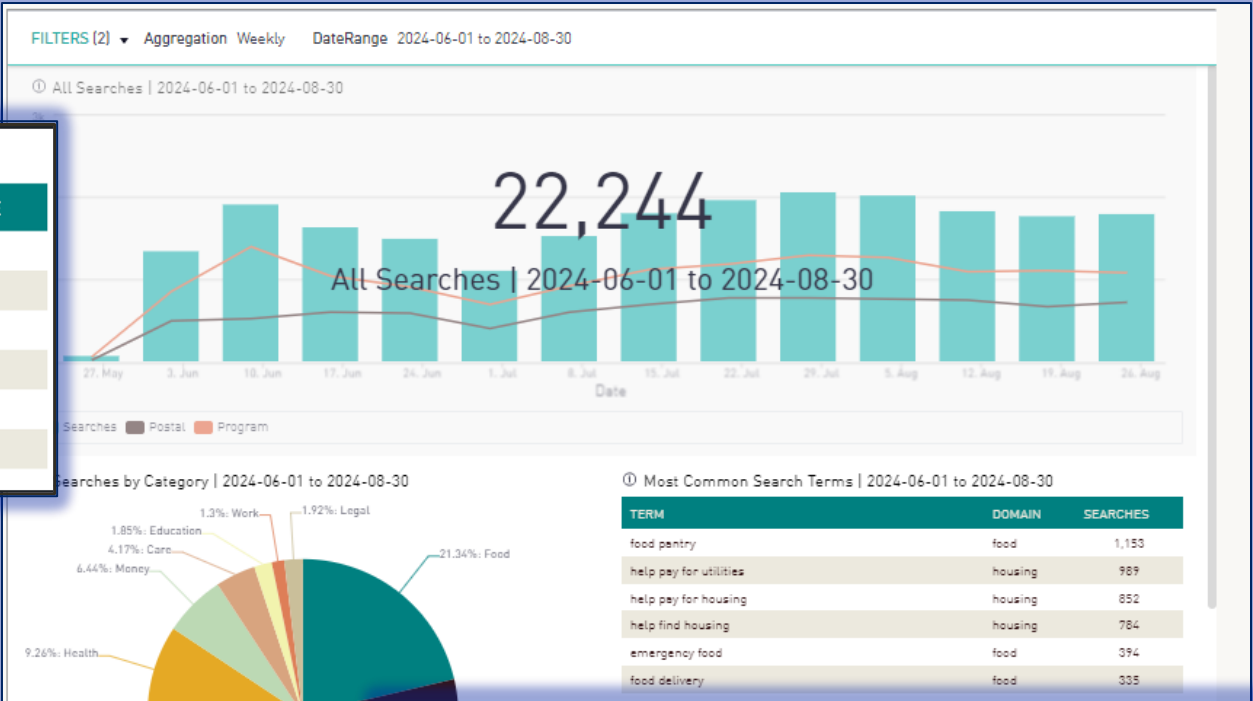
Search



PA Navigate Functionality – Reports and Analytics

① Referrals That You Sent For Someone Else | All Time

PROGRAM	CBO	STATUS	DATE	SEEKER PROFILE
Utility Assistance	Findhelp Utilities	pending	05-04-2022	10202034
Utility Assistance	Findhelp Utilities	pending	05-03-2022	10202034
Utility Assistance	Findhelp Utilities	got help	04-28-2022	10187034
Job Supports Program	Findhelp Jobs	got help	04-27-2022	10185149
Uber Transportation	UberHealth by Findhelp	got help	04-27-2022	10185149
Home Delivered Meals	Findhelp Food	got help	04-27-2022	10185078



Next Steps

- **Hurry!** Reach out to your Health Information Exchange to determine if there is still time to connect your organization's Electronic Health Record to PA Navigate and take advantage of grant funding
- **Contact** your regional Health Information Exchange to learn more about PA Navigate, discuss further demonstrations or trainings, or to discuss the grant program
- **Claim** your listings and set up trainings with CAAP to learn more about receiving referrals on PA Navigate
- **Subscribe** to our quarterly newsletter, *The Navigator*, to stay connected and learn about new features

To stay connected to all things PA Navigate, subscribe to our quarterly newsletter, *The Navigator*, by visiting **PA-Navigate.org** & clicking **HERE!** ➡



The image shows a screenshot of the PA NaviGATE website. A large QR code is overlaid on the top right of the page, with the text "SCAN ME" written in blue cursive below it. A blue arrow points from the QR code to the "HERE!" link in the text on the left. The website header includes the PA NaviGATE logo and a navigation bar with "ZIP" and "Log In" links. The main content area features a heading "Free or reduced-cost help starts here!" followed by a paragraph about connecting Pennsylvanians with health and social care services. Below this is a search bar with "ZIP" and "25213" entered, and a "Search" button. Further down, there is a section for "Connect with us online!" with LinkedIn and Facebook icons. The "Organizations who need help with participating" section includes links for Non-Profits and Community-Based Organizations, Healthcare Organizations, and About PA Navigate. The "About PA Navigate" section describes the network's purpose and lists participating organizations: Central PA Connect HHS, Central PA Connect HHS, HealthShare Schuylkill, and HealthShare Berks. A red box at the bottom of the page highlights the text "Stay connected with us by subscribing to our newsletter, the *The Navigator*."





Discussion/Questions?



CONTACT US!

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Thank You



Interested in Learning More About the PA Navigate Grant or to Scheduling a Training?

Contact your regional PA Health Information Exchange or CAAP!

CAAP

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