

# We Bridge the Gaps: Healthcare to Social Care



**PITTSBURGH  
COMMUNITY  
SERVICES, INC.**

**Latoya Johnson**

Case Management Coordinator

**Sarah Cook**

Executive Director

# About Pittsburgh Community Services Inc

- Community Action Agency: federally-designated anti-poverty agencies
- Founded in 1983 to serve City of Pittsburgh (and beyond)
- Service goals: financial stability, economic mobility, overall wellbeing
- In 2024:
  - 700+ households in case management of some type
  - Self report at intake: 45% Medicaid, 23% Medicare; 21% with disabling condition
- SDOH work started in 2022
  - Local foundation investigates link between social care and health outcomes
  - Contract with health plan for in-clinic referrals based on SDOH screener
- Part of PA Navigate program through CAAP

# Incoming FindHelp + PA Navigate Referrals: April 1 2024-April 1 2025

- 206 inquiries
  - PCSI contacted 204
  - 175 “closed loops”: PCSI provided info to the seeker
  - 72 “got help”: received service for which they were referred
- Talking and information provision is a benefit itself
- Seekers/referrals can be overwhelmed by information

# PA Navigate Daily Workflow

- Review Email Notifications and check PA Navigate dashboard
- Meet with Case Management Team to discuss case distribution
- Make contact with customer within 24 hours (or 48 on weekend)
- Determine referral status and update case notes in PA Navigate
- Log updates in separate PCSI customer tracking spreadsheet
- Follow up with customer within 5 days of first contact
- Enroll customer in PCSI services, collecting required documents and entering into PCSI CRM
- Maintain follow-up schedule until case resolution and closure, updating all three databases

# What CBOs see: Email Notification

## Inquiring about PCSI City-Wide Food Pantry

---

Hi Pittsburgh Community Services, Inc. (PCSI) team,

Someone in need is inquiring about your program, PCSI City-Wide Food Pantry, on [PA Navigate!](#)

Please reach out to:

- [REDACTED]
- [412](#) [REDACTED]

**[REDACTED] sent you their contact info because they are looking for services or more information. [REDACTED] said phone is the best way to reach them.**

---

# What CBOs see: PA Navigate Dashboard

PA NAVIGATE

SupportMy Program ToolsPeople I'm HelpingSaran

People I'm Helping

Assignee

Show All

Follow Up Date

mm/dd/yyyy

mm/dd/yyyy

Date of Birth

mm/dd/yyyy

mm/dd/yyyy

Archived Profiles

Hide

Apply Filters

Search name, email, or ID

Search

Name	Refer	Summary	Assignee	Email	Phone	Flagged
	Refer	Summary				
	Refer	Summary	Latoya Johnson			
	Refer	Summary				
	Refer	Summary	Latoya Johnson			
	Refer	Summary	Julian Pito			
	Refer	Summary	Latoya Johnson			
	Refer	Summary	Julian Pito			

# What CBOs see: Summary + Case Notes

People I'm Helping /

Edit Personal Info

Assignment

Latoya Johnson

Assignees

Household

Household information has not been added.

Create

's Team

Dollar Energy fund Group

Forms

No forms have been submitted for this user

Documents

Referrals and Notes

Start a ReferralAdd Note

No referrals or notes found for

Inbound Referrals

Dollar Energy Fund

by Pittsburgh Community Services, Inc. (PCSI)

Status

✓ Got help

Add Note

4/04/25

Status set to 'got help'  
Latoya Johnson

4/01/25

Status set to 'needs client action'  
Latoya Johnson

4/01/25

"I spoke with who is assisting him while he is in the hospital. I explained that the first step before completing Dollar Energy is to apply for the LIHEAP program. She gave me number but there was no answer. I informed that if she needed assistance completing the LIHEAP application for Mr. to give me a call. Once LIHEAP gives a determination, we can move ahead with the Dollar Energy application if assistance is still needed."  
Latoya Johnson - Visible outside your organization  
[more...](#)

3/31/25

Referred by (Health Network Community Support)

# Observations: CBO-Healthcare Partnership

- Large population overlap between healthcare & CAAs
- Dedicated team on CBO side is important if using PA Navigate
  - Need responsibility and redundancy: we have three people
  - Checking referrals every day; entering into separate agency database
  - If capacity isn't available at CBO, how can a position be partially funded?
- Patients may not become CBO clients after positive SDOH screen
  - Forget what they've said or why they've said it
  - Not always in a position to receive help
  - May not qualify for restricted assistance (prevention vs emergent needs)
  - What does a good in-clinic script sound like to promote acceptance?



# Opportunities

- Enhance integration between PANavigate and our CRM
- Bounce member lists between plan/practice and CBOs
- Integrate CBO case managers into care teams
  - SW or CHW role
  - Privacy and security
  - Understand referral workflow
- Share PA Navigate with CBOs: [www.PANavigateHelp.org](http://www.PANavigateHelp.org)

# Thank you!

Latoya Johnson: [latoyaj@pghcsi.org](mailto:latoyaj@pghcsi.org)

Sarah Cook: [sarahc@pghcsi.org](mailto:sarahc@pghcsi.org)

Beck Moore: [beck@thecaap.org](mailto:beck@thecaap.org)

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