We Bridge the Gaps: Healthcare to Social Care

Latoya Johnson

Case Management Coordinator

Sarah Cook

Executive Director

PITTSBURGH COMMUNITY SERVICES, INC.

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

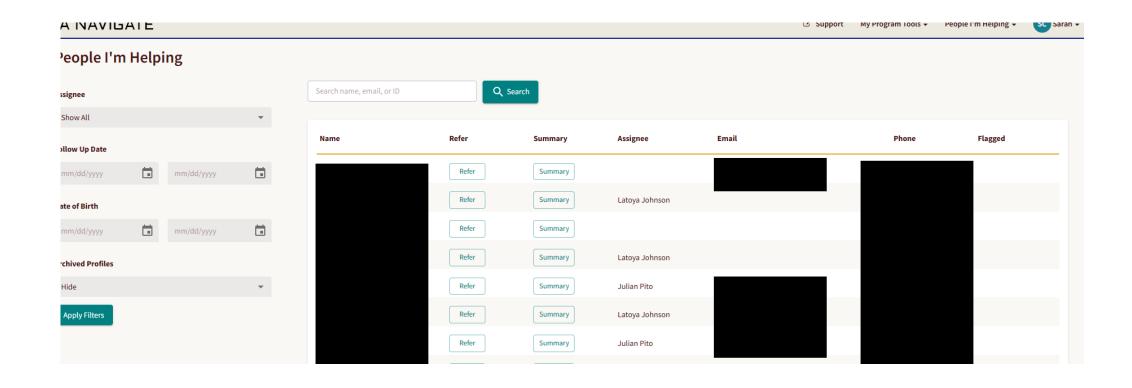Hi Pittsburgh Community Services, Inc. (PCSI) team,

Someone in need is inquiring about your program, PCSI City-Wide Food Pantry, on PA Navigate!
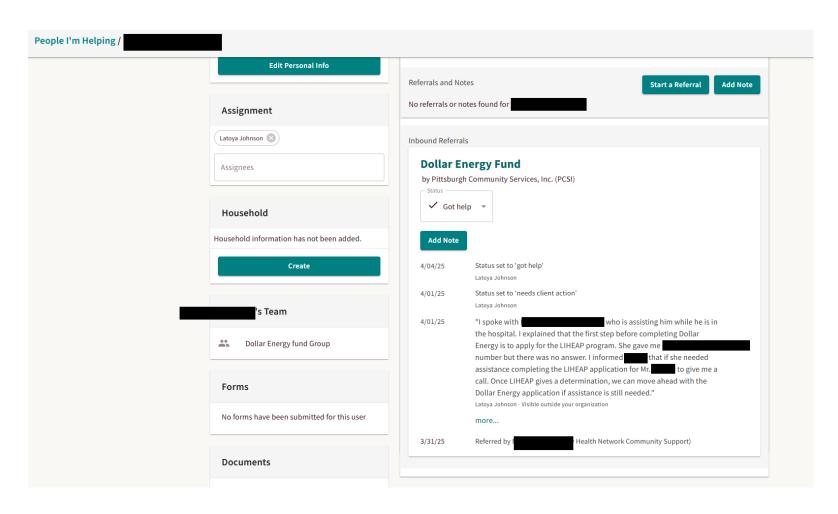
Please reach out to:

- [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

What CBOs see: Summary + Case Notes

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

Thank you!

Latoya Johnson: latoyaj@pghcsi.org

Sarah Cook: sarahc@pghcsi.org

Beck Moore: beck@thecaap.org

www.pghcsi.org