

Partnership to Improve Health and Social Outcomes in Philadelphia, PA:

The Congreso Health Center Story

Introductions

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Objectives for Today

Participants will:

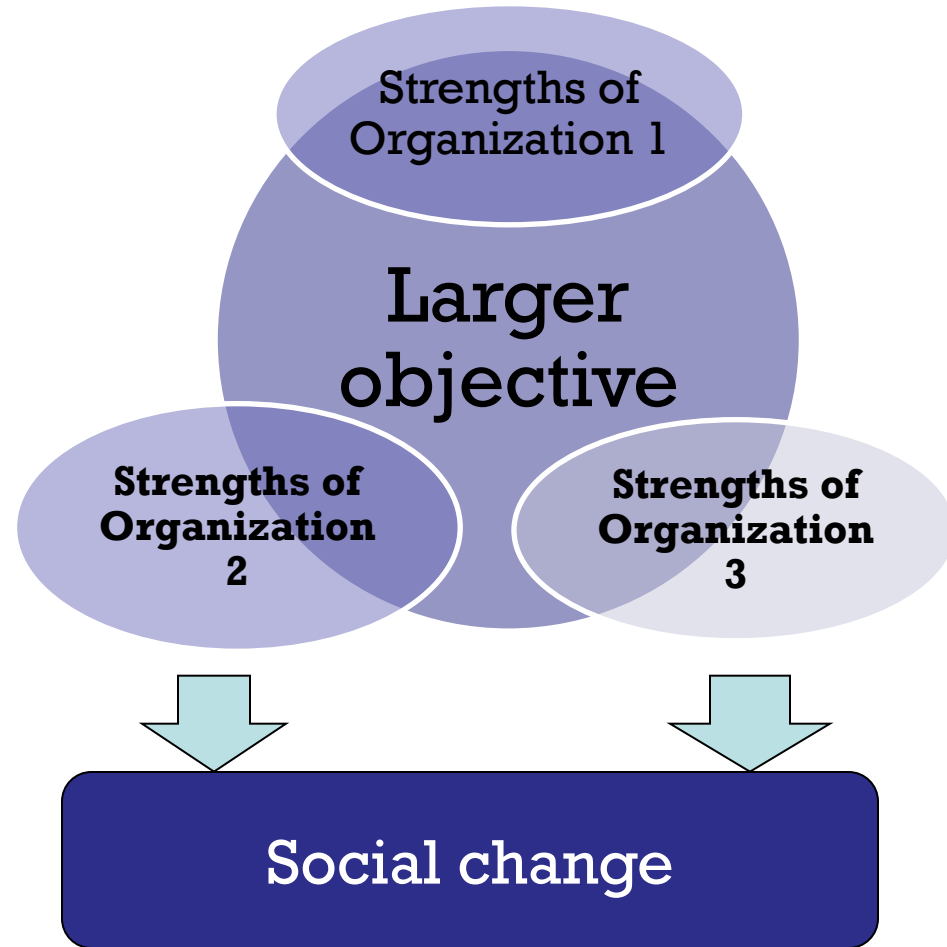
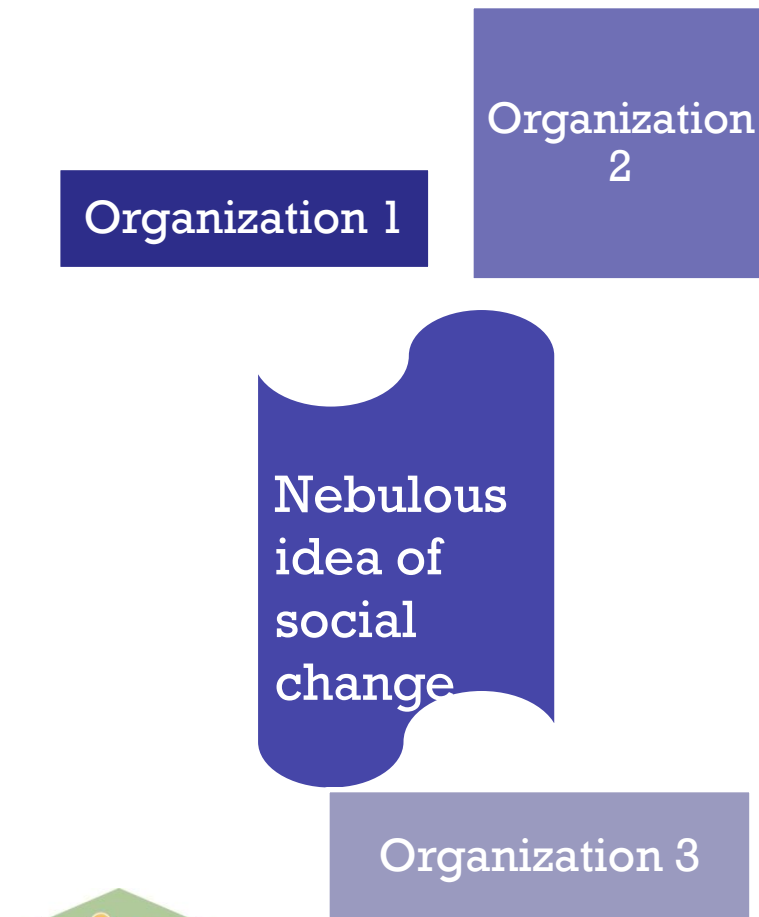
- Learn about a new public housing health center serving a predominantly Latino, urban community;
- Understand the benefit of FQHC partnership with a social services organization to improve service coordination and outcomes;
- Identify challenges to partnership and strategies to overcome them.



Why Partner?

Without partnership

With partnership



Benefits of Partnership

- Services complement each other – reduces care gaps on both sides
- Strengthens continuum of care for underserved residents
- FQHC rate supports both organization's services



Recent Trends in Public Housing

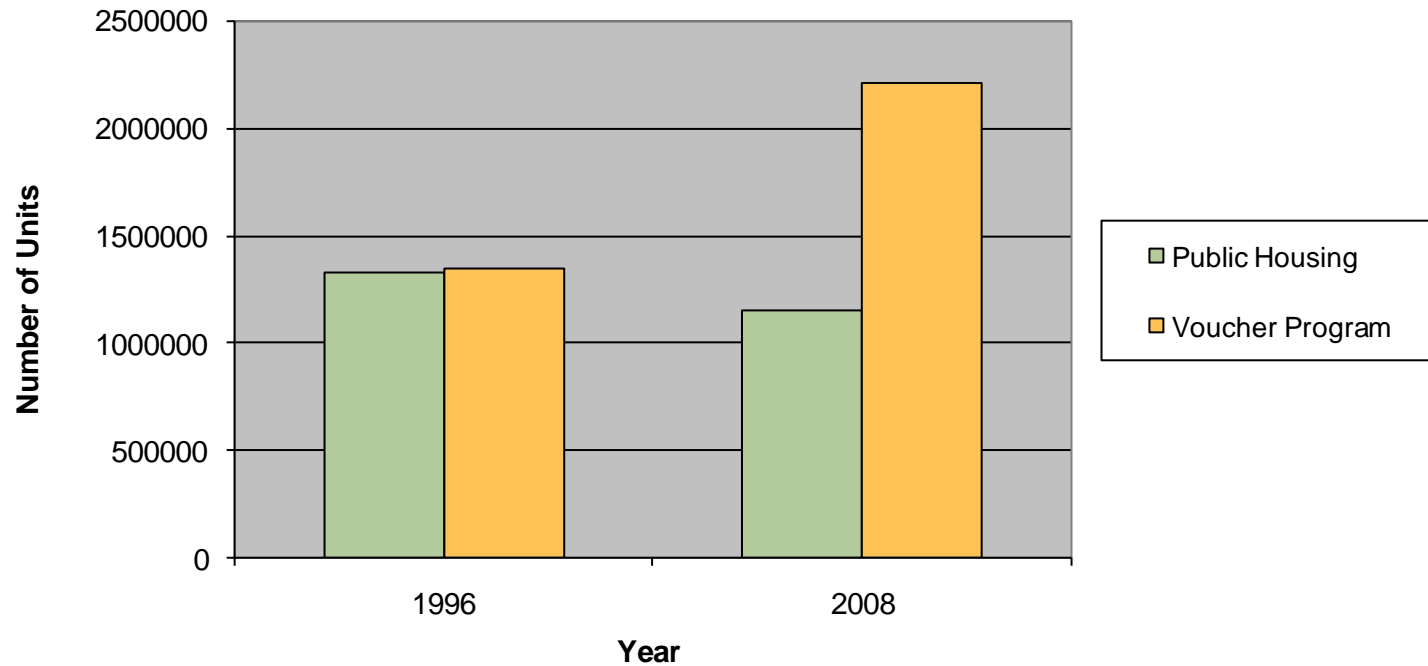


1. Greater demand
2. New approaches in housing
 - Decentralization
 - Expanded eligibility
3. New approaches in health care



Recent Trend: New Approaches in Housing

- Increase in total units is from increases in Voucher program
- Public Housing units actually decreased slightly



Recent Trend: New Approaches in Housing

- Increased reliance on **Section 8 (e.g., voucher) programs**
 - Section 8-only programs are defined as assisted housing, *NOT* public housing, and are *NOT* covered under Section 330i funding for FQHCs (unless receiving other, non-Section 8 funds under U.S. Public Housing Act of 1937).
- Increased reliance on **scattered sites**
 - When receiving non-Section 8 Public Housing Act funds, *ARE* defined as public housing and *ARE* covered under Section 330i.



PHMC - Background

- Public Health Institute with 20 years experience in Philadelphia region
- Five federally-qualified health center sites
- Health Care for the Homeless and Public Housing Primary Care grantee
- Strong clinical model supported by a network of internal ancillary care programs



PHMC – Interest in Partnership



- Demographic shifts in community; growing Latino population
- Respect for Congreso as service provider within community
- Expansion of care footprint
- Trust between leadership



Congreso – Background



- Mission: To strengthen Latino communities through social, economic, education, and health services; leadership development; and advocacy.
- Located in Eastern North Philadelphia
- Serve 15,000 community residents annually through 50 programs in health, social services, and education



Congreso – Background




- Service area statistics:
 - **Over 80%** of community at 200% of FPL or below
 - **Over 116,000** in service area that need care
 - Medically underserved area
- Client stories
 - **34%** of clients access care in the ER
 - **Over 60%** of clients have a chronic condition (asthma, heart disease, diabetes)
 - **40%** of clients go to ER annually with this condition











Summary of Outcomes - FY11

July 1, 2010 - June 30, 2011

Employment Outcomes

Indicator Name	Progress	Outcome	Count
Obtained industry recognized certification		95% certified	73 clients
Placed in a job		76% placed	191 clients
Reached 6 months of job retention		64% retained	117 clients


Education Outcomes

Indicator Name	Progress	Outcome	Count
Increased numeracy skills in alternative education (TABE Score)		49% increased	33 clients
Increased literacy skills in alternative education (TABE Score)		73% increased	51 clients
Increased numeracy skills in traditional education (Math Grade)		82% increased	589 clients
Increased literacy skills in traditional education (English Grade)		88% increased	628 clients
Attended school regularly (80% attendance rate or better)		86% attended regularly	865 clients
Promoted to the next grade (Exito Program only)		79% promoted 17% in summer school	100 clients 22 clients
Obtained a GED	 x 16	Obtained GED	16 clients
Progressed toward Associate's Degree	 end	54 currently completing first year 38 currently completing second year	







Supportive Services: Economic Stability

Indicator Name	Progress	Outcome	Count
Enrolled in public benefits	 x 960		960 clients
Returned tax dollars to community members	 x 738,183	dollars returned	451 clients






Increased financial management knowledge		90% increased	103 clients
Purchased a home	 x 12	homes purchased	
Prevented foreclosures		99% prevented	374 clients

Supportive Services: Client Health & Safe Living Outcomes

Indicator Name		Outcome	
Increased knowledge of nutrition and disease		95% increased	1642 clients
Increased knowledge of domestic violence		98% increased	897 clients
Increased parenting knowledge		71% increased	84 clients
Avoided entry or re-entry into juvenile justice system		90% did not enter	47 clients
Delayed repeat pregnancy or first time pregnancy (teens)		93% delayed	103 clients
Improved behavioral health		63% improved	91 clients

Primary Client Management™ Outcomes

Indicator Name		Outcome	
Youth engaged in or achieved education outcomes		80% engaged or achieved	215 clients
Adults employed		38% employed	267 clients
Youth and adults engaging in removing barriers		71% improved	687 clients



Congreso – Interest in Partnership



- Health care = the missing piece across all services provided
- Demonstrated lack of access to primary care
- Respect for PHMC as service provider
- Trust between leadership



Community Health Partners for Sustainability – Background



- HRSA-funded National Cooperative Agreement
- Provides training and technical assistance to Public Housing Primary Care grantees and other groups
- History of assessing need and building capacity through partnerships to meet that need

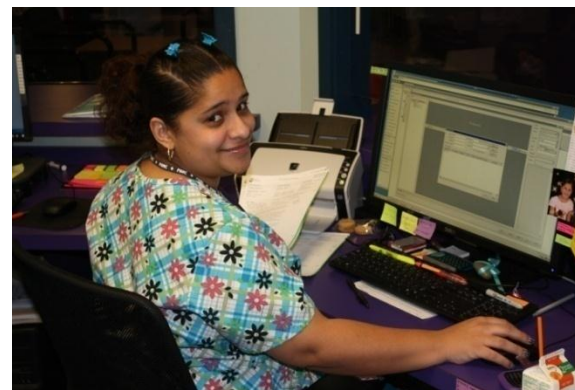


Community Health Partners for Sustainability – Involvement History



Challenges to Partnership

- PHMC perspective:
 - Staff turnover
 - Adapting standard model to new partnership approach
- Congreso perspective:
 - Staff turnover
 - Understanding and integrating organizational systems for HR, QA, and finances



Success of the partnership

- PHMC perspective:
 - Cross-service outcome measurement
 - New community served
- Congreso perspective:
 - Better able to serve our clients holistically
 - Missing piece fulfilled



Recommendation for Developing Partnerships

- Start early
- Find common ground
- Transparency
- Ongoing and consistent communication



PHMC/Congreso – Vision for the Future



- Service integration that wraps around the whole individual/family needs
- Outcomes evaluation that combines social and health factors
- Integrate additional services across multiple sites
- Disseminate partnership model and results



Discussion

- What are the unmet needs of public housing residents in your community?
- What barriers to partnership have you encountered and how have you attempted to address them?
- What organizations or programs in your community could you partner with to expand your services?



Questions?



Thank You!

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