

# Addressing Community Wide Wellness A Collaborative Model

Veronica Clarke, CEO  
TCA Health Inc, Chicago Illinois

Mariann Chisum-McGill, Director of Programs  
TCA Health Inc, Chicago Illinois

Andrew Teitelman, Vice President, Resident Services  
The Chicago Housing Authority

TCA Health, Inc., NFP  
Your Health Care Provider Since 1970



# TCA Health, Inc. & the Chicago Housing Authority

## TCA Health - a Federally Qualified Health Center

To improve the health outcomes for the medically underserved community through the provision of high quality, affordable and accessible health care and supportive services.

- ▶ We are committed to serving the needs of men, woman, and children in all life cycles.
- ▶ We are also dedicated to empowering individuals and families by providing education that enhances and improves quality of life.

## The Chicago Housing Authority (CHA)

To leverage the power of affordable, decent, safe, and stable housing to help communities thrive and low income families increase their potential for long-term economic success and a sustained high quality of life.

- ▶ CHA helps build strong, vibrant communities throughout the city in partnership with a host of key stakeholders.
- ▶ As the largest owner of rental housing in Chicago, CHA provides homes to more than 50,000 people. CHA has almost 9,500 senior apartments and more than 7,000 units of family housing. It also oversees 35,000 Housing Choice Vouchers that allow low-income families to rent in the private market.

# CHA Today

- Third largest public housing authority in US
- More than 50,000 families with subsidies
- ▶ Improved quality of housing stock
- ▶ Increased resident incomes and employment
- ▶ ***Better access to community and supportive services***



# CHA Moving Forward

After a robust stakeholder input sessions in 2012-2013, CHA's new strategic plan includes three key goals:

1. Reimagine the final phase of the Plan for Transformation, coordinating public and private investments to develop healthy, vibrant communities.
2. Ensure that CHA's housing portfolio is safe, decent and sustainable.
3. *Expand services to more residents, targeted to their needs, and at critical milestones in their lives.*

# Resident Services at a Glance

## Case Management and Housing Counseling Assistance

### Workforce Development Services and Supports

- Basic job training and placement services
  - Bridge Programs
- Career and Technical Education at City Colleges
  - Transitional Jobs
  - Opportunity Chicago

## Children and Youth Services

- After School Programming
- Summer Opportunities – Camps and Jobs
- Dual Enrollment program with City Colleges
  - Scholarships
  - Links to Early Care and Education programming (Child Care, Head Start & Pre-K)
- Recreation Activities at the Chicago Park District
- Operation Warm Coat Give Away

## Senior Supportive Services

- Assessments/services
- Activities and events

## Other Supports

- Substance Abuse Treatment
- Utility Assistance
- Transportation
  - Workforce Clothing/Uniform Assistance
- Good Neighbor Workshops
- Assistance Finding Child Care
- ***Access to Healthcare***

**CHA invests over \$26 million in contracts for services for public housing residents.**

# TCA History

- ▶ Established in 1970 as a privately owned clinic
- ▶ In 1991, TCA Health began to receive federal funding and converted to a FQHC.
- ▶ Currently the only FQHC in Chicago that is located in the Public Housing Development.
- ▶ The clinic was developed to serve the public housing residents with their health needs.
- ▶ TCA Health is one of the first 7 FQHC's to receive PHPC funding.
- ▶ Provide primary and preventive healthcare including ancillary services such as WIC and Welfare to Work.

# TCA Health Moves to the 21<sup>st</sup> Century

- Today, sitting adjacent to the Altgeld-Murray Homes Development, the 22,000 square-foot clinic provides quality health care to more than 6,000 patients a year.

In addition to previously funded services, TCA now:

- Funded to build a mobile unit
- Funded to establish a Health and Wellness Collaborative
- Host a monthly food distribution pantry on site for 150-200
- Provide a weight loss and fitness program for employees on site.
- Provide fitness and nutrition programs to high risk and obese residents.

# TCA Health, Inc.

## MEDICAL SERVICES

Family Medicine  
Pediatrics  
Obstetrics & Gynecology  
Optometry  
Dentistry  
Psychiatry  
Pharmacy  
Quest Diagnostic –In House Lab

## HEALTH SUPPORT SERVICES

Health Support for Pregnant women  
Child Birthing and Parenting classes  
Breastfeeding Counseling Services  
Immunizations  
WIC Services  
Nutritional Counseling  
Mental Health Services  
Licensed Clinical Social Worker  
In-House Dietitian  
Case Management  
Health Education  
Enabling Services

## WELLNESS SERVICES

- Youth Sports Fitness Program
- Adult Fitness Program
- Cooking Matters Classes
- Community Gardening Projects
- Food Accessibility Initiative
  - Community Health Education Workshops



# Benefits of Collaboration

## For a Housing Authority

- ▶ Addresses a serious issue: good health is an essential ingredient for success in school, work and tenancy
- ▶ Strong fit with HUD Strategic Plan:
  - Utilize housing as a platform to improve the quality of life
  - Utilize HUD assistance to improve health outcomes
- ▶ Provides a platform for the Housing Authority to connect and build relationships within the health industry in order to benefit residents
  - Establishes a forum for on-going and updated information
  - Provides input regarding policies, programs and models
  - May provide residents with employment opportunities in healthcare

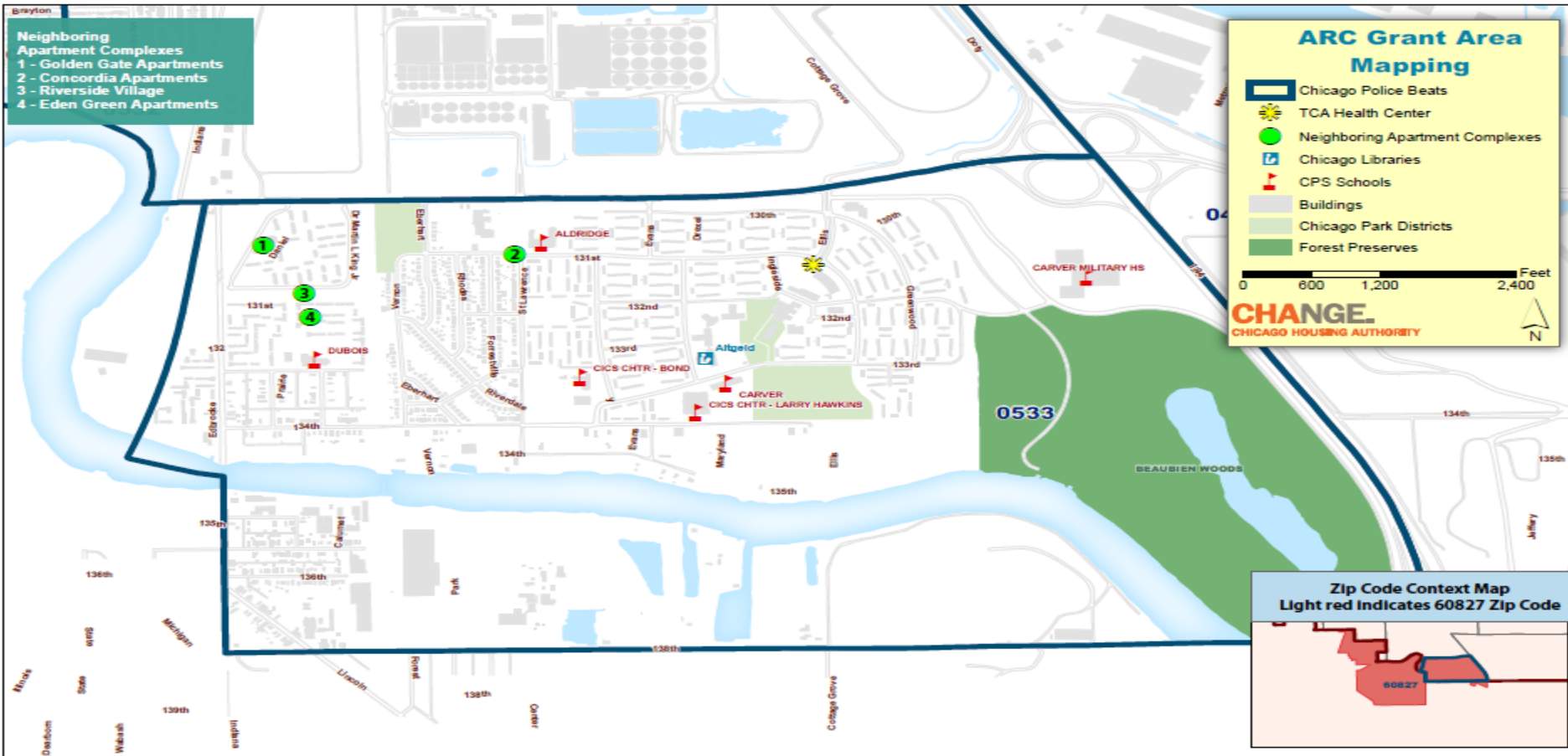
## For a Healthcare Organization

- ▶ Put the well-being of a community into greater focus with overall goals to improve access to care, improve health outcomes, and decrease health disparities
- ▶ Able to conduct comprehensive community public health assessments through collaboration and sharing of resources and information
- ▶ Generate more positive patient and community experiences of care and engagement in the health clinic
- ▶ Provides the opportunity for the clinic to educate the residents and the community at large on making better health choices
- ▶ Improve clinic's visibility in public housing community while educating residents on accessing prenatal care; educate women about well-baby care, childhood immunizations, and nutrition; prevent mother-to-baby transmission of HIV; and decrease premature birth and obesity
- ▶ Provides the opportunity for establishing a referral process with housing and other community partners that is concrete and consistent

# Our Community

- ▶ TCA Health, Inc. is located at entrance to CHA's Altgeld Gardens/Murray Homes (Altgeld) in the Riverdale community of Chicago on the City's far south side bordering Indiana.
- ▶ Community is isolated with very limited commercial and shopping areas or public transportation.
- ▶ The area includes large tracts of land – a sewage treatment plant and a large forest preserve/open lands;
- ▶ The residential portion is dominated by Altgeld (1,200+ public housing families) which is surrounded by other low income housing.
- ▶ The community is 96% African American, young (62% of Altgeld residents are under age 25) and poor. (78% of the Riverdale population lives below 200% of poverty and 56% live below 100% of the poverty level).
- ▶ Health disparities affecting the community include high rates of mortality, childhood obesity, asthma, diabetes, and cardiovascular disease. The community is regarded as a food desert.
- ▶ The community is not without resources—there are six public and charter schools, branches of the Chicago Park District and Public Library and TCA Health, Inc. as a full service Federally Qualified Health Center.

# Altgeld-Riverdale on Chicago's far south side

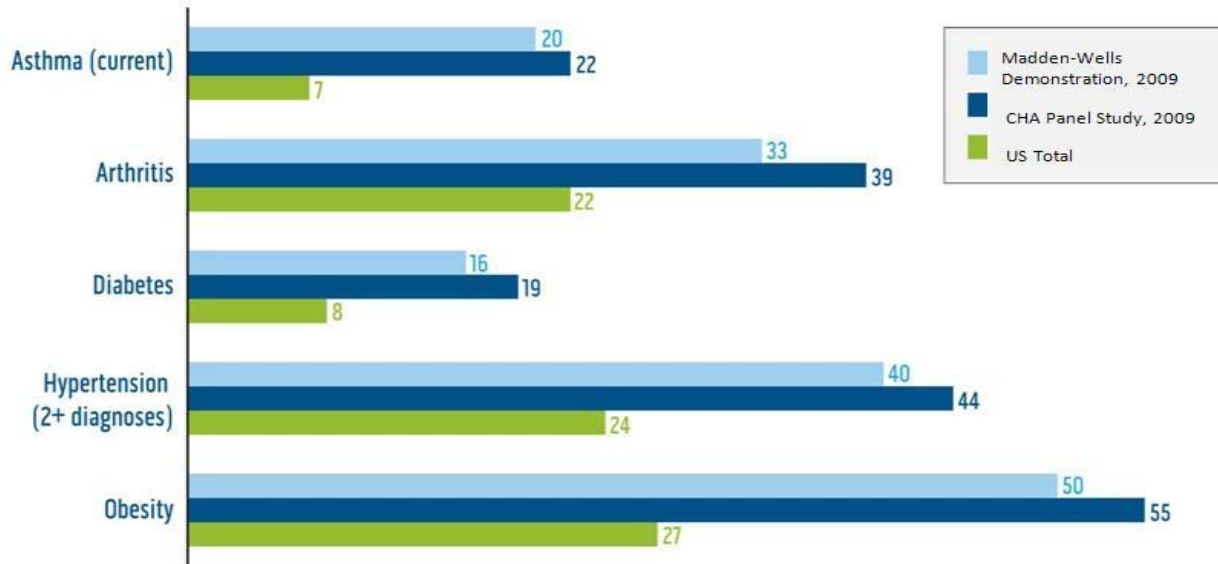


# What Factors Led to a TCA-CHA Partnership?

- ▶ **Common Interest in Community Issues**
  - Public Safety
  - Food Desert
  - Low income families
- ▶ **Challenges/Opportunities Better Addressed Together than Alone!**
  - Great resources – low utilization
  - Committed stakeholders – lack of communication and coordination
  - TCA and CHA needs assessments – compatible findings

# What Caught our Attention?

Public Housing residents face a higher incidence of health issues than the population at large



Sources: 2009 Demonstration sample, 2009 CHA Panel Study sample, and 2008 National Health Interview Survey.

# **The Health and Wellness Collaborative**

# What is the Health and Wellness Collaborative (HWC)?

*The purpose of the HWC is to promote healthy lifestyles options and access to wellness activities among the children and families of Chicago's Far South side and surrounding suburbs.*

- ▶ *To improve health outcomes and decrease health disparities among targeted low-income communities*
- ▶ *Create a cooperative environment that includes partnerships and shared resources with citywide and neighborhood organizations*

# How did we go about Forming it?

- ▶ Efforts began in March, 2012
- ▶ Secured a consultant
- ▶ Started with a steering committee
- ▶ Through brainstorming sessions identified:
  - duplication of services
  - low utilization of resources
  - safety concerns
  - inadequate access to healthy foods
- ▶ Development of mission, goals, and objectives
- ▶ Workgroups formed for efficient use of members' time and talents



# Emerging Benefits of the Collaborative

- ▶ Residents and community partners participate as co-equal partners and contributors.
  - Shared ownership- collective decisions
- ▶ Acknowledge the existing strengths in community
  - Utilize existing resources and enhance by partnering with other coalitions.

# Early Successes

## Increased Food Accessibility

- Integration and renewed promotion of existing programs:
  - Pantry on Wheels
  - Black Farmers Market
  
- Introduced new programs/initiatives:
  - Fresh Moves – “Red Produce Bus on Wheels”
  - Top Box
  - Mobile Produce Unit (Greater Chicago Food Depository)
  - Nourish for Knowledge (Greater Chicago Food Depository)



# Early Successes (cont'd)

## Increased physical activity

- Integration and renewed promotion of existing programs:
  - Clinic partnered with CHA program *With Heartbeat is Life* to offer nutritional services to participants. Dietitian currently works with instructor to conduct one on one sessions with high risk participants.
- Introduced new programs/initiatives:
  - Community *Walking for Health* Kick Off Event
  - 10,000 Step Challenge
  - Host a Healthiest Winner for Clinic employees
  - Fitness and Nutrition Program for Elementary School
  - Community Garden Project



# Challenges

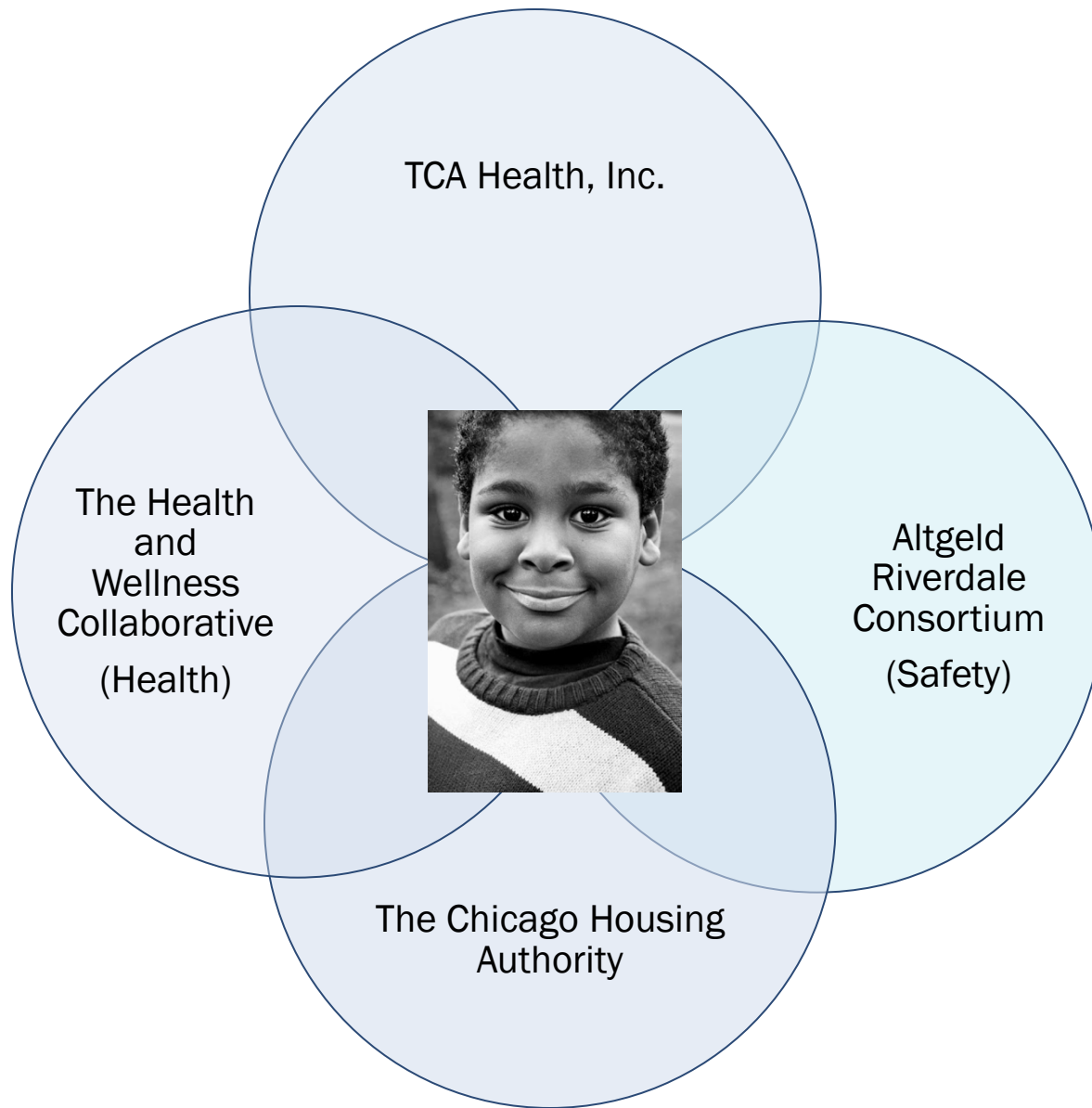
- Conflict in community event schedules; confusion or lack of awareness about what other community organizations are doing
- Lack of participation in community programs and events
- Duplication of services; lack of integration among services

# Opportunities

- Create common communication pieces including brochures, newsletters and a community portal
- Identify key issues in community and barriers to participation in order to create and support strategies for greater participation
- Successfully identify and support opportunities for program and service coordination and enhancement.

# More Ways to Strengthen a Collaborative Approach

- ▶ Form partnerships with both likely and “unlikely” groups who may have an interest in the results (small businesses, community leaders, organizers, University medical Center, restaurant and Non-profit organizations)
- ▶ Form partnerships between task force, and other groups/consortia (Local Resident Councils, grass root organizations, the public school system, daycare centers, or youth groups)
- ▶ Conduct periodic brown bag lunches with leadership of other groups for purposes of support, information and coordination and to identify gaps or new points of collaboration



**Broad Community Partnerships - Working for *and* with Residents**

# Lessons Learned

- ▶ Residents know what's best for their community.
- ▶ Start with “low hanging fruit” (easy wins) – the Collaborative needs to see that time spent planning can result in implementation.
- ▶ Key partners must be at the table early-on, to identify pitfalls and keys to success.
- ▶ Engaging in dialogue is important to getting to consensus. While it is important to hear concerns, we should not be too quick in closing the door on a good idea.
- ▶ Learning to communicate with one another – everyone doesn't understand everything the same way!
- ▶ To build buy-in and commitment, ensure that partners are allowed time to provide updates and solicit support for their programming on the meeting agendas.
- ▶ Build trust – an essential ingredient in maintaining everyone's investment in the Collaborative.

## Scenario/ Group Activity

You are proposing a violence prevention forum for two neighboring communities as a priority for the upcoming school year. Name 3-5 steps you will take to ensure success.



# Acknowledgements

- ▶ Residents of neighboring communities:
  - Altgeld Gardens/Murray Homes, Golden Gates, Riverside Village, Concordia and the Greater Roseland Community
- ▶ Community partners, participants and their families!
- ▶ Local (public housing resident) Advisory Council
- ▶ Chicago Housing Authority
- ▶ TCA Health, Inc.
- ▶ Funders

**Questions?**

# Contact Information

## TCA Health, Inc.

Veronica Clarke

773/995-6300

[vclarke@tcahealth.org](mailto:vclarke@tcahealth.org)

Mariann Chisum-McGill

773/995-6300

[mmcgill@tcahealth.org](mailto:mmcgill@tcahealth.org)

## Chicago Housing Authority

Andrew Teitelman

312-913-5842

[ateitelman@thecha.org](mailto:ateitelman@thecha.org)