

Pathways Community HUB
October/November 2018 Report

General Summary (October & November 2018):

Clients in the Pathways HUB CCS System	Oct-18	Nov-18	Totals
Could Not Locate	9	62	71
Declined Services	22	20	42
Enrolled (Active Clients)	12	9	21
Ineligible (Health Homes Eligible)	47	37	84
Referral (Waiting to have something done)	73	100	173
Total	163	228	391

Caseload to Date:

CSSA	PCS	Caseload	Enrolled
Rural Resources (187 Assigned)	Michelle	35	14
	Marina	32	4
Moses Lake Community Health Centers (79 Assigned)	Jenny	79	8
Totals		146	26

Gross Production Summary:

CSSA	October 2018	November 2018	Totals
Rural Resources	\$1872.00		
Moses Lake Community Health Centers	\$1620.00		
Totals	\$3492		

Pathways Summary:

Oct. Pathways	Nov. Pathways	Client Type	Pathway	
2	2	Adult	Adult Learning	
8	2		Education	
2			Employment	
1	2		Health Insurance	
3	3		Housing	
4			Medical Home	
4	1		Medical Referral	
1	2		Medical Referral-Mental Health	
2			Medical Referral- Primary Care	
2			Medical Referral- Specialty Medical Care	
1	1		Medical Referral-Vision	
3			Medication Assessment	
3	1		Social Service Referral- Education Assistance	
1	3		Social Service Referral- Legal Assistance	
6	2		Social Service Referral- Other	
2	2		Social Service Referral- Food Assistance	
1			Social Service Referral- Job/Employment	
2			Social Service Referral- Insurance	
1			Social Service Referral- Child Assistance	
2			Social Service Referral- Housing	
1	1		Social Service Referral- Clothing Assistance	
4	1		Social Service Referral- Utilities Assistance	
6			Social Service Referral- Transportation	
7			Tobacco Cessation	
1			Pediatric	Education
4				Immunization Screening
2		Medical Referral- Well Baby		
1		Medication Assessment		
1		Housing		
1		Social Service Referral- Clothing Assistance		
2		Social Service Referral- Housing Assistance		
	2	Social Service Referral- Food Assistance		
	1	Social Service Referral- Utilities Assistance		

Early Wins:

1. Launched successfully and on time: October 1st 2018
2. Received multiple referrals starting day 1
3. The clients who are enrolled are utilizing the program
4. Referrals and Enrolled clients are building each month
5. Pathways Community Specialists have completed their full training

Challenges:

1. Turnover has created a void in the position of Pathways HUB Operations Manager until recently (Welcome Kami)
2. Making initial contact with clients is our biggest challenge.
 - a. Inaccurate Information in EDIE Reports from Samaritan
 - b. Bad phone numbers
 - c. Having to use EDIE for missed referrals
3. One-off situations that we are scrambling to figure out
 - a. Client with warrant out for his arrest but still qualified for program

Ongoing Challenges:

1. Engagement
2. Referrals Reports/Accurate Data
3. Referral Process
 - a. Text to Referral- Implement system after findings of PDSA
4. Expansion to PCP's
 - a. Process and Logistics
5. One off situations
6. Defining Due Diligence and HUB Process
7. Updating P&P after Blue Orange Findings and to clarify processes