

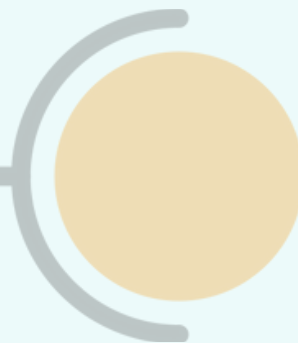
northwest ohio



pathways HUB

2023

ANNUAL REPORT



Transforming lives one pathway at a time.

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A Message from Our President

Pamela Jensen

President

Hospital Council of Northwest Ohio



The Northwest Ohio Pathways HUB regional care coordination system continues to make an impact in the most vulnerable communities in Lucas and surrounding counties. We are proud to work with over 18 care coordination agencies and 48 community health workers to positively impact the health and lives of moms, babies, and those suffering from chronic disease.

2023 was a year of growth which entailed adding new care coordinating partners in Lucas County and expansion into other counties. This annual report provides highlights of the HUB's programs and community services.

Mission, Vision, & Values

Mission

Through collaboration with local partners and community health workers, the Northwest Ohio Pathways HUB supports enhancing health outcomes, promoting healthy births, and enabling connections to health and social services for Northwest Ohio residents impacted by social risk factors.

Vision

The Northwest Ohio Pathways HUB aspires to be the region's trusted care coordination program by promoting healthy birth outcomes, fostering health equity, and helping individuals lead healthier lives.

Values

Advocacy: We help people understand their options and support individuals to make informed decisions.

Compassion: We are genuinely engaged in assisting community health workers and their clients; we have a desire to help.

Collaboration: We connect clients and community health workers to local resources. We celebrate the ability to collaborate to expand our network.

Education: Community health workers, clients, and staff teach and learn from each other.

Support: We support our clients, community health workers, and each other with resources; especially in times of need.

Solidarity: We are stronger when we stand together with community health workers, our clients, and local, regional, & federal organizations.

2023 Meaningful Metrics

Paid to partnering community-based organizations

\$604,224

OUTCOME PAYMENTS PAID
TO PARTNERING AGENCIES

\$2,170,624

PAID STIPENDS TO
PARTNERING AGENCIES

\$159,650

PAID TANF FUNDS TO
PARTNERING AGENCIES

Paid to families in need

\$201,160

PAID SUPPORTIVE FUNDS
TO FAMILIES IN NEED

\$106,875

PAID HOUSING ASSISTANCE
FUNDS TO FAMILIES IN NEED

\$68,808

PAID TANF SUPPORTIVE
FUNDS TO FAMILIES IN NEED

2,806

Unique referrals
to the HUB

1,208

New client
enrollments

4

Rural counties
received housing
assistance

11,721

Needs met

7,424

Care coordination
visits completed

240

Processed SDOH
applications

216

Birth certificates
distributed

325

Families received
TANF assistance

135

Completed
housing pathways

119

Families received TANF
supportive fund assistance

2023 Birth Outcomes

85%

of pregnant clients completed their postpartum visit.

CHWs completed **6,103** learning pathways on more than **73** topics in 2023.

Healthy
Birthweight
Babies
Delivered
88%

Among clients enrolled 90+ days,
90% of babies born were healthy.

Black/African
American
Healthy Births
Delivered

87%

90+ Days
Enrolled
Full-term
Babies

87.8%

90+ Days
Enrolled
Black/AA Healthy
Births Delivered

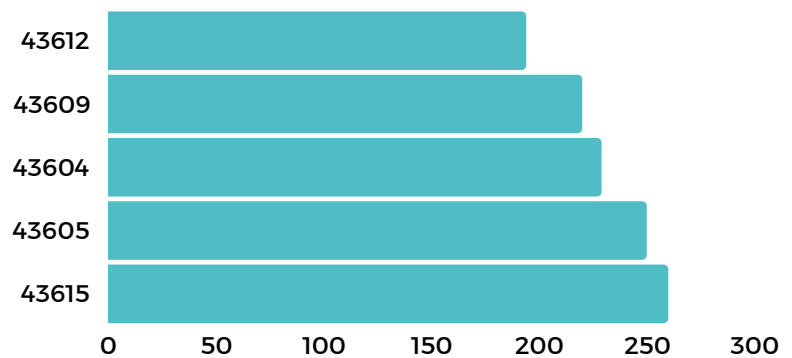
87%

Pathways

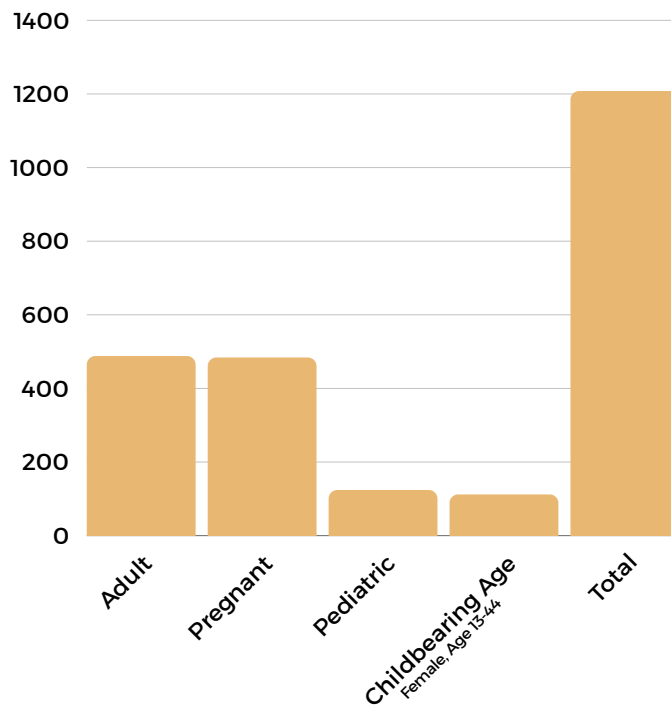
2,806

individuals were referred to the Northwest Ohio Pathways HUB.

Top 5 Referral Zones by Zip Code



Enrollments by Participant Type



1,208
new client
enrollments
were
completed in
2023.

Client Success Stories

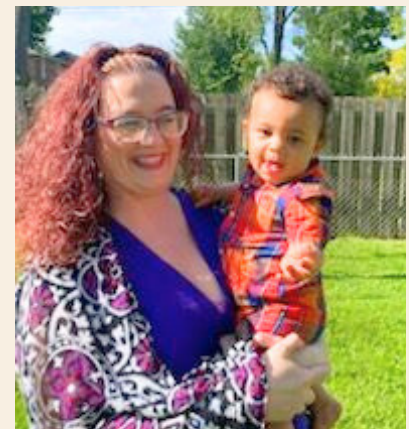
An Unstable Environment

Robbie worked with a participant that was facing several challenges including unstable housing, financial insecurity, behavioral health issues, and domestic violence. Robbie assisted with employment opportunities, secured housing, and connected her to food and utility payments. After relocating to a new home, the participant reached out to Robbie:

"...I was going through a lot mentally.....I was in a dark place and cut everyone off who cared. I want to thank you for everything you've done for me and my children. I'm so grateful for you and your kindness! I know God has so many great things in store for you and your family! Keep that fire in your heart and continue to be *unapologetically Robbie!*"

A House Fire

Jasmine Diemer was living at a shelter after losing her home to a fire in April 2023. When she lost her home, she did not have money saved to find new housing or pay for utilities. With a child under the age of one, Jasmine needed to find stable housing and pay for pending utilities. With Keystone Fund assistance, she received \$264 to was able to pay utilities.



The Keystone Fund provides up to \$1,000 to individuals who have financial barriers to secure stable housing. Scan the QR code to learn more.



QUEENS VILLAGE Queens Village

Queens Village Toledo promotes safe spaces for Black women to support one another to help reduce infant mortality and change racial disparities. The program is led by its Community Advisory Board, comprised of 12 Black women from the community.



“QV has created a safe space for me to show up as I am, no titles, just as a black woman.”



In 2023...

- 23 in-person community events were held.
- 300 Black women participated in events.
- Childcare and transportation was provided.
- Events included support groups, fitness classes, and financial literacy workshops.
- Engagement with local healthcare organizations increased awareness of racial bias in healthcare.



Baby & Me Ride Free

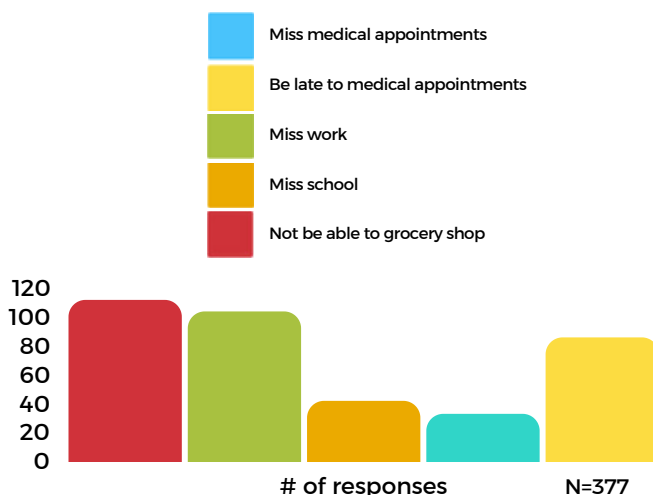
Baby and Me Ride Free is a program that reduces transportation barriers. In partnership with TARTA, participants receive unlimited bus transit and a monthly number of door-to-door rides.

In 2023...

- 203 participants enrolled in the program.
- 118 door-to-door rides were provided.
- 203 clients received annual bus passes.
- Participants used rides to get to work, go grocery shopping, attend medical appointments, and go to school.

2023 Survey Question:

Transportation issues cause me to...



I am trying to do better for myself before my baby arrives... transportation is a huge barrier to getting a job, to school, and to my appointments.

Missing medical appointments was the most prevalent issue faced in 2023, followed by being late to medical appointments, not being able to grocery shop, missing work, and missing school.



Getting Healthy Zone

Getting Healthy Zone is a community-driven initiative working to increase infant vitality, improve the health of residents, and create a community where people want to live, work, and visit.

In 2023...

- Participants had an infant mortality rate (IMR) of 4.5, compared to 11 in Lucas County.
- The Home Restoration Team created safer livable spaces for four families.
- Free monthly health screenings and mobile mammography services were provided.
- Classes for entrepreneurs were hosted by a financial opportunity center.
- Summer employment was offered for teenagers and young adults.

Northwest Ohio Pathways HUB Team



Daniel Haller, Rebecca Good, Michael Flipse, Andrea Clark, Kathy Crawford, Amy Hurley (Director), Holly Pappada (Assistant Director), Brittani Hart, Niki Schroeder, Emily Scheuer, Jenna Qatam, Kevyn Cavanaugh, Betty Anzaldúa, Amber Currie, Kaitlyn Pouter Not Pictured: Crystal Martin

Care Coordination Agency Partners

The Northwest Ohio Pathway HUB's current network consists of 54 community health workers from **17** care coordination agencies in **7** counties.



2 CHWs



6 CHWs



1 CHW



6 CHWs



1 CHW



6 CHWs



5 CHWs



1 CHW



2 CHWs



1 CHW



2 CHWs



4 CHWs



8 CHWs



2 CHWs



4 CHWs

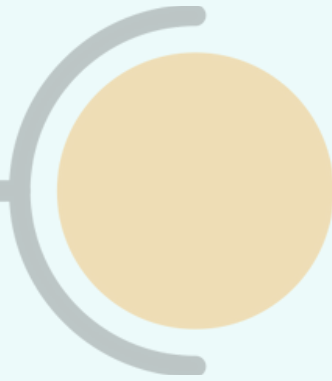


1 CHW



2 CHWs

Thank you to our 2023 funders: Ohio Medicaid Managed Care Plans, Bowling Green State University, CareSource Foundation, Cleveland Foundation, Health Impact Ohio, Health Resources and Services Administration, John Henry Eldred Jr. Foundation, Lucas County Department of Job and Family Services, Ohio Commission of Minority Health, Ohio Department of Health, Ohio Department of Medicaid, Pathways Community HUB Institute, and United Way of Greater Toledo.



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Want to make a referral?