

# LEARN: How One Community Learned to Move Forward

## Problem:

Competition and budget crisis resulted in a community with multiple resources that existed in silos especially the medical and judicial systems. The local Behavioral Health Center was running at minimal capacity and unable to assist local judicial system to address needs.

## Planning/Design:

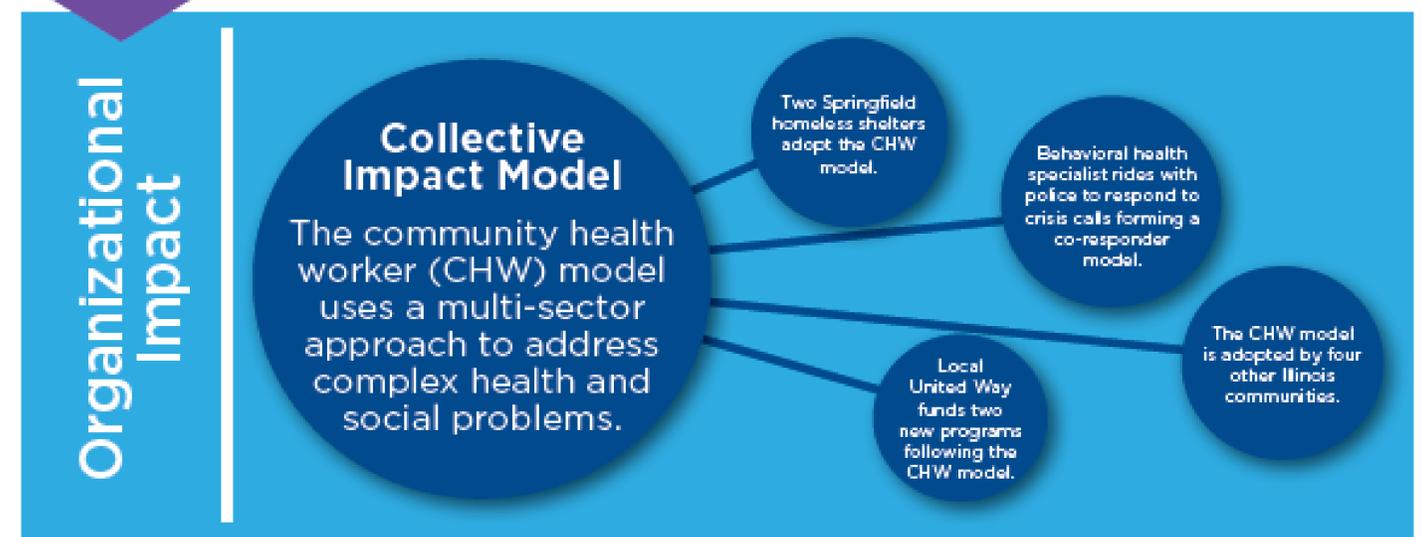
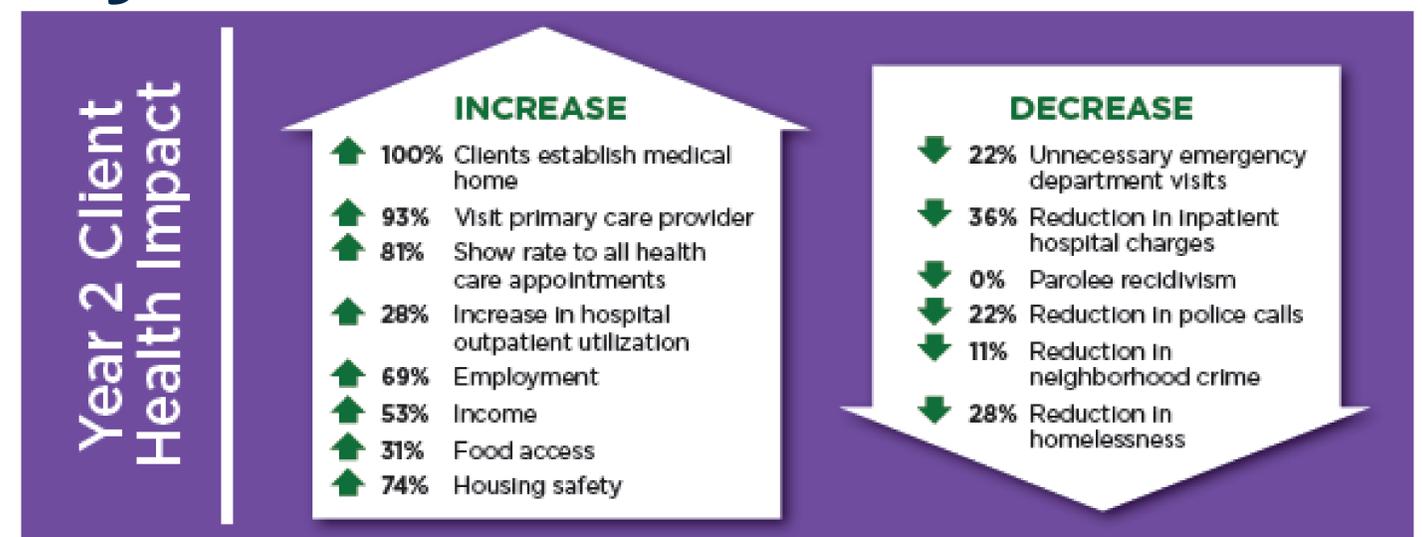
- Robert Wood Johnson report on County Health Rankings led to the development of a Community Health Worker (CHW) program
- Collective impact model to address complex health and social problems by the healthcare system
- Two competing hospitals fund the CHW program

## Outcomes:

- New relationships developed between the judicial and medical system
- LEARN (Law Enforcement And Agency Resource Network) group established was a catalyst for new collaborations

## Lessons Learned/Next Steps:

- Catalyst for change can come in different forms and doesn't require a large amount of money
- Most systems are struggling with providing services to the same 10% of the population



**System Change**

<b>CHW model developed.</b>	<ul style="list-style-type: none"> <li>Competing hospitals and a federally qualified health center collaborate to address a neighborhood's complex health and social issues.</li> </ul>
<b>Neighborhood advisory group launched.</b>	<ul style="list-style-type: none"> <li>Identified need for summer youth activities.</li> <li>Neighborhood Police Officer (NPO) led bike club (one of six opportunities for youth ages 9-14).</li> </ul>
<b>Relationships improve with police.</b>	<ul style="list-style-type: none"> <li>Youth and family get to know NPO, increasing trust.</li> <li>CHW and NPO work together to address neighborhood issues.</li> </ul>
<b>9-1-1 calls and crime decrease in Enos Park.</b>	<ul style="list-style-type: none"> <li>22 percent reduction in police calls in two years.</li> <li>11 percent overall crime reduction in neighborhood.</li> <li>Residents report they feel safer.</li> </ul>
<b>Police pilot co-responder model.</b>	<ul style="list-style-type: none"> <li>Behavioral health specialist rides with police to respond to crisis calls for mental health and substance abuse.</li> <li>Springfield Police expand co-responder model to city.</li> </ul>
<b>Police and CHW address issue of homelessness.</b>	<ul style="list-style-type: none"> <li>NPO and CHW get Homeless Outreach Team (HOT) training.</li> <li>Pilot components of HOT model in Enos Park.</li> <li>City of Springfield considering HOT model to address needs of the homeless population.</li> </ul>

Sangamon County,  
Illinois

Tracey Smith  
tsmith@siumed.edu



Supported by the John D. and Catherine T. MacArthur Foundation