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

Client Mpac INCREASE DECREASE 100% Clients establish medical 22% Unnecessary emergency department visits Visit primary care provider 36% Reduction in inpatient hospital charges Show rate to all health 0% Parolee recidivism care appointments 28% Increase in hospital 22% Reduction in police calls outpatient utilization 11% Reduction in 69% Employment neighborhood crime 28% Reduction in Income homelessness Tood access ★ 74% Housing safety

Organizational Impact

Two Springfield homeless shelters Collective adopt the CHW Behavioral health Impact Model model. specialist rides with police to respond to crisis calls forming a The community health co-responder model. worker (CHW) model uses a multi-sector The CHW model approach to address is adopted by four Local complex health and other Ilinois United Way communities funds two social problems. new programs following the CHW model.

System

CHW model Competing hospitals and a federally qualified health center collaborate to address a neighborhood's complex health and social issues. developed. Identified need for summer youth activities. Neighborhood advisory Neighborhood Police Officer (NPO) led bike club (one of six opportunities group launched. for youth ages 9-14). Relationships improve Youth and family get to know NPO, increasing trust. with police. CHW and NPO and work together to address neighborhood issues. 22 percent reduction in police calls in two years.
11 percent overall crime reduction in neighborhood. 9-1-1 calls and crime decrease in Enos Park. Residents report they feel safer. Behavioral health specialist rides with police to respond to crisis calls for mental. Police pllot health and substance abuse. co-responder model. Springfield Police expand co-responder model to city. NPO and CHW get Homeless Outreach Team (HOT) training. Police and CHW address Pilot components of HOT model in Enos Park. City of Springfield considering HOT model to address needs of the homeless population.

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