

SDOH DAP 2024: How to Meet Your Milestones and Where to Find Support

February 28, 2024



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CommunityCares

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Today's presenters:



Kristina Belinte

SDOH Senior Advisor



Sebastian Blackwell

Senior Customer Success Manager

Overview

SDOH DAP 2024 Milestone Review

Gaining Extra Support

Expanding Your Network

Platform Overview and Demonstration

Understanding Your Impact: Unite Us Data and Insights

Questions and Answers

SDOH DAP 2024 Milestone Review

SDOH DAP 2024 Milestones

- Milestone #1
 - No later than April 1, 2023, a signed Statement of Work (SOW) and the CommunityCares Access Agreement (CCA) must be submitted.
- Milestone #2: Participated in CYE 2023
 - Initiate use of the CommunityCares platform by September 30, 2023, or with a completed launch plan by December 31, 2023.
 - After go-live through September 30, 2024, send at least 10 referrals per month within the platform via closed-loop referrals, out-of-network, or internal cases per registered AHCCCS ID.
 - All referrals must be documented/tracked within the platform.
- Milestone #2: New in CYE 2024
 - No later than November 1, 2023, complete the CCA.
 - Complete onboarding to the CommunityCares platform by April 1, 2024.

[AHCCCS DAP CYE 2024 Final Public Notice](#)

Gaining Extra Support

Difficulty Meeting the Mark? Here's What You Can Do

Connect with your SDOH Advisor

Discuss challenges and create solutions together.

Track your organizations referrals.

Access your organizations data to understand where your challenges.

Understand your network.

Understand the types of services available to you in your area.

Play and active role in expanding your network.

Expanding Your Network

Help Grow the Network

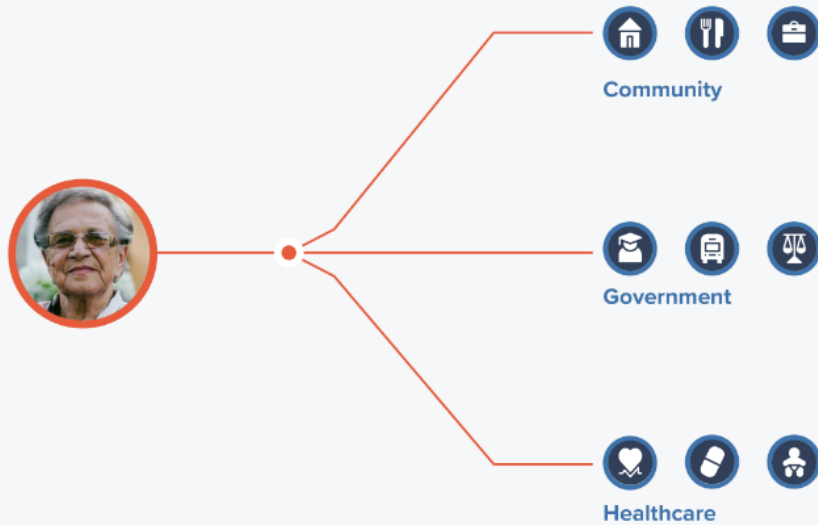
Strategies to invite your strategic partners to the platform:

- ✓ If you haven't already, complete the Partner Collection Spreadsheet, **including key contact information**
- ✓ Invite your partners to an upcoming general CommunityCares Information Session
- ✓ Co-host a personalized CommunityCares Information session

Platform Overview and Demonstration

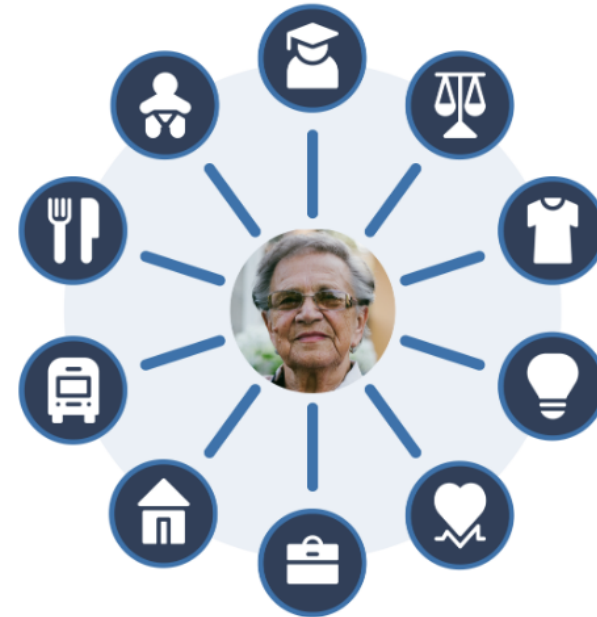
BEFORE

Health and social care organizations **lose visibility** of client outcomes after discharge.



AFTER

Organizations are equipped with the tools they need to **collaborate** across sectors.



Our platform is the unifying infrastructure between health care entities and community-based organizations.

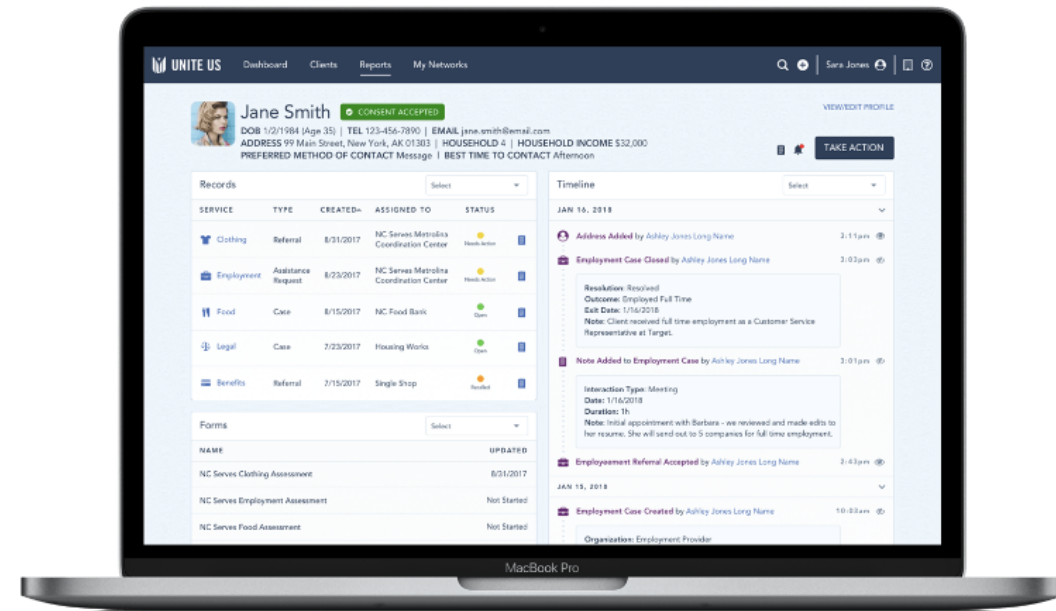
Screening with Decision Support

Electronic Referral Management

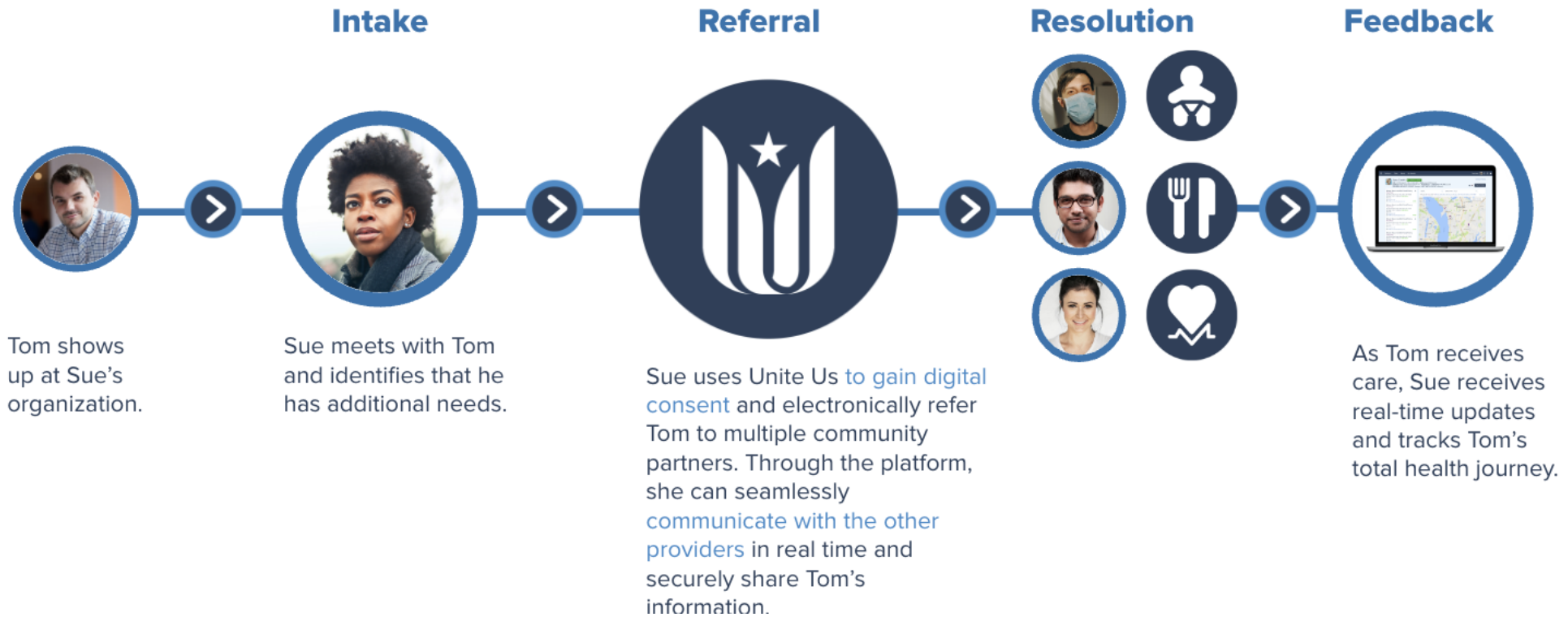
Assessment and Care Plan Management

Bidirectional Communication and Alerts

Outcome Tracking



Connecting People to Care



Understanding Your Impact: Unite Us Data and Insights

It's your story. Tell it.

Demonstrate your organization's outcomes and drive community change.



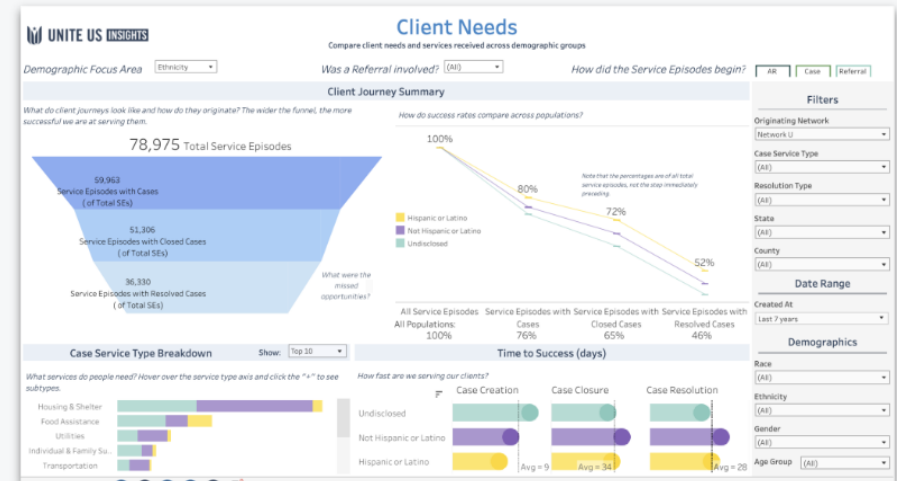
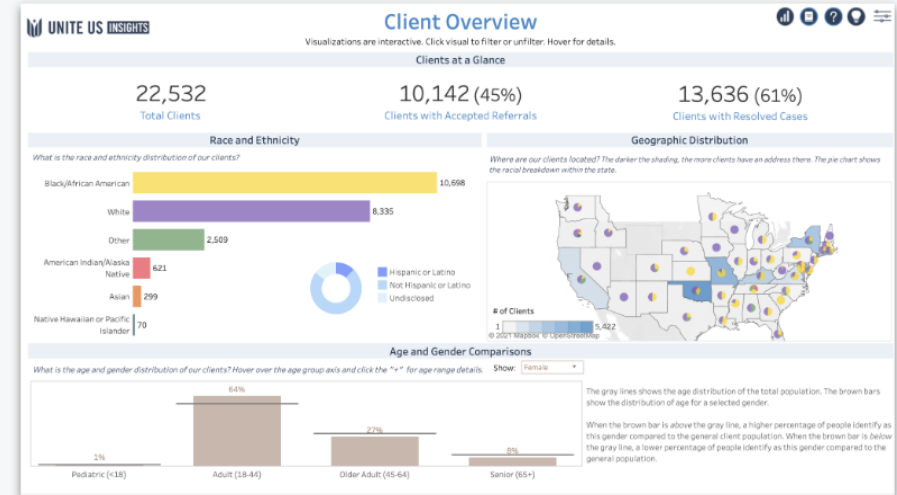
Track your organizational activity



Measure your impact through data



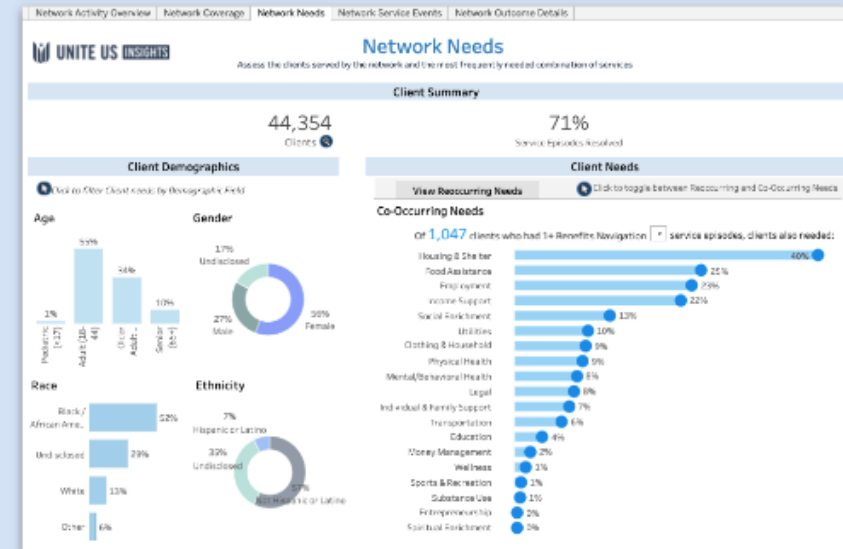
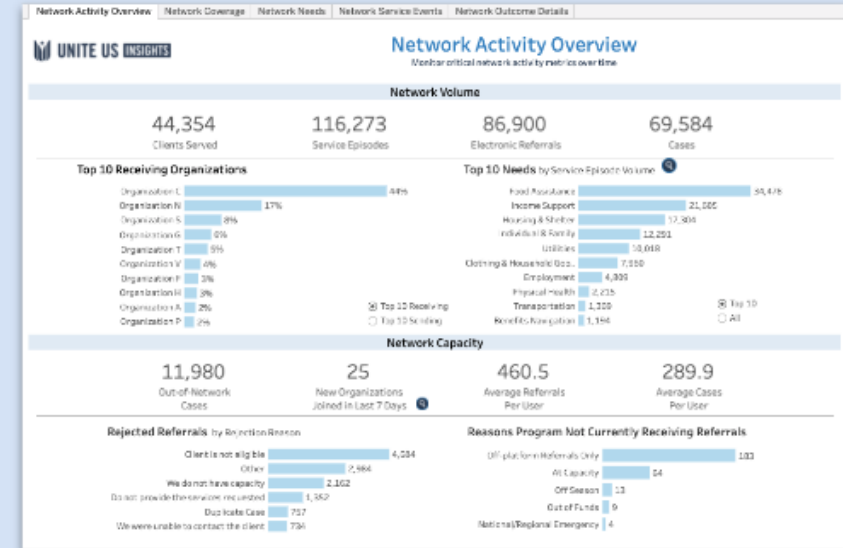
Inform community reinvestment decisions



Network Activity Dashboard

With this Dashboard, you can:

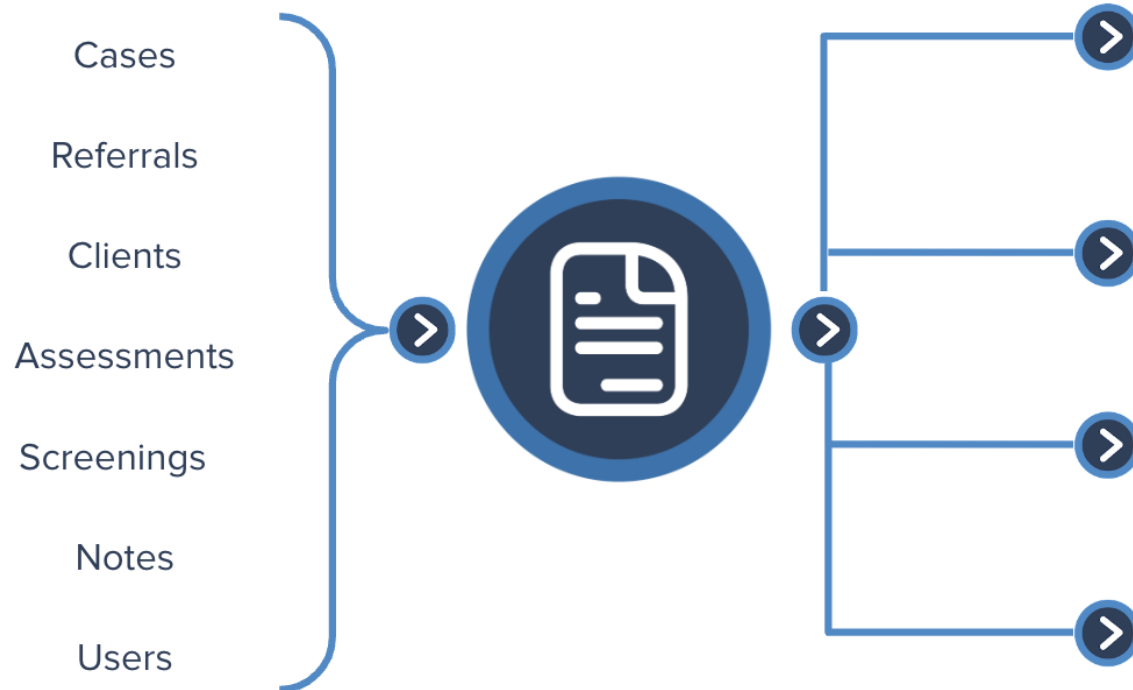
1. **Evaluate network coverage**, as well as network trends
2. **Understand** who your clients are, what services they seek, whether they have received their requested services, and how organizations within your network can serve client needs
3. **Deep dive into network service events** (service episodes, cases and referrals)
4. **Assess performance** in specified geographies, timeframes, organizations and by client demographic profiles



Unite Us In-App Exports

Your Organization's Row-Level Data

EXPORT TYPES



QUESTIONS YOU CAN ANSWER

How many needs were referred to and accepted by my organization, and how did we meet those clients needs? Which network organizations are originating the majority of these needs?

What is the root cause of referral rejections for referrals sent by my staff members?

How does the demographic and geographic distribution of clients referred to my organization compare to those that self refer?

How many of my clients have indicated that they struggled with food insecurity this year?

Software Demo



The screenshot displays the UNITE US software interface for a client profile. The top navigation bar includes 'UNITE US', 'Dashboard', 'Clients', 'Reports', and 'My Network'. The user 'Sara Jones' is logged in. The client profile for 'Kiki Williams' is shown, with a 'CONSENT ACCEPTED' status and a 'REFER KIKI' button. The profile includes contact information: DOB 8/12/1948 (Age 72), TEL (789) 876-6556, and HOUSEHOLD 1. The main content area is divided into three sections: 'Care Team', 'Open Cases', and 'Client Timeline'. The 'Care Team' section lists Brian Longo (Benefits Navigators) and Charley O'Donnell (Meals on Wheels). The 'Open Cases' section lists 'Benefits Navigation' and 'School Meals'. The 'Client Timeline' section shows three events: an emergency food case closed on 3/19/2020, housing assistance updated on 2/17/2020, and an emergency housing referral created on 2/17/2020.

UNITE US Dashboard Clients Reports My Network Q + Sara Jones

Kiki Williams CONSENT ACCEPTED REFER KIKI

DOB 8/12/1948 (Age 72) | TEL (789) 876-6556 | HOUSEHOLD 1

Overview Profile Cases Forms Uploads Referrals

Care Team Add New

- Brian Longo
Benefits Navigators
brian@uniteus.com
- Charley O'Donnell
Meals on Wheels
charley@demo.com
(123) 331-1111

Open Cases

- Benefits Navigation
Benefits Program
Benefits Navigators
Enrolled: 6/27/2019
- School Meals
Meals on Wheels
Meals on Wheels
Enrolled: 6/18/2019

Client Timeline

- 19 Mar 2020
Emergency Food Case closed for Kiki Williams by Misty Harper on 3/19/2020 at 12:58 pm
Resolution: Resolved
Outcome: Received Services
Exit Date: 3/19/2020
Note: Kiki applied and got emergency food from the pantry.
- 17 Feb 2020
Housing Assistance updated for Kiki Williams by Charlie Tipton on 2/17/2020 at 10:36 am
- 17 Feb 2020
Emergency Housing Referral created for Kiki Williams by Charlie Tipton on 2/17/2020 at 10:36 am
Sent To: Housing Our Community

Next steps:

- Connect with your SDOH Advisor
 - Kristina Belinte kristina.belinte@contexture.org
 - Alicia Munoz alicia.munoz@contexture.org
 - Carey Smith carey.smith@contexture.org
 - Stacey VanEmst stacey.vanemst@contexture.org
- If you are unsure of your SDOH Advisor, please email CommunityCares@contexture.org.

Questions?



Your Arizona CommunityCares Team



Kelly McGann

Contexture **Director of Social Determinants of Health**



Arielle Stearns

Contexture **SDOH Manager**



Kristina Belinte

Contexture **SDOH Senior Advisor**



Alicia Munoz

Contexture **SDOH Advisor**



Carey Ann Smith

Contexture **SDOH Advisor**



Stacey Van Emst

Contexture **SDOH Advisor**



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