C3
COMMUNITY CENTERED CARE INITIATIVE

Rogers Health
Housing Developments

Chouteau Courts

Riverview Gardens
C3 Initiative

Connecting the residents in Public Housing to health care and available resources

• Parents and Kids
Method

• The C3 Program uses the Institute for Health Improvement’s (IHI) Triple Aim Method
Partners

- Tenant Association
C 3 Team

- Behavioral Health Consultant
- Nurse Case Manager
- Care Coordinator
Goals of the Program

• Decrease the utilization of the Emergency Rooms/PCP
• Education and personal goal setting
• Connect families to resources
Participants

366 residents reside in the two public housing developments
- 244 enrolled in program
- An assessment is done on every resident joining the program.
- The assessment looks at social determinants, vital signs, a brief health history, behavioral health screenings, and patient’s current usage of health care.

• Health Assessments
Activities

Group Activities
Workshops
Family and Community Events
Challenges and Barriers

- Language
- Literacy
- Uninsured patients who don’t qualify for either Medicaid or the Affordable Care Insurance
- Dental Care
- Behavioral Health Care
Moving Forward

- Consistency of the agencies involved.
- Staff can have more of an impact.
  - At the beginning of the program, very few residents were interested in health education. Now, more residents are willing to step forward and talk with the staff about their health concerns.
Successes

INTERNAL REFERRALS
• As of January 2016, there were 244 participants enrolled in the C3 program. A total of 1,071 SURHC referrals were made over the two-year program (2014 – 503; 2015 – 568). The most common referral for both years was for Dental services.
• Pediatric service referrals were the least common, but a large increase was found for 2015.

OUTSIDE REFERRALS
• In addition to the referrals to SURHC, C3 staff also provided community referrals. In 2015, there were a total of 365 referrals. Referrals included assistance for furniture, mattresses, dental and behavioral health services outside of SURHC, and employment.
In Closing

• C3 was able to repurpose money from a previous grant year to “scholarship” several residents’ dental care. Much of the care was provided at SURHC, but some required referral to Truman Medical Center.
• 19 residents received services including extractions and dentures.
References

• EVALUATION OF THE C3 PROGRAM

RESOURCE DEVELOPMENT INSTITUTE (RDI)

• Program data is analyzed primarily through our partnership with Resource Development Institute, a non-profit organization which provides local and regional leadership in data-driven evaluation, needs assessment, community research and community development for stakeholders. Data is sent quarterly to the institute. Fact sheets are created three times a year and a final report is made at the end of the year.
Contact Information

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