

The Community and Public Health (CPH) Division of CSFD professionally and compassionately helps people receive the right care, at the right time, in the right setting with the right resource, by providing integrated navigation for individuals in need of non-emergency services.

3 **CSHF** Grants since 2016

- 2 program grants to support patient navigation that redirects patients from emergency system to appropriate care
- General operating grant to support existing navigation programs and expansion into new program areas

CPH is a "learning lab" for innovative approaches. That [general operating] funding kept us sustained. I could breathe and keep running programs while we ventured into new areas of impact, which have ended up becoming extremely successful.

MILESTONES

- * Expanded from 1 to 4 navigation programs specific to certain populations (homeless outreach, inmate re-entry, aging in place, frequent users of the emergency system)
- * Grew from one Community Response Team (CRT) unit to four plus two Alternate Response Team (ART) units
- * Expanded from 2 to 11 city-funded positions
- * Received a national award for innovation in tiered response from the Congressional Fire Services Institute



IMPACT

- ✦ In 2018, 90% of patients went to the hospital following a responder visit compared to less than 25% in 2022; 72% of patients were treated in place.
- ✦ CPH has provided navigation for 402 community members, provided 5,400 resources, had 10,024 interactions on behalf of clients and housed 67 clients.
- ✦ Community members who successfully completed the 6-month CARES program had a 70% reduction in emergency department visits and a 50% decrease in 9-1-1 calls.
- ✦ Had 2,684 face to face interactions with homeless individuals, with 4,602 resources provided. 41 enrolled in the homeless outreach program and 11 were housed.

SUPPORT FROM CSHF

Without the funding that CSHF provides, we couldn't do this work, because of the intensity of it. Medicaid doesn't reimburse enough; this is not a population you can call to remind them to go to their primary care visit; it's not uncommon to take 1-2 years to get people to finally start taking the steps they need. This is not a sustainable model under a profit-based system. But they're still human beings with worth, dignity and value and their lives matter. And due to the trauma they've experienced, or the organic disease, it just takes control of them. These are really hard populations to make an impact with."

