The YWCA of Rochester & Monroe County

Care Management Agency

eliminating racism
empowering women

YWCA IS ON A MISSION
What is a Health Home

• A ’Health Home’ is not a physical place; it is a group of health care and service providers working together to make sure you get the care and services you need to stay healthy. Once you are enrolled in a Health Home, you will have a care manager that works with you to develop a care plan. A care plan (plan of care) maps out the services you need, to put you on the road to better health. Some of the services may include:
  • Connecting to health care providers,
  • Connecting to mental health and substance abuse providers,
  • Connecting to needed medications,
  • Help with housing,
  • Social services (such as food, benefits, and transportation) or,
  • Other community programs that can support and assist you.
HEALTH HOMES OF UPSTATE NEW YORK (HHUNY)

• LEAD HEALTH HOME-HUTHER DOYLE MEMORIAL INSTITUTE

• FINGER LAKES REGION
Guess who the newest Care Management Agency (CMA) is………..

YWCA of Rochester & Monroe County
175 N. Clinton Avenue Rochester, NY 14604
www.ywcarochester.org
What Care Management Looks Like

- COORDINATE a member’s care through effective communication with other providers (care team)
- ADVOCATE on a member’s behalf so they receive the care they deserve
- NAVIGATE the complex health care system
- LINK to resources to address basic needs (food, clothing, shelter, childcare, and transportation) through referral process
- LEARN and educate members about meaningful activities to improve a member’s health
- IDENTIFY a member’s goals through motivational interviewing
Sign me up!

How does an individual qualify for Adult Health Home Care Management Services?

➢ Social/Physical/Behavioral Health Risk Factors must be present

➢ 18-21 year olds can choose between adult and children’s programs

➢ We serve adults 18 +

➢ MEDICAID RECIPIENTS are eligible for the program if they have qualifying behavioral health and/or medical health conditions defined by the State of New York Department of Health
Qualifying Conditions

• Living with HIV/AIDS (Single Qualifying Condition Diagnosis)
• Serious Mental Illness (Single Qualifying Condition Diagnosis)
• 2 or more chronic health conditions including but not limited to asthma, diabetes, heart disease, mental health condition, substance abuse disorder, and obesity
What Care Management looks like at the YWCA of Rochester & Monroe County

• 100% of residents will be screened at intake upon arriving to shelter by housing staff

• Care Management staff will meet with those identified as in need of services within 2 business days to begin the community referral process
YWCA of Rochester & Monroe County Programs Impact

• Continuum of Supportive Housing Programs ranging from emergency to permanent housing during times of crisis or homelessness
• 440 housing units throughout Rochester
• Steppingstone has 29 units with treatment to address addiction, chemical dependency and mental health concerns
YWCA of Rochester & Monroe County Programs Impact

• **Young Adult Services** empowers teens and young Mothers to navigate challenges related to sexuality and pregnancy

• **Parents and Teachers** pairs staff and young parents to support skill development in skills necessary for early childhood success
YWCA of Rochester & Monroe County Programs Impact

• Strengthening the lives of woman and girls we serve by addressing issues related to Racial Equity, racial barriers and advocating for compassionate and effective communication
Building Blocks of Care Management

- Identifying Target Population
- Team Based Care (Care Team)
- Transitions of Care during High Risk Times
- Care Coordination and Infrastructure
- Patient and Family Engagement
- Health Assessments and Screening Tools
- Health and Disease Management Focus
- Quality Measurement and Evaluation Tools
- Patient/Client (Member) Person Centered Services
Positive Outcomes!

• The goal of Health Homes Care Management Services is to assist a member with living their healthiest best life

• We will strive for positive outcomes and encouraging self-sufficiency

• Care Plans are the baby steps to achieving short term goals with long term goals in mind
Support with not returning to shelter

• It is the goal of the YWCA of Rochester and Monroe County to support members and residents with obtaining stable and affordable housing

• The YWCA of Rochester and Monroe County is focused on supporting members with maintaining stable housing and not return to shelter
Questions?

The YWCA of Rochester and Monroe County-130 Years of History!