

The YWCA of Rochester & Monroe County

Care Management
Agency

eliminating racism
empowering women

ywca

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 members 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!

eliminating racism
empowering women

ywca

YWCA IS ON A MISSION