



# The Collaborative Efforts of two Local Health Department Programs to Advance Patient (Population) Health



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# 2-1-1 Texas Rio Grande Region

- Referral process within the El Paso Health Department commenced early 2006
- Callers receive information on services such as utility bill assistance, rent assistance, food, shelter, counseling, clothing, child care, disaster relief and more.
- 2-1-1 continues to develop and evolve as a result of the growing public awareness of information and referral from the community and state and national leaders
- Other States have a variety of 2-1-1 coverage and collaboration models, but the Texas model is recognized for its flexibility, efficiency and accuracy.





# 2-1-1 Texas Rio Grande's Priority Population

- Estimated County Population: 840, 410
- Median Age: 32.1 years
- Gender: 51.3% female and 48.7% male
- Population Hispanic or Latino: 80.8%
- Families below the federal poverty level: 21%
- Median Income: \$43,244
- Uninsured Population: 22.6%



*(2017 Community Survey) (SAIPE) (U.S Census Bureau)*



Colonias- underserved areas located along the U.S.- Mexico border

81% Hispanic Population





**TEXAS**  
Health and Human  
Services



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# 2-1-1's Scope of Services

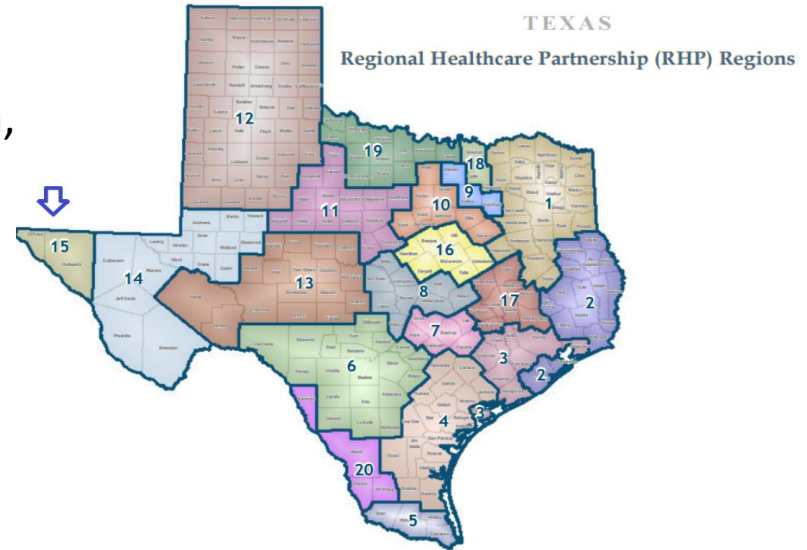


- Health, social, and human services
- Supplemented with resources from non-profit agencies
- The variety of organizations within the 2-1-1 Texas Information and Referral Network helps ensure that the work of 2-1-1 is inclusive of all services available to unserved people in Texas
- The 211 Statewide Network maintains resources in Region 10 (Brewster, Culberson, El Paso, Hudspeth, Jeff Davis and Presidio Counties).



# Medicaid Waiver (MW) Program

The purpose of the 1115 Healthcare Transformation Waiver is to transform service delivery among participating providers to improve access to care, patient experience, service coordination, and cost-effectiveness





# Expanding Service Delivery

- Border Public Health Interest Group
- Community Health Atlas
- Health Information Exchange
- Mobile Dental Clinic
- Neighborhood Fire Stations

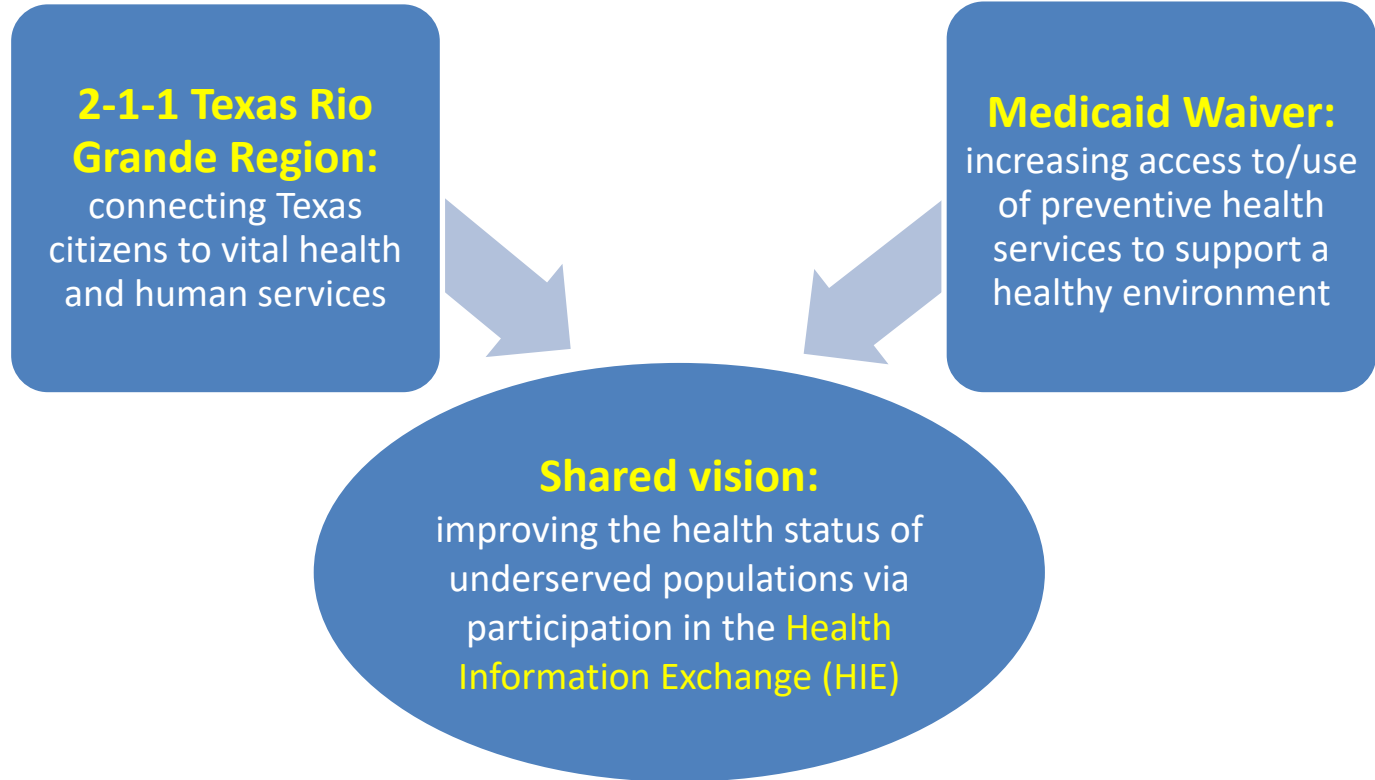


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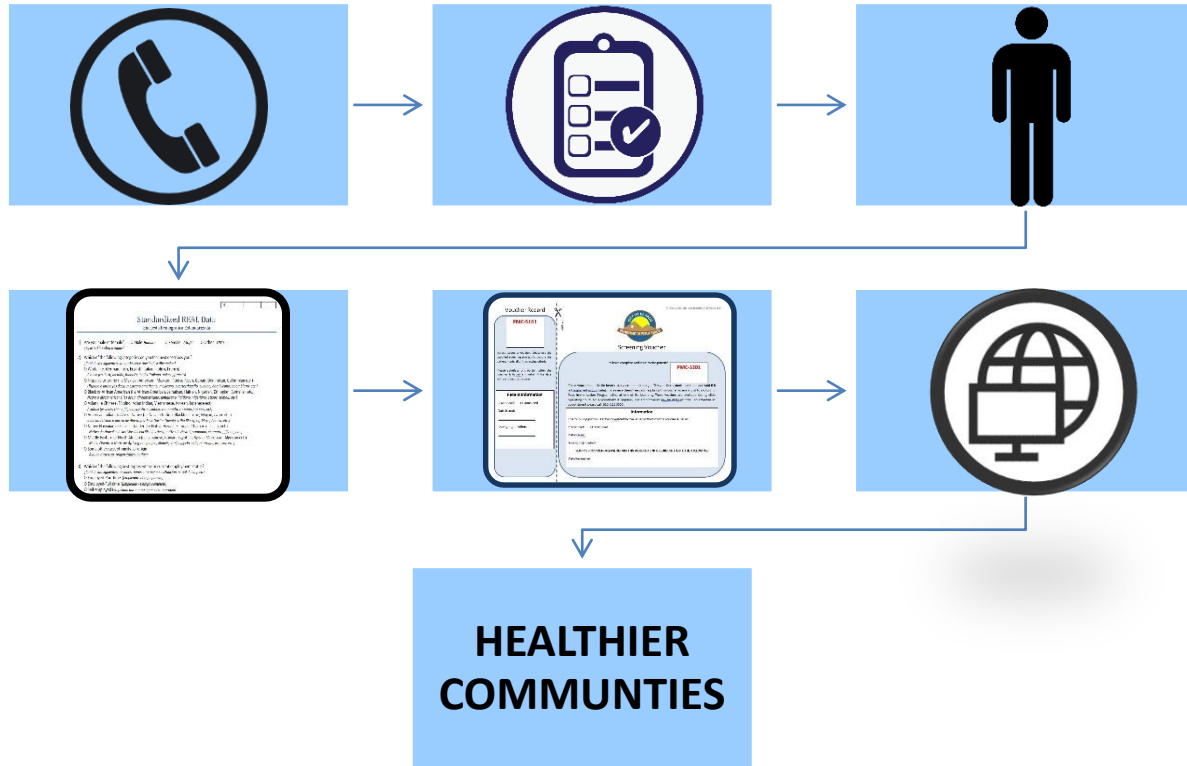
# Shared Vision



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# Achieving the Shared Vision



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# Establishing Trust



## Internally

- Monthly program manager meetings
- Review common deliverables and set goals
- Bi-weekly correspondence about status of MW-211 project
  - Assigned leads from both programs to monitor status

## Externally

- Health Department serves as the Public Health Authority
- Engage in dialogue with stakeholders of multisector organizations serving similar populations
- Participate in coalitions



# Multisector Partnerships



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# Terms of the Data Exchange

- Business Associate Agreements
- Memorandum of Understanding
  - Written agreements to delineate role of each partner
  - Discloses the sharing of personal health information for public health/funding purposes





# Accomplishments

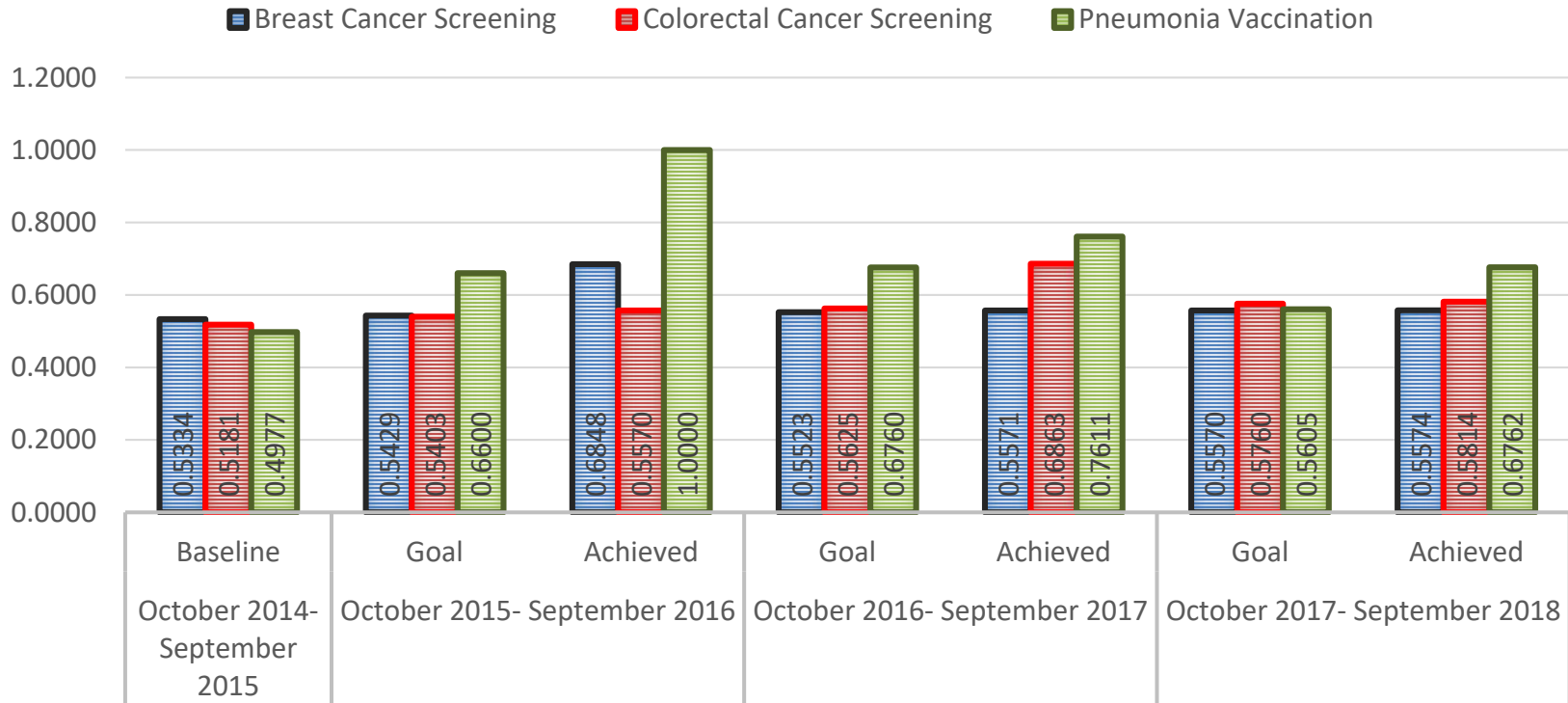
- **~415 Medicaid and Low-Income Uninsured** persons reached through this initiative
- Provide referrals to three key services:
  - Mammograms
  - FOBTs
  - Pneumonia Vaccinations
- National Association of County and City Health Officials (NACCHO) Recognition



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# Focused Areas of Service



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# Creating an Efficient System

## Challenges

- ❑ Coordinating schedules between programs
- ❖ Attracting interest of eligible callers
- Voucher redemption and service attainment



## Lessons Learned

- ❑ Shared calendar amongst project leads
- ❖ Education about preventive health activities
- Reminders and incentives





*...because everyone deserves good health!  
... porque todos merecen buena salud!*

# THANK YOU!

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#EPMedWaiver #EPHealth

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