Training on *DC Health Matters Connect*

January 27, 2020
February 11, 2020
February 19, 2020
Overview

Today’s Goal
• Introduction to DC Health Matters Connect
• Explain use of platform to connect patients to social care resources
• How organizations can use the platform to receive referrals

DC Health Matters Collaborative
DC Health Matters Connect
Site Overview
Search + Share + Refer
Claiming to Accept Referrals
Next Steps
Introductions!

- Name
- Organization
- One thing you hope to learn today
DC Health Matters Collaborative

Vision: One healthy and thriving capital city that holds the same promise for all residents regardless of where they live.

* Ex-officio members
Progress through Partnerships: Community Health Improvement Plan 2019-2022

DC Health Matters Collaborative

Mental Health
Place-based Care
Care Coordination
Health Literacy
Care Coordination in Action

...the deliberate organization of patient care activities and information sharing protocols to achieve safer, more effective care

...investment in a system or tool to support patient care activities for collaborative members and DC residents
What is DC Health Matters Connect?

Powered by Aunt Bertha
It’s too hard to navigate the system.
DC Health Matters Connect is trying to make it easier.

Browse social service programs across service categories

Search by zip code

Connect to programs that fit your needs

Client

Programs
Site Overview
www.dchealthmattersconnect.org

Search for free or reduced cost resources or services to help support your health and well-being.

Zip 90210 Search

Supported by DC Health Matters Collaborative
A unique coalition of healthcare organizations working together to assess and address our community needs.
You will have to create an account using your email address.
Search for Help

Search for free or reduced cost resources or services to help support your health and well-being.

Zip 90210  Search

Supported by DC Health Matters Collaborative

A unique coalition of healthcare organizations working together to assess and address our community needs.

By continuing, you agree to the Terms & Privacy

This resource is brought to you by: http://www.dchealthmatters.org
Search for Help

Search for free or reduced cost resources or services to help support your health and well-being.

2777 programs serve people in Washington, DC (20017)

Type a search term, or pick a category
Embedded Google Translate allows for the site to be viewed in dozens of languages.
Find relevant search results

Filters will display all options available based on the search results

<table>
<thead>
<tr>
<th>Personal Filters</th>
<th>Program Filters</th>
<th>Income Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Age Group</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>infants: 0 months - 1 year</td>
<td>transgender</td>
<td>individuals</td>
</tr>
<tr>
<td>children: 2 - 12 years</td>
<td>lgbtq+</td>
<td>families</td>
</tr>
<tr>
<td>teens: 13 - 19 years</td>
<td>Substance Dependency</td>
<td>with children</td>
</tr>
<tr>
<td>young adults: 20 - 30 years</td>
<td>substance dependency</td>
<td>single parent</td>
</tr>
<tr>
<td>adults: 31 - 54 years</td>
<td>dual diagnosis</td>
<td>General</td>
</tr>
<tr>
<td>seniors: 55 years+</td>
<td></td>
<td>anyone in need</td>
</tr>
<tr>
<td>Housing</td>
<td>Race/Ethnicity</td>
<td>Health</td>
</tr>
<tr>
<td>near homeless</td>
<td>latino</td>
<td>seizures</td>
</tr>
<tr>
<td>homeless</td>
<td></td>
<td>cancer</td>
</tr>
<tr>
<td>Disability</td>
<td>Armed Forces</td>
<td>ovarian cancer</td>
</tr>
<tr>
<td>limited mobility</td>
<td>veterans</td>
<td>all cancer types</td>
</tr>
<tr>
<td></td>
<td>active duty</td>
<td></td>
</tr>
<tr>
<td></td>
<td>national guard</td>
<td></td>
</tr>
</tbody>
</table>
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- Personal Filters
- Program Filters
- Income Eligibility

**I want to**
- Visit
- Call
- Email
- Apply or Schedule Online

**Open Hours**
- Open Now
- Open Early
- Open Weekends

**Cost**
- Free
- Reduced Cost

Program communicates in
- English (25)
- German (1)
Find relevant search results

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Including you, how many people live in your household?

| 0 | family members |

How much does your household make per month?

|$ | 0 | per month |
Results Page
Find a Program

- Provider Name
- Program Name

Generally, DC Health Matters Connect has a separate listing for every program

Emergency Food Delivery
by Food For All DC

Food for All DC started as a small operation aimed at providing home grocery delivery for those not mobile enough to make it to other local organizations for assistance. Food for All has...

Main Services: emergency food, food delivery
Serving: anyone in need, all ages

Next Steps:
Call (240) 505-4607 (your nearest location).
1.42 miles (Serves your local area)
1810 16th Street Northwest,
Washington, DC, 20009
Closed Today See open hours

More Info
Save
Share
Notes
Suggest
See Next Steps
Find a Program

- Description summary of the program available
- “Tags” for services available
  - Providers can customize these
- “Tags” for populations helped

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Find a Program

- How to get in contact with this program
- If a program has multiple “offices”, this will show information about the nearest location to the searched Zip code

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Closed Today See open hours ▼
Find a Program

- This button can create a referral, start a needs screener, launch an application form, etc.
- This is how you “log” that you are connecting a client with a program
- ⭐ Programs can customize what this button does
Find a Program

- Save: Bookmark the program listing on your DC Health Matters Connect platform
- Share: Sends the program information by email/phone 🌟 NOT a referral
- Notes: let you make a note (only visible to you)

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Closed Today See open hours
Connect with a Program

Information can be shared via email, text, or printable format.
Connect with a Program

- Multiple ways to connect with programs
- Referrals are the best way to help connect a client with a program, make a record of the connection, and track the outcome
Referrals

1. You only need to enter one contact option (email or phone)

2. Contact Information
   - Must use real information and should not be your own

3. If Client doesn’t have a contact option or doesn’t **want** to be contacted, use “Don’t Reach Out” as the contact option

4. Consent section captures that you have obtained consent from Client to share this information
Referrals

If you’ve helped this client before, you can type their name in the “Use Contact on File” and their last-used information will pre-load!
Referring to a “claimed” program

Angel Flight West
by Angel Flight West Inc

This program has been claimed by Angel Flight West Inc and they are helping to ensure the information is accurate and up-to-date. Learn more.

6.37 miles away  3161 Donald Douglas Loop South, Santa Monica, CA, 90405 (Get Directions)

Open Now: 08:00 AM - 05:00 PM
What happens when you submit a referral?

1. The client you are sharing the resource with will receive an email or text with information about the program and next steps.
2. If the agency has an email address on file, they will receive a notification with the contact information of the person you are referring. If an organization is claimed, they will see the inquiry on their referrals dashboard.
3. The referral will be tracked on your ‘People I’m Helping’ dashboard.
Referral Notification

Notification for agencies

We need more info, please reach out!

We got in touch, we'll try to help!

We referred them elsewhere.

Sorry, they weren't eligible.

We couldn't reach them.

We don't have capacity.

Chris Douglas referred someone to your program, Bertha Fields School!

Please reach out to:

- Greg Purple
  - 5128593684
  - cdouglas+cctraining@auntbertha.com

Chris sent you this contact info because Greg is looking for services or more information. You can respond by replying to this email, or Greg said email is the best way to reach them.

Already reached out to Greg? Let Chris know what happened, so they can follow up:

- We need more info, please reach out!
- We got in touch, we'll try to help!
- We referred them elsewhere.
- Sorry, they weren't eligible.
- We couldn't reach them.
- We don't have capacity.

We'll let them know, and keep track of what happened. See all past inquiries in the inbound referral dashboard, or tell the story of your program's impact in the community with free reports about your program's usage.
Referral Notification

Notification for Clients

Hi there,

Chris Douglas referred you to Bertha Fields School at Bertha Schools

What's Next?

Please contact the agency directly:

Thanks,

- The team at NorthTexasFamilies

Already got in touch? Let Chris Douglas know how it went!

Thank you, they were helpful!

They referred me to another program.

They couldn't help, any other ideas?

I'm not interested in this program.

Want to keep track of your referrals?

Sign up to check your MyReferrals folder. Note: this is an automatic message, which is unable to receive replies. If you need emergency help, please call 911.
Hi there,

My name is Erica and I am the Community Engagement Coordinator here at Aunt Bertha. AuntBertha.com, and the platforms we power, list free and reduced cost social service programs so that people in need can find them.

I wanted to reach out about an unanswered connection to your program on Aunt Bertha. Three days ago someone tried to connect with your services on the platform and may not have received a response.

Do you have some time this week to jump on a call? I’d love to hear more about your process and make sure that those who are reaching out for services are getting a response. You can schedule time here that best works for you and I will give you a call at that time.

Hope to hear from you soon!

Erica

Erica Rodriguez
Community Engagement Coordinator
erodriguez@auntbertha.com
schedule a meeting
Aunt Bertha | The Social Care Network

Aunt Bertha’s Community Engagement Team follows-up on referrals that not updated within 1 week of the initial referral date
• Autogenerated email to both organization and client
People I’m Helping
& Closing the Loop
How can I see which programs a client is referred to?
Closing the Loop

Navigation History is where you can:

- Update the status of a referral
- Review status update history
- Add referral-specific notes
- Add general notes
Favorites
Favorites Folders

Save your programs to Favorites Folders to reduce the amount of time spent searching

Favorites folders are best when:
- Searching for same resources in one area repeatedly
- You have specific resources that you prioritize
- You want to compile and send multiple resources at once
How to Access Your Favorite Programs

To access your favorites folders:

- Click on your account on the top right of the header menu
- Click on ‘Saved Favorites’
Share a Favorites Folder With a Link

- Share
- Edit
- Print

Send an Email

Share as a Link

Share with a Group

Generate my link:

Your unique link: https://www.auntbertha.com/v2/favorites/public/temporary-housing

Close
Claiming
Claim Your Program

• Programs already listed in the database can be ‘claimed’
  • If your organization is not listed, you can also request to have it added

• Visit: www.dchealthmattersconnect.auntbertha.com/claims to claim your programs on DC Health Matters Connect*

* If you have claimed your organization on AuntBertha.com you do not need to re-claim
What is a claimed program and why does it matter?

Take ownership of your organization and/or program

• Manage referrals
• Create eligibility criteria, screeners, and allow clients to schedule an appointment
• Access program analytics
• Control information listed & update at any time

More Claimed Programs = Stronger Community of Help
How to Claim

https://dchealthmattersconnect.auntbertha.com/claims

Head to the site above and search for your program

- If it appears, click the “Claim” button and create an account
- If it does not appear, click the “Suggest Program” button at the bottom of the screen
  - You should hear directly from the Aunt Bertha team within two business days
Support
How can I find more information about using the platform?

Support Page
“Support” in top right of the page

Specific Questions
connect@dchealthmatters.org
  ● Email us directly with questions
Next Steps...
Create Accounts and Claim Your Org

- Create an account, sign in, begin searching!
  - Encourage your teammates to do the same
- Claim your program – we can help you do that right after the training today!

Note: Make sure your IT team has “whitelisted” the @auntbertha.com email domain so you do not miss critical account/notification emails
Share with Clients

www.dchealthmattersconnect.org is freely accessible to anyone in the community

- Share information with clients
- We have postcards with website information
  - Place in your waiting room or hand out during visits
Thank You!

Visit us at DCHealthMattersConnect.org
Email us at connect@dchealthmatters.org