

Summary of COVID-19 related supports provided by Community Health Teams (October – December 2020)

Since the onset of COVID-19, Community Health Teams (CHTs) have served clients disproportionately impacted by the virus. CHT staff (community health workers and behavioral health clinicians) conduct comprehensive assessments and develop care plans to address the barriers to care exacerbating complex medical problems, which have increased during COVID-19. The organizations that operate CHTs exist in communities hardest hit by COVID-19, including Pawtucket/Central Falls, Woonsocket, and Providence. The following summary highlights the work CHTs in supporting 1,271 individuals and families during COVID-19 during the last quarter of 2020.

CHTs addressed client resource and support needs

- Delivered over 200 meals to patients in need over the month of November including for Thanksgiving.
- Assisted patients with ongoing needs around picking up prescriptions or looking into having them delivered to patients who may be home-bound due to COVID-19
- Went to the food bank for patients in need and made deliveries
- Addressed transportation barriers by distributing Uber gift cards for patients for travel to and from appointments safely, including transportation to recovery treatment sites
- Connected clients to technology to remain connected to primary and behavioral health care (providing cellphone, tablet)
- Provided over \$10,000 in gift cards to Stop & Shop, Walmart and Price Rite for clients facing food insecurity
- Provided hotel stays for those experiencing homelessness transitioning from a medical facility to housing
- Provided CHT clients in need with gift cards from Walmart to purchase necessary items. Items purchased thus far include a tablet for a patient to needed one to attend telehealth appointments and prescription medications for a patient who could not afford their copay.
- Provided funds to 95 purchase “Deluxe” Be Safe kits, equipped with fresh food, shelf-stable items and additional PPE and cleaning items for patients and families in need
- Purchased medical supplies, such as a generator to access necessary medical equipment for a patient experiencing homelessness with limited access to shelters
- Provided over \$6000 in rental support to address back rent so high risk clients could remain in their homes

CHTs provided in-person supports to complex clients

- Conducted home visits for patients whose needs were not being met telephonically
- Coached patients on how to utilize online shopping features to purchase items remotely and provided assistance to patients on how to set up new technology when needed

CHTs addressed social isolation

- Provided individuals with short-term support and crisis counseling to address negative effects experienced by individuals affected by COVID-19
- Provided ongoing social and emotional support to patients who lost touch with others during pandemic. Conducted in-person visits outside while maintaining social distancing guidelines and also reached out via phone to check in
- Created “care cards” with inspirational messages to send to patients letting them know we are thinking of them

CHTs maximized client relief funds

- With the funding made available via CARES Act, teams compiled lists of clients that might benefit from the funds and made purchases on their behalf.