



Project 360

Zepf Center
Toledo, Ohio

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Population of Focus

- Un- and under-insured represent one third of Zepf's adult population
- Focus grant resources on the non-Medicaid population to provide the opportunity to receive same services as the Medicaid population receives through Health Home (e.g., integrated care coordination)
- Serve 700 over the four years of the grant

Implementation Practices: Engaging the Population

- Case workers perform outreach, focusing on existing clients who are not receiving integrated care and new clients who meet enrollment criteria and have interest
- Peer specialist engages clients by:
 - Assisting with outreach and follow up
 - Engaging in community activities
 - Providing orientation to wellness activities, including yoga classes, WMR program

Implementation Practices: Engaging the Population, *continued*

- Peers choose awareness themes based on what is personally important to them and create awareness posters monthly
- Clinical staff joins in much of the training offered to Health Home staff to prepare them to offer integrated care coordination

Challenges and Barriers

- Implementing the PBHCI grant and Health Home simultaneously has produced staffing challenges: identifying & developing sufficient staff members with the broad skill set to provide integrated health services
- Addressing this challenge by:
 - Developing work processes that clarify staff roles & responsibilities
 - Providing staff training
 - Encouraging communication between team members (weekly meetings)

Data & Collection Measures

- Customized database assists staff in:
 - Tracking clients' health (and other) data
 - Identifying clients who are missing health data
- Clients are clustered:
 - Identify cluster at intake
 - Look for trends across and within clusters (e.g., major health issues and outcomes)

Successes to Date (6 months into data collection)

- Client engagement high:
 - Show rate is over 80%
- Early successes with approach of engaging of clients while still in hospital:
 - Clients who have participated in the intake process while still in the hospital (warm handoff at discharge) have almost 100% show rate

Looking Ahead: Sustaining Services & The Next 6 Months

Sustaining Services

- Zepf has a high success rate in getting uninsured on Medicaid--this will be a method for sustaining funding for primary care services
- Show rate indicates high level of client engagement—allowing Zepf to serve clients long term and see health improvements

Next 6 Months

- Sustain enrollment rate
- Sustain show rate
- Implement the WHAM program to get more peers involved in programming
- Continue work on Wellness Center and increasing wellness programming

Our Clients Art Work:

Client Bulletin Board Display



Homeless Awareness Display

