

# Welcome to the Community Care Hub

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*Better Health Together*



# Introductions

1. BHT staff
2. By Organization
  - Community Based Workers
  - Supervisors

# Agenda

**01** Community Care Hub and Goals

**02** Intro and Sign in to Client Management System

**03** KPIs review

BREAK

**04** Client Management System

**05** Q&A

# Welcome to the Community Care Hub!

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*Alison Poulsen, President*



A little about  
**Better Health Together**



## Our Mission:

To radically improve the health of the region

## Commitment to Community Voice:

Our goals are shaped by the community around us and their contributions to our work. By using a co-governance framework, we ensure decisions are made by those closest to the impacts.

# Our Strategic Goals

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### **Improving access to integrated, whole-person care.**

Expanding access to integrated physical and behavioral health in a whole-person system of care.



### **Optimizing use of community resources.**

Creating and strengthening linkages between the health care delivery system and community resources to address social determinants of health.



### **Promoting health equity for all, by all.**

Integrating equity in the health care delivery system to support every individual in achieving their full health potential while acknowledging identity, environment, and lived experience.



### **Uplifting a community based workforce**

Improving economic and social well-being of the community-based workforce

Bottom Line:

We want to connect folks to health care and all the other things that make you healthy

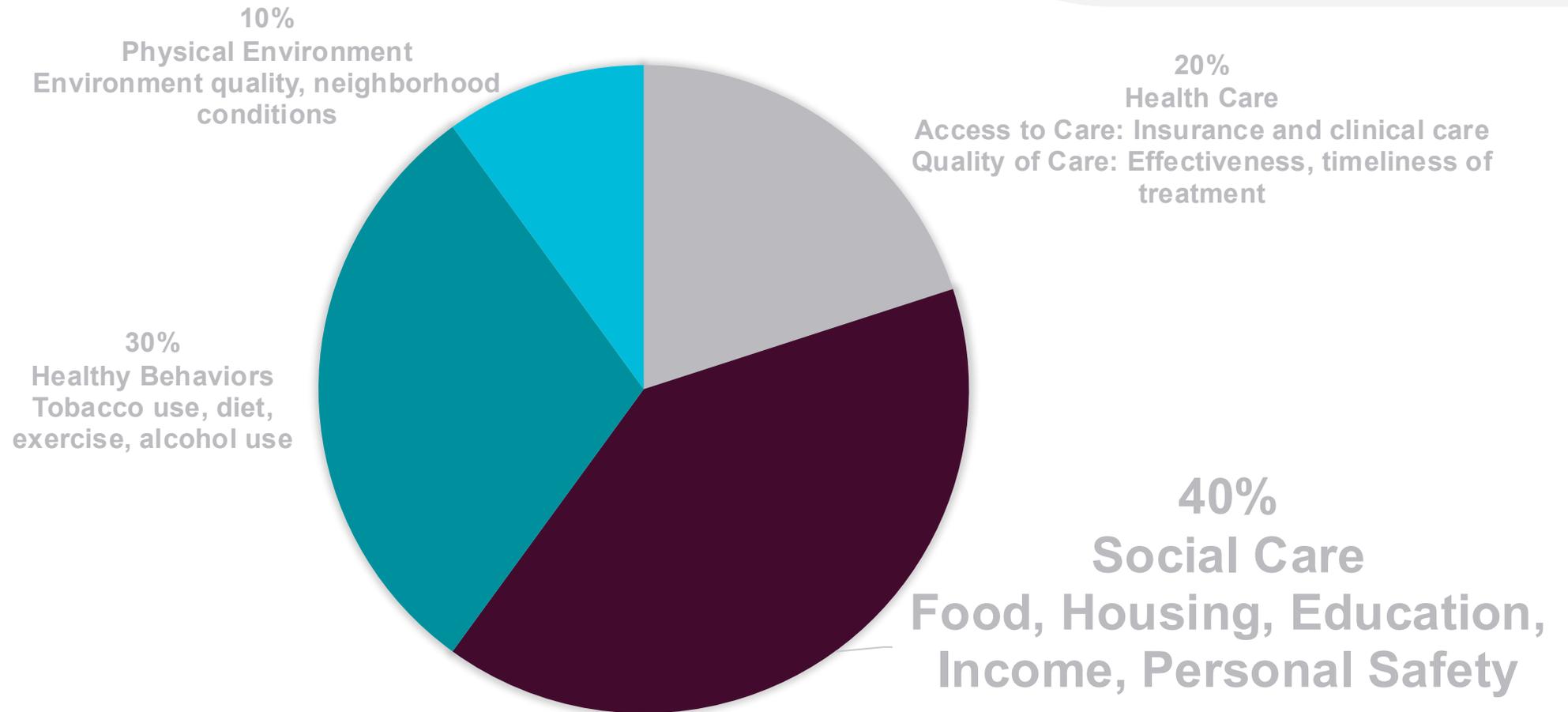
The image features a solid teal background. A white rounded rectangle is positioned in the upper half of the frame. A light blue horizontal line with rounded ends extends from the left edge of the white rectangle across the top. The text "Let's break this down" is centered within the white area in a teal, sans-serif font.

Let's break this down

In health care, we often focus on  
what happens in the doctor's office

But that only accounts for  
20% of your health

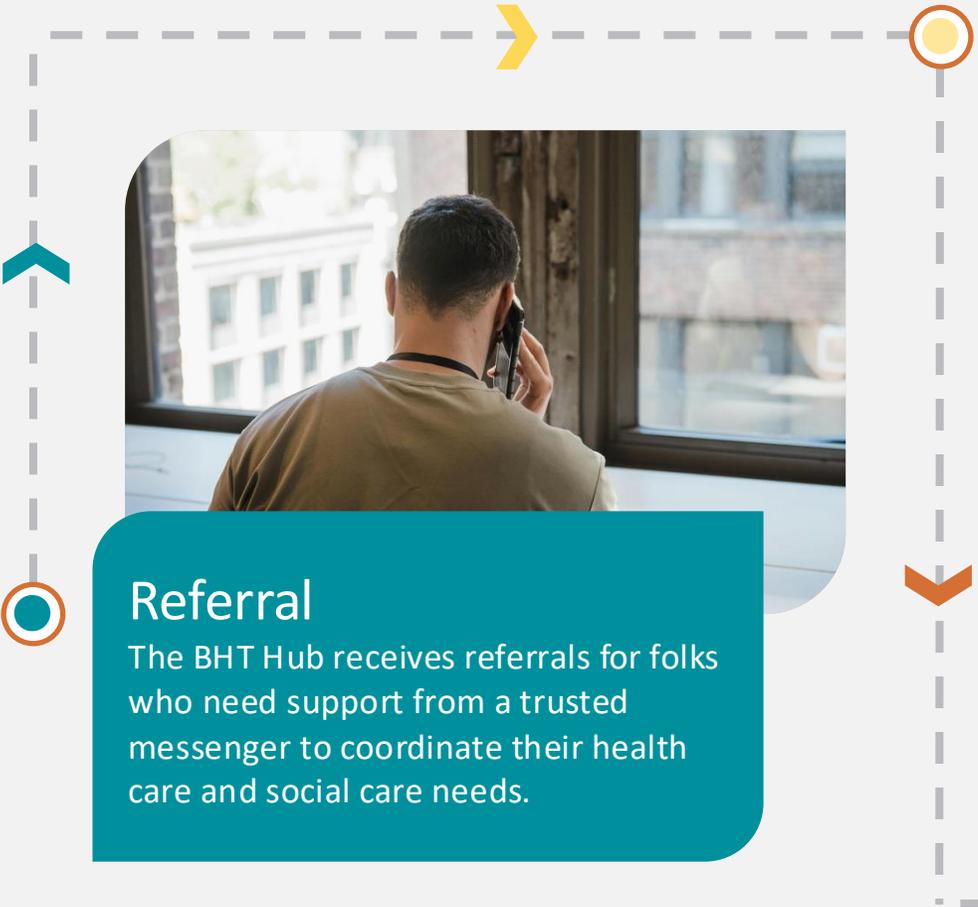
# WHAT ACTUALLY MAKES YOU HEALTHY?



We think if we can  
meet folks social needs delivered  
by a trusted messenger

we can radically improve health!

# This is where YOU come in



**Referral**  
The BHT Hub receives referrals for folks who need support from a trusted messenger to coordinate their health care and social care needs.

**Connect**  
The BHT Hub will send you a referral based on the needs of the client and their life experiences. You are the trusted messenger



Pictured: Quinna, local Community Health Worker



**Coordinate**  
You will work folks to check their insurance status, assess their social needs, ensure they have a dr, dentist, behavioral health provider if they need them.  
Then you'll use your awesomeness to build a plan for addressing the needs.

Pictured: Quinna, Marty, Shanda, and Courtney, local Community Health Workers

For what it's worth,  
We didn't make this up!

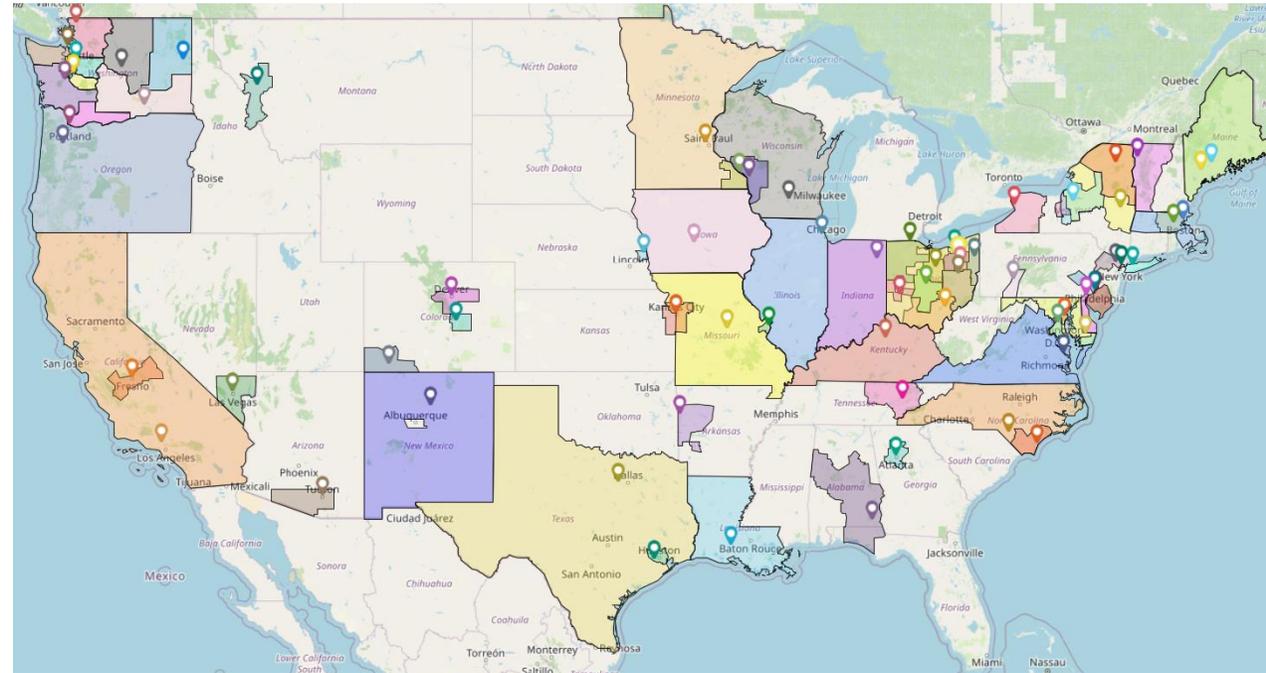
# National Context

# There are others like us!

## The Community Care Hub model is gaining traction across the country

- There are a number of states that are currently building Community Care Hubs
- There are a number of federal and state agencies starting to take interest in this model

This means there's going to be \$\$\$  
to support this work



Pictured: a national map of community care hubs across the country

# State Context

# There are more hubs in Washington!

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## There are 9 Community Care Hubs in WA

We all have:

- Operational Community Care hubs with shared care standards and shared outcomes
- Social care networks comprised of community-based organizations, tribes and health care providers who employ a community-based workforce



Let's be the  
**Best Darn Hub in Washington!**

# A bit about the Key Performance Indicators (KPIs)

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*Sarah Bollig Dorn (she/her), Director of Operations*



# What are Key Performance Indicators?

Key Performance Indicators (or KPIs) are **specific, measurable outcomes or results** that tell us how we're doing to further the Community Care Hub's reach, engagement, and resource coordination for individuals in the community.

**Data in the BHT Client Management System IS your reporting on KPIs**

# What is a performance-based contract?

A contract that ties payment to the achievement of **specific, measurable outcomes or results**, rather than reimbursement of expenses.

# Happy reminder

February & March on onboarding months!  
This is time to learn & get confident with the  
client management system and process.

**KPI data during February & March does not  
impact payment**

But we will provide courtesy reports and support,  
so we can fix things together before performance  
evaluation begins.



# What about our 2025 Q4 report?

*When you get your last quarterly report for the prior contract, if there is data that needs corrected, our team can re-grant temporary access to the old client management system (CCS) to correct.*

# Upcoming training on KPIs

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## **KPI & Requirements Overview recorded training**

- For everyone!
- Will be posted on the Learning Management System shortly

## **Supervisor Onboarding Training**

- Monday February 9, 1:00-3:00 pm, virtual
- Content: Using the Client Management System (C2), including Key Performance Indicators & Reporting

# Client Management System

## Connect2Coordinator

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*Michael Whalen (he/him), IT Manager*

*Brandy Marsh (she/her), Data Manager*



# BHT's new Client Management System!

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## Entering data in the client management system IS your reporting to earn your performance payments

- Moving to a new Client Management System – Connect2Coordinator (aka C2C or C2)
- The new system has clearer workflows, addressing feedback and CCS pain points
- Team will provide multiple modes of support – office hours, support call line, scheduling option

### **Onboarding & Training on Feb 2**

- Access to the system for CBWs and supervisors
- Walk thru the workflows & practice examples

### **Follow-up training and support thru February**

## Very Important IT Security Reminders

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**DO NOT send PHI by email!**

Use the built-in messaging  
feature of C2C.

Only open client records in  
the C2C if **you need them  
to do your job!**

Curiosity access is not  
allowed.

# Connect2 Coordinator TRAINING Environment

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**If you haven't finished setting up your account, please raise your hand for assistance!**

- Do not create or add any real client or personal information into the training environment
- The training environment will look different than production. You will see multiple channels with different configurations from other agencies.  
*Once in the production environment, you will only see your organization's channel.*
- Access to training environment will be disabled shortly after your production account is active.

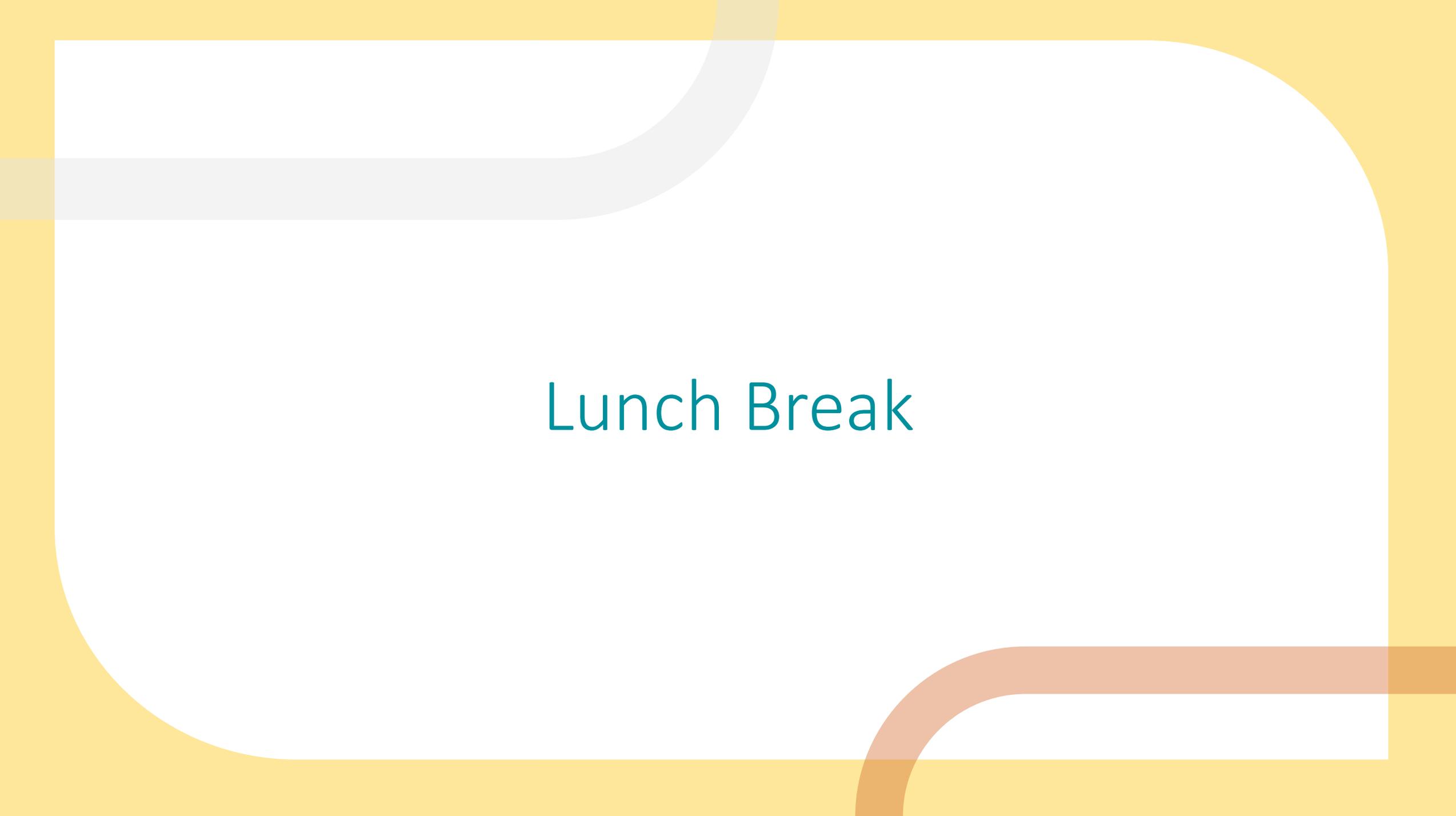
# C2C Production Environment (real client data)

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User account set-up emails will be sent tonight, **after 6PM**

- Please DO NOT create test clients or cases in production.
- You will need to set up your production account following the same steps you did for your training account.
- Reminder the link expires after 48 hours.

Once you have access to C2C Production – please use for ALL CLIENTS going forward.

The image features a white rounded rectangle centered on a yellow background. A thick grey line enters from the left, runs horizontally, and then curves upwards and to the right, ending near the top-left corner of the white rectangle. A thick orange line enters from the right, runs horizontally, and then curves downwards and to the left, ending near the bottom-right corner of the white rectangle. The text "Lunch Break" is centered within the white area.

Lunch Break



Our goal is to create a system that works *for* people,  
not a system that makes people work

# Documentation and CMS Workflow

*Adell Whitehead (she/her), Training Manager*

# Connect2 Coordinator (C2C) Workflow Introduction



# C2C Navigation Training

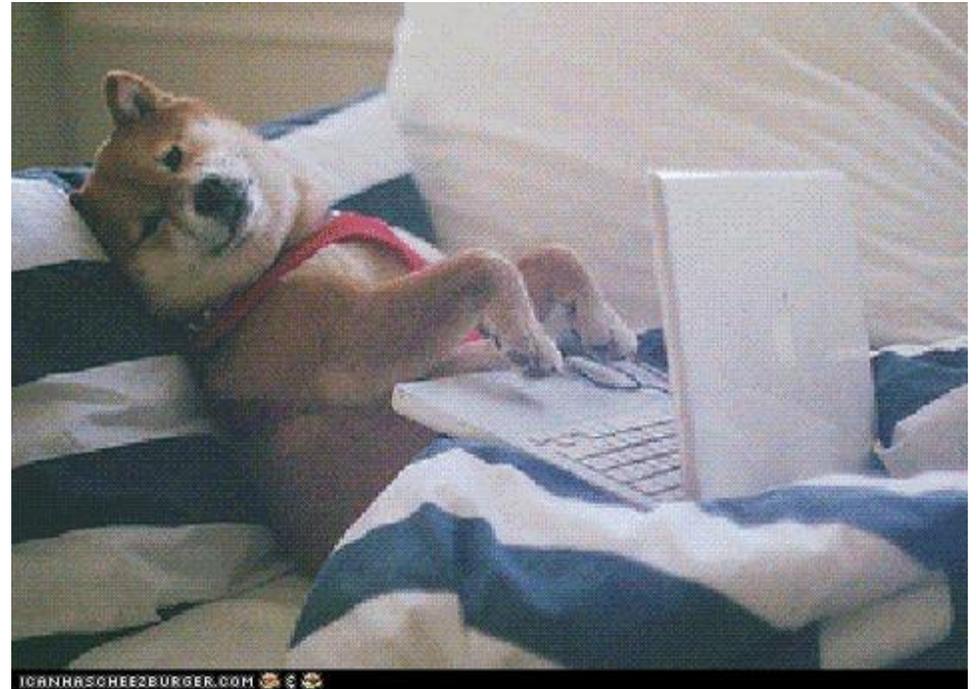
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We are now going to switch to the C2C Platform.

## What you will need:

- **Computer: Laptop or Tablet**
- **C2C Reference Guide – will be passed out**

**Let's Get Started!!!!**



The background features a solid yellow field. A large white rounded rectangle is positioned in the upper-left quadrant. A thick, light grey curved line starts from the left edge of the white rectangle and curves towards the top-right corner. A thick, brownish-orange curved line starts from the bottom-right corner of the white rectangle and curves towards the right edge of the slide.

5-min Stretch Break

# Data Migration

What to expect

# What will ACTIVE CCS Clients look like in C2C?

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## *What will ACTIVE CCS Clients look like in C2C?*

- Open cases will show up in your workflow as a newly assigned client
- They will include your previous notes in both the Client Profile Notes and Case Notes.
- Steps to take with Active Clients: Advance through the Workflow as you would with a new client recording previously completed actions and steps.

***BHT cannot assign a client to their CBW until the CBW (you) has activated your C2C Production account***  
*We have a team on standby tomorrow to assign clients as soon as you create your accounts*

# What will INACTIVE CCS Clients look like in C2C?

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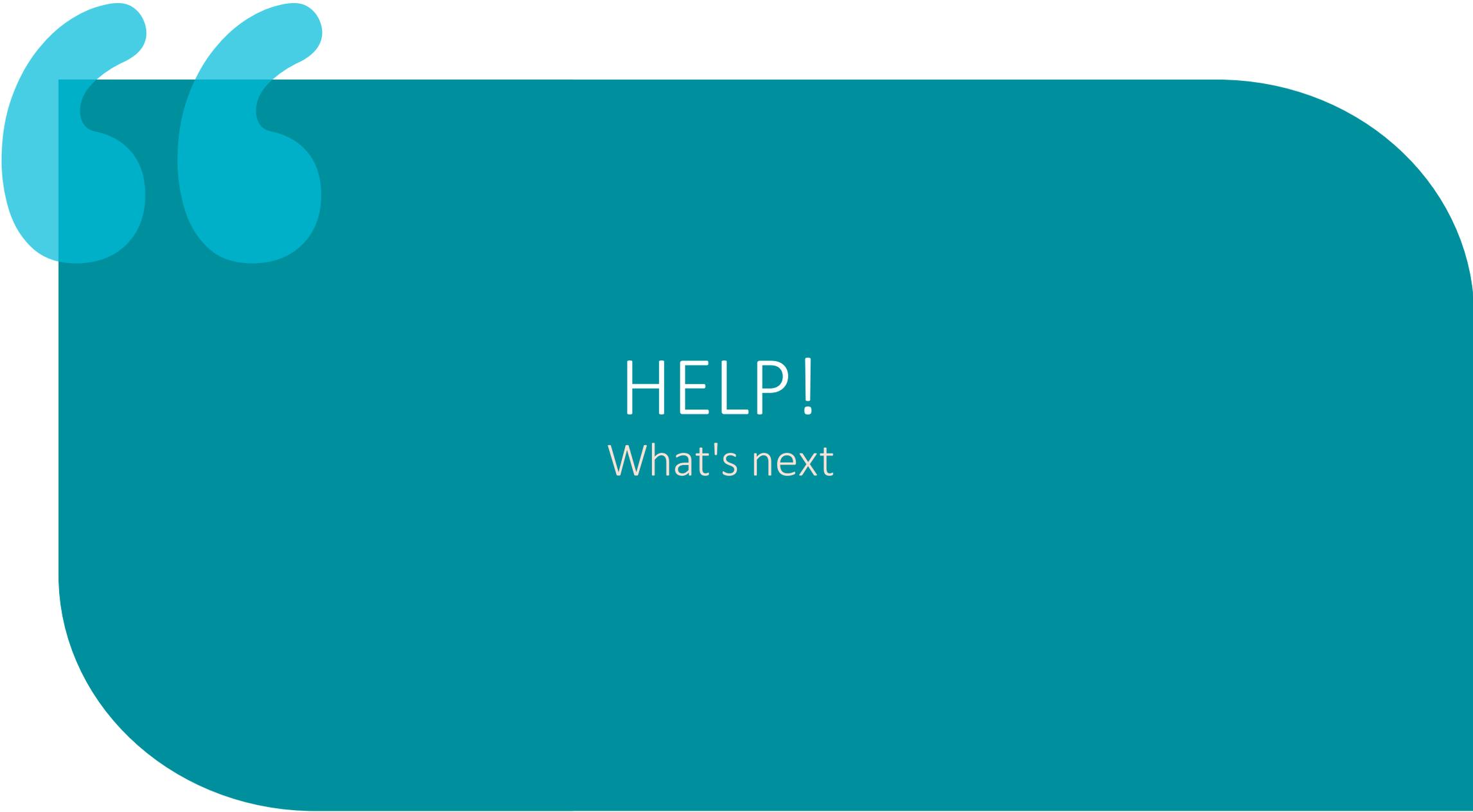
- For reference, **no action needed on your part.**
- Client data from 7/1/2024 to present will be moved to C2C
- Your notes will be available for reference in the notes section of the Client Profile and Case Notes.
- Case will be closed, will not be assigned to anyone.
- If they return, open a new case for them under the same client.



Let's Check in!

via Mentimeter

Menti.com and use code **7826 1983**

A large teal speech bubble graphic with a rounded top-right corner and a light blue shadow. The text is centered within the bubble.

HELP!  
What's next

# Additional Support times available to you

Need help? We've got you!

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**Tuesday,  
February 3rd**

**Crash course: the basics @ 9-10am**

*This will be a refresher on C2 including accessing the platform, seeing your active clients, and logging client information.*

**Virtual open office session @ 10-11am, 1-3pm**

*This is an open session for 1-on-1 support or questions. Our team can either meet in a group setting, or you can use a breakout room for more information.*

**Wednesday,  
February 4th**

**Crash course: the basics @ 9-10am**

*This will be a refresher on C2 including accessing the platform, seeing your active clients, and logging client information.*

**Virtual open office session @ 10-11am, 1-3pm**

*This is an open session for 1-on-1 support or questions. Our team can either meet in a group setting, or you can use a breakout room for more information.*

**Thursday,  
February 5th**

**Crash course: the basics @ 12-1pm**

*This will be a refresher on C2 including accessing the platform, seeing your active clients, and logging client information.*

**Virtual open office session @ 1-3pm**

*This is an open session for 1-on-1 support or questions. Our team can either meet in a group setting, or you can use a breakout room for more information.*

**Friday,  
February 6th**

**Virtual open office session @ 9am-12pm, 1-3pm**

*This is an open session for 1-on-1 support or questions. Our team can either meet in a group setting, or you can use a breakout room for more information.*

Please note: Your account on the C2 system will need to be created and verified before we can work with you in these sessions. You should have a login email from 'Channels [no-reply@readycomputing.com](mailto:no-reply@readycomputing.com)' If you need help or your registration email has expired, please reach out to [michael.whalen@betterhealthtogether.org](mailto:michael.whalen@betterhealthtogether.org) for IT assistance

Thank you!

