Social Service Navigation: Leveraging Your Referral Network into a Well-funded Case Management and Navigation Program

May 15, 2018 | 4pm ET
Moderator: Anthony Crisci, Community Advisory Council Member

Presenters:
Irene Tsikitas, Director of Programs and Services, Triangle Community Center
Lisa Bahadosingh, Director of Youth Initiatives and Special Projects, Supportive Housing Works
Allison Harvey, MPH, CHES, Senior Manager for Health Care Professional Education at the Institute for Patient-Centered Initiatives and Health Equity, The George Washington University Cancer Center
CenterLink

- Nonprofit founded in 1994
- Helps develop strong, sustainable LGBT community centers with a national network of 190+ organizations
- Builds a thriving network of centers for healthy, vibrant communities
- Recognized by the White House as a “Champion of Change”
LGBT HealthLink

- One of eight CDC-funded cancer and tobacco disparity networks
- Advance LGBT wellness by addressing LGBT tobacco and cancer health disparities
- Link people with information and promote adoption of best practices
- We promote tobacco prevention & cessation, decreased second-hand smoke exposure, cancer prevention and screening and improved quality of life for those with cancer

Become a member at www.MyLGBTHealthLink.org
LGBT HealthLink Provides:

- Technical Assistance
- Trainings/Webinars/Presentations
- Needs Assessment Tool
- Sample non-discrimination policies
- Other resources such as educational materials
- Tobacco Census

- Cancer Assessment of Community Level of Readiness
- Cross-sectoral connections between health systems, providers, community centers, and departments of health
- Linkages for information and best and promising practices
Today’s Presenters

Anthony Crisci
Irene Tsikitas
Lisa Bahadosingh
Allison Harvey
Social Service Navigation:
Shifting your referral network into a Case Management & Navigation Program
Social service navigation is a term used to describe the process of steering through a complex system to access resources and services.

The goals of navigation programs are to:

- link individuals to primary care services, specialist care, and community-based health and social services
- provide a more holistic client-centered approach, and
- identify and resolve patient barriers to care.
Referral Network:
- Learn your local resources
- Vetting Providers to ensure LGBTQ competency
- Creating a list of competent and affirming providers, agencies, and services
Tracking your referrals - why is this important?

- You want to capture as many demographics as possible along with the types of referrals you are providing. (Example: First Name, Age, Type of Referral(s), Name(s) of referrals provided)

- The demographics you capture may be different depending on how you are engaging the client (over the phone vs. a walk-in).
Referral -> Case Management

- Intake
- Assessment
- Referral
- Follow Up
The opportunity to build a trusting relationship
Checklist vs. Engagement
Be sensitive, open, and non-judgmental.
Intake can make or break the success of your case management program!
Assessment

* Assess the client’s situation and how you can best serve him/her/them.
  * What does the intake tell you about the client?
  * How can you/your agency assist?
  * What are the client’s abilities/limitations?
Based off of the intake and assessment, provide LGBTQ affirming referrals.

Offer assistance in navigating the referrals.

- Does the client need you make the calls with them?
- Are there limitations to receiving the services/accessing the referrals?
- Do you need to help your clients with the paperwork?
It’s good practice to provide weekly follow-up with your clients (unless there’s a scheduled appointment sooner).

A successful case management program always has navigator(s)/case manager(s) that follow-up with the clients and offers support.
Other important items to note...

- Protecting Client Information
  - HIPPA
  - Consent Form
- Online Security
  - Having access to Google Drive or a secure network where you can store client information
HIPAA Notice of Privacy Practices Statement

Notice of Information Practices and Privacy Statement: Triangle Community Center and its employees and volunteers collect data through a variety of means including but not necessarily limited to letters, phone calls, emails, voice mails, and from the submission of applications that is either required by law or necessary to process applications or other requests for assistance through our organization.

Information about your financial situation and medical conditions and care that you provide to us in writing, via email, on the phone (including information left on voice mail), contained in or attached to applications, or directly or indirectly given to us, is held in strictest confidence.

We do not give out, exchange, or publish any information about applicants or clients who apply for or actually receive our services that is considered patient confidential, is restricted by law, or has been specifically restricted by a patient/client in a signed HIPAA consent form.

Information is only used as is reasonably necessary to process your application or to provide you with services that may require communication between other community agencies, and service providers.

If you apply or attempt to apply to receive assistance through us and provide information with the intent or purpose of fraud or that results in either an actual crime of fraud for any reason including willful or un-willful acts of negligence whether intended or not, or in any way demonstrates or indicates attempted fraud, your non-medical information can be given to legal authorities including police, investigators, courts, and/or attorneys or other legal professionals, as well as any other information as permitted by law.

Any pictures, stories, letters, biographies, correspondence, or thank you notes sent to Triangle Community Center will not be distributed, or posted without prior authorization. We respect your right to privacy and assure you no identifying information or photos that you send to us will ever be publicly used without your direct or indirect consent.

__________________________    _______________________
Client Signature            Date
Consent to Release Confidential Information

I, __________________________, born __________________________, do hereby consent and authorize Triangle Community Center to release any information pertaining to me to the agencies/patients indicated below, and I also authorize the indicated sources to release information/document information regarding my case to Triangle Community Center:

☐ Department of Children and Families
☐ School or Childcare Provider
☐ Attorney
☐ Mental Health Agency/Professional
☐ Physician or Medical Facility
☐ Community Agency (name)
☐ Other:

A listing of specific information that may be disclosed in special cases (check all that apply):

☐ Presence in therapy/treatment/intervention/contact/visits (admit/discharge-date)
☐ Complete or summary Medical Record
☐ Brief Description of Medication History
☐ Admission Psychiatric Assessment
☐ Information Necessary for the Processing and Payment of Programs/Facility Billing
☐ Other:

A listing of why this information is needed – e.g. for the following purposes (check all that apply):

☐ Provide ongoing treatment/continuing care
☐ Obtain insurance/employment/government benefits
☐ Provide educational services (e.g. parent education)
☐ Coordinate services with authorized officials
☐ Coordinate program intervention efforts with my family/significant other/concerned person
☐ Other:

I understand that I may revoke this consent at any time by notifying the facility in writing, except to the extent that action has been taken in reliance on my consent. A photocopy of this authorization is to be considered as valid as the original document. The duration of this authorization is not to exceed twelve (12) months from the date of signature.

Client Signature __________________________ Date __________________________

Parent/Legal Guardian Signature (if required) __________________________ Date __________________________

Witness Signature __________________________ Date __________________________
What did we cover today?

- LGBTQ affirming referral database
- Case Management & Navigation
  - Intake, Assessment, Referrals, Follow-Up
  - Protecting Client Information and Online Security
Irene Tsikitas, LMSW
Director of Programs and Services
Triangle Community Center

irene@ctpridecenter.org
203-853-0600 x102
PARTNERING WITH YOUR LOCAL COC

THE IMPORTANCE OF CLIENT NAVIGATION AND CROSS-SECTOR COLLABORATION
**Role of the Client Navigator**

- Assist communication between client and provider
- Help clients surpass barriers to services and housing
- Offer culturally and linguistically appropriate services
- Offer outreach services, education, and connections to other resources

**CLIENT NAVIGATION AND THE HOMELESS SERVICE SYSTEM**

Most COCs across the country have established coordinated entry systems

- Access
- Assessment
- Prioritization
- Referral

In our CoC, Navigators play a key role.

Diagram adapted from Patient Navigator Programs Help Address Breast Cancer Disparities, by Elisa Becze, ONS Connect (magazine of the Oncology Nursing Society), February 19, 2013.
WHY COCS ARE FUNDING NAVIGATION SERVICES

Person-centric
- Research shows how effective this is for marginalized populations

Keeps clients engaged during crisis
- Connections to additional resources
- Someone to contact if their situation worsens or changes in any way
- More proactive than reactive

Keeps waitlists up to date and in live time
- Allows for diversion work to take place
- Purging process

Strengthens collaboration among community providers

Navigator moves clients from homelessness to safe shelter or housing
WHY LGBTQ CENTERS?

• LGBTQ youth are disproportionately represented among youth and young adults experiencing homelessness, representing 30-40% of the entire population
  • Rejection from families of origin is noted as a major factor leading to homelessness for these youth

• LGBTQ youth are homeless longer and have more mental and physical health problems than non-LGBTQ youth

• Transgender youth experience longer periods of homelessness than LGBQ youth, and experience bullying, family rejection, physical and sexual abuse at higher rates than LGBQ youth

• Youth face homophobic and transphobic violence and discrimination in shelters and housing programs and at times may feel safer on the streets

• Barriers to accessing programs exist as a result of implicit or explicit bias and discrimination
Community partners are invested in this work because housing addresses many social determinants of health and other outcomes

- Healthcare providers (hospitals, FQHCs)
- Workforce development agencies
- Community colleges/education system
- Behavioral Healthcare providers
- LGBTQ service providers
- Victim Services
- Child Welfare
- Criminal Justice
Navigation: What is It? And Where Do We Start?

Allison Harvey, MPH, CHES®
Senior Manager, Health Care Professional Education
Institute for Patient-Centered Initiatives
and Health Equity
Case Management

“Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual’s and family’s comprehensive health needs through communication and available resources to promote quality, cost-effective outcomes.”

Patient Navigation

“Patient navigation is a community-based service delivery intervention designed to promote access to timely diagnosis and treatment of cancer and other chronic diseases by eliminating barriers to care.”

Freeman & Rodriguez, 2011.
### Barriers...

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<tr>
<th>Psychosocial</th>
<th>Personal</th>
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<tbody>
<tr>
<td>Mental health</td>
<td>Low priority placed on health</td>
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<td>Anxiety &amp; depression</td>
<td>Health myths</td>
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<td>Changes in relationships and family roles</td>
<td>Lack of knowledge</td>
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<td>Family &amp; social support</td>
<td>Mistrust of providers</td>
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<td>Stigma, fear, social isolation</td>
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<th>Provider</th>
<th>Practical</th>
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<td>Cultural dissonance</td>
<td>Stable housing</td>
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<td>Biases in medical recommendations</td>
<td>Insurance problems</td>
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<td>Poor communication with patients with low literacy</td>
<td>Food insecurity</td>
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<td>Work</td>
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<td>Language barriers</td>
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<td>Transportation</td>
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<td>Treatment costs</td>
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<th>Provider</th>
<th>Systems</th>
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<td>Cultural dissonance</td>
<td>Lack of interpreters</td>
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<td>Biases in medical recommendations</td>
<td>Inconvenient appointment times</td>
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<td>Poor communication with patients with low literacy</td>
<td>Long wait times</td>
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<td>Poor communication with limited English-proficient patients</td>
<td>Lack of appropriate providers</td>
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Provider Knowledge

Only 5 hours of LGBTQI content

Obedin-Maliver et al., 2011.
Preventive Care

Less likely to receive HPV vaccine and cervical cancer screenings

- Lower rates of insurance coverage
- Exclusion from traditional screening campaigns
- Previous experiences of discrimination
- Failure to recognize specific care needs of trans individuals

Agénor et al., 2015; Agénor, Krieger, Austin, Haneuse, & Gottlieb, 2015; Peitzmeier, Khullar, Reisner, & Potter, 2014; Austin et al., 2013; Diamant, Wold, Spritzer, & Gelberg, 2000; Blosnich, Farmer, Lee, Silenzio, & Bowen, 2014.
Example: Patient Navigation Flow

1. Chart audit to identify patients due for colonoscopy
2. Manage provider reminder systems to prompt health care providers to refer patients for screening
3. Coordinate screenings & follow-up services
   - Provide one-on-one education and appt. reminders
   - Assist patients in overcoming barriers (financial, transportation)
   - Ensure colonoscopy recall schedule is entered into patient charts
4. Coordinate provider feedback on screening referral patterns

System-Level Barriers
Patient-Level Barriers

Honeycutt et al., 2013.
CancerControlTAP.org

About the GW Cancer Center Technical Assistance Portal
The George Washington University (GW) Cancer Center’s Cancer Control Technical Assistance Portal (TAP) was created in response to a need voiced by cancer control professionals for a centralized website that pulls together existing and new technical assistance (TA).

Resource Repository
The Resource Repository houses Comprehensive Cancer Control resources produced not only by the GW

Upcoming Webinars
Policy, Systems and Environmental Change: A PSE Primer

Featured Resources
Cancer Control Awareness
Survivorship & Patient Navigation Capacity Building

• Executive Training on Navigation and Survivorship

• Oncology Patient Navigator Training: The Fundamentals

bit.ly/GWCCOnlineAcademy
Patient Navigation Toolkit

- Educate/train PNs
- Build navigation network
- Support sustaining PN profession

bit.ly/PNPSEGuide
Health Equity & Health Access

• Addressing the Need for LGBTQ-Affirming Cancer Care: A Focus on Sexual and Gender Minority Prostate Cancer Survivors

bit.ly/GWCCONlineAcademy
Monthly E-Newsletters

- Cancer Control TAP
  - bit.ly/TAPenews

- Patient Navigation and Survivorship
  - bit.ly/PNSurvEnews
References


Thank you!

Allison Harvey, MPH, CHES®
acharvey@gwu.edu

Follow us on Twitter: @GWCancer
www.gwcancercenter.org
This interactive tool and additional resources are available from our MyLGBTHealthLink.org member site. Join today – it’s free!
JOIN THE MOVEMENT TO ACHIEVE LGBT HEALTH EQUITY!

www.mylgbthealthlink.org

HealthLink members have access to:

- Weekly LGBT Health News Roundup
- Scholarships to help support and promote leadership in LGBT health
- Members-only online networking groups
- Exclusive webinars and resources available for download
- Co-branding opportunities
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Tuesday, May 15, 2018
12pm ET: SOGI Data: Promotion and Data Inclusion at State and Local Government Agencies
2pm ET: Special Considerations - Cancer Concerns for and of Sexual Gender Minority
4pm ET: Social Service Navigation: Leveraging Your Referral Network into a Well-funded Case Management and Navigation Program

Wednesday, May 16, 2018
12pm ET: Cervical Cancer Screening for Sexual and Gender Minority
2pm ET: Funding Your Programs through Practice-based Research Partnerships
4pm ET: Best and Promising Practices for LGBTQ Inclusion and Cultural Competence at State and Local Health Departments

Thursday, May 17, 2018
12pm ET: Effective Programs for Reaching and Engaging Underserved and Hard to Reach Populations
2pm ET: Birth of the LGBT Tobacco Control Movement: A Movement to Save Health and Lives
4pm ET: Beyond the Quitline
THANK YOU!

Email: healthlink@lgbtcenters.org
Phone: 954.765.6024
Web: http://www.lgbthealthlink.org
Blog: http://blog.lgbthealthlink.org
Facebook: LGBT HealthLink
Twitter: @LGBTHealthLink