

# 2016-2018 Community Benefits Action Plan

Service / Initiative	Populations Served	Investment	Other Community Resources	
<b>1. Affordability of Care (Medical, Dental and Prescription Medication)</b>	<ul style="list-style-type: none"> <li>• Charitable Care (Hospital, CHMG practices, Family Health Center)</li> <li>• Financial Counseling and Prescription Assistance</li> <li>• Emergency Prescription Vouchers</li> <li>• Family Health Center Dental Clinic</li> <li>• Programs of the Family Medicine Residency (Downtown Clinic and Frail Elder Program)</li> <li>• Physical Therapy Clinic</li> <li>• Tuition Assistance for Health Education and Wellness Programs</li> <li>• Breast Care Center Genetic Testing</li> <li>• Payson Center Chemotherapy Assistance Program</li> <li>• <i>Determine feasibility of Mobile Care Service</i></li> <li>• <i>Investigate models for community health liaisons</i></li> <li>• <i>Explore opportunities to leverage EMS to support care</i></li> </ul>	<ul style="list-style-type: none"> <li>• Low Income; Refugee</li> <li>• All; Low income</li> <li>• Low income</li> <li>• Low income; refugee</li> <li>• Low income; refugee; elders</li> <li>• Low income</li> <li>• Low income</li> <li>• Low income</li> <li>• Low income</li> <li>Sub-total: \$10,170,500</li> </ul>	<ul style="list-style-type: none"> <li>• \$6,100,000</li> <li>• 750,000</li> <li>• 20,000</li> <li>• 1,000,000</li> <li>• 2,250,000</li> <li>• 13,000</li> <li>• 7,500</li> <li>• 10,000</li> <li>• 20,000</li> </ul>	<ul style="list-style-type: none"> <li>• Concord Human Services 225-8575</li> </ul>

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<b>2. Access to Substance Use Services</b>	<ul style="list-style-type: none"> <li>• Fresh Start Intensive Outpatient Treatment Program</li> </ul>	<ul style="list-style-type: none"> <li>• All</li> </ul>	\$800,000	<ul style="list-style-type: none"> <li>• Concord Substance Abuse Coalition 223-2023</li> </ul>
	<ul style="list-style-type: none"> <li>• Family Health Center SBIRT Pilot (Screening, Brief Intervention and Referral to Treatment)</li> </ul>	<ul style="list-style-type: none"> <li>• Low income; youth</li> </ul>	50,000	<ul style="list-style-type: none"> <li>• Farnum Center 622-3020</li> </ul>
	<ul style="list-style-type: none"> <li>• Participation in Collective Impact Group on Prevention, Treatment and Recovery</li> </ul>	All	8,500	<ul style="list-style-type: none"> <li>• Hope for Recovery New Hampshire 232-3758</li> </ul>
	<ul style="list-style-type: none"> <li>• Family Health Center Suboxone Clinic /Medicated Assisted Treatment Program</li> </ul>	All, Refugee; Low income	200,000	<ul style="list-style-type: none"> <li>• Riverbend Community Mental Health 226-0817</li> </ul>
	<ul style="list-style-type: none"> <li>• Neonatal Abstinence Syndrome support</li> </ul>	At Risk Mothers and babies	6,000	<ul style="list-style-type: none"> <li>• Child and Family Services of New Hampshire 224-7479</li> </ul>
	<ul style="list-style-type: none"> <li>• Fresh Start and Family Health Center Partnership with Riverbend Community Mental Health to develop a substance use disorder education module for the community</li> <li>• <i>Engage other community organizations in wrap around services to support mothers of NAS babies</i></li> </ul>	All	*	
			Sub-total: \$1,064,500	

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<b>3. Access and Affordability for Behavioral Health Services</b>	<ul style="list-style-type: none"> <li>• Emergency Department Yellow Pod</li> <li>• 5 West Inpatient Behavioral Health Unit</li> <li>• Family Health Center Behavioral Health Program</li> <li>• Riverbend Community Mental Health contract for Emergency Department service</li> <li>• Family Health Center Integrative Behavioral Health Care Management</li> <li>• Behavioral Health Doctoral interns to support Concord and Hillsboro-Deering Family Health Centers</li> <li>• Grants to Riverbend to support:               <ol style="list-style-type: none"> <li>1. Integrated behavioral health in primary care practices</li> <li>2. Yellow Pod Care Management</li> <li>3. Choices Intensive Outpatient Therapy Program</li> </ol> </li> <li>• Postpartum Depression Program</li> </ul>	<ul style="list-style-type: none"> <li>• All</li> <li>• All</li> <li>• Low income, Refugee</li> <li>• All</li> <li>• Low income; Refugee</li> <li>• All; Low income</li> <li>• All</li> <li>• All</li> </ul>	<ul style="list-style-type: none"> <li>\$1,800,000</li> <li>6,500,000</li> <li>340,000</li> <li>850,000</li> <li>650,000</li> <li>64,000</li> <li>200,000</li> <li>55,000</li> <li>40,000</li> <li>86,000</li> </ul>	<ul style="list-style-type: none"> <li>• Riverbend Community Mental Health 226-0817</li> <li>• Bicentennial Square Counseling Services 226-1976</li> <li>• Child and Family Services of New Hampshire 224-7479</li> <li>• Bureau of Behavioral Health Suicide Hotline 800-273-8255</li> <li>• National Alliance on Mental Illness New Hampshire 800-242-6264</li> </ul>

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	<ul style="list-style-type: none"> <li>• <i>Develop a service-area wide standardized approach/curriculum for parenting education and support</i></li> </ul>		Sub-total: \$10,585,000	
4. Support for Cardiovascular Risk Factors	<ul style="list-style-type: none"> <li>• Nutritional Counseling</li> <li>• Weight Management Programming</li> <li>• Smoking Cessation Support</li> <li>• Stress Management Programming</li> <li>• Cardiac Rehabilitation</li> <li>• Heart Wellness Program</li> </ul>	<ul style="list-style-type: none"> <li>• All }</li> <li>• All }</li> <li>• All }</li> <li>• All }</li> <li>• All</li> <li>• All</li> </ul>	<ul style="list-style-type: none"> <li>\$670,000</li> <li>400,000</li> <li>Sub-total: \$1,070,000</li> </ul>	<ul style="list-style-type: none"> <li>• American Heart Association 800-479-2328</li> </ul>
5. Access to Information about Health Insurance and the Health System	<ul style="list-style-type: none"> <li>• Financial Counseling</li> <li>• Downtown Clinic Counseling</li> <li>• Price Transparency</li> <li>• Physician Referral Line</li> <li>• Medical Home Navigation</li> <li>• Concord Hospital website</li> <li>• REACH Health Offerings Newsletter</li> <li>• Business Partners in Health Initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Low income</li> <li>• Low income</li> <li>• All</li> <li>• All</li> <li>• Elders</li> <li>• All</li> <li>• All</li> <li>• Employees of businesses</li> </ul>	<ul style="list-style-type: none"> <li>*</li> <li>*</li> <li>\$21,000</li> <li>*</li> <li>114,000</li> <li>18,000</li> <li>40,000</li> <li>Sub-total: \$193,000</li> </ul>	<ul style="list-style-type: none"> <li>• 211 New Hampshire 2-1-1 (phone) 211nh.org</li> <li>• New Hampshire Insurance Department coveringnewhampshire.org</li> </ul>

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<b>6. Support for Vulnerable Populations</b> <b>A. Elderly</b>	<ul style="list-style-type: none"> <li>• Nurse Navigation</li> <li>• Health Education and Wellness Programming / Delirium Prevention</li> <li>• Support for Chronic Health Conditions</li> <li>• Patient Therapeutic Activities</li> <li>• Palliative Care Program</li> <li>• Family Health Center Frail Elders</li> </ul>	<ul style="list-style-type: none"> <li>• Elders</li> </ul>	\$1,200,000 200,000  1,200,000  200,000 189,000  *	<ul style="list-style-type: none"> <li>• Centennial Senior Center 228-6630</li> <li>• Concord YMCA 228-9622</li> <li>• Concord Regional Visiting Nurse Association 224-4093</li> <li>• Service Link New Hampshire Resource Center 866-634-9412</li> <li>• AARP 224-6095</li> <li>• Slusser Senior Center 746-3800</li> </ul>
<b>B. Low Income</b>	<ul style="list-style-type: none"> <li>• Charitable Care</li> <li>• Downtown Clinic</li> <li>• Family Health Center</li> </ul>	<ul style="list-style-type: none"> <li>• Low Income</li> </ul>	*	<ul style="list-style-type: none"> <li>• Concord Human Services 225-8575</li> <li>• CATCH 225-8835</li> <li>• Service Link New Hampshire Resource Center 866-634-9412</li> </ul>
<b>C. Refugees</b>	<ul style="list-style-type: none"> <li>• Family Health Center Interpreter Services</li> </ul>	<ul style="list-style-type: none"> <li>• Refugees</li> </ul>	200,000	<ul style="list-style-type: none"> <li>• Families in Transition 223-6876</li> <li>• Ascentria</li> </ul>

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D. Those who rely on public transportation	<ul style="list-style-type: none"> <li>Lend Me a Hand and Gene Gillis Fund gasoline cards</li> <li>Taxi Fund and support for bus passes</li> </ul>	<ul style="list-style-type: none"> <li>Low Income; All</li> </ul>	50,000  20,000	224-8111 <ul style="list-style-type: none"> <li>New Hampshire Catholic Charities 669-3030</li> <li>Concord Area Transit 225-1989</li> <li>American Cancer Society Road to Recovery 800-227-2345</li> <li>Community Action Program 223-3319</li> <li>NH Medicaid Transportation 271-3770</li> </ul>
E. Food Insecure			Sub-total: \$ 3,259,000  <b>TOTAL: \$26,342,000</b>	<ul style="list-style-type: none"> <li>Supplemental Nutrition Assistance Program (SNAP) 271-9700 or 800-221-5689</li> <li>WIC Nutrition Program 800-942-4321</li> <li>NH Food Stamp Program 271-9700</li> </ul>

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