**June 28, 2023 Town Hall Questions and Answers**

1. **How can we share information about organizations that provide some of the services respondents have identified as needing? Specifically mental health services, nutrition, holistic events, non- western modalities.**

We are grateful for the great interest in this work and in partnering with the SSHCO. If community-based organizations have services they can offer, please contact us through the contact page on our website: [www.southsidehealthycommunity.com](http://www.southsidehealthycommunity.com) We are building a resource list of programs and services that promote well-being or tackle specific health needs to share with the South Side community. We are very focused already on building capacity for mental health and maternal health services through hiring more providers and adding telehealth options. We also went through an RFP process in the spring to provide grants to those who address key social determinants of health needs and awarded nearly $1 million dollars to community resources that provide healthy food, job training and readiness programs, housing services, emergency financial support and transportation to medical appointments.

1. **What are your zip codes – the service area for SSHCO?**

We serve residents in 15 zip codes on Chicago’s South Side: 60609, 60615, 60616, 60617, 60619, 60620, 60621, 60628, 60629, 60632, 60636, 60637, 60643, 60649, and 60653. These are the zip codes that the City of Chicago identifies as the South Side.

1. **Are there no residents as part of the Community Advisory Council?**

Actually, every member of the Council either lives on the South Side, works on the South Side or both.

1. **Is all the funding from the state? Are there plans to work toward getting private funding sources?**

The majority of our funding right now is from the state. The South Side Healthy Community Organization was fortunate to be chosen along with seven other health transformation initiatives across the state for five years of significant state funding to support health equity and building healthier communities on Chicago’s South Side. We are actively seeking philanthropic, foundation and other funding support to keep this important work going well after the five years of state funding is complete. We intend for the SSHCO to be long-term and sustainable.

1. **Do you have to be a qualified patient to receive transportation benefits if you live on the South Side?**

Yes. Those enrolled in the SSHCO are eligible for the transportation services we offer through TREK USA to and from medical appointments.

1. **Would it be possible to incorporate community health workers into research?**

Our community health workers are extremely busy right now enrolling patients, helping patients navigate the healthcare system and engaging with the community in a variety of ways. We’d like to keep their focus on their work with patients as much as possible. Perhaps down the road there could be other opportunities.

1. **How are faith-based institutions being used to help coordinate these services?**

Faith-based institutions have been engaged from the beginning of the work on health transformation on the South Side, providing excellent input and feedback and participating in listening sessions starting in 2020. Many have been instrumental in sharing updates and information, distributing flyers about SSHCO services and more to help make the community aware of the services available.

1. **Do you see any expansion of the South Side Healthy Community Organization to the South Suburban Area?**

We remain focused on the South Side of Chicago, not the suburbs, and in the 15 zip codes on the South Side where there is greatest need based on mortality rates, chronic disease and lack of convenient health and wellness resources.

1. **Since your website is not set up to serve as a platform to share info about events and services, can you just use the listserv database to periodically send out this info?**

We are selective on how we use that listserv database so we don’t overwhelm people’s in-boxes. Instead, we encourage people to follow our social channels like Linked In, Facebook, and NextDoor PROVIDE LIVE LINKS where we often post information about health education events and wellness opportunities.

1. **Can you please share the foundations that are helping to fund SSHCO?**

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1. **Does this cover transport from Advocate South Suburban Hospital -- Zip 60429 - Hazel Crest**?

Our focus is on the patients we enroll that live in the 15-zip code service area and their needs for medical care and wellness support. Generally, Hazel Crest and 60429 are not in our scope of services.

1. **How can the partners refer clients to SSHCO?**

Sending patients directly to our SSHCO care coordinators is the best approach. By this fall, all of our 13 provider partners will have community health workers or nurse care coordinators or both at their sites. Another option is to send your referral to the SSHCO website <https://southsidehealthycommunity.com/connect-to-care/> where they can fill out a brief form and then be assigned based on their zip code to a care coordinator who will check their eligibility and enroll them in services. At some point, we are hoping to add a phone number for people to call – that is on our bucket list going forward.

1. **Is there an initiative in motion for patients encountered and enrolled into the SSHCO, with housing concerns, who have no form of communication such as cell phone, home phone, email or trusted relative?**

This is an important question, especially for our transient population. If a patient is enrolled in SSHCO services, with no forms of communication, it is likely they are working with one of our care coordinators who has worked out a way to keep in touch with them, including potentially connecting them to cell service. We hope to ultimately establish a phone line, down the road, where people can call for support and information once we establish ways to staff that line appropriately.

1. **How or is Now Pow services being use for care coordination?**

Now Pow was acquired by Unite Us and we are actively using Unite Us to connect residents to community based organizations that can provide health and wellness services. This is in addition to our social determinants of health grantees that focus on transportation to medical appointments, access to housing, jobs training, nutritious food and emergency financial services.

1. **Can you please share information if have any new career opportunities that you are recruiting for? Also do you have interest in working with students in MHA programs seeking internship opportunities?**

Currently, there is no formal internship program, but we will take note of that interest. We do have very active hiring going on for Community Health Workers – we need to hire over 50 by the end of the year! Please go directly to [www.southsidehealthycommunity.org/](http://www.southsidehealthycommunity.org/)

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