**South Side Health Community Organization**

**Community Town Hall**

**October 18, 2023**

1. **Explain again please how people can get enrolled in SSHCO?**

Our focus in on South Side residents who have Medicaid coverage or no insurance at all. There are two ways to obtain SSHCO services:

* Connect directly with one of our SSHCO care coordinators/community health workers at one of our provider partner sites -- Friend Health, Near North Health, St. Bernard Hospital, UChicago Medicine, Chicago Family Health Center, Roseland Community Hospital, TCA Health, Advocate Health Care, Jackson Park Hospital, Beloved Community Family Wellness Center, South Shore Hospital, and Sinai Chicago. Your primary care doctor may direct you to these services as well.
* Go to the SSHCO website <https://southsidehealthycommunity.com/connect-to-care/> where you can fill out a brief form and be assigned to a care coordinator who will reach out to connect you to services.

1. **How many people are enrolled so far?**

We are already helping more than 1,000 people manage their chronic conditions like hypertension and diabetes, connecting them to medical appointments and more – and we continue to grow every week. Please help us get the word out to continue connecting more and more South Siders to our quality health offerings.

1. **Are the people you are hiring for the jobs you discussed from the South Side or are you drawing from all over?**

Our priority is hiring is South Side residents, but we are drawing from neighboring areas as well to fill positions that will help us deliver these important health services to the community. Learn more about our job opportunities here: <https://southsidehealthycommunity.com/aboutus/careers/>

1. **I know some people who could really benefit from those tele-psych services being offered – how do I connect them to this care?**

We are working to expand these services that have been piloted to other clinics on the South Side. Please recommend they get connected to SSHCO services – through a care coordinator where they see their doctor or through our website at [www.southsidehealthycommunity.com](http://www.southsidehealthycommunity.com). Once on the website, scroll down just a little, and fill out a brief form after which, one of our staff will reach out to get you started.

1. **Will the town hall recording be shared?**
   1. This recording will be posted on our website at [www.southsidehealthycommunity.com/community-engagement](http://www.southsidehealthycommunity.com/community-engagement)
2. **What is SSHCO doing to provide housing for those at risk of losing housing or who are homeless?** 
   1. Housing is a very complex and growing issue. As a part of our social determinants of health imitative, we do address this need for patients currently enrolled in our program through a partnership with Christian Community Health Center. We’re also expecting to make a major announcement regarding expanding our housing initiatives in the near future.
3. **Are there volunteers or a Board that people can participate in?**

The SSHCO has a volunteer Community Advisory Council made up of residents who live or work on the South Side and are dedicated to improving healthcare access in the community. These members serve year-long terms, with the inaugural Council starting in June of 2023. Next summer, applications for any new open positions will be available. Information on applying will be sent out via our email updates and posted on our website. To receive our email updates, please sign up on our website.

1. **Will you be expanding services to the south suburbs in the future?**

We remain focused on the 15 zip codes that make up the South Side of Chicago. Those zip codes are: 60609, 60615, 60616, 60617, 60619, 60620, 60621, 60628, 60629, 60632, 60636, 60637, 60643, 60649, and 60653.

1. **Is there a phone number for people to get connected to SSCHO? I know there's an online intake form. Is there a phone number, too?**

SSHCO does not currently have a phone number or the staff to manage that number, but we’re hoping to have a number in the future. For now, visiting our website or one of our provider sites is the best way to get in contact.

1. **How would an organization connect with SSCHO staff to partner on services? What would be the best way for a provider to connect with your org and become a part of your providers network?**

We are grateful for the 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 focused on building capacity for mental health and maternal health services by hiring more providers and adding telehealth options.

1. **Explain the "connective care technology"**

Our connectedcare technology platform is a centralized electronic medical record system that we’re developing to help aggregate a patient’s records across our 13 organizations. This allows us to build and implement more efficient care plans for our patients across the South Side. For example, if a patient arrives to an emergency department at one of our clinical partner sites and they are a primary care patient at a different partner site, those teams will have access to the care across sites, so the support is informed, coordinated and seamless.

1. **Are the underinsured also eligible for SSHCO services?**

SSHCO has prioritized patients residing in our eligible south side zip codes who are on Medicaid or uninsured.

1. **Is there a list of your clinical sites?**

Friend Health, Near North Health, St. Bernard Hospital, UChicago Medicine, Chicago Family Health Center, Roseland Community Hospital, TCA Health, Advocate Health Care, Jackson Park Hospital, Beloved Community Family Wellness Center, South Shore Hospital, Sinai Chicago, Christian Community Health Center.

1. **Are there any plans to support pediatric patients?**

We do not currently serve pediatric patients; however we recognize how vulnerable this population is and are looking at how we can expand our services to serve more South Side residents.

1. **Beyond FQHC's is there a need to "house" CHWs in community?**

It is not a requirement that Community Health Workers need to live on the South Side to work for SSHCO. However, it’s important that we hire a population that reflects and understands the community, and we prioritize those qualified applicants. Also, while our CHWs are mainly at our clinical sites, they will be out in the community more as well. Already, they have been at South Side health fairs, career fairs and churches.

1. **How often will you be having town hall meetings?**

The SSHCO conducts town hall meetings every three-four months. On our website, sign up to be on our email list to receive updates and invitations to future town hall events.

1. **How has the influx of migrants affected services? Has funding or resources needed to support migrants affected services to clients?**

We have not addressed Chicago’s immigrant population and we don't have anything at this time in place to accommodate those needs. Our focus remains on the patient population in our 15-zipcode areas on Chicago’s South Side.

1. **Is there an update on Epic (software program/electronic health records)? Where is SSHCO currently in implementing this across its 13 providers?**

The SSHCO provider sites are currently connected through a temporary platform. We are in the process of developing a permanent solution which we will begin to roll out in 2024.