

# FINGER LAKES PERFORMING PROVIDER SYSTEM SYSTEM TRANSFORMATION AND COMMUNITY INVESTMENT PROGRAM

## COMMUNITY ACTION OF ORLEANS AND GENESEE ACCESS TO HEALTHCARE PROGRAM



System Transformation and Community Investment programs focus on integrating community-based care into the healthcare delivery system, supporting community-based organizations in programming designed to positively impact health outcomes, health equity, and the cost of healthcare.

FLPPS is collaborating with Community Action of Orleans and Genesee to increase access to healthcare for homeless and housing insecure families in Orleans County through a new program referred to as “Axis of Care.” Housing insecurity is a social determinant of health and a driving force of health inequities.

A health coach at Community Action of Orleans and Genesee will connect and coordinate individuals with services, set and track goals and outcomes, improve health literacy among those in need, and coordinate transportation to healthcare facilities as needed. The health coach is part of the case management team and collaborates with a peer advocate from Genesee Council on Alcoholism and Substance Abuse (GCASA).

A peer advocate is a person with “lived experience” who has been trained to support those who struggle with mental health, psychological trauma, and/or substance use. Peers support individuals to move forward in recovery by connecting individuals to services and providing assistance and support in navigating through the care process.

The agency is establishing a telehealth hub in its Eastern Orleans Community Center located in Holley, NY, where individuals experiencing homelessness or at risk of homelessness can access healthcare using telehealth services. The agency is partnering with Orleans Community Health, Oak Orchard Health, and GCASA on telehealth services and will have a mobile clinic onsite. The health coach connects individuals with needed services such as behavioral health treatments and services at the center or at healthcare facilities.

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“Navigating the healthcare system is difficult for everyone and even more so for people who are experiencing life challenges like poverty and homelessness. Access to care is impeded by a low number of available healthcare providers coupled with a lack of transportation. Patients need a trusted source to find accurate health information as well as support in care coordination.

This program addresses these challenges by bringing coordinated health and social care to the patient. It is truly a community coming together to make a difference for people who suffer many challenges. I feel blessed with the support we are receiving. Orleans County has some of the lowest health factors and outcomes in New York State. We need to work together, as a team, to provide the solution.”

**RENEE M. HUNGERFORD**  
**EXECUTIVE DIRECTOR/CEO OF COMMUNITY**  
**ACTION OF ORLEANS & GENESEE**

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