

PROGRAM INCREASES ACCESS TO HEALTHCARE FOR VULNERABLE PEOPLE IN WYOMING COUNTY



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 for Wyoming (Community Action) to improve healthcare access for vulnerable and underserved individuals in the region.

Community Action will establish a telehealth hub at its location in Perry, NY, and its Care Coordinators will engage individuals and connect them to primary care and behavioral health services.

Spectrum Health Services will support the Care Coordinators by providing critical behavioral health intervention and peer counselor training. The Care Coordinators will provide peer counseling, referrals, navigation support, and assistance with telehealth services. Community Action will coordinate needed healthcare services with providers in the region.

As part of this collaboration, FLPPS is providing technical support that includes consultation on data and analytics, and a program evaluation report.

“Our experience has taught us that we must be able to help people heal on the inside in order for people to find the strength they need to heal on the outside and change their lives. Navigating and accessing healthcare systems in rural communities can present unique challenges. This health intervention and advocacy program is a transformational step in our service culture that supports a wholistic approach to building trusted relationships and linkages through community care coordination,” said Rosemary Shader, Executive Director of Community Action for Wyoming County.

“This is an outstanding opportunity for Spectrum Health and the Community Action for Wyoming County to serve people in need. This collaboration will promptly connect individuals who desire behavioral health services. Spectrum Health will support the Care Coordinators by providing critical behavioral health intervention via telehealth link and provide resources to the staff at Community Action.”

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