



# Training on *DC Health Matters Connect*

January 27, 2020

February 11, 2020

February 19, 2020





# Overview

## Today's Goal

- Introduction to DC Health Matters Connect
- Explain use of platform to connect patients to social care resources
- How organizations can use the platform to receive referrals

## DC Health Matters Collaborative

## DC Health Matters Connect

## Site Overview

## Search + Share + Refer

## Claiming to Accept Referrals

## Next Steps





# Introductions!

- Name
- Organization
- One thing you hope to learn today



# DC Health Matters Collaborative

*Vision: One healthy and thriving capital city that holds the same promise for all residents regardless of where they live.*



# Progress through Partnerships: Community Health Improvement Plan 2019-2022



## DC Health Matters Collaborative

Bread for the City | Children's National Hospital | Community of Hope  
Howard University Hospital | HSC Health Care System | Mary's Center  
Sibley Memorial Hospital | Unity Health Care



Mental  
Health



Place-based  
Care



Care  
Coordination



Health  
Literacy





## Care Coordination in Action



...the deliberate organization of patient care activities and information sharing protocols to achieve safer, more effective care



...investment in a system or tool to support patient care activities for collaborative members and DC residents



# What is DC Health Matters Connect?

Powered by Aunt Bertha





It's too hard to navigate the system.

Client

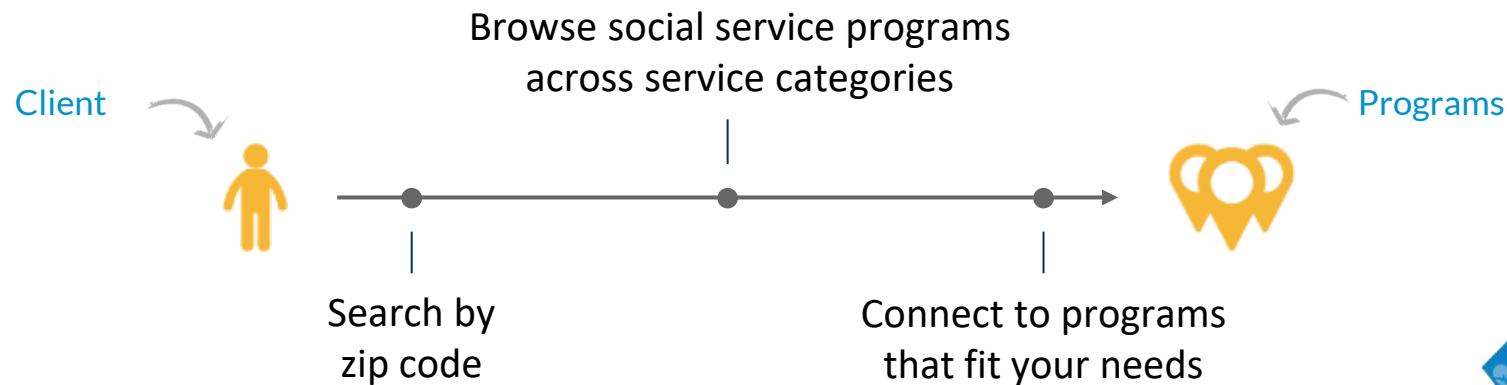


Programs





# DC Health Matters Connect is trying to make it easier.



# Site Overview





www.dchealthmattersconnect.org

Search for free or reduced cost resources or services to help support your health and well-being.

Zip

[Q Search](#)



**Supported by DC Health Matters Collaborative**

A unique coalition of healthcare organizations working together to assess and address our community needs.

# Log in

You will have to create an account using your email address

DC Health Matters **Connect**



## Log In

New here? [Sign up!](#)



EMAIL



PHONE

Email

aevans@hschealth.org



Password

.....



[Forgot your password?](#)

LOG IN



Save and share lists of your favorite programs



Contact or refer directly to the programs you find



Keep notes about programs and people you're helping

Work for a community based organization? Claim to:



Update your program info, availability, and contact info




Manage referrals to and from your programs



Access analytics about your program and your community




# Search for Help


 DC Health Matters **Connect**

[Support](#) [Sign Up](#) [Log In](#)

Search for free or reduced cost resources or services to help support your health and well-being.

Zip

 Search



DC Health Matters **Connect**

**Supported by DC Health Matters Collaborative**

A unique coalition of healthcare organizations working together to assess and address our community needs.


By continuing, you agree to the [Terms & Privacy](#)

This resource is brought to you by: <http://www.dchealthmatters.org/>



# Search for Help

DC Health Matters **Connect** Support Site Tools People I'm Helping AG Abby


Zip or keyword or program name  Search for free or reduced cost resources or services to help support your health and well-being.

Select Language ▼

FOOD	HOUSING	GOODS	TRANSIT	HEALTH	MONEY	CARE	EDUCATION	WORK	LEGAL
------	---------	-------	---------	--------	-------	------	-----------	------	-------

**2777 programs**  
serve people in  
**Washington, DC (20017)**

Type a search term, or pick a category



# Translation Capabilities


The screenshot displays the DC Health Matters website interface. At the top, there is a search bar labeled "Zip or keyword or program name" with a magnifying glass icon. Below the search bar, a blue navigation bar contains icons for various services: FOOD, HOUSING, GOODS, TRANSIT, HEALTH, MONEY, CARE, EDUCATION, WORK, and LEGAL. A language selection dropdown menu is open, showing a list of languages. The "English" option is highlighted with a red box. The dropdown menu lists the following languages: English, Afrikaans, Albanian, Amharic, Arabic, Armenian, Azerbaijani, Basque, Belarusian, Bengali, Bosnian, Bulgarian, Catalan, Cebuano, Chichewa, Chinese (Simplified), Chinese (Traditional), Corsican, Croatian, Czech, Danish, Dutch, Esperanto, Estonian, Filipino, Finnish, French, Frisian, Galician, Georgian, German, Greek, Gujarati, Haitian Creole, Hausa, Hawaiian, Hebrew, Hindi, Hmong, Hungarian, Icelandic, Igbo, Indonesian, Irish, Italian, Japanese, Javanese, Kannada, Kazakh, Khmer, Korean, Kurdish (Kurmanji), Kyrgyz, Lao, Latin, Latvian, Lithuanian, Luxembourgish, Macedonian, Malagasy, Malay, Malayalam, Maltese, Maori, Marathi, Mongolian, Myanmar (Burmese), Nepali, Norwegian, Pashto, Persian, Polish, Portuguese, Punjabi, Romanian, Russian, Samoan, Scots Gaelic, Serbian, Sesotho, Shona, Sindhi, Sinhala, Slovak, Slovenian, Somali, Spanish, Sundanese, Swahili, Swedish, Tajik, Tamil, Telugu, Thai, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Welsh, Xhosa, Yiddish, Yoruba, and Zulu. To the right of the language list, there are buttons for "RELEVANCE" and "CLOSEST", and a "Language Eligibility" dropdown menu.

Embedded Google Translate  
allows for the site to be  
viewed in dozens of languages





# Search for Help


Type a search term or pick a category!




Search site for "food"


 food


 help pay for food


 food pantry


Top matches (20+)


 Food Pantry


 SHARE Food Network of Washington D.C.

  
FOOD

  
HOUSING

  
GOODS

  
TRANSIT


  
HEALTH


Community Gardens  
Emergency Food  
Food Delivery  
Food Pantry  
Help Pay For Food  
Meals  
Nutrition Education


Food Pantry - All (109)


# Find relevant search results

Filters will display all options available based on the search results



 **Personal Filters** ▼

 **Program Filters** ▼

 **Income Eligibility** ▼

**Age Group**

- ☐ infants: 0 months - 1 year
- ☐ children: 2 - 12 years
- ☐ teens: 13 - 19 years
- ☐ young adults: 20 - 30 years
- ☐ adults: 31 - 54 years
- ☐ seniors: 55 years+

**Housing**

- ☐ near homeless
- ☐ homeless

**Disability**

- ☐ limited mobility

**Identity & Sexual Orientation**

- ☐ transgender
- ☐ lgbtq+

**Substance Dependency**

- substance dependency*
  - ☐ dual diagnosis

**Race/Ethnicity**

- ☐ latino

**Armed Forces**

- ☐ veterans
- ☐ active duty
- ☐ national guard

**Household**

- ☐ individuals
  - families
- ☐ with children
- ☐ single parent

**General**

- ☐ anyone in need


**Health**

- ☐ seizures
  - cancer
    - ☐ ovarian cancer
    - ☐ all cancer types



# Find relevant search results

Filters will display all options available based on the search results



Personal Filters ▼

⌚ Program Filters ▼

⌚ Income Eligibility ▼

I want to

☐ Visit

☐ Call

☐ Email

☐ Apply or Schedule Online

Open Hours

☐ Open Now

☐ Open Early

☐ Open Weekends

Cost

☐ Free

☐ Reduced Cost

Program communicates in

SELECT LANGUAGE ▼

English (25)

German (1)

# Find relevant search results

Filters will display all options available based on the search results

Personal Filters ▼

Program Filters ▼

Income Eligibility ▼

Including you, how many people live in your household?

0	family members
---	----------------

How much does your household make per month?

\$	0	per month
----	---	-----------



# Results Page

Select Language

FOOD HOUSING GOODS TRANSIT HEALTH MONEY CARE EDUCATION WORK LEGAL

Washington, DC (20017) / food / emergency food 1 - 25 of 44

Sort by 

RELEVANCE

CLOSEST

Personal Filters

Program Filters

Income Eligibility

Map

Satellite

☐ Woodley House Food Pantry

by Woodley House Inc

The Woodley House Food Pantry offers food staples and fresh produce in season to Woodley House residents and our community neighbors-in-need. The Woodley House Food Pantry is centrally located near...

Main Services: emergency food, food pantry

Serving: anyone in need , all ages

Next Steps:

Call 202-830-3508 or email [limeixner@woodleyhouse.org](mailto:limeixner@woodleyhouse.org) to get more info.

4.14 miles (Serves your local area)

2711 Connecticut Avenue Northwest, Washington, DC, 20008

Closed Now: See open hours

MORE INFO

SAVE

SHARE

NOTES

SUGGEST

REFER

☐ Emergency Food Delivery

by Food For All DC

Food for All DC started as a small operation aimed at providing home grocery delivery for those not mobile enough to make it to other local organizations for assistance. Food for All has...

Main Services: emergency food, food delivery

Serving: anyone in need , all ages

Next Steps:

Call (240) 505-4607 (your nearest location).

3.38 miles (Serves your local area)

DC Health Matters **Connect**

# Find a Program

- Provider Name
- Program Name

**? Generally, DC Health Matters Connect has a separate listing for every program**

☐ **Emergency Food Delivery**  
by **Food For All DC**

Food for All DC started as a small operation aimed at providing home grocery delivery for those not mobile enough to make it to other local organizations for assistance. Food for All has...

**Main Services:** emergency food, food delivery

**Serving:** anyone in need , all ages

**Next Steps:**

Call **(240) 505-4607** (your nearest location).

**1.42 miles** (Serves your local area)

**1810 16th Street Northwest,**  
**Washington, DC, 20009**

**Closed Today** See open hours ▼

MORE INFO ▼

★  
SAVE

➦  
SHARE


☰  
NOTES

✎  
SUGGEST

➔ SEE NEXT STEPS





# Find a Program

- Description summary of the program available
- “Tags” for services available  **Providers can customize these**
- “Tags” for populations helped

☐ **Emergency Food Delivery**  
by **Food For All DC**


Food for All DC started as a small operation aimed at providing home grocery delivery for those not mobile enough to make it to other local organizations for assistance. Food for All has...

 Main Services: **emergency food, food delivery**



 Serving: **anyone in need , all ages**


**Next Steps:**


Call **(240) 505-4607** (your nearest location).


 1.42 miles (Serves your local area)


**1810 16th Street Northwest,  
Washington, DC, 20009**


 **Closed Today** See open hours 

MORE INFO 

SAVE 

SHARE 

NOTES 

SUGGEST 

→ SEE NEXT STEPS





# Find a Program

- How to get in contact with this program
- **📍 If a program has multiple “offices”, this will show information about the nearest location to the searched Zip code**

☐ **Emergency Food Delivery**  
by **Food For All DC**

Food for All DC started as a small operation aimed at providing home grocery delivery for those not mobile enough to make it to other local organizations for assistance. Food for All has...

🔑 Main Services: **emergency food, food delivery**

👤 Serving: **anyone in need , all ages**

**Next Steps:**

Call **(240) 505-4607** (your nearest location).

📍 1.42 miles (Serves your local area)

**1810 16th Street Northwest,  
Washington, DC, 20009**

🕒 Closed Today [See open hours](#) ▼

MORE INFO ▼

★  
SAVE

📍  
SHARE

☰  
NOTES

✎  
SUGGEST

➔ SEE NEXT STEPS

# Find a Program

- This button can create a referral, start a needs screener, launch an application form, etc.
- This is how you “log” that you are connecting a client with a program
- **🔗 Programs can customize what this button does**

☐ **Emergency Food Delivery**  
by **Food For All DC**

Food for All DC started as a small operation aimed at providing home grocery delivery for those not mobile enough to make it to other local organizations for assistance. Food for All has...

📍 Main Services: **emergency food, food delivery**

👤 Serving: **anyone in need , all ages**

MORE INFO ▼

★ SAVE

➦ SHARE

☰ NOTES

✎ SUGGEST

➔ SEE NEXT STEPS

✓

Next Steps:

Call **(240) 505-4607** (your nearest location) .

📍 1.42 miles (Serves your local area)

**1810 16th Street Northwest,**  
**Washington, DC, 20009**

🕒 Closed Today See open hours ▼

# Find a Program

- Save: Bookmark the program listing on your DC Health Matters Connect platform
- Share: Sends the program information by email/phone ⓘ **NOT a referral**
- Notes: let you make a note (only visible to you)

☐ Emergency Food Delivery  
by Food For All DC

Food for All DC started as a small operation aimed at providing home grocery delivery for those not mobile enough to make it to other local organizations for assistance. Food for All has...

👤 Main Services: [emergency food](#), [food delivery](#)

👤 Serving: [anyone in need](#) , [all ages](#)

MORE INFO ▼

★  
SAVE

➦  
SHARE

☰  
NOTES

✎  
SUGGEST

✓

Next Steps:

Call [\(240\) 505-4607](#) (your nearest location) .

📍 1.42 miles (Serves your local area)


[1810 16th Street Northwest,](#)  
[Washington, DC, 20009](#)

🕒 Closed Today [See open hours](#) ▼

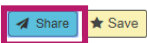
➔ SEE NEXT STEPS


# Connect with a Program



Demo Training Program - DC Health Matters Collaborative 

by DC Healthy Communities Collab



Tell someone about this program! 

Your Name\*

Your name (so they'll actually open it).

Your Email\*

agoldberg@hschealth.org

To\*

Email of the person you're sending this to.

Message

Let them know your thoughts on this program.

We'll email them your message with a link to this program listing.

Information can be shared  
via email, text, or printable  
format



# Connect with a Program

- Multiple ways to connect with programs
- Referrals are the best way to help connect a client with a program, make a record of the connection, and track the outcome

## Next Steps:

Contact or go to the **nearest location**

📍 2.12 miles (Serves your state)

**1920 G St NW, Washington, DC,  
20006**

🕒 Closed Today [See open hours](#) ▼

➡ REFER



# Referrals

1. You only need to enter one contact option (email or phone)
2. Contact Information
  - Must use real information and should not be your own
3. If Client doesn't have a contact option or doesn't **\*\*want\*\*** to be contacted, use "Don't Reach Out" as the contact option
4. Consent section captures that you have obtained consent from Client to share this information

Use contact info on file \*

Someone you've Connected before:

Start typing their name



Or

Connecting someone new:

1 Their Name\*

First Name

Last Name

2 Their Email Address

Their Phone Number

3 Best way to reach them\*

☐ Email

☐ Text message

☐ Phone call

☐ Don't reach out

4 Confirm Consent \*

☐ I have verbal consent from the person or their guardian (if under 18) to:

# Referrals

If you've helped this client before, you can type their name in the "Use Contact on File" and their last-used information will pre-load!

**Someone you've Connected before:**

**Use contact info on file \***  ✕

Meg Megson

**Use contact info on file \***  ✕

Or

**Connecting someone new:**

**Their Name\***

**Their Email Address**

**Their Phone Number**



# Referring to a “claimed” program

Serves your state

☐ **Angel Flight West**  
by **Angel Flight West Inc**



This program has been claimed by Angel Flight West Inc and they are helping to ensure the information is accurate and up-to-date. [Learn more.](#)



Send



Save

 6.37 miles away 3161 Donald Douglas Loop South, Santa Monica, CA, 90405 ([Get Directions](#))

**Open Now:** 08:00 AM - 05:00 PM

A decorative horizontal bar consisting of two segments, one orange and one blue.

## What happens when you submit a referral?

1. The client you are sharing the resource with will receive an email or text with information about the program and next steps
2. If the agency has an email address on file, they will receive a notification with the contact information of the person you are referring. If an organization is claimed, they will see the inquiry on their referrals dashboard.
3. The referral will be tracked on your 'People I'm Helping' dashboard



# Referral Notification

## Notification for agencies

We need more info, please reach out!

We got in touch, we'll try to help!

We referred them elsewhere.

Sorry, they weren't eligible.

We couldn't reach them.

We don't have capacity.

Chris Douglas referred someone to your program, Bertha Fields School!

Please reach out to:

- Greg Purple
- [5128593684](tel:5128593684)
- [cdouglas+ccgtraining@auntbertha.com](mailto:cdouglas+ccgtraining@auntbertha.com)

Chris sent you this contact info because Greg is looking for services or more information. You can respond by replying to this email, or Greg said email is the **best** way to reach them.

Already reached out to Greg? Let Chris know what happened, so they can follow up:

We need more info, please reach out!

We got in touch, we'll try to help!

We referred them elsewhere.

Sorry, they weren't eligible.

We couldn't reach them.

We don't have capacity.

We'll let them know, and keep track of what happened. See all past inquiries in the [inbound referral dashboard](#), or tell the story of your program's impact in the community with free reports about your programs usage.



# Referral Notification

## Notification for Clients

Hi there,

Chris Douglas referred you to [Bertha Fields School](#) at Bertha Schools

### What's Next?

Please contact the agency directly:

Thanks,

- The team at [NorthTexasFamilies](#)

Already got in touch? Let Chris Douglas know how it went!

Thank you, they were helpful!

They referred me to another program.

They couldn't help, any other ideas?

I'm not interested in this program.

Want to keep track of your referrals?

Sign up to check your [My Referrals](#) folder. **Note: this is an automatic message, which is unable to receive replies. If you need emergency help, please call 911.**

# Automatic Follow-Ups on Referrals

Hi there,

My name is Erica and I am the Community Engagement Coordinator here at Aunt Bertha. [AuntBertha.com](https://AuntBertha.com), and the platforms we power, list free and reduced cost social service programs so that people in need can find them.

I wanted to reach out about an unanswered connection to your program on Aunt Bertha. Three days ago someone tried to connect with your services on the platform and may not have received a response.

Do you have some time this week to jump on a call? I'd love to hear more about your process and make sure that those who are reaching out for services are getting a response. You can [schedule time here](#) that best works for you and I will give you a call at that time.

Hope to hear from you soon!

\*\*\*

Erica

--

Erica Rodriguez

Community Engagement Coordinator

[erodriguez@auntbertha.com](mailto:erodriguez@auntbertha.com)

[schedule a meeting](#)

[Aunt Bertha](#) | The Social Care Network

Aunt Bertha's Community Engagement Team follows-up on referrals that not updated within 1 week of the initial referral date

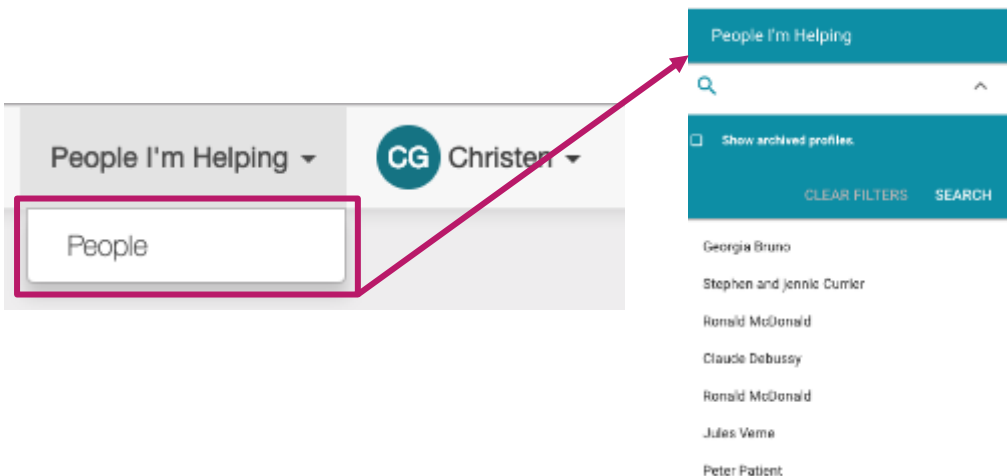
- Autogenerated email to both organization and client



# People I'm Helping & Closing the Loop



# How can I see which programs a client is referred to?



## Keep track of information for people you're helping!

- **Update statuses:** share what's happening, track their next steps
- **Keep notes for yourself** to remember important info
- **See a history** of progress you've made together.

**Get started!** Create a folder for someone new by referring them to a program:

First, **Search their zip**. Then, click the green button on a program to refer them. [Learn more here](#).





# Closing the Loop

Navigation History is where you can:

- Update the status of a referral
- Review status update history
- Add referral-specific notes
- Add general notes

### Navigation History

You have referred Peter to 1 programs.

Referrals and Notes

ADD NOTE

Note made by Christen Geiger

3/05/19

This note isn't specific to a referral and can be used for internal communication.

...

Referral to **Bertha Grows: Community Gardens** by Aunt Bertha Community Foundation

2/12/19

Status: not updated

Status:

Next Steps

Notes and

+

Add to a goal

ADD NOTE

...

Not updated

► Needs client action

|| Pending

✓ Referred elsewhere

✓ Got help

✗ Couldn't get help

■ No longer interested



# Favorites





# Favorites Folders

Save your programs to Favorites Folders to  
**reduce the amount of time spent searching**

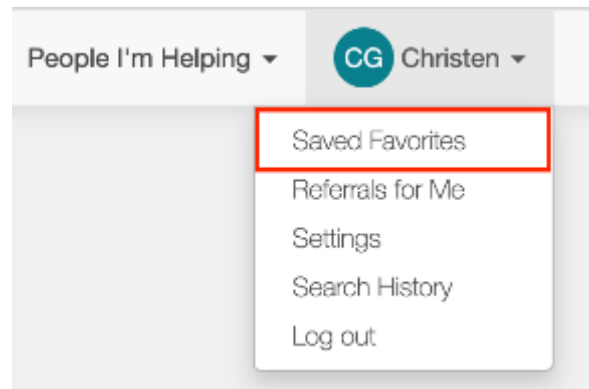
Favorites folders are best when:

- Searching for same resources in one area repeatedly
- You have specific resources that you prioritize
- You want to compile and send multiple resources at once

# How to Access Your Favorite Programs

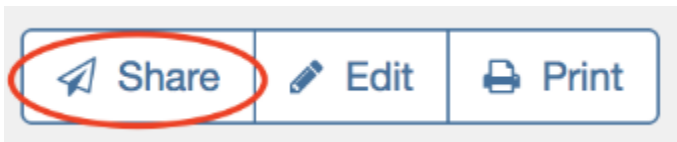
## To access your favorites folders:

- Click on your account on the top right of the header menu
- Click on 'Saved Favorites'





# Share a Favorites Folder With a Link



# Claiming



# Claim Your Program

- Programs already listed in the database can be 'claimed'
  - If your organization is not listed, you can also request to have it added
- Visit:  
[www.dchealthmattersconnect.auntbertha.com/claims](http://www.dchealthmattersconnect.auntbertha.com/claims) to claim your programs on DC Health Matters Connect\*



\* If you have claimed your organization on AuntBertha.com you do not need to re-claim

# What is a claimed program and why does it matter?

Take ownership of your organization and/or program

- Manage referrals
- Create eligibility criteria, screeners, and allow clients to schedule an appointment
- Access program analytics
- Control information listed & update at any time

**More Claimed Programs = Stronger Community of Help**





# How to Claim

<https://dchealthmattersconnect.auntbertha.com/claims>

**Head to the site above and search for your program**


- If it appears, click the “Claim” button and create an account
- If it does not appear, click the “Suggest Program” button at the bottom of the screen
  - You should hear directly from the Aunt Bertha team within two business days





# Support





# How can I find more information about using the platform?

## Support Page

“Support” in top right of the page

## Specific Questions

[connect@dchealthmatters.org](mailto:connect@dchealthmatters.org)

- Email us directly with questions



**Next Steps...**

# Create Accounts and Claim Your Org

- Create an account, sign in, begin searching!
  - Encourage your teammates to do the same
- Claim your program – we can help you do that right after the training today!

*Note: Make sure your IT team has “whitelisted” the @auntbertha.com email domain so you do not miss critical account/notification emails*



# Share with Clients

[www.dchealthmattersconnect.org](http://www.dchealthmattersconnect.org) is freely accessible to anyone in the community

- Share information with clients
- We have postcards with website information
  - Place in your waiting room or hand out during visits







**Questions?**



# Thank You!

*Visit us at* [DCHealthMattersConnect.org](https://DCHealthMattersConnect.org)

*Email us at* [connect@dchealthmatters.org](mailto:connect@dchealthmatters.org)

