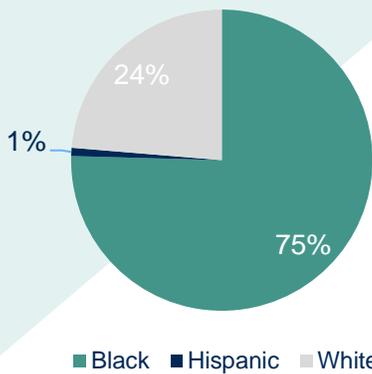


C4BH July 2022 Overview

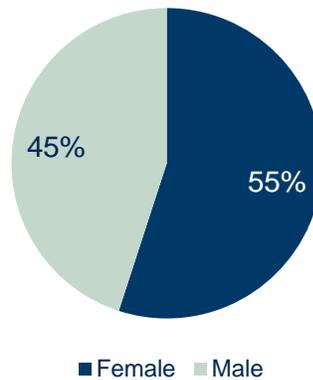
July 2022 overview: The Center served 115 clients over 130 visits. Out of 115 clients, 42 came into the Center for the first time in the month of July. Thirty-eight clients accessed navigation services, and 79 Center clients accessed health services (including health screening, vaccines, telehealth, and cardiology visits). An overview of client demographics is presented. **NOTE: As of July 31, 2022, the Center has served 1,574 clients over 2,965 visits.**

Demographics

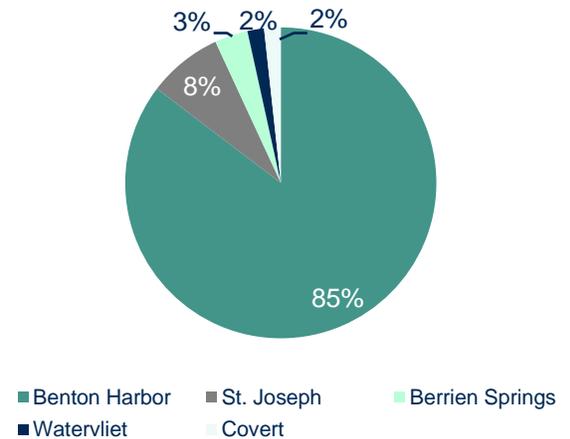
Race/Ethnicity



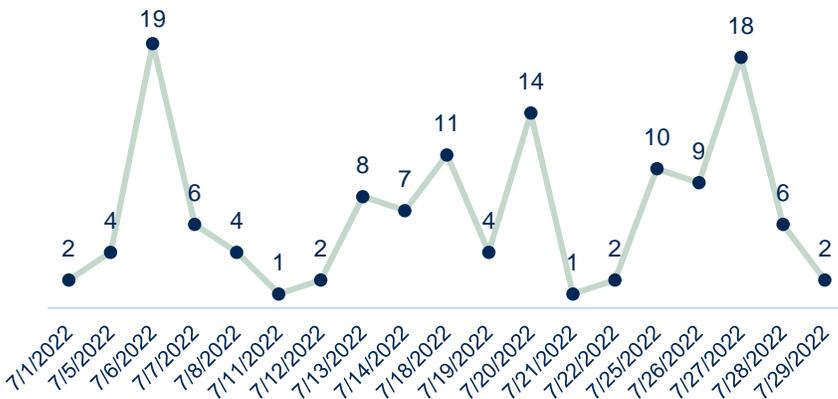
Gender



Zip code of residence*



July 2022 client traffic



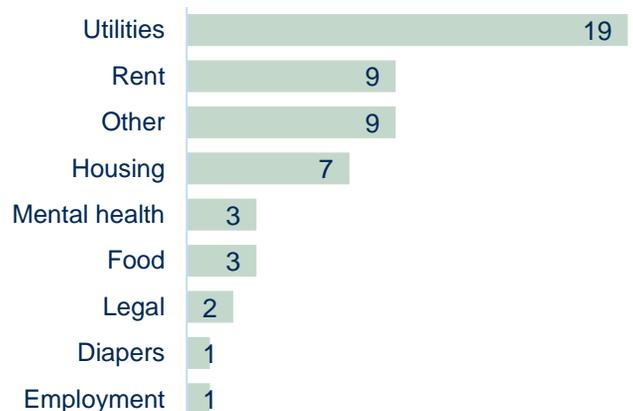
*Zip code of residence is representative of the top five cities clients visit from. Other cities include Baroda, Sodus, and South Haven.

Client traffic: The graph on the left displays client traffic by day. Peak days of client traffic at the Center are Mondays or Wednesdays (cardiology visits with Dr. Lawrence).

Navigation service use: In July, there were 41 navigation visits at the Center, an 18% drop (compared to June 2022). Top reasons for seeking navigation assistance included utilities, rent and 'other'. The 'other' category includes seeking help to get home appliances, make home repairs, and even a client looking to install an ADA ramp in their home. Referrals were made to partners such as local food pantries, Michigan Works, and Harbor County Mission.

Clients did not seek assistance for health insurance, finance, transportation, education, or clothing.

July 2022 navigation service use

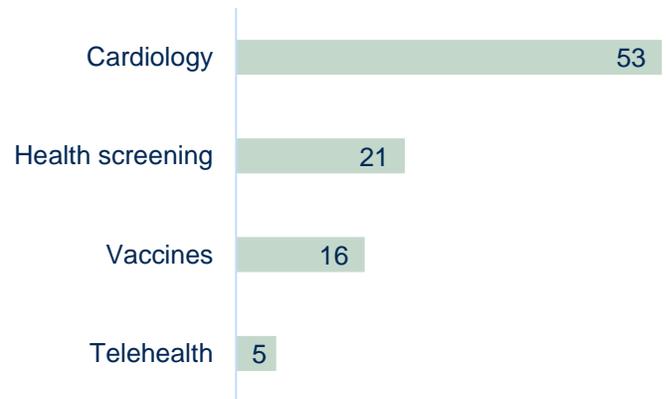


C4BH July 2022 Overview

Physical health service use: In July, there were 95 health service visits at the Center, a drop of 1% in health service use (compared to June 2022). The top reason for seeking services was cardiology appointments with Dr. Lawrence. This continues to be the most used physical health service.

Health insurance: Of clients who came into the Center for the first time, 31 have health insurance. Fourteen indicated that they have Medicaid, six had Medicare, two had both Medicare and Medicaid, and one had private insurance.

July 2022 physical health service use



Mental health service use:

In the month of July, there were 60 mental health visits. Two clients engaged in mental health therapy for the first time during this time.

Evaluation:

1. The evaluation team has received feedback from leadership on the Theory of Action map. We will work to incorporate what we've learned and will present the map back to C4BH staff and leaders.
2. We presented our findings from staff interviews as it relates to communication, leadership, and roles to C4BH leaders. The evaluation team has encouraged leadership to process what we shared and present a response to C4BH staff.

Recommendations:

1. Continue to consistently ask check out questions. These serve as a snapshot of clients' needs and provide data for metrics being collected at the Center.
2. Services that are less used (health insurance, finance, transportation, education, or clothing) need to be revisited and assessed for its use. We should consider why clients don't access this service, and if there is something we can offer in its place.
3. Services that commonly fall under the category 'Other' (diapers, mental health) have been recoded in this report. We recommend that these categories get incorporated into Caspio since they are recurring needs at the Center.