

Outcomes & Inputs from the Center for Better Health

Reflections from Center Staff

The Center for Better Health (CBH) staff participated in interviews where they shared their roles, experiences, stories of client interaction, the impact of the services, what the Center means for the community from their perspective and recommendation for the growth of the Center. The Staff's experience of working with their co-workers was one of bonding and satisfaction. While there were obstacles, the staff understood the Center's purpose and worked hard together to fulfill it. For some it was a learning experience as they were presented with responsibilities that they had never shouldered. A majority of the staff members were Benton Harbor residents.

Below are quotes from the CBH staff reflecting on their experience:

All of our clinicians have just been a joy to work with. And it's really been a great team atmosphere.

And to me, it's not just making a difference, it's being the difference for people who are hurting in so many ways.

We want things to be figured out perfectly, but even in its imperfect place, it's doing this beautiful work of healing. And that, to me, has just been awe-inspiring to be a part of.

The staff believed that the services offered were beneficial to the community. The CBH has provided many with assistance which has helped address conditions caused by the pandemic. One of the staff members stated that it is a refreshing change to see that we aren't handing off files and referring people to faceless and nameless entities. For example, the Center staff understands that a client facing various life challenges could lead to non-compliance issues. The CBH offers a space for clients with multiple needs to be treated with patience, followed up with, and provided assistance that removes barriers. This holistic approach at the Center has provided access and made services more achievable for clients.

Some of the staff said this about service delivery:

We have nurses who are calling people even on the days that they're not working, because they would have a meeting with somebody, and then the next day they want to make sure that that person got what they needed.

We are blessed enough to have this wonderful resource that covers so many issues and areas of need and be able to plug them directly into that. That has been phenomenal.

100 % of the Staff said they want to see the Center for Better Health grow and want to continue serving the Community.

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When asked about additional services for the future, most agree that at this point it is imperative to support and fine-tune the existing services. Considering the Center offers a number of services, adding services before getting good at what is already being done may make the CBH less effective for the community, and impact its longevity. The staff also believe that in the future we should strive to add services that we now refer clients to and literacy classes that will bring awareness in the community about issues such as finance, health etc. In addition, it is important to consider the staff's current bandwidth and operate within those limitations.

Some of the staff said this about the future of the CBH:

*The need is going to be there, but we want to make sure that we're not just giving free services, but we're **giving quality service.***

*My hope and prayer is **that the center becomes a staple in the community**, that it's not something that in six months or 12 months from now is like, oh, it was this really great thing we did back then, but instead it's like, "Oh no, man, let me run down to CBH.*

*So, number one, I think we **need financial literacy.***

*One thing we've been talking about is building out a **more robust health services***

*I think **a streamlined process from beginning to end with core community navigators** is good because you want a person to get familiar with one person and feel like they can tell them what's going on*

***Need to have a larger facility** that can host some of the services rather than us having to send people out or connect them with agencies.*

***But our community is such a unique community when it comes to marketing and language.** And I don't know... We haven't figured out the formula yet so that's one thing we have to keep doing is playing around with that.*

*So, I think the center also needs to **have some resources of its own in order to help out***

For the community this can be that space, where they are treated with dignity and respect, and provided the right kind of healthcare from people that care. For Spectrum Health Lakeland this could be an opportunity to build trust and relationship. CBH is a means to make the 49022 a healthier community by generating awareness about mental and physical health. One of the CBH staff said, "other than what the impact I think it's having, it is a place to provide resources and care and concern and opportunities for people."

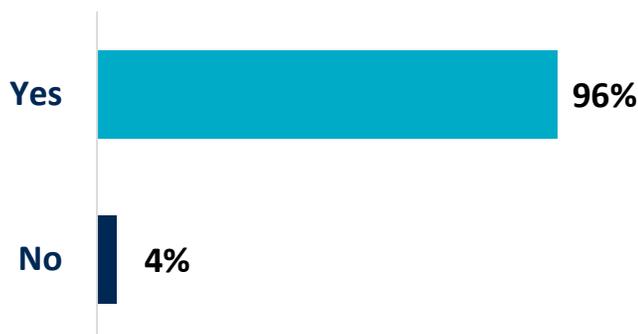
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Reflections from follow-up client interviews

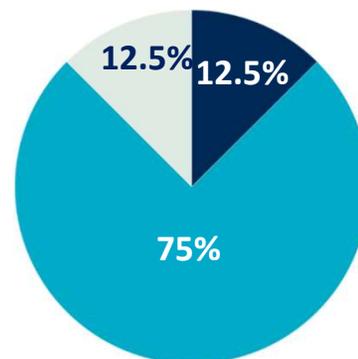
In the second stage of the data collection process the community researchers made follow-up calls to clients, who received services at the Center. Out of the 55 that were spoken with, 33 provided consent to incorporate their responses in our reports.

Amongst the many services provided and received the clients highlighted assistance with navigation services such as rent, food, financial, medical, housing, electricity and gas bill, and the health screening services were blood pressure, glucose, cholesterol and PPE. The clients stated that the services offered impacted their family in a positive way. They were able to drink clean filtered water, receive information on their health, made processes easy and accessible, and overall, the Center was very helpful.

96% of the respondents said that they would recommend CBH to their friends and family.



75% of the respondents said that their needs were met.



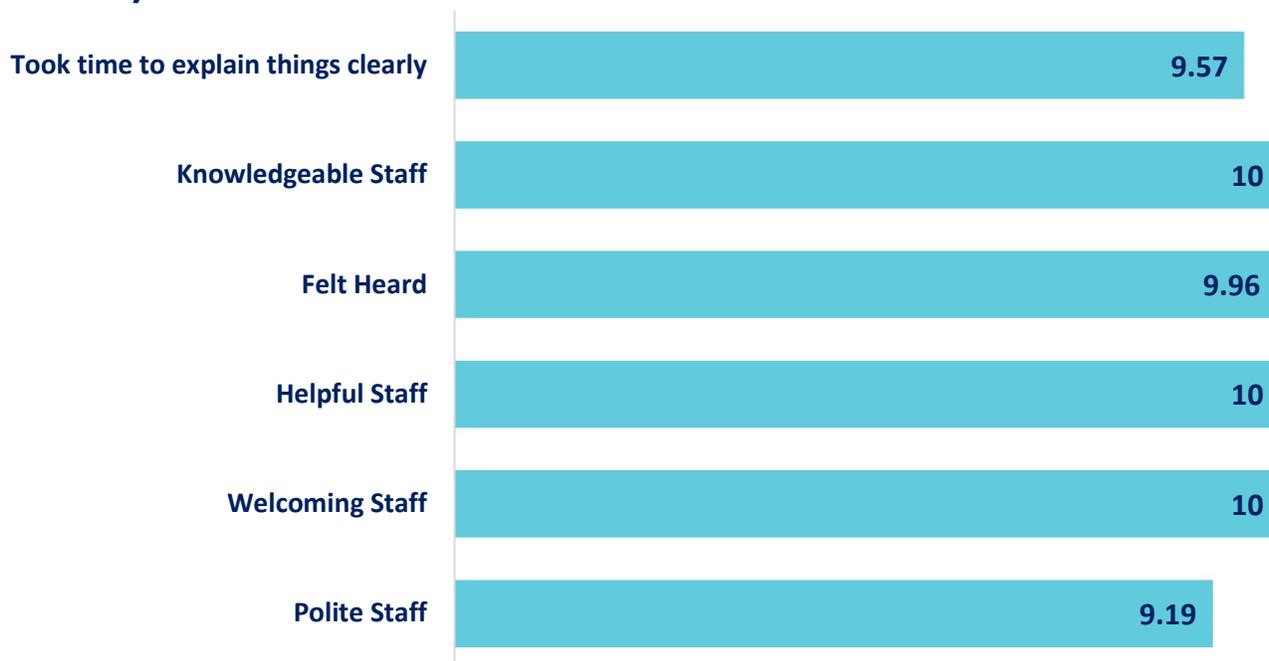
- Yes, they were partially met
- Yes, they were fully met
- No, they were not met

100 % of the respondents said the Center for Better health is beneficial to the Community.

From the data we found that the Center is essential to the residents of Benton Harbor because the city lacks resources and services, especially in an integrated space. Many residents do not have health insurance, which prevents them from accessing the care they need. At the Center, resources are free and cater to an array of needs for people of the 49022. In addition, residents felt heard, treated with equality and truly cared for. Some of the recommendations made are the Center remain open after 5 pm during the week and that we increase our marketing efforts in the community.

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Overall, people had a very positive experience at the center (ratings out of 10)



95% of clients said that if needed, they would seek services again at the CBH

