



Helping Communities Scale Efforts to Respond and Recover from the COVID 19 Crisis

Community healthcare and social service organizations are overwhelmed with requests for services and assistance that have resulted from the COVID-19 crisis. These urgent requests include food, housing, jobs, childcare, and assistance with anxiety, trauma, and isolation. Public health and healthcare authorities are struggling with COVID testing coordination, contract tracing, and quarantine management. Community service providers are struggling with documenting needs and finding available resources to meet those needs.

Utilizing a Shared Community Well-being System

Now is an ideal time for communities to consider utilizing innovative technology to scale and improve community wide efforts to meet the overwhelming demands from individuals, families and small businesses struggling with the impact of the COVID-19 crisis. Availability of new COVID recovery funding from public and private sectors can be utilized to help acquire technology solutions to meet short term needs while providing an infrastructure foundation to support future community improvement initiatives.

eTransX offers a proven Wellbeing Care Community (WCC) solution that can be implemented in a short time frame to help community organizations identify and track urgent health and economic needs, and to match and coordinate the delivery of services to meet those needs (see diagram in Exhibit A).

Exhibit A: Using a Community Information Exchange system to Connect Community Services



At the Community Level, the WCC is used to:

- Support the regional backbone organization to onboard participating CBOs to share data and coordinate the delivery of services in the community
- Support the participating CBOs to update in real time a listing and description of their available information resources and/or services including descriptions of any eligibility requirements for accessing and using their information or services
- Support the participating CBOs to send, receive and respond to service orders and referrals with other CBOs in real time
- Support capturing valuable information that can be used to track community progress in real time, identify gaps in care, and provide information for continuous improvement

At the Personal Level, the WCC is used to:

- Conduct personal needs assessments of individual/family participants, and then use this information to develop and manage personalized recovery action plans and pathways for the participating individuals and families

- Assign and coordinate the work of authorized personal support team members (such as friends and family, peers, life coaches, mentors, volunteers) that will be assisting participating individuals and families with their recovery action plans and success pathways
- Track and document the status of requested services and referrals related to meeting the needs of individuals and families including the ability to rate the quality of services provided, and trigger interventions as needed.

How can it help my community?

Serving as an COVID Response and Recovery Community Command Center

In the short term, the WCC solution can serve as a community/regional COVID Response and Recovery Center for coordinating COVID 19 response and recovery efforts. As an integrated “nerve center”, the WCC solution can provide an efficient means of coordinating an active response to the COVID 19 crisis – such as providing coordinated access to COVID testing and vaccinations, contact tracing, isolation/quarantine management, and access to COVID relief funds and urgent basic life needs (e.g. housing, food, safety, childcare). Key dashboards that can be used to help confirm if needs are being met in a timely manner and generating early-warning indicators that can point out critical gaps in resources or services that in turn leads to forthcoming changes that need to be addressed.¹

Examples of using the WCC solution at a community level to respond and recover from the COVID-19 crisis include:

- Managing best practice protocols for those that test positive for COVID for managing treatment, isolation, and protecting others from exposure
- Providing a way for healthcare organizations to coordinate efforts with social service organizations for those with both health needs and basic living needs – such as housing, transportation, and food
- Documenting actual needs (needs assessments) on a consistent basis that can be shared with CBOs and health providers
- Providing a way for smaller mutual aid groups and community-based organizations to access and use affordable technology to facilitate communications with their clients and with other CBOs
- Providing a way to close the loop on requested services and assistance to make sure the needs of individuals, families, and small businesses have been addressed

Initiate/Expand Community Improvement Initiatives

The flexible design of the WCC solution allows communities to support a wide range of community improvement initiatives using the same foundational system as shown in Exhibit B.

Get Started - Designating a Community Backbone Organization

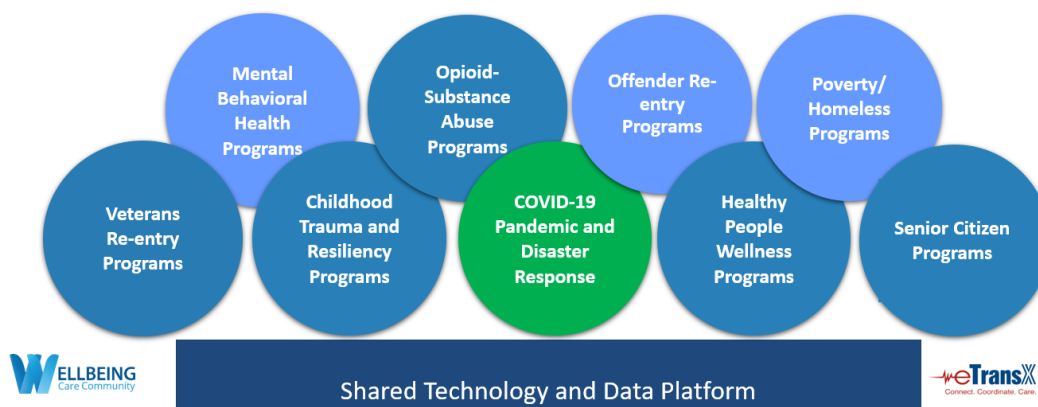
The first step in deploying the WCC solution is to identify a designated, trusted backbone organization that will be responsible as the hosting organization for the WCC solution. This backbone organization will assist in facilitating the participation and collaboration of local public, private, and non-profit organizations to work together to lead discussions, coordinate data sharing agreements, and define the application project scope. For those communities that may need help in this effort, eTransX has partnered with proven organizations that can facilitate the community coordination and collective impact process.

Get Started – Choosing one or more specific Community Initiatives

Once you identified a backbone organization, choose one or more Community Improvement Initiatives to implement to help people in need. This may include:

- Helping coordinate COVID-19 testing, contact tracing, and quarantine management
- Helping individuals and families at risk of losing housing find workable solutions
- Helping individuals and families with basic life needs – such as food and transportation
- Helping families with affordable childcare solutions
- Helping individuals in poverty develop a workable path out of poverty
- Helping individuals struggling with substance use disorder find treatment and recovery support
- Helping individuals coming out of prison or jail find stable housing, jobs, and personal support
- Helping individuals with pathways for learning new skills and finding new jobs
- Helping children and youth with adverse childhood experiences

Exhibit B: Using a Shared Community Information Systems Platform for Building Back Better



All of these applications can be supported by the core WCC solution - without having to purchase additional systems. The core technology for the WCC solution has been in production for over four years facilitating data sharing applications in communities across the country. The flexible design of the WCC solution makes it easy to plug in other existing technology systems (including local 211 systems, public health and healthcare systems). The WCC solution is compliant with major privacy and security requirements – such as HIPAA and 42 CFR), and includes fully integrated video conferencing, which is important for engaging organizations and individuals that are impacted by the COVID 19 sheltering in place restrictions.

Conclusion and Next Steps

The eTransX WCC solution can be used to immediately help communities respond to the COVID 19 crisis while providing a foundational ecosystem platform to support long term recovery efforts and improve health and well-being outcomes for the future. This approach can be used to coordinate the work of the many community service organizations providing much needed services in the community – by bridging current data silos and improving service coordination (“where the left hand knows what the right hand is doing”), with the support of a designated backbone community organization.

Call eTransX at 888-221-4971 for questions or additional information about the Wellbeing Care Community System

¹ Responding to coronavirus: The minimum viable nerve center, McKinsey and Company, March 2020