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## **Waterbury Community Care Team Leverages Community Collaboration to Help Those in Need**

In its third year, the Greater Waterbury Health Partnership's Community Care Team is a formalized clinical and community based organization integration project. The Community Care Team (CCT) is made up of over 40 social service and health care providers in the Greater Waterbury community that come together weekly to provide intensive case management and coordinate care for the highest utilizers of our hospital Emergency Departments and most vulnerable residents.

The CCT works to link patients with the care they need and coordinate services for any social determinants of health or barriers they may be facing. **"The Community Care Team is one of the most impactful programs in the Greater Waterbury area. It is an effective consumer centered interdisciplinary model of service that supports the needs of the whole person. CCT's lifesaving work provides great benefit and value to consumers, and it is also an amazing support system to its strong network of community partners, too. CCT empowers community partners and frontline workers by supporting each other as they help the most vulnerable in our community"**, says the Chief Impact Officer for United Way of Greater Waterbury and firm advocate of CCT, Jered Bruzas.

CCT interventions tend to be long-term with the goal of helping communities of color that are housing challenged achieve stability and independence. Currently, the CCT serves 50 patients that utilize both Waterbury hospital and Saint Mary's hospital. The CCT includes key clinical partners such as Beacon Health Options, Waterbury Hospital, Saint Mary's Hospital, Western Regional Mental Health/DMHAS, StayWell Health Center, Waterbury Health Access Program, Trinity Health of New England, CHD Hospitality Center, New Opportunities, and Waterbury Opioid Response Team.

Saint Vincent DePauls Director of Homeless Resource Center and Shelter, Megan Santiago a committed partner of the CCT states that, **"GWHP's CCT has helped the residents of Waterbury and the resident's in St Vincent DePaul Shelter tremendously. The CCT team has been able to collaborate with the SVDP staff to ensure certain guests of ours are enrolled in the current services or placed in other programs that fit their need. Getting the help from CCT and their hospital experience has been a great asset to SVDP and our guests. Their timeliness with answering our calls and emails are more than we can ask for. Each person on the CCT team communicates well with the SVDP staff and is always available when needed. They all go out of their way for the residents of Waterbury and SVDP."**

The CCT uses the innovative data platform, Unite Us, to efficiently and securely track and send referrals to clinical community partners that are enrolled in the system. The unique care coordination database allows GWHP to track linkages and measure progress of patients and types of services received. The City of Waterbury recently adopted Unite Us for its city-wide Advancing Health Literacy Program. The use of this database, in conjunction with data shared by hospitals on patient visits, allows the Waterbury CCT to report on the value of the program to the health system.

**In 2021-2022, the CCT Team reduced an estimated \$1.7M in hospital charges from overutilization and 128 hospital visits across both Waterbury Hospital and Saint Mary's Hospital in its first 23 patients.**

Through generous support under the City of Waterbury Advancing Health Literacy project, CCT has had the opportunity of expanding services by hiring an additional Licensed Clinical Social Worker, as well as a Data Analyst to facilitate the use of Unite Us and reporting so that partners are able to send, receive and track CCT referral activity.

The CCT is generously funded by the Connecticut Health Foundation, which made a 3-year investment in the pilot program which has allowed it to be successful. It is also funded through equal investments by Waterbury Hospital and Saint Mary's and the United Way of Greater Waterbury.

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