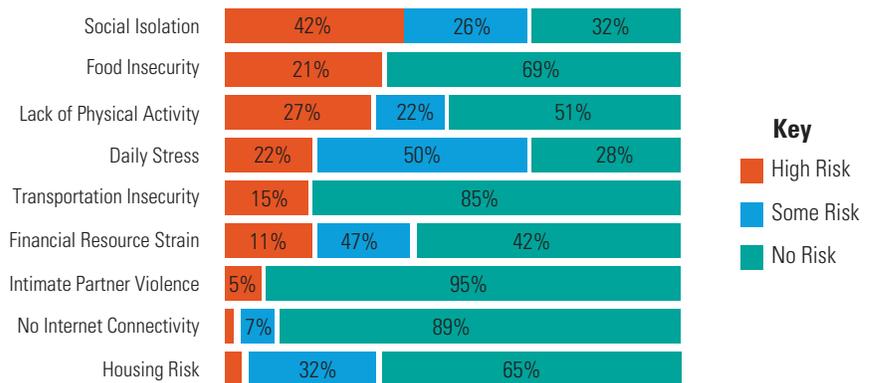


Health Opportunity Partnership Empowerment

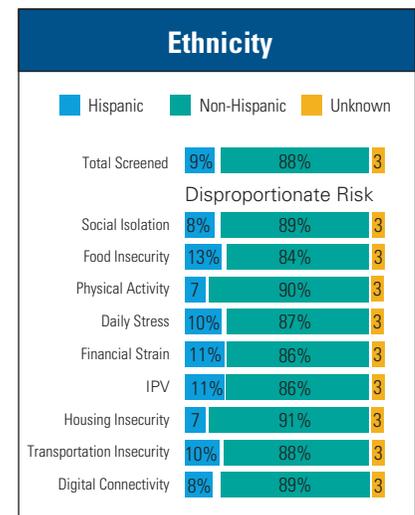
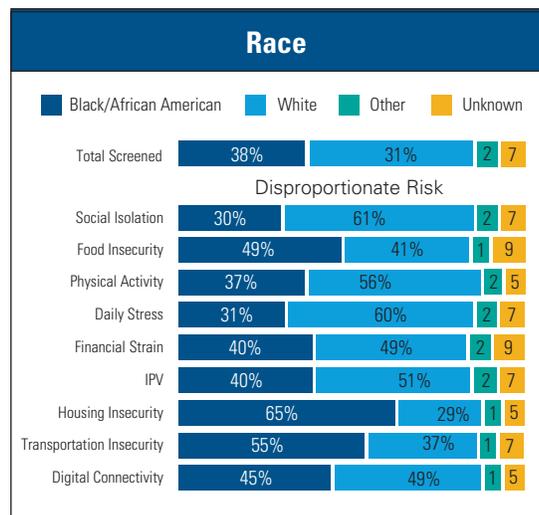
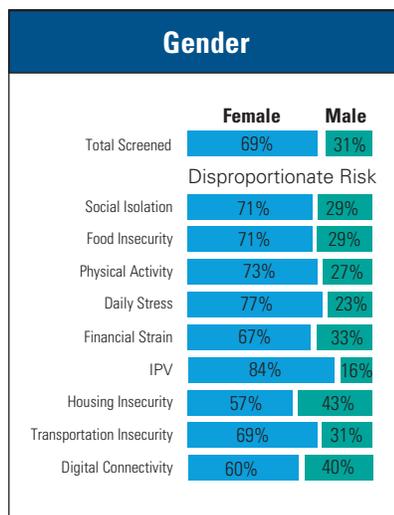
The **Institute for H.O.P.E.™** is a catalyst of change for our health, neighborhoods, economy and future.

From July 1 through September 30, 2020, we screened **12,692** patients for social determinants of health, bringing our total to **23,712**. With these responses, we're able to better assess the needs of our patients and connect them with the services that will help address those needs and improve their overall health.

Social Needs Screening Results



The following charts demonstrate one way we identify potential areas of disproportionate risk – by gender, race and ethnicity. For example, individuals who are Black/African American represent 38% of all persons screened yet comprise 65% of those screened at-risk for housing insecurity.



Report to the Community

July through September 2020



It is not enough to screen our patients and identify their health-related social needs. We also need to respond. That's why MetroHealth partnered with Unite Us, an innovative technology company, to build Unite Ohio – a coordinated care network of health and social care providers.

Building on MetroHealth's commitment to integrate information such as whether a person is struggling with housing, food insecurity, employment and other factors into its electronic medical record, the Unite Us platform allows for efficient electronic referrals between social service organizations to meet those needs and track the outcomes.

This is a significant, multi-year investment by MetroHealth, but the tool is available to most participating community-based organizations at no cost.

Unite Ohio at a glance:

Launched on September 22, 2020

- **38** community-based organizations in the network
- **20** different service categories represented (i.e. food assistance, transportation)
- **288** registered users to make referrals

In the nine days from launch through the end of September:

- **59** unique individuals served
- **110** referrals created
- **21** referrals resolved

Top referral requests in September were for food assistance, housing and shelter/utilities and transportation.

To learn more: ohio.uniteus.com

Unite Ohio Partner Spotlight: Greater Cleveland Food Bank



Hunger is a symptom of another issue. That is exactly why the Greater Cleveland Food Bank joined Unite Ohio.

"We want to approach helping people in the community in a holistic way that provides as much support as possible to address the root causes of hunger," said Phil Trimble, the food bank's senior manager of research and program evaluation.

Traditionally, the onus would be left to the client to seek out the food bank's services.

But with the Unite Us platform, MetroHealth or another participating organization can send a referral directly to the food bank. Then, staff from the food bank can connect the individual with feeding programs in their area or help them enroll in public benefits like the Supplemental Nutrition Assistance Program.

"This allows us to be proactive instead of reactive when it comes to addressing referrals," Trimble said. "It's already made a difference in the lives of our clients."