

# Connecting Care, Building Communities:

## Addressing Social Determinants of Health Together

Tess McInnis  
Community Resource Network  
&  
Kelly McGann  
CommunityCares



# History and Landscape



**Sherri Corey**

Director, Development &  
Engagement

- Quality Health Network (QHN) was established in 2004
- CORHIO began operations in 2008
- CORHIO affiliated with Health Current in 2022, forming Contexture
- Contexture launched CommunityCares in 2021 to address SDOH in AZ
- QHN launched Community Resource Network (CRN) in 2020 to address SDOH in Western Colorado
- QHN and Contexture formally affiliated in 2024
- Full integration of QHN and Contexture to become one unified organization by January 2026

# Our Presenters



**Tess McInnis**

Manager of SDOH Technology at  
Community Resource Network

## Key Role and Experience:

- Joined Contexture in 2018
- Over 20 years of experience in project management and business operations
- Leads the CRN team
- Led internal management of QHYN's participation in the Accountable Health Communities Model (AHCM)
- Oversees the Regional Health Connector (RHC) program in Mesa County

# Our Presenters



**Kelly McGann**

Director, Social Determinants Of  
Health for CommunityCares

## Key Role and Experience:

- Director of SDOH at Contexture
- Oversees CommunityCares, Arizona's state-sponsored closed-loop referral system
- Extensive background in health and human services and community-based organizations
- Focused on promoting equitable access to care in rural communities
- Leads efforts to integration SDOH interoperability with a human-centered approach

# Partnership History

As partnering HIE's, Contexture and QHN have established data sharing for people's clinical information. **Examples include:**



Clinical documents



Electronic Clinical Quality Measures (eCQMs)



Admission/Discharge/Transfer (ADTs) Alerts

# Better Together



- Build to suit – Community Resource Network (CRN)
  - Deployed in July 2020
  - Connected to HIE
- Envisioned and built as a whole-person care solution
- Ingestion of SDOH Screeners
- Robust reporting capabilities



- Partnership with Mile High United Way
  - Resource directory access via API
- Built the e-Referral solution in Colorado
  - Developmental Screening – CDHS
  - Boulder County Connect
- Arizona approach is a statewide solution (CommunityCares)

# Contexture's SDOH Vision

## Create Connections

Leverage and enhance existing infrastructure\* to develop an ecosystem of interoperability that supports the automated exchange of information among healthcare providers, community organizations, public health and state agencies.

## Close Gaps

Research shows that improving access to SDOH services that support a systemic change have the greatest impact on resolving SDOH gaps.

## Advance Equity

Increase and continue focused interest in intertwining SDOH within healthcare and addressing equity and inclusion of all patients across the system.

## Improve Outcomes

80% to 90% of modifiable contributors to health outcomes fall into SDOH. A greater focus on SDOH needs results in a more holistic (whole person) approach to healthcare and will have a more substantive impact on a person's overall health outcomes.



A group of people outdoors, overlaid with a blue filter. The image shows several individuals, including a man in a puffer jacket and a woman in a knit sweater, who appear to be engaged in a community activity or discussion. The background is filled with trees and foliage, suggesting a park or natural setting.

# Community Resource Network



# Community Resource Network (CRN)



CRN was developed to enable providers of medical, social and behavioral health services to:

- Better communicate
- Collaborate
- Share data
- Coordinate the care of their patients/clients

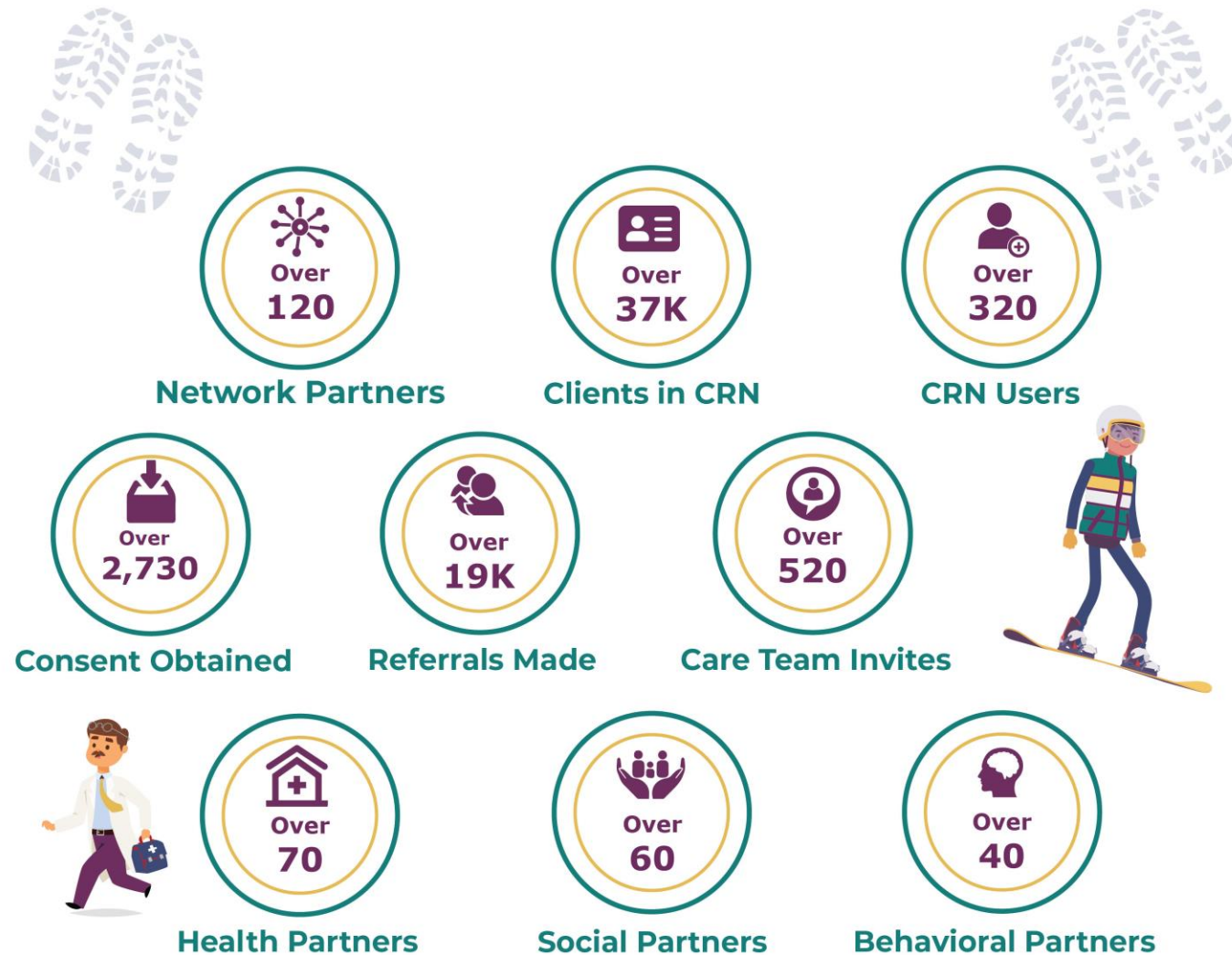
A process that has historically been vastly fragmented.



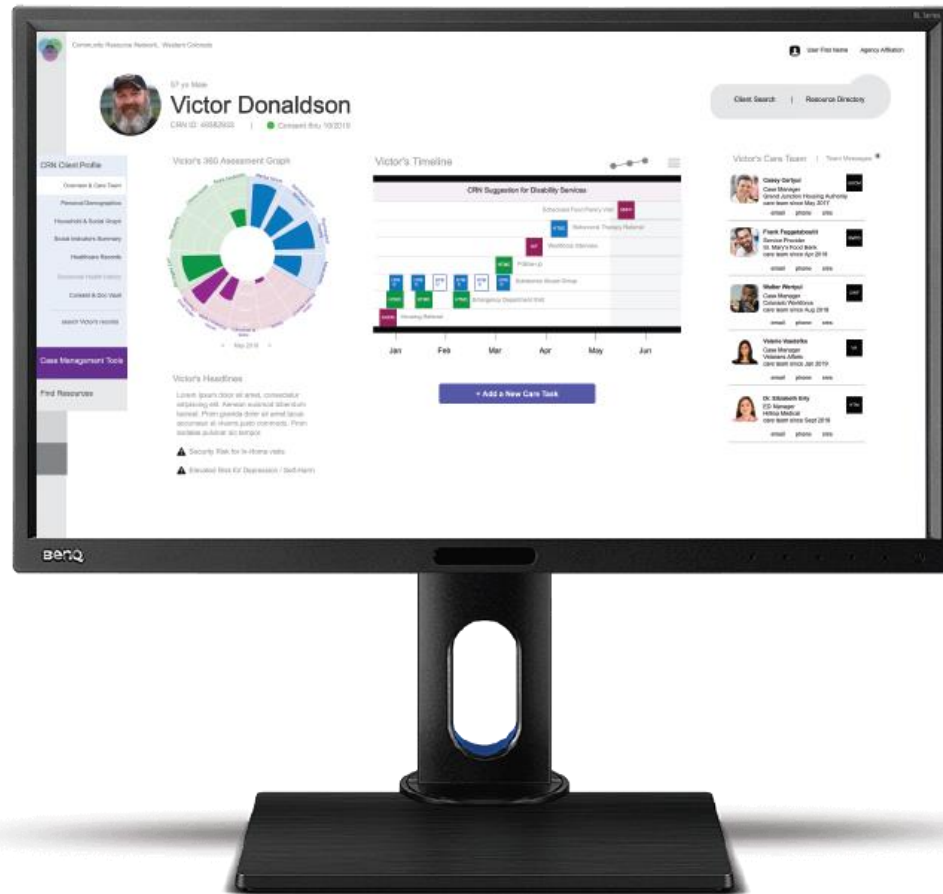
# CRN Features and Benefits



# CRN Footprint and Impact



# Community Resource Network Demo



# Community Resource Network Partner:



GRAND VALLEY  
**CONNECTS**



**MESA COUNTY  
PUBLIC HEALTH**



A blurred background image showing a group of people in a meeting. One person in the foreground is wearing a blue jacket and holding a pen over a notepad. Another person to the right is wearing a light-colored sweater. The image is partially obscured by a red banner.

**WHAT IS  
GRAND VALLEY  
CONNECTS?**



A photograph of a woman with dark hair in a ponytail and a young boy hugging each other outdoors. The woman is wearing a purple long-sleeved shirt, and the boy is wearing a dark blue t-shirt. They are both smiling and looking down at each other. The background is a blurred outdoor setting with trees and a building.

# **ENHANCED RESOURCE NAVIGATION SERVICE**

# RESOURCE NAVIGATORS

**What is unique about our people?**

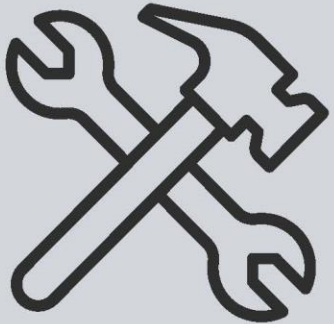
- **Experienced with public assistance program applications.**
- **Knowledgeable about community programs and services.**
- **Prepared to help with a wide variety of needs.**
- **Familiar with behavioral health resources.**
- **Bilingual in English and Spanish.**



**HOW DOES IT  
WORK?**



# TOOLS



**WORKLOAD  
MANAGEMENT**

Community Resource Network, or CRN, is our **workload management tool**. It is a one-stop shop.

CRN provides **rich data** that informs our services.

It **streamlines referrals** to needed resources and services.



# **SINGLE POINT OF ENTRY**

**We are a clearing house for services, programs, and information.**

## **STEP 1**



**HAVE A  
CONVERSATION**

## **STEP 2**



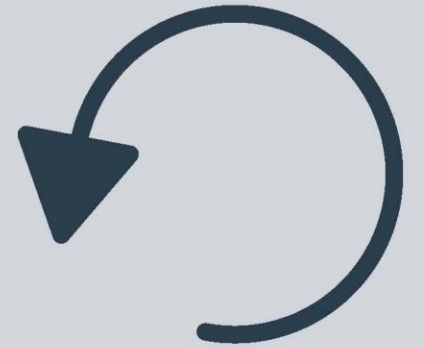
**MAKE A PLAN**

## **STEP 3**



**MAKE IT HAPPEN**

## **STEP 4**



**FOLLOW UP**



## STEP 1



**HAVE A  
CONVERSATION**

Can communicate in person, by **phone, email, or text.**

**In-person meetings** can be in our office or at a public location.

Complete a whole person/household **assessment of circumstances.**

## STEP 2



### MAKE A PLAN

We work with community member to **determine which resources** to pursue.

Determine **what level of support** is needed.

Make a plan for **next steps**.

## STEP 3



MAKE IT HAPPEN

We will **remain in touch** with each community member through the entire process.

We work to ensure they are **successfully connected.**

## **STEP 4**



**FOLLOW UP**

We'll follow up at **30, 60, and 90 days.**



# **CLOSE THE REFERRAL LOOP.**

**We stay connected until the community member's needs are met.**

**THANK YOU.**



**MESA COUNTY  
PUBLIC HEALTH**





# CommunityCares

contexture®

powered by  UNITE US

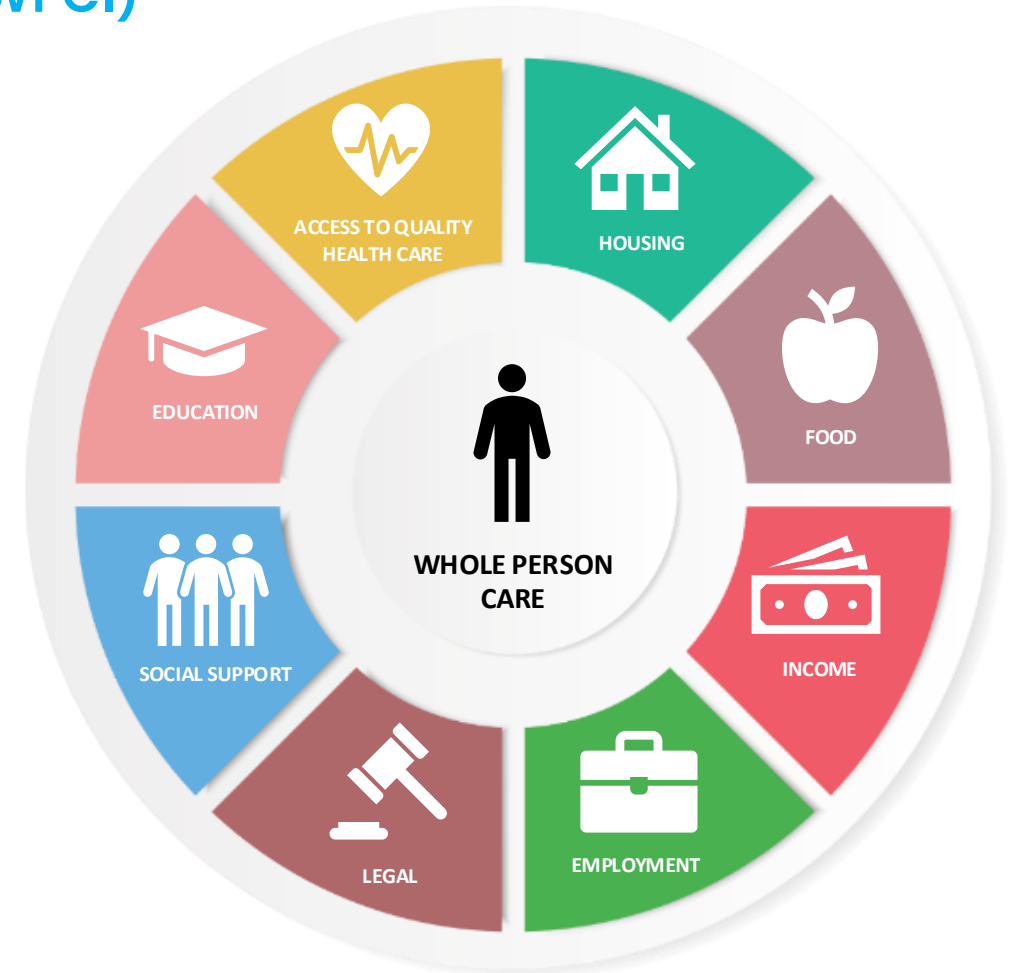
# CommunityCares Program Genesis



CommunityCares  
a contexture® solution.

## AHCCCS Whole Person Care Initiative (WPCI)

- Officially launched the Whole Person Care Initiative in November 2019.
- Focused on the role social risk factors play in influencing individual health outcomes.
- WPCI led to the state's SDOH initiative and the development of the CommunityCares program.



# CommunityCares Program Benefits

**Connects healthcare  
and community  
service providers.**

**Screenings and  
assessments.**

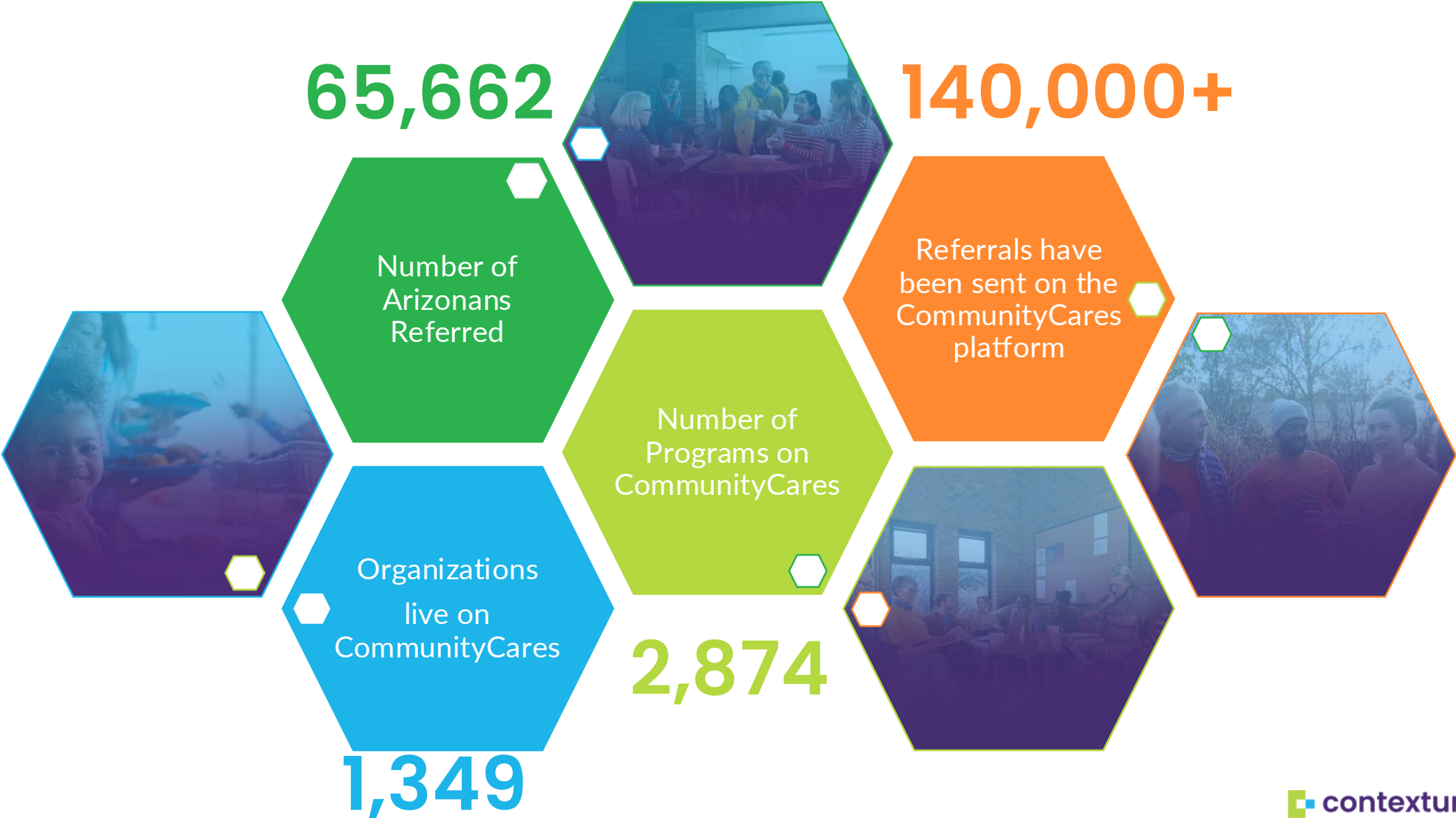
**Streamlines referral  
process across  
Arizona.**

**Confirmation when  
social services are  
delivered.**

**Access to Solari 2-1-1  
resource directory.**

**Data tracking,  
analytics and  
outcome measures.**

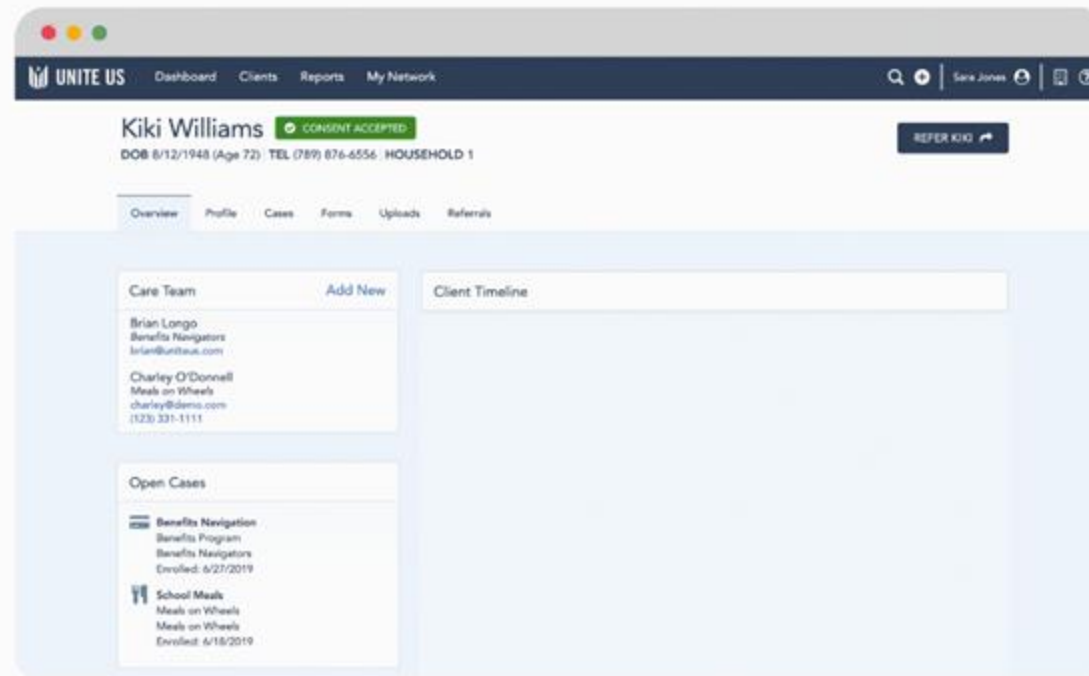
# CommunityCares Impact



\*site level

Data as of May 15, 2025

# CommunityCares Platform Demo








# CommunityCares Partner: Creighton Family Resource Center

# Creighton Family Resource Center

- Kelley Blakslee, Creighton Family Resource Center (CFRC)
- CFRC Info
  - Focus on families with children birth-5 years, but serve all
  - Recent increased focus on tangible resources
  - In-house resources & connections to other organizations as needed
  - Offerings (non-exhaustive)
    - Caregiver/child school readiness classes
    - Family story time and music classes
    - Food distribution
    - Free clothing events
    - Appointments for AHCCCS support
    - Mobile health clinic
    - Twice yearly large resource fairs
    - Community baby showers
    - Zumba dance classes
    - Summer Kindergarten Boot Camp program

# Creighton Family Resource Center



## Creighton Family Resource Center

### MAY/Mayo 2025


The Creighton Family Resource Center connects families to community resources, provides parenting education, support and opportunities for parents and children to play, learn, and grow together to prepare children for Kindergarten and beyond!

El centro de recursos para las familias de Creighton y la comunidad en general se conecta con las familias con los recursos de la comunidad, brinda educación, para padres, brinda apoyo, oportunidades para que los padres y los niños jueguen, aprenden a crecer y apoyen la preparación de los niños para Kindergarten y más allá.


MONDAY LUNES	TUESDAY MARTES	WEDNESDAY MIÉRCOLES	THURSDAY JUEVES	FRIDAY VIERNES	SATURDAY SÁBADO
			★ 9:00-2:00 AHCCCS ★ 9-10:30 Readiness & Tiny Tots ★ 9:30-10:30 EEK Testing ★ 11-12 Story School ★ 11-1 Kith & Kin	★ 2	★ 3
★ 5 1:00PM Food Distribution	★ 6 9-10:30 Readiness & Tiny Tots ★ 11-12 Story School ★ 1:30pm EEK Testing	★ 7 9:30-4:30 AHCCCS ★ 8:30-10 Cafecito ★ 5PM Zumba Class	★ 8 9:00-2:00 AHCCCS ★ 9-10:30 Readiness & Tiny Tots ★ 9:30-10:30 EEK Testing ★ 11-12 Story School ★ 11-1 Kith & Kin	★ 9 11:30am-1:30pm Mothers' Day & Volunteer Appreciation ★ Día de las Madres y Agradecimiento a las Voluntarias	★ 10 9:00AM Children's Museum Visit
★ 12 9-10:30 Readiness & Tiny Tots ★ 9:30-10:30 EEK Testing ★ 11-12 Story School ★ 1:30pm EEK Testing	★ 13 9-10:30 Readiness & Tiny Tots ★ 11-12 Story School ★ 1:30pm EEK Testing	★ 14 9:30-4:30 AHCCCS ★ 8:30-10 Cafecito ★ 5PM Zumba Class	★ 15 9:00-2:00 AHCCCS ★ 9-10:30 Readiness & Tiny Tots ★ 9:30-10:30 EEK Testing ★ 11-12 Story School ★ 11-1 Kith & Kin	★ 16	★ 17
★ 19 1:00PM Food Distribution	★ 20 9:30am & 1:30pm EEK Testing	★ 21 9:30-4:30 AHCCCS ★ 8:30-10 Cafecito ★ 5PM Zumba Class	★ 22 9:00-2:00 AHCCCS ★ 9:30am & 1:30pm EEK Testing	★ 23 9:00-3:00 Mobile Health Clinic ★ Free Patio Sale 9:00-11:00AM ★ 10:45-12 City of Phoenix Meet & Greet	★ 24
★ 26 CLOSED/CERRADO ★ MEMORIAL DAY	★ 27 ★ 1:30pm EEK Testing	★ 28 9:30-4:30 AHCCCS ★ 8:30-10 Cafecito	★ 29 9:00-2:00 AHCCCS ★ 2:30-3:30pm Kindergarten Boot Camp Meet the Teacher	★ 30 CLOSED/CERRADO	★ 31




★ = registration required /  
registro requerido

Call to register /llamar para registrarse: 602-381-4605



## JUNE/JUNIO 2025



MONDAY LUNES	TUESDAY MARTES	WEDNESDAY MIÉRCOLES	THURSDAY JUEVES	FRIDAY VIERNES	SATURDAY SÁBADO
★ 7:30-11:30AM Kindergarten Boot Camp ★ 1:00PM Food Distribution	★ 7:30-11:30AM Kindergarten Boot Camp ★ 1:30pm EEK Testing	★ 9:30-4:30 AHCCCS ★ 7:30-11:30AM Kindergarten Boot Camp	★ 9:00-2:00 AHCCCS ★ 7:30-11:30AM Kindergarten Boot Camp ★ 1:30pm EEK Testing	★ 6 CLOSED/CERRADO	★ 7
★ 9 7:30-11:30AM Kindergarten Boot Camp	★ 10 7:30-11:30AM Kindergarten Boot Camp ★ 1:30pm EEK Testing	★ 9:30-4:30 AHCCCS ★ 7:30-11:30AM Kindergarten Boot Camp	★ 11 9:00-2:00 AHCCCS ★ 7:30-11:30AM Kindergarten Boot Camp ★ 1:30pm EEK Testing	★ 13 CLOSED/CERRADO	★ 14
★ 16 7:30-11:30AM Kindergarten Boot Camp ★ 1:00PM Food Distribution	★ 17 7:30-11:30AM Kindergarten Boot Camp ★ 1:30pm EEK Testing	★ 9:30-4:30 AHCCCS ★ 7:30-11:30AM Kindergarten Boot Camp - Water Day!	★ 19 CLOSED/CERRADO ★ HAPPY JUNE TEENTH	★ 20 CLOSED/CERRADO	★ 21
★ 23	★ 24 9:30am & 1:30pm EEK Testing	★ 25 9:30-4:30 AHCCCS	★ 26 9:00-2:00 AHCCCS ★ 9:30am & 1:30pm EEK Testing	★ 27 CLOSED/CERRADO	★ 28
★ 30 1:00PM Food Distribution	  				

★ = registration required /  
registración requerida

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FLIP FOR DETAILS  
VOLTEA PARA MÁS  
DETALLES

# Creighton Family Resource Center: How CommunityCares Supports Us

- Connection to new clients
- Come for \_\_\_\_\_, stay for or return again for \_\_\_\_\_
- Add to our contact list to receive monthly newsletters
- Increase visibility/access to other Family Resource Centers across the state
- Helps us meet the needs of our grantees
  - Well exceed designated number of referrals
- Incentive program in AZ
  - Able to stretch our budget and make some big, needed purchases

# Creighton Family Resource Center: A Little Data

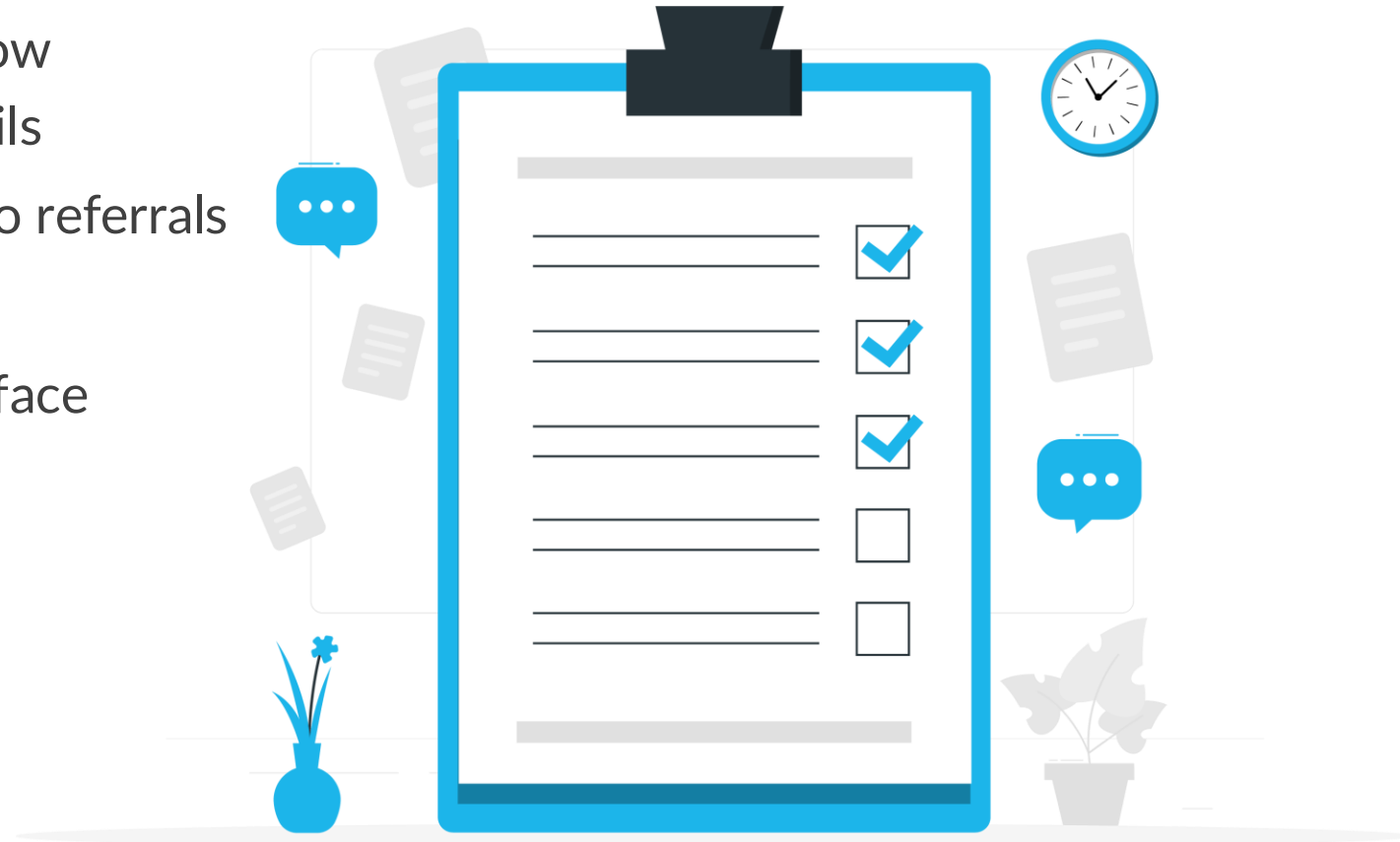
- 558 referrals given out last quarter!
  - More than double our grant requirement
- Over 80 new clients added to our Newsletter list
- Inspiring other FRCs and similar organizations to get on board with Community Cares to benefit as well





# Creighton Family Resource Center: Additional Info

- Has become part of our workflow
  - As routine as checking emails
- Is flexible in how you respond to referrals
- Support available when needed
- Unite Us is a user-friendly interface



# Questions?

Thank you to Grand Valley Connects and Creighton Family Resource Center!

The recorded webinar and slides will be available here after the meeting.



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