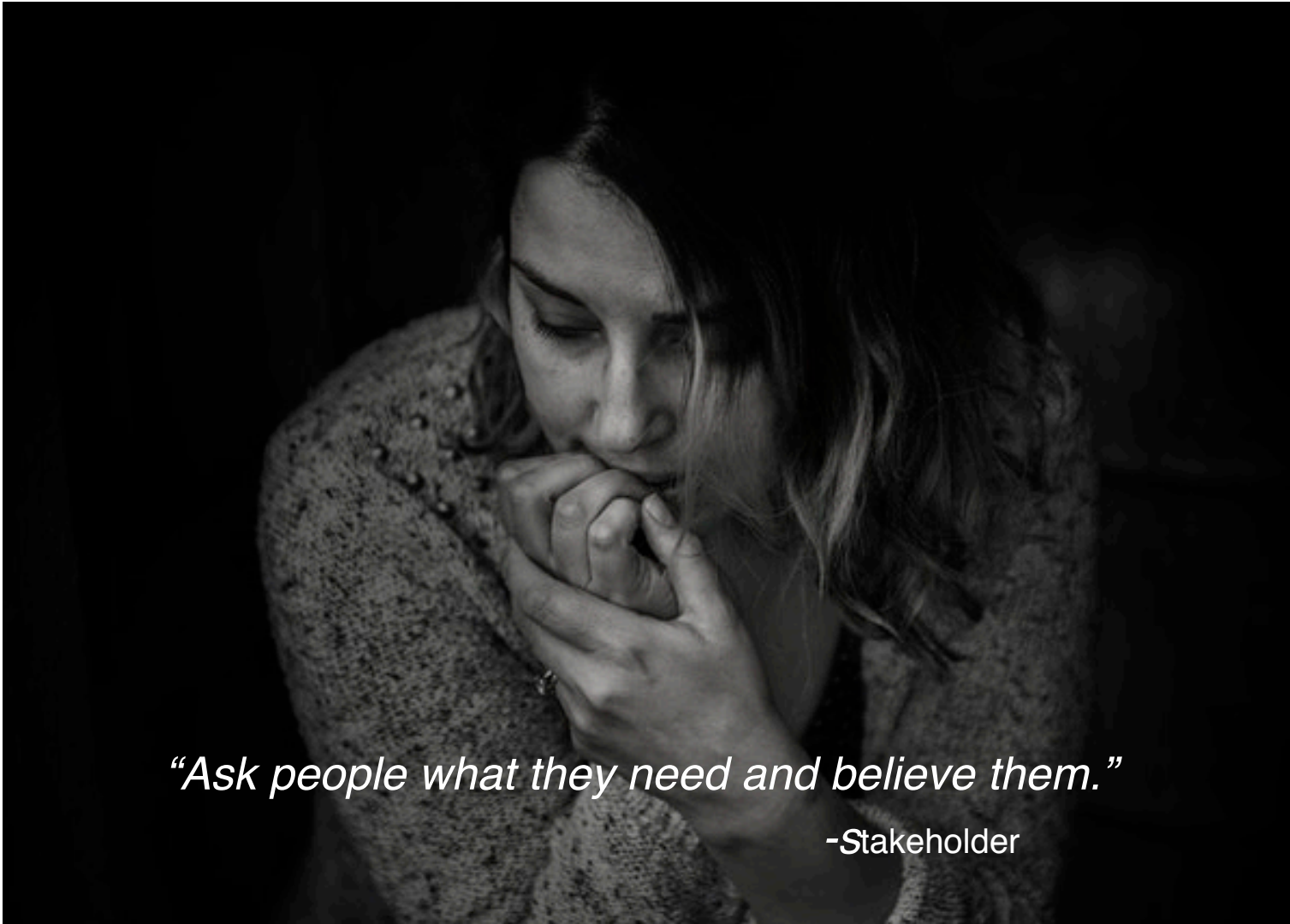

SANTA FE COUNTY



“Ask people what they need and believe them.”

-Stakeholder

ACCOUNTABLE HEALTH COMMUNITY

We are building a system that helps residents navigate community services and offers providers access to data and information to better serve residents, improve health and reduce health care costs.



FLEXIBLE FUNDING: When It Matters the Most

The car Alice drives to work every day needs a new battery. Miranda has left an abusive relationship and she and her three children, who live fifty miles from the nearest domestic violence shelter, need a safe place to stay for a night. Recently widowed, Mrs. Lopez must decide whether to pay the heating bill or buy groceries. John is homeless. His backpack has been stolen and with it, his identification.

Circumstances can change in an instant, and have a snowball effect. A vehicle we rely on to get to and from work needs repair; we courageously leave an abusive partner but also lose housing; an unexpected change of income leaves us unable to cover monthly expenses, or a lost driver's license means lost access to ongoing food benefits—all of these circumstances impact health and well-being tremendously.

According to the Centers for Disease Control, resources that enhance quality of life can have a significant influence on individual and population health outcomes. When people are unable to access reliable transportation and utilities, safe long-term housing and healthy food, these unmet social needs, also called social determinants of health, make the difference in the health of an individual and that of their community overall.

Accountable Health Community (AHC) navigators link residents to resources and services to address unmet social needs. When an emergency arises and there is no other funding source, the AHC Flexible Fund can be used as a one-time response to a crisis that is standing in the way of achieving goals established in a navigation plan.

The use of the Flexible Fund allows an agency and its navigators to respond quickly to avert a crisis. Protocols collectively developed by Santa Fe County Community Services Department, partnering agencies, and navigators themselves provide guidance and parameters on when and how the fund may be used. Navigators are encouraged to be innovative and work with community partners who may donate or partially fund purchases, and to encourage clients to contribute what they can. Fast access to funds that solve an immediate problem is what the flex fund is all about. The purchase of a \$50 car battery could save a man from losing his job, and secure his family's home and long term health and stability.

Emergency flexible funds pay for goods or services. Money cannot be given directly to the individual. These funds serve *as a payor of last resort* and are not meant to supplant other available funding sources. Chronic needs that require ongoing funding are not

paid for with flexible funds except as a stopgap, when ongoing funding has been previously secured but is not yet available.

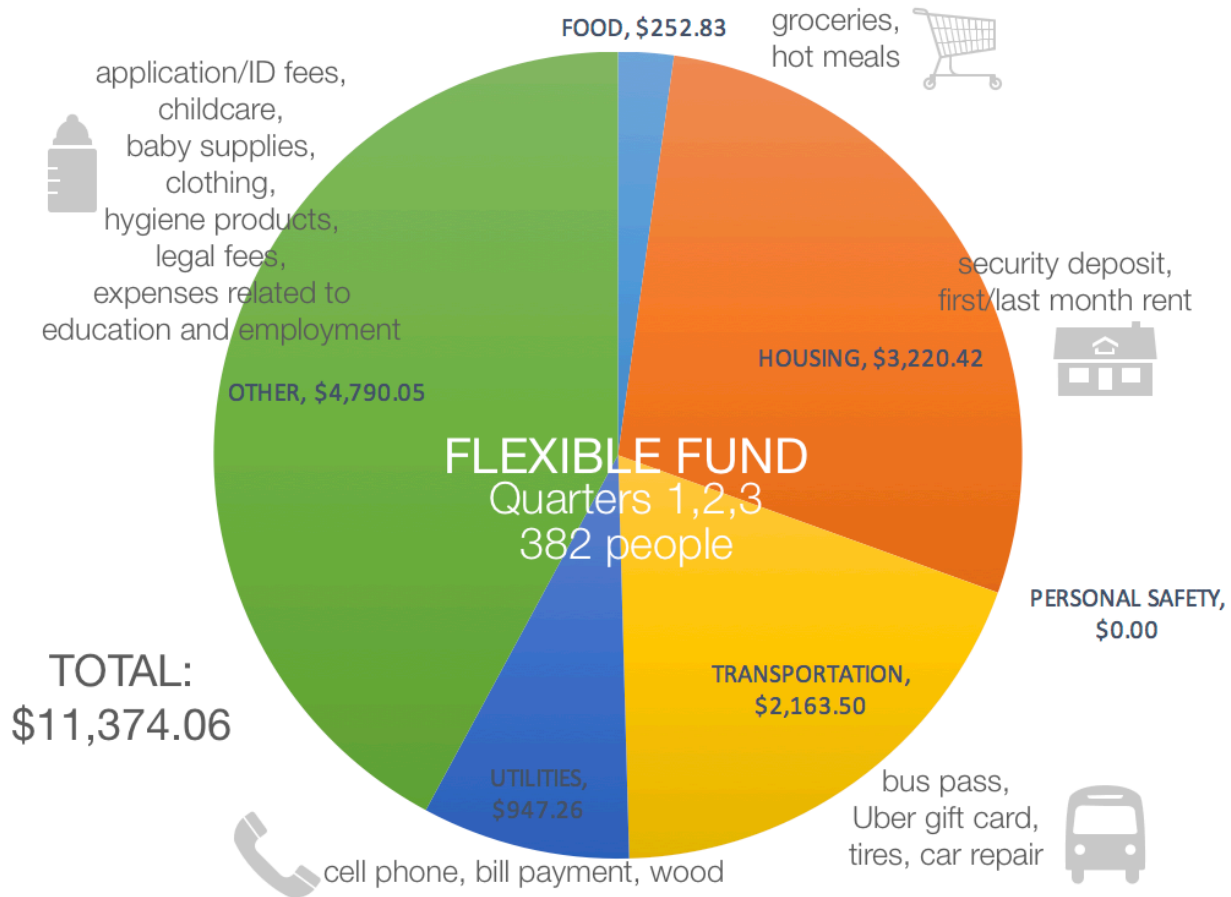


Chart provides aggregate data reported between July 2017 and March 2018 in Quarters 1, 2 and 3 of AHC data collection for Flexible Fund expenditures.

Currently the Flexible Fund is available to help residents who receive AHC navigation, an estimated 2000 people by the end of 2018.

And what about longer term solutions? Other AHC’s throughout the country are establishing Wellness Funds supported by private, state and local resources to achieve collective impact. Santa Fe’s AHC is exploring this model to achieve a broader, longer term impact for more Santa Fe County residents. For now, a navigator can ask a resident what they need to be healthy, access assistance immediately, and see the difference it makes in that person’s life when it matters most.

For more information about the Accountable Health Community contact:

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