



February 28, 2022

Edward Brooks, Program Coordinator
B.F. Yancey School

Dear Mr. Brooks,

Thank you for your recent letter requesting more information about WellAWARE Neighborhood Healthcare Advocates. I want to affirm our interest in occupying space in the Yancey Community Center. To answer your questions about our program, please see below. In the addendum section at the end, you will find some supporting materials. Thank you for considering our request.

We started working with clients in the Charlottesville community in January and are already seeing improved health outcomes for those enrolled in our program. We have the ability, through specialized data maps, to identify individual patients within our catchment area who have had recent non-emergent visits to the ER. These are obvious initial referrals for us, and we are contracted to approach and work with this group, helping connect them with better care options. But we also accept community referrals, which make up the bulk of our current case list.

Please let me know if you have other questions. We are eager to join the excellent community of providers in the Yancey Center.

Thank you,
Betsy Peyton, Director of WellAWARE
www.wellawarevirginia.org

1. Describe your organization, non-profit status, and mission.

Well-Aware is a geographically-based Community Health Worker program that aims to help medically underserved communities overcome obstacles to good health and healthcare. We are a program of the Primary Care Partnership, a coalition of three area non-profit organizations: Central Virginia Health Services (CVHS), the Charlottesville Free Clinic, and the University of Virginia Primary Care. CVHS is WellAWARE's fiscal sponsor since we do not yet have independent non-profit status ourselves. Please see our Mission, Vision, and Values Statement, added as an addendum to this letter.

2. List your funding partners, the primary sources of funding, and the committed duration of funding from each. Our non-profit funding partners are listed above. We are funded for three years, with an option for a fourth, under a contract agreed to by the three institutions. We are currently in Year Two of the contract. Additionally, we have received grant funds for the current year from the Charlottesville Area Community Foundation and Bama Works.

3. Verify if you are requesting space at no cost: Yes, we are requesting space at no cost, in order to offer our free services to the community.

4. **Indicate how much space is needed and the specific usage.** WellAWARE is requesting office space, enough room for 2 desks, 2 chairs, and a copier. We will need a phone line and internet access, which I assume we need to handle on our own. Because our organization meets with clients primarily in their homes, we do not need space for a clinic-type setting. If we have extra space, such as in a classroom, we may host occasional group meetings in the space, such as with focus groups or community leaders.
5. **Describe in detail what services you will be providing to the community.** Our CHW will meet with clients in their homes, assess their needs and/or barriers to good healthcare, and come up with a personalized action plan to achieve their goals. (See Addendum for sample list of rural barriers to high-quality healthcare.) Our services are tailored to client's needs and self-identified goals, but some of the ways we can help are:
 - *Provide free transportation to health-related destinations (eg, pharmacy, medical and dental appointments.)
 - *Attend medical appointments with clients to make sure that they understand information and feel heard by provider.
 - *Provide non-judgmental coaching and education around chronic disease management.
 - *Make needed social, dental, mental health, and Covid-19-related referrals.
 - *Navigate the health system (eg, fill out forms, explain bills, schedule appointments.)
 - *Provide some limited material and financial assistance with urgent needs, especially food scarcity.
 - *Help clients find medical providers they can trust.
 - *Advocate for client and community needs within the health system, such as those @ cultural divides.
 - *Hold community-building events—around themes like Eating Healthy on a Budget (in which we would cook healthy meals together and send ppl home with all the ingredients.)
6. **How will the office be staffed and your hours of operation.** The space would be staffed by our CHW. At times, I would also be there to meet with her/him/them in a supervisory capacity. The CHW's hours in the building will generally fall within 8am-5pm on weekdays, but there will not be a fixed schedule because the CHW will be out in the field for much of the workday.
7. **What specific health services will you be providing.** Our CHW will not be providing hands-on medical care--no diagnosing or treating illnesses of any kind. She/he/they *will* be able to do some general screenings--vital signs, blood sugar, BMI, and weight. And they can provide tailored education about chronic disease management (such as diabetic diet advice.) But technical skills are not part of the CHW's services. As a Registered Nurse, I myself can answer more complex health questions for clients.

Addendum:

A. Mission, Vision, and Values Statements:

Mission: *WellAWARE helps people in medically underserved neighborhoods to overcome obstacles to good health and healthcare.*

Vision: *Our vision is that all of our neighbors, regardless of their circumstances, have the opportunity to live their healthiest lives and thrive.*

Values:

Health Equity - *We believe that equitable health care is a fundamental human right. Our goal is to partner with our clients to overcome their barriers to good health and healthcare, including racism, inadequate public transportation, lack of internet access, and inability to pay.*

Community-Led - *We believe that our focus communities are strong, and that their members have power and agency to know what is best for themselves and their own neighborhoods. In our engagement process, communities determine what services, if any, they want offered. At every level of decision making, we elevate, honor, and defer to community members' voices.*

Partnerships - *We believe in partnering with other local groups and agencies to advance shared goals around health equity. Through informal partnerships with groups like the NAACP, Health Equity and Access for Rural Residents (HEARR), and Move2HealthEquity, we strengthen the whole network's goals of improving lives.*

B. Common Barriers to Care

Barriers to Primary Care

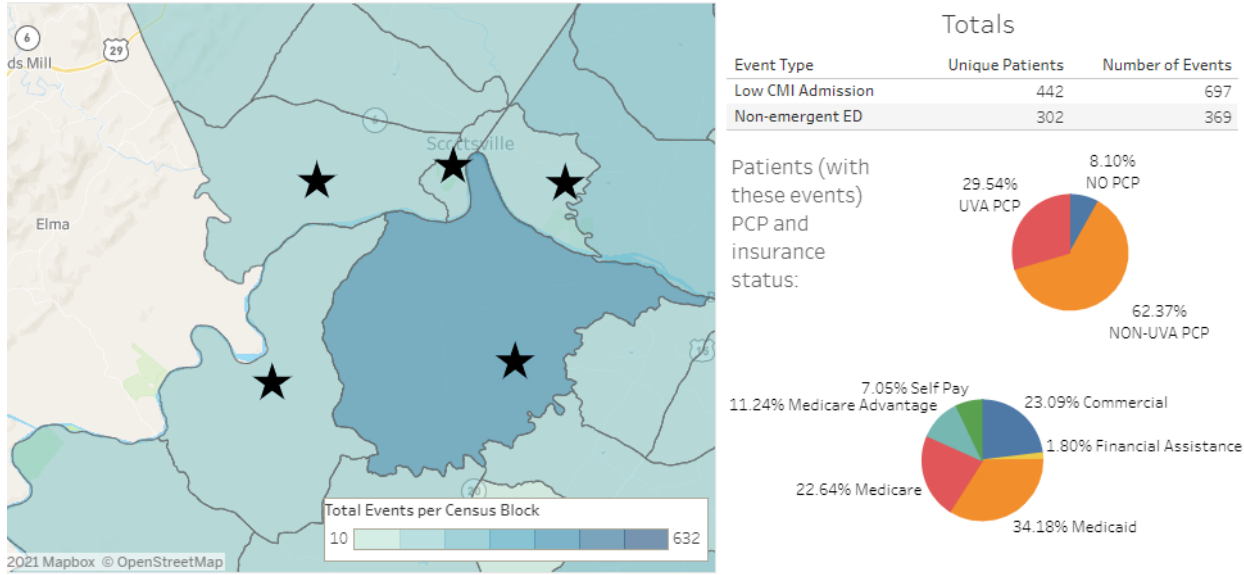
- Distrust of Healthcare System Because of Past Discrimination
- Concerns about Cost of Care and/or Prescription Costs
- Uncertainty about Insurance Status
- Distance to Clinics/ Rural Provider Shortage
- Lack of Reliable Transportation/ No Vehicle at Home
- Difficulty Scheduling Appointments
- Long Wait Times
- Language/Communication Barrier
- Childcare Conflicts/ Family Obligations
- Limited Clinic Hours
- Unwelcoming Healthcare Facilities
- Lack of Provider Understanding of Culture
- No Internet or Smartphone at Home/ No Broadband Access
- Stigma
- Illiteracy
- Chaotic Household/ Overwhelmed Individuals

C. Catchment Area: See map and demographic data below.

WellAWARE's catchment area includes parts of northern Buckingham Co., southern Albemarle Co., eastern Fluvanna Co., and the town of Scottsville. In the poorest section of our service area, northern Buckingham County, 17.3% of residents are uninsured, compared to 9% of all Virginians; and 43% of homes have internet access, compared to 83% of the state. For residents with reliable, insured vehicles, the cost of a round trip to UVA can exceed \$15. For those without a car, an Uber trip may exceed \$100.

WellAware Public Summary

Non-emergent ED and Low CMI Admission Events (since 2018) in WellAware Rural Neighborhood



The starred areas represent the five census block groups that make up our site.