

S O U T H D A K O T A

Foundation for Medical Care

Best Practice Briefs

Spectra Support on a Case-by-Case Basis

Spectra Health



Kayla Hochstetler, LMSW Social Services Manager

By offering case management and social services support to all community members, Spectra Health was able to increase access to care and reduce health disparities caused by social determinants of health.

Kayla Hochstetler, LMSW, social services manager for Spectra Health in Grand Forks, ND, will review the impact of the case management model for the community and share best practices and ongoing improvement efforts.



**KAYLA HOCHSTETLER
SOCIAL SERVICES MANAGER**

Our mission is to enhance life through compassionate, quality care.

Medical and Dental clinic located downtown Grand Forks N.D.

Medical clinic located in Larimore N.D.

Spectra Health is an FQHC that aims to improve healthcare access to vulnerable populations regardless of their insurance status or ability to pay.

By mission and design, Spectra Health exists to serve those who have limited access to health care, although all are welcome.

PROVIDES COMPREHENSIVE INTEGRATED CARE

Medical

Dental

Behavioral Health

Social Services

Addiction Services

Family Planning

Embracing whole body health, we are proud to offer onsite behavioral health services in an integrated model of care.



SOCIAL SERVICES CARE COORDINATION

- Prescription Assistance
- Housing Navigation
- Transportation Assistance
- Nutrition/Food Assistance
- Application Assistance
- Community Referrals
- Advanced Care Planning
- Community Engagement



THE GROWTH OF SOCIAL WORK INTEGRATION

Timeline:

- Hired First Social Worker in 2016
- Two Homeless Case Worker FTEs hired in 2019
- Free Through Recovery FTE hired in 2020
- Opioid Response Case Worker hired in 2020
- Social Services team took over administration of discount program/insurance enrollment in September of 2020 and able to hire FTE to support that transition

Critical Partnerships:

- Internal Support from Leadership and Providers
- Community Involvement/Engagement
- SAMHSA Grant in Partnership with the Grand Forks Housing Authority
- State Program Partnerships-Free Through Recovery, Community Connect
- Public Health Partnership on Opioid Response Grant

IMPACT

One of the only health centers to have visits increase in 2020-due primarily to growth in BH, SUD, and Social Services: Total of 24, 383 visits in 2020.

During the COVID-19 pandemic, visits to our Social Service department increased by 300% when compared to the prior year.

Fully integrating PRAPARE screener into clinic flow.

At recent HRSA site visit, our Social Services integration was recommended as a Promising Practice model for other health centers across the country to replicate.

Do NOT Provide:

Direct Financial Assistance

Emergency Housing

24/7 Crisis Services

Mandated Services



CONTACT INFORMATION

VISIT OUR WEBSITE: WWW.SPECTRAHEALTH.ORG



Kayla Hochstetler, LMSW

212 S 4th St Ste 200
Grand Forks, ND 58201

E: kayla.hochstetler@spectrahealth.org

O: 701-757-2100 x 2312

C: 701-739-7337