

# Passport Community Engagement Examples

## Summary Description

Passport has documented a sample of the literally thousands of interactions that have taken place in local communities to address the full spectrum of health and wellness, community engagement and social/environmental issues across the highly diverse communities at the regional, county and city/town level. This sample of interactions is included below and is intended to serve as a description of the deeply embedded relationships Passport has across the Commonwealth, not only with the geography, but within each *community*.

When Passport talks about community, we are talking about our community, whether that be people who are homeless, refugees, immigrants, internationals, people who are deaf or hard of hearing, grandparents/family raising children, foster families, people who learn differently, individuals with substance use disorders, people in domestic violence situations, former inmates, those with disabilities or special healthcare needs, or individuals experiencing barriers to accessing care - no matter their race, ethnicity, language, gender identity, or age.

In these interactions in our communities, with our neighbors, we assist members in addressing their barriers to care, which could include:

- **Social determinants of health** such as housing, clothing, food security, transportation, education, record expungement, accessibility, and domestic violence/safety;
- **Health-Related Issues** such as dental, wellness and behavioral health, prevention/health education, vision, nutrition, substance use, heart health, respiratory care, cancer care; and
- **Community-wide issues that create barriers to well-being**, such as early childhood education, kindergarten readiness, school supplies, workforce-ready skills, and after school care.

We have served these communities for the past 20 years with passion and enthusiasm, because these are our family, friends and neighbors in our community. We are extremely proud of the impact we have had on our fellow Kentuckians and look forward to the opportunity to continue to do so well into the future.

## Statewide Interactions:

- In 2019, we held 877 individual member outreach sessions.
- In 2019, we held 492 member education sessions.
- In 2019, we participated in 362 Kentucky community events.
- During 2019 we reached members in 115 of the Commonwealth's 120 counties.
- Education - Throughout the Commonwealth, Passport has sponsored multiple Back to School rallies which provide children with free school supplies, resources, and health information.
- Maternity Care – Along with other community partners, we have participated in baby showers and provided health information to expecting mothers in majority of all counties.

- Health Education - Passport *participates with Healthy Kentucky Coalitions with health departments in 115* counties. This coalition has created running and walking clubs, added more sidewalks for exercising, created community gardens where people can cultivate their own food, needle exchange programs, and healthy child programs including safety seat check.
- Equity, Diversity and Inclusion – The EDI staff participates in two to five community events a month to promote equity, diversity and inclusion for our members. In 2019, Community Engagement attended and/or met with **805** special population groups – including homeless members, grandparents/families raising children, faith-based groups, domestic violence survivors, and other special needs groups.
- Health Education – Passport has a special health and wellness program called LIFE—Lifestyle Improvements for Everyone. In the LIFE Program, our health educators share resources and set up programs designed to help our members and all Kentuckians make changes to lead healthier lives. We offer workshops and classes to any school, church, organization or club to help participants improve their health through education and awareness.
- General Community Engagement - we also actively serve the communities in which we serve through **258** appointed Boards, Advisory Committees, Interagency Councils, Local Chamber Events, Coalition Meetings, Re-entry Coalitions, Community Health Worker Associations, and more.
- General Community Engagement - In 2019 our Community Engagement staff participated in **649** inter-agencies, chambers of commerce, committees, advisory councils, and board meetings.
- General Education - **1,912** One-on one meetings with assisters, advocates, providers and their staff, brokers, businesses, and pharmacies, **214** formal presentations, **149** trainings to staff.
- Fire Prevention - Our Community Engagement Reps along with additional staff members have volunteered with the American Red Cross across the state to install fire alarms in targeted areas. In 2018, three cities, **Louisville, Lexington and Bowling Green, KY** were among the top 100 cities in the nation for residential house fires.
- Cancer Support – Working with our local Gilda’s Club, a local community agency, Community Engagement staff prepared meals for individuals attending support groups that have been diagnosed and dealing with cancer treatment.
- Community Education – provided outreach and education on Plan benefits and services throughout the commonwealth to include several organizations including: Home of the Innocents, Bluegrass Community Foundation Lead the Table, Metro United Way, Back to School events, Community Ministries and Faith based organizations, HOPE Center for Veterans, MCME Clothes Closet, Boone County SNAP, Donut Do Drugs, Heartland Pointe Gardening Project, St. George’s Scholar House, Healthy Start Graduation/Birthday Party, Carl D Perkins Health Fair, Career and College Fairs at TAPP schools, Coalition for the Homeless, Habitat for Humanity, House of Ruth, and Bridgehaven.
- Dental Health Classes for the Refugee Community - The Health Education team provides training on good dental hygiene and the importance of biannual dental visits for good dental health.
- Inmate Re-entry - Passport serves on several county coalitions and participates in expungement fairs geared toward those who have been released from incarceration. Our Community Engagement reps have been able to share resources with individuals and their families at these events.

- African American Community Support - Since 2013, Passport has partnered with Charla Young and Power to Exhale to help reach the African American community and address their higher risks for heart disease and diabetes.
- Childhood Education – Passport’s prior sponsorship of GoNoodle Plus in elementary schools across Kentucky is still in existence and used in classrooms as well accessible via internet to use at home. This effort was recognized by the Kentucky State Commissioner of Education and the State Commissioner of Public Health. GoNoodle is an interactive resource used in classrooms to increase students’ physical activity and improve their academic performance.
- Deaf Community – Passport sponsored and participated in the 2018 Deaf Fest. This event provides education, fellowship, resources, and entertainment to individuals who are deaf and hard of hearing, and their families, from across the Commonwealth.
- Women’s Health and Heart Disease - Passport and the American Heart Association have worked on the Go Red for Women movement to increase heart health education for women in the Commonwealth.
- Maternity Care – Passport has partnered with the March of Dimes to increase education and awareness to reduce the rate of premature babies born in Kentucky.

## EDUCATIONAL OPPORTUNITIES AND OUTREACH:

- In 2019 the Community Engagement Department continued a strategy to target outreach at the neighborhood level on a regional basis throughout the state to meet members where they live and work. We were able to provide health and education on Plan benefits and services in addition to the ability to address individual needs through community resources.
- Outreach sessions held on regular basis at location such as clothes closets, food pantries, homeless shelters etc. were promoted with automated robo calls, posters and community fliers/announcements.
- Member education sessions to provide information about services and special programs offered by the Plan, importance of having a medical home, access and how to maximize coverage were held routinely throughout the state in every region.
- Quarterly meetings at the Floyd County Health Department targeted to educate the community on being HEART healthy and program benefits. Through collaborative efforts, look for ways to seek additional resources for necessary services specific to the members of that community such as substance use.
- Community Forums in Northern Kentucky continue education and discussion about Medicaid issues while addressing questions from the partner agencies.
- A routine service to our members is ensuring that they have the necessary information and/or tools they need to improve their overall health. Many times this requires reaching out to community partners on behalf of a member or someone in the community that just needs assistance. Our local Eastern Kentucky Representative worked with a member that was having an issue in obtaining a shower chair. As an advocate on behalf of our member, we were able to ensure that specific need was met.
- Our Community Engagement representatives continue to engage and educate children throughout the Commonwealth, such as Fulton County summer camps.
- Passport Health Plan Representative, working with the Taylor County Wellness Coalition, was successful in obtaining funding as part of SAMHSA grant for needle exchange and case management; this will also include portions of Campbellsville.
- Our Community Engagements continue to assist our members one-on-one such as one of our Eastern KY Community Engagement representatives secured resources for individual who was living in his car which resulted in stable housing for him and his family.

- Our Community Engagement representatives continue to actively collaborate with Migrant Education Program statewide, a federal entitlement program designed to provide supplementary education and human resources services to highly mobile children up to and through age 21. A large number of these English Learners families face numerous barriers while seasonally working in agriculture or commercial fishing activities.
- Our Community Engagement team continuous to impact individual's lives through partnerships such as in Northern Kentucky with Family Nurturing Center on their Stewards of Children training, a free educational training to members.
- As a result of our Community Engagement representatives' Member Education and Outreach sessions throughout Kentucky, members are assisted with much-needed resources to improve their health. Such examples include our Representative securing dentures and glasses for one of our members. This is one of many successful outcomes which our team obtains for our members on any given day.
- In Region 4, our Community Engagement Representative collaborates several times monthly with the KY-MOMS program through Lifeskills Regional prevention Center in the BRADD area. The KY-MOMS MATR improves Kentucky birth outcomes by helping pregnant women recover from substance use disorders. By engaging high-risk pregnant women in prevention education, intensive case management, substance use treatment and other needed services, moms are able to provide their babies with a healthier, safer start in life.
- Passport Health Plan Community Engagement Team assists members throughout the Commonwealth who have been removed from the Medicaid system due to change of address form not completed. We work closely with our Member Services team to assist members with such issues.

## SCHOOL AND HEALTH PROMOTION:

- Our Community Engagement Team has strong relationships with schools throughout Kentucky to continue outreach and education to families and students, as well as identifying resources within their communities for those families in need.
- In support of childhood education initiatives, we were able to support creative interaction to engage local communities in Western KY. The Markethouse Theater Plays, in which the message of mental health and self-awareness was able to be presented to hundreds of kindergarten students in McCracken County. This combats depression at an early age and with studies showing that this comes up earlier and earlier. These plays will be presented in multiple schools throughout Fulton, McCracken, and Graves's counties.
- Health Fairs throughout the State, example of local collaboration with Thomas More College students and staff to promote healthy lifestyles utilizing campus health services and community resources, such as partnering with local nursing students providing health screenings.
- Volunteers of America (VOA) Women's Empowerment Series--Health Education Manager and 2 VOA Board Members are offering participants of Freedom House Women's Addiction Recovery Program a once a month empowerment workshop to help program participants strengthen their self-esteem and resilience. Freedom House provides a residential treatment program for alcohol and/or drug dependent pregnant women and women with young children. This holistic and comprehensive program is designed to treat the women's chemical dependency, to break the cycle of addiction in families, to reunite families broken apart by addiction, and to promote the birth of healthy, drug-free babies. Through the Women's Empowerment Series, we are forging relationships with the women and providing them access to interact with professional women from different industries to help the participants learn new skills, build confidence, and learn how to give support to other women. We offer this series at both Freedom House locations and have about 20 women at each meeting.

- New Directions Housing Corporation Wellness Workshops. New Directions Housing Corporation is a not-for-profit community development corporation. Its mission is to develop and maintain affordable housing and vital communities in partnership with neighborhoods and other stakeholders across Kentuckiana. Health Education Manager has been invited to offer a series of workshops from the LIFE! Program (Lifestyle Improvements for Everyone!) to members of the community. The workshops are designed to help educate and empower people to be more active participants in their health and well-being. Through interactive engagement, participants learn concrete tips for better health choices and how to address social determinant factors like access to food.
- Passport Health Plan provides Health education in schools targeting middle and high school aged students, whereas our local Health Educator provided multiple presentation on vaping, bullying, nutrition and sleep deprivation. Multiple presentations have been conducted on the dangers of vaping to students. One interaction resulted in the health educator being able to correct the misinformation of a student who was told by an adult that ecigs could be modified to produce just water vapor. Passport is very engaged with our communities in their efforts to address vaping issues. As an example, our Health Educator spoke to three groups of students about vaping at a youth conference. He went over the dangers of vaping including the harmful chemicals, amount of nicotine, and the harm they can do to the body. This is the second year in a row the health educator has done this event and he plans to do it again in the future.
- Attendance the resiliency conference in Floyd County allowed our local Health Educator to learn more about the impact of life events and the affect it has on children and how proper intervention can drastically improve their mental, social and physical health status.
- Health educator met with the programs coordinator at the Roy F. Collier Community Center to discuss working together on a wellness themed day camp. Discussions in relation to presentations with emphasis on wellness, fun physical activities and games for kids to do while at the camp to get them engaged.
- Our Health Education Manager participated in the Fan Fair Event sponsored by KIPDA and Office of Aging and Disability. This Louisville event distributed fans to eligible people over 60 and people with disabilities to help ensure that they would have the means to fight the summer heat. Our Health Education Manager spearheaded a fan drive at Passport Health Plan. Associates generously donated \$520 for KIPDA to purchase fans.
- Passport Health Plan's Health Educator spoke to special needs students, as well as numerous teen groups, educating them on health and nutrition. He showed them various health manipulatives to help them visualize the impact of things like sugar and smoking. Interactive health manipulatives included packets of sugar for an activity where the students/teens would guess the sugar contents of various beverages.
- The Health Education Manager and several other trainers provided QPR (Question, Persuade, and Refer) Suicide Prevention training to staff at Family Health Centers in Louisville. QPR teaches specific skills to notice the signs that someone may be thinking about suicide and then how to reach out to that person and get them the professional help they need. The day after we completed training, one of the call center staff who participated in the training had to use the QPR skills with a patient who called Family Health Centers. The call center staff was successfully able to direct the patient to the help she needed.
- The Health Education Manager worked with the Louisville Health Advisory Board's Respiratory Health Committee and the CHEST Foundation to bring the CHEST Foundation's Lung Health Experience to the Kentucky State Fair. In an effort to reach the public and continue to bridge the gap between patient and clinician, the CHEST foundation has expanded its COPD campaign to include the Lung Health Experience. This lung health expo brings local respiratory therapists and leading lung health experts to the public in a fun and inviting, carnival-like atmosphere. This event allows members of the community to connect with their local lung health champions so that they can begin the conversation about their lung health outside of the clinical setting, get their lungs screened by a respiratory therapist or pulmonologist, learn about different disease states, and gain empathy for those who have lung conditions like asthma or COPD. We screened almost 200 people at the one day event.

- The Health Educator is trained to facilitate chronic disease self-management classes. This is a class for people who suffer from a chronic disease, are a caretaker for someone with a chronic disease, or have a loved one with a chronic disease. In the classes we go over different methods to deal with these issues using techniques like action planning, communication, distraction techniques, diet, and exercise.
- Both the Health Education Manager and Health Educator participated in National Farmers Market Week press conferences in Louisville, Lexington, and Whitesville. The press conferences were organized by Community Farm Alliance, and the health education team spoke about why Passport supports the Kentucky Double Dollar program.
- Passport Health Plan is working with the Childhood Obesity Prevention Action Team in western Kentucky with the Healthy Kids Summit held in 2019. This educational conference educated community members, teachers, and the general public on preventing childhood obesity. The action team, COPAT, worked with data collected across the counties of western Kentucky to show the progression of obesity in our children. The data can be found on [purchasehealthconnections.com/COPAT](http://purchasehealthconnections.com/COPAT) website in the toolkit.
- PASSPORT HEALTH PLAN Community Engagement representatives participated in 100+ Back To School events across the Commonwealth. They provided onsite education and promotional items to prepare students/parents for 2019/2020 school year.
- Passport Health Plan participated in the kickoff event for Welcoming Schools in Louisville. Certified Welcoming is an innovative program that assesses city and county governments on their efforts to include and welcome immigrants. Communities that meet the Welcoming Standard earn the title of Certified Welcoming. The Welcoming Standard provides a comprehensive roadmap for places building more cohesive and equitable communities and fostering connections between newer immigrants and longtime residents. Welcoming Standard outlines the core of what it means for a community to be welcoming and set out the smart local policies, programs, and partnerships that give communities the welcoming edge.
- The Health Education Manager has partnered with Dare to Care's Cooking Matter program to become one of their Nutritional Volunteers for the cooking classes. Dare to Care, with the help of community partners, offers a six week Cooking Matter course that teaches hands-on skills. Participants will learn to shop smarter and to stretch their food budget, use nutrition information to make healthier choices, and cook delicious, affordable meals. Each participant is given a Cooking Matters book that continues all of the recipes and nutritional and food prep educational information. It is a great resource guide. Cooking Matters can help families maximize the benefits they receive through federal nutrition programs like SNAP. Each class is team-taught by a volunteer chef and nutrition educator, and participants take home a bag of groceries at the end of each class. The Health Education Manager taught the nutrition component of the program to seniors at Sacred Heart Mercy Housing in Louisville. The women loved the course, and the engagement and graduation rate was high. The women were given a challenge each week to prepare the recipe we did in class. They were given the groceries needed to prepare the recipe. It was great to hear their stories about what worked for them and what they liked or didn't like.
- Through our partnership with American Heart Association, Passport sponsored several Simple Cooking with Heart series. Simple Cooking with Heart is an instructional program from American Heart Association where each week, a chef will demonstrate how to make heart-healthy and delicious recipes while sharing tips on budgeting, nutrition, food safety, and cooking skills. The series is either a 4 or 5 week session. The curriculum is geared to help get people to feel more comfortable cooking at home so they can eat healthier and save money. Participants get to sample the recipe that is prepared and are given recipe cards and handouts to help them recreate meal at home. The Health Education Manager participated in Simple Cooking with Heart series at Catholic Enrichment Center in Louisville, St. Stephen's Baptist Church in Hardin county, and William Wells Brown Community Center in Lexington. The Health Education Manager was able to participate in the educational portion of the classes and used the visual nutritional educational tools to help visually illustrate the importance of good nutrition.

- Passport Health Plan Community Engagement Team's participation in the statewide FRYSC conference provided additional opportunities for community outreach, including schools, to provide education and assistance to our members.
- Passport Health Plan's participation in school career days provides education and information for those interested in health care careers.

## COMMUNITY AND HEALTH FAIR EVENTS:

- Community Engagement Representative in Northern Kentucky planned and hosted the March 2019 Baby Shower event in collaboration with North Key Community Care, a mental health, substance use and developmental disabilities facility serving eight county area in Northern KY. A total of 100+ people attended; 53 were identified to be new moms or expecting moms currently covered by Medicaid. There were two speakers, one from the NKY Health Dept. on the topic of Immunizations, and the other on Car Seat Safety by Cincinnati Children's Hospital. As a result of generous donations from community members and advocate agencies, each mom receive a door prize. Attendees were able to visit 22 different vendors providing pre and post-natal information. Queen City Photography provided free portraits available for families along with their newborns due to the generosity of Kenton County Library.
- Passport was able to Sponsor and participate in the TJ Sampson Women's conference in Glasgow enabling Community Engagement Representatives to present educational information and instruction on healthy eating habits and methods to over 400 individuals. They were able to work with the providers in attendance to discuss how member education sessions as well a group outreach would serve to improve the health and wellbeing of their patients encouraging use of preventative services. They were also able to work in conjunction with the Provider Representative in the area to reach out to new providers.
- Passport Health Plan participated in The Men's Health Fair at Joshua Tabernacle Baptist Church. Community partners in Louisville provided education about preventive care, nutrition, and self-care to people in the community. The focus was health screenings such as cholesterol testing and blood pressure screenings.
- Passport Health Plan representatives participated with Dare to Care to partner with Kroger mobile grocery. This provided availability of healthy food options onsite at various housing communities. Passport representatives were onsite to provide health education materials and outreach during the mobile grocery hours.
- The KIPDA IPA Team hosted an Open Enrollment Fair at the Americana Community Center. Resources and staff were onsite for questions regarding eligibility requirements and documentation. The KIPDA Assistors team helped community members with general questions and provided assistance enrolling in healthcare plans. Passport's interaction and engagement with Arabic, Spanish and Swahili audiences in attendance is most effective to educate and assist individuals. Passport continues to actively collaborate with organizations focusing on health promotion and prevention engaging with families in their preferred language(s), such as the Wellness Night at Consolidate Baptist Church.
- The following statement from one of our Community Engagement Representatives confirms Passport's value to be onsite and available during community events, "During an open enrollment event I was able to assist a member who had just recently signed up for Passport who needed assistance in making an appointment with her doctor regarding several health issues. She did not previously have insurance and had been suffering with several issues. We were also able to discuss preventive care exams that she needed to have done."



## CIVIC, BUSINESS, AND CHAMBER OF COMMERCE INVOLVEMENT:

- In February 2019 our Community Engagement Representative met with Andrea Miller, Lincoln County Chamber Director whose husband owns three Bluegrass Medical Clinics. Andrea drove him around to all three clinics and introduced him to office staff. This intro allowed our Representative to conduct several Member Educations with the help of office staff to encourage Passport Health Plan members to attend which has increased attendance.
- Through our business partnership with Goodwill, we have been able to secure regular monthly visits with the homeless and incarcerated population servicing approximately 175 to 200 individuals each month in an effort to assist them with registering their change of address, educate on importance of preventative services offered by Passport, setting appointments to assist them individually to fill out their HRAs and connecting them with an assister that will get them enrolled in an MCO. Although exact numbers of those newly enrolled are not known, many have returned to say they were able to get enrolled with coverage.
- Community Engagement Representative from Knott County serves as co-chair for the Letcher County Interagency Council leading efforts to created Housing Coalition for the community after conducting survey to identify the greatest needs.
- Passport Health Plan worked with communities to kick-off the new Kentucky Access to Recovery. KATR will bridge gaps in the recovery process to assist in efforts in tackling the drug epidemic.
- Community Engagement Team conducts Staff and Learn sessions across the Commonwealth such as with Society of St Vincent de Paul in Northern Kentucky. During this particular presentation, participants learned more about our services and available community resources. The team of Society of St Vincent de Paul Northern Kentucky hosts member outreach and member education sessions for their communities. Passport is also a participant with their NKY Warm Winter Gear giveaway event.
- Passport Health Plan builds upon and fosters relationships in all business communities, including Amigos a network group of leaders and business from the Hispanic community to connect the available resources with existing needs in Bowling Green, KY.
- Passport participates in the Community Partnership for Immigrant & Refugee Families in Bowling Green, KY. The goal of the meeting is to strength community building capacity to better serve the immigrant and refugee communities. The meeting provides a round table discussion starting with introductions and the opportunity to learn more about the services provided by other organizations, current areas of focus, and challenges.
- Passport Community Engagement Representatives participated by assisting attendees during DCBS' first Resource Fair which was well attended by both employees and the general public.
- The Region 4 Passport Health Plan Community Engagement Representative's continued volunteer work with CASA to help towards a grant writing project for the center. Court Appointed Special Advocates (CASA) of South Central KY, Inc. is a non-profit agency dedicated to preventing and eliminating further trauma to children. Specifically, CASA works to prevent child victims of abuse, neglect and dependency from being abused both in and out of their family of origin. The CASA concept is based on the commitment that every child has the right to a safe, permanent home as soon as possible.
- Passport Health Plan Community Engagement Representative was selected to be part of the Big Sandy Area HPV Prevention and Screening committee which focuses on educating and encouraging communities to vaccinate their children for HPV. This group is directed by UK Cancer Program and American Cancer Society to explore options to reach more people in understanding the link between HPV and various cancers such as head/neck cancers that can be prevented with this vaccine.
- Passport Health Plan working with the Johnson County Health Department and McCracken County ASAP to assess opioid's impact on our communities and options to combat this problem. As part of this effort, targeting youth initiatives such as exploring sponsoring drug free awareness clubs in schools.



## CULTURAL AND LINGUISTIC SERVICES:

- Passport Health Plan participated in the Refugee Health Summit, the first of its kind held in Bowling Green, KY. It served as a community outreach effort to promote refugee health organized by Western Kentucky University Department of Public Health in partnership with the International Center of Kentucky.
- LaCasita Center and Passport Health Plan, in a collaborative effort, hosted a Member Education Session targeting families whose children have special needs and learning differences. LaCasita was instrumental in the organization of the class, offering the space and assisting with the promotion of this education session as well as providing childcare. The group was composed of women, all Spanish speakers, but also some speak K'iche (a native language of Guatemala). The participants had general inquiries about the health plan and how best to communicate with DCBS. Our Bi-Lingual Community Engagement Representative provided assistance in reducing language barriers.
- Louisville Metro Government continues to face significant budget challenges. This has a direct impact on the monthly outreach events at some of these agencies. The Bilingual Representative continues to work with community partners in these communities and has been successful in being available to the immigrant and refugee communities.
- Passport consistently works with Family Resource and Youth Services Centers thru the year. During Back to School Sessions, Passport identified key events to closely collaborate with schools that offer ESL programs and zones where ethnic diverse populations of our membership reside. Passport collaborates with Community Centers and Faith Base organizations across the State holding information sessions, member education sessions, member outreach, and participate in community events; some of these partners include La Casita Center, Americana Community Center, Community Action Commission, Esperanza Latino Center, Centro de Amistad, Gainesway Community Center, Bhutanese Society of Kentucky, and more.
- Kentucky One Health, Americana Community Center and Passport Health Plan offered a class for parents to provide information about Management of Difficult Childhood Behaviors. The class was suited to learn more about how to face challenging issues with children and adolescents as well achieve Cultural and Linguistic Competence and Inclusion. The class was led by a behavioral health specialist. In order to ensure effective communication, interpretation was provided in Burmese, Somali, Swahili, Spanish and Arabic. The workshop was offered to the public to assist in reducing incidents of challenging behaviors at home and other settings. Possible motives were examined to assist caregivers in determining the most effective interventions. The audience participated with questions and shared their concern of how Behavioral Disorders involve a pattern of disruptive behaviors in children causing problems in school, at home and in social situations.
- The following statement from one of our Community Engagement Representatives confirms Passport's value to be onsite and available for various culture and providing specialized services, "During a member education session at a residential re-entry facility I was able to assist several members in updating their address to ensure they did not miss any critical information. I was also able to assist a member who had lost their insurance due to being locked up get her plan active again. I also was able to assist a couple of members in setting up transportation for their medical appointments as they were not aware this was a benefit. One guy was not able to read well so he typically didn't read any information we sent, they were both thankful for the help and the benefits so they can make and keep their appointments."
- Passport Health Plan's commitment to assist cultural audiences carries throughout the Commonwealth. One example in Bowling Green, KY highlights the Winter Fiesta on hosted by the City of Bowling Green and Bowling Green School District. Individuals from the refugee or immigrant community are targeted for this event. This event bridged gaps for them allowing access to the resources in the community including health care, Census 2020, Public Library, etc. Two Passport Health Plan representatives were onsite to answer questions and provide information (one who is fluent in Spanish).

## SPECIAL POPULATIONS OUTREACH:

- Passport representative were able to participate in two large outreach sessions with the inmates at the Luther Lucket prison in Lagrange. They were able to discuss how those to be released soon would be able to segway into the main stream with insurance coverage without lapse. They were instructed on how to be confirm their addresses were updated and made aware of the benefits available for participating in preventative services.
- Through the partnership with St. James Homeless Shelter for Men, we have been able to reach over 110 homeless males in the Jefferson County area. We were able to assist these gentlemen in securing their insurance, providing them with Change of Address forms, assistance through member services in order to meet their health care concerns and address their needs.
- Community Engagement staff serve on several Reentry Coalitions throughout the state, to assure communication among social service and advocate agencies to serve released in-mate secured insurance and resources to transition back into society.
- Passport Health Plan Community Engagement representatives continued outreach and assistance to the homeless population helps them secure health care and services, such as enrolling a homeless pregnant mother in Passport Health Plan's Mommy program which will have a positive impact for both her and her baby.
- Passport Health Plan Community Engagement worked with Bullitt County Health Department to create and host first community wide baby shower to include open panel of physicians, pharmacists and other providers.
- Passport participates in the Domestic Violence Working Group interagency which focuses on the refugee and immigrant community by equipping the community thru partnerships within Louisville.
- Passport participated in the 15<sup>th</sup> Hispanic Health Fair. This was a collaborative event hosted by Norton Healthcare Prevention and Wellness, Hispanic Latino Coalition of Louisville, Passport Health Plan, Compañero Mission Ministry and Saint Bartholomew church. Free health screenings which were provided to 1,000+ attendees included blood pressure, blood sugar, dental screenings hearing test, vision screenings, skin scope, HIV, colon cancer and Hepatitis C. Back to school supplies were provided for the children and youth. Offered health education and Community Resources with over a thousand-headcount attendance.
- Passport's Equity, Diversity and Inclusion team continue to reach our members in various languages; for example, International Fair Central Regional Library making information available in a variety of languages in a free and open to the public festive event with music dance, performances, crafts, activities, discussions from all around the globe.
- Passport is working with Providers from the Deaf Community to plan a statewide Family day for families of Deaf and Hard of hearing Hispanic persons.

- Passport Health Plan is part of the committee of the Transgender Wellness Summit. LGBTQ individuals face health disparities linked to societal stigma and discrimination. The objective is to educate and empower trans-individuals on issues of health and well-being; educate and inform allies and health service providers; facilitate networking, community-building, and systemic change. The goal is to create an accessible and respectful environment that is inclusive of diverse gender identities and expressions, as well as inclusive of diverse opinions and ideas. Since 2006, the University of Louisville Health Sciences Center Office of Diversity and Inclusion has provided a symposium centered on diversity, cultural competency, and equity in healthcare. Passport Health Plan collaborated in the creation and organization of the symposium that includes approximately 700 students from the University of Louisville Schools of Dentistry, Medicine, Nursing, Public Health and Information Sciences and Social Work, Sullivan University College of Pharmacy, and this year will include their Physician Assistant program. Passport Health Plan team participates as facilitators during these programs. Students work in inter-professional teams to coordinate care and identify solutions to promote health equity, as well as recognizing/assessing health care disparities in specific populations.
- Passport Health Plan participates in the events for children/youth in Foster Care hosted by Cabinet for Families and Children at Warren County DCBS which continues to improve relationships and collaborative efforts among community partners and Passport to help meet the youth's needs. Our Health Educator spoke to HEART (Healing Empowering Actively Recovering Together) to a group of recovering parents and grandparents about vaping. This program works with parents and grandparents in recovery. The program not only helps with the recovery process, but also teaches life skills like changing tires or budgeting for example. They also provide various types of education and helps people get custody of their kids back. They can bring their children as well. The health educator plans to do more education for this group in the future.
- The following statement from one of our Community Engagement Representatives confirms Passport's value to be onsite and available for various culture and providing specialized services, "During a member education session at a residential re-entry facility, I assisted several members in updating their address to ensure they did not miss critical information. Also, I assisted a member who had lost their insurance due to being locked up get her plan active again. I assisted members in setting up transportation for their medical appointments as they were not aware this was a benefit. One guy was not able to read well so he typically didn't read any information we sent. They were very thankful for the help and the benefits so they can make and keep their appointments."

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