



2022

**ANNUAL
REPORT**

Access Tusc Board of Directors



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2022 AGENCY ANNOUNCES



3RD

3RD YEAR AS AN
APPALACHIAN
CERTIFIED HUB
IN OHIO

Access Tusc began as a collaborative from social and healthcare agencies 9 years ago. As a non-profit, today we connect all of our social service & healthcare organizations in the network to support our clients and fulfill their needs.



2ND

YEAR OF
OPERATION FOR
ACCESS TRANSIT

Together, we are here to listen, to care, and to help. No runarounds. All of our front-line staff in our agencies are trained to properly handoff someone from one place to another.



24

FULL AND PART
TIME EMPLOYEES

Access Tusc has grown by 60%. We provide our clients a roadmap to ensure they know & understand next steps to link to services.



936

NEW
INDIVIDUALS
SERVED IN 2022

We equip and educate the people who are here to help, including physicians, staff, community leaders, professionals, social service leaders, and community members through seminars, forums, and online learning

EXECUTIVE DIRECTOR Jessica Kinsey

Jessica Kinsey, MSW, LISW-S and Founder of Access Tusc, brings more than 20 years of social work and healthcare leadership to the Access Tusc organization.

Ms. Kinsey has devoted her career to improving access to care for the most vulnerable. Most recently, Ms. Kinsey was nominated to serve as the Secretary for the Ohio HUB Association. In this role, she advocates, coordinates and works to grow the success of HUBs in Ohio.



"I am in awe of the tremendous service impact due to our staff and partner agencies commitments throughout our entire service area. The number of individuals served increased 30% this year."



Jamie Smith is the Director of Finance for Access Tusc. Jamie L. Smith joined the agency as the formation of the organization began 10 years ago. Jamie has served as a member on the board of directors, served as treasurer on the board, and as of 2021, she is employed as the Director of Finance. Jamie has spent the last 30 years of her career in the nonprofit sector working in youth mentoring, addictions counseling, healthcare management, public health, and senior center operations. Her roles have always included an active role in the organizational finances. Jamie received her undergraduate degree from Kent State University in Family &

Consumer Studies and her Masters of Business Administration from Walsh University. Jamie is married with five children; Brian (Carlee), Andrew (Kyla), Morgan, Abbi and Manning and is expecting two grandchildren in the summer of 2023.



Mary Jo lives and works in our community. She comes to Access Tusc with 20 years of service in the non-profit community. In her free time she enjoys spending time with her six grandkids and one great grandson.

She also enjoys reading and working part time at Alley Cats Marketplace.

MEET OUR TEAM

Jessica Kinsey - Executive Director
Jamie Smith - Fiscal Manager
Mary Jo Haught - Fiscal Administrative Assistant

Access Transit

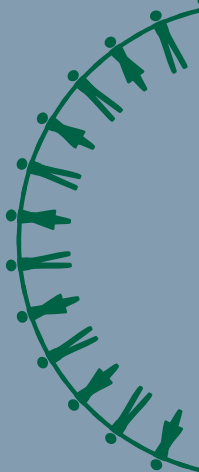
Shannon Hursey - Transportation Director
Jennifer McClain - Operations Manager
Linda Rice - Scheduler/Dispatcher
Crissey McCloskey - Scheduled/Dispatcher
Robert Kutcher - Maintenance/Dispatch/Driver Trainer

Drivers

Andrea Brokaw - FT
Thom Mohr - PT
Frank Campbell - PT
Roger Grimmett - PT
Stephen Hinkley - PT
Kelly Welch - PT
Carol Rogers - PT
Bradley Smith - PT
Todd Ayers - PT
Bryan Daque - PT
Mike Lineberry - PT

Bridges to Wellness

Paige Dugan - HUB Director
Meg Crites - Clinical Supervisor
Kristie Hertzell - Biller/Coder + Data Analyst
Tabatha Jackson - Regional Clinical Coordinator
Michaela Madison - Public Relations



Access Tusc Mission Statement

Access Tusc will actively collaborate, educate and coordinate social and health services of Tuscarawas and surrounding counties to establish effective relationships to improve access and integrated care for the communities we serve.

BRIDGES TO WELLNESS

LEADERSHIP



Paige Dugan

Director, Bridges to Wellness

Paige Dugan is the HUB Director overseeing the Bridges to Wellness HUB providing support to all partner Care Coordination Agencies and collaborating with other Ohio HUB's, assisting in community meetings/events, managing referrals, providing clinical support/education to our Community Health Workers in 8 certified counties. Paige is a Licensed Social Worker in the State of Ohio. She received her bachelor's degree in social work at Akron University in Spring of 2019. She has indicated she has always known she wanted to help others as she comes from a family of social workers and serving others has been instilled in her since childhood. She began her specific line of expertise as a Medical Social Worker on the maternity floor of the hospital. During her time serving in that position, she saw firsthand the need for more services in the community. Dugan is dedicated to Access Tusc Bridges to Wellness and an advocate for the Pathways Community HUB Model.



Meg Crites

Clinical Supervisor

Meg Crites is a BSN, RN. She is the Clinical Supervisor for Access Tusc Bridges to Wellness. As the Clinical Supervisor, Crites trains and onboards all new Community Health Workers within our HUB. Crites handles referrals and completes chart audits in our electronic medical record to ensure that our contracted Care Coordination Agencies are supported and their Community Health Workers are completing documentation appropriately. Crites has over 40 years serving as a Registered RN. 20 years served in the emergency department and 20 years as a Nurse Leader and Educator at Cleveland Clinic Union Hospital.

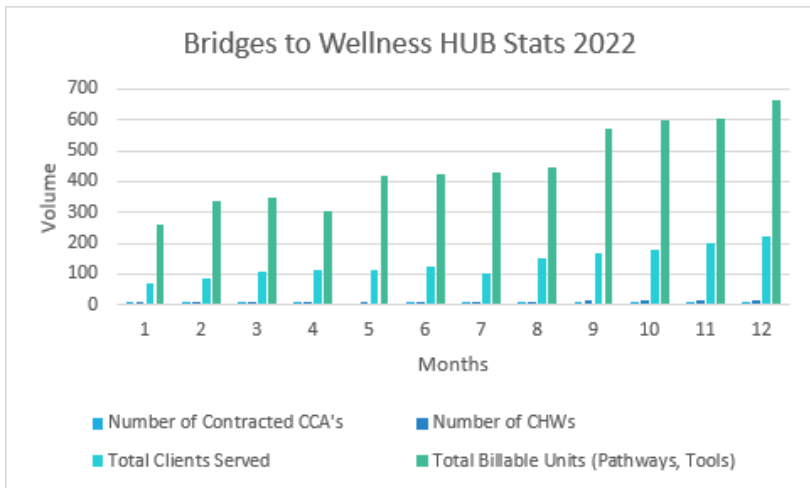
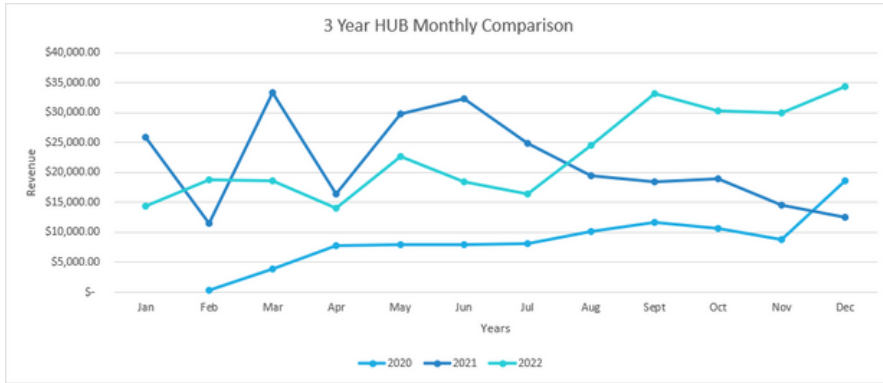


Kristie Hertzell

Biller Coder/Data Analyst

Kristie Hertzell has been with Access Tusc Bridges to Wellness for over a year and she serves as the Biller Coder and Data Analyst. She completes Billing monthly for our Medicaid plans and other funders which includes coding for reimbursement. Hertzell also gathers data for various reporting purposes for the multiple grants that Bridges to Wellness has received. Prior to coming to work for Access Tusc Bridges to Wellness, Hertzell worked for Cleveland Clinic Union Hospital for 21 Years as Supervisor of Health Information Management five years and Coordinator of Health Information Management Transcription prior to that.

HUB Monthly Comparison



Fast Facts

- # Of Bridges to Wellness Staff: **6**
- # Of Community Health Worker Impact Meetings Hosted by Team: **55**
- # Of Contracted Care Coordination Agency Partners: **17**
- # Of Community Health Workers: **11**

CARE COORDINATION AGENCIES

The HUB, by definition is a neutral entity that does not directly provide care coordination services. The HUB gathers the multiple care coordination agencies together into an organized team, trains and supports them to identify those in the community at greatest risk, and assesses and tracks each modifiable risk with standardized Pathways.

National HUB certification through the Pathways Community HUB Institute (HUB Institute) is becoming a greater focus and requirement of funders and policymakers.

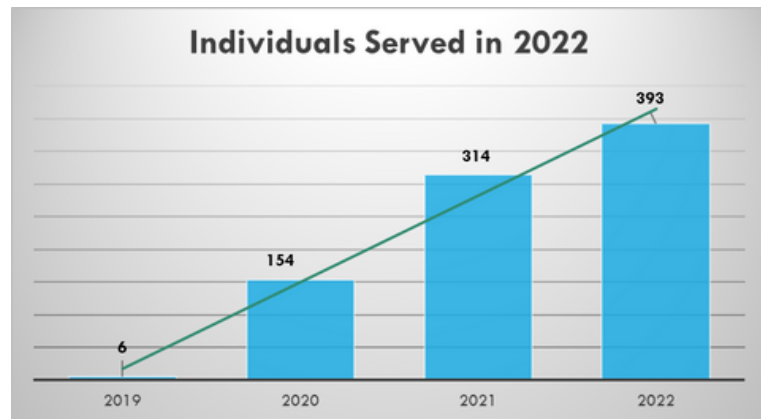
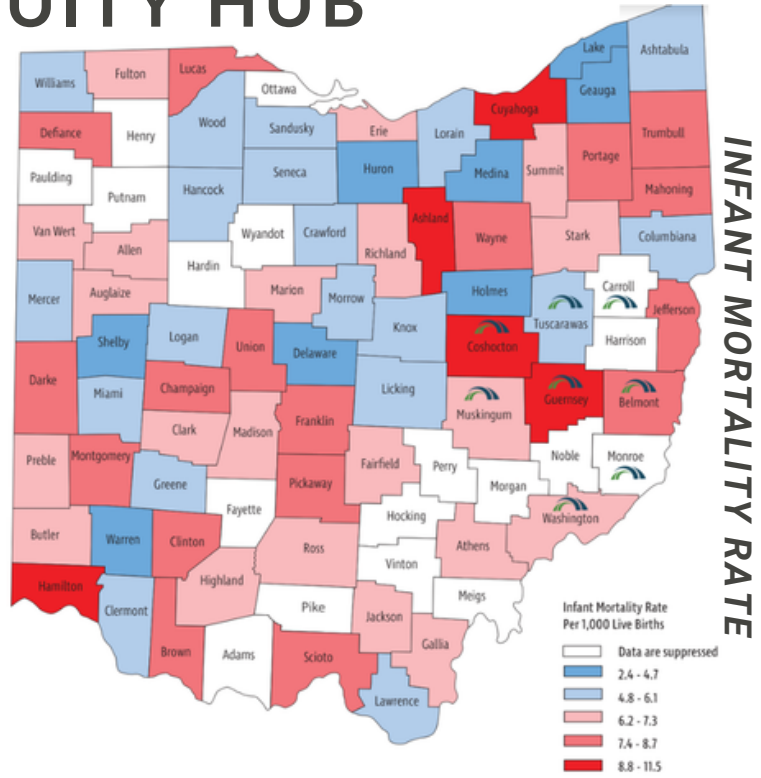


BRIDGES TO WELLNESS PATHWAYS COMMUNITY HUB

When pregnant, or struggling with an illness, or overcome by a recent tragedy, or faced with difficult financial or emotional situations, it can be difficult to muster up the energy to do anything - let alone search for all of the possible support services available. It should be easy, not confusing, to find what you need in order to be healthy.

Access Tusc offers the Bridges to Wellness program to fulfill that need. The program connects whole families to needed medical & social services including insurance coverage, food, housing, transportation and medical homes. Through Bridges to Wellness, families can access all the services they need by working with an experienced community care coordinator who will come to their home, listen to their needs, and work with them to create a plan to make sure their needs are met.

One of the many groups we target are pregnant women, due to the increased risk many Ohio mothers face for low-birth weight, pre-term births or infant mortality. We work to ensure that individuals at risk are connected with the right services to reduce risk, decrease costs and experience healthy lives. Women are supplied with diapers and baby wipes at visits by the coordinators and connected to programs for baby items and needs. Bridges to Wellness is certified to serve Tuscarawas, Carroll, Coshocton, Muskingum Belmont, Washington, Guernsey, and Monroe counties.



2023 Update: Position Created



Congratulations to our new Regional Coordinator, Tabatha Jackson!

Tabatha has 16 years of experience as a home visitor where she worked to engage families and community partners. In 2019 she became a certified Community Health Worker and began working in the Bridges to Wellness program. She graduated with her bachelor's in social work and obtained her LSW in 2023. Tabatha enjoys being in the community and collaborating with partners to ensure that the families we serve are connected to essential client-centered services.

Measuring Progress

Access Tusc Bridges to Wellness is a firm believer on outcome based results. One of the program's funders, the Ohio Commission on Minority Health, is a grant is to combat infant mortality rates. As a HUB our Community Health Workers meet with clients and assist with different needs. The Client might need assistance with pregnancy services if they are pregnant. Bridges to Wellness has the Community Health Worker open a pregnancy pathway as a result. This pathway can be open for months ensuring our Community Health Worker is meeting with the client and making sure the attend their prenatal appointments, have access to transportation, social services, etc. The pathway is only closed once the mother delivers the baby. Bridges to Wellness then gathers data on birthweight rate with the goal to improve them. Listed below are some outcome based pathways that our CHW's have completed in the years 2020 through 2022.

Community Benefit	2020	2021	2022
Number of Pregnancy Completed Pathways	28	77	76
Number of Postpartum Completed Pathways	15	59	65
Number of Low Birth Rates	1	3	7
Number of Completed Pathways for Housing, Behavioral Health & Health Insurance	*N/A	*N/A	144
Number of Education Completed Pathways	1421	3108	3617
Number of Social Service Referral Completed Pathways	352	321	948
Number of Medical Referral Completed Pathways	246	1031	1261

Ohio Department of Health (ODH) Counties Served Average Low Birth Rate Percentage: Tuscarawas, Carroll, Coshocton, Belmont, Muskingum, Monroe, Washington.

Community Health Workers Highlights



Ohio Hubs Celebrate
June 6th

Community Health Worker Day



A community health worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and improve the quality and cultural competence of the service delivery.

Stefani...

“Often times I’m working with clients in the thick of some of the hardest times in their lives. It’s my passion to help connect them to resources and services in the area. I get to cheer them on as they grow and make positive changes for themselves and their families. I’m proud to be a CHW with Bridges to Wellness and cannot say enough good things about the positive impact the program has on our community.”

- Stefani Kahl, CHW at the Zanesville Muskingum County Health Department



Says!



Bridges to Wellness sent out a survey to clients in the program. Noteworthy data collected from the survey included:

2. My Community Care Coordinator was easy to talk to and listened to my needs.

● Always	50
● Sometimes	0
● Never	0



3. I was provided with education and education materials at each visits to help me take charge of my health.

● Always	50
● Sometimes	0
● Never	0



4. If you were pregnant in our program, did you Community Care Coordinator provide you with education and education materials at each visit to help you during your pregnancy. (safe sleep, cribs for kids, breastfeeding, count the kicks, How baby is developing, signs of labot, etc.)?

● Always	38
● Sometimes	0
● Never	1
● Not pregnant in the program	11



Says!



5. If you were pregnant in our program, did your Community Care Coordinator provide you with resources and skills to prepare you to take charge of your health and the health of your baby?

● Always	38
● Sometimes	0
● Never	1
● Not pregnant in the program	11



6. I would recommend this Program to my family, friends, or neighbors.

● Always	49
● Sometimes	1
● Never	0



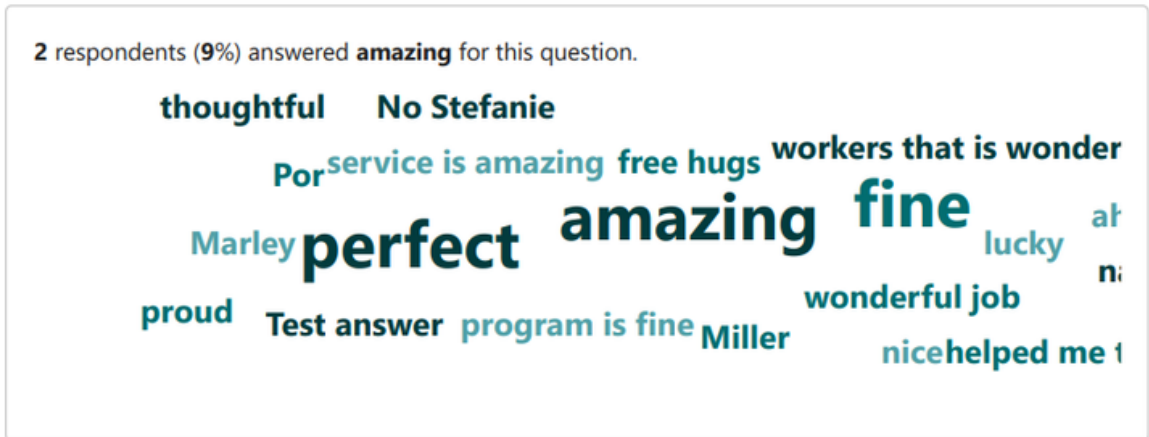
7. Do you have ideas or comments on how we can make our service better?

22
Responses

Latest Responses

[Update](#)

2 respondents (9%) answered **amazing** for this question.



ACCESS TUSC LEADERSHIP



Shannon Hursey Director, Access Transit

Access Tusc Transit has ended its 2nd year operating service. Shannon Hursey, Director of Transportation, has been involved in the operation from planning the service to starting service to now seeing the service grow. Hursey comments that stepping back and looking at where we were when we started to the growth, we have seen in 2022 over 2021 has been amazing. Access Tusc Transit has seen rides increase 30% from 2021 to 2022. Tuscarawas County residents need transportation help for many reasons. Some of these reasons are medical appointments, employment, and shopping to name a few. Our county has several transportation providers that provide services like Access Tusc Transit to be able to help as many residents as possible. Access Tusc Transit works with our sister program Bridges to Wellness to help clients that are struggling with social determinants of health issues like transportation to and from a medical appointment or food pantries. Director of Transportation Hursey comments that we do everything we can to help the clients receive services within our capacity which can include same day trips if available. Currently we are scheduling 80 – 90 trips a day in Tuscarawas County and surrounding Counties/city which include Coshocton, Muskingum, Holmes, Stark, Summitt or even to Cleveland Clinic Main Hospital in Cleveland. The staff of Access Tusc Transit are here to provide safe, reliable, affordable, and efficient public transportation to our residents in Tuscarawas County.



Jen McClain Operations Manager

Jennifer McClain has been with Access Tusc Transit since 2021 as the Operations Manager. She completes monthly billing for contract services as well as weekly reconciliation of general fares and collects daily fares from drivers as they complete their routes. Day to day McClain assists our Transportation Director in overseeing transportation operations, drivers and communicates with riders. As the Operations Manager Jennifer wears many hats daily and does whatever it takes to keep our operations running smoothly. McClain came to Access Tusc Transit after working locally for Ohio Guidestone as an Intake Specialist and prior to that with over 30 years of customer service and management experience in the Pittsburgh, PA area. Jennifer along with her husband Bob has 2 grown children and enjoys life as grandparents.

ACCESS TRANSIT

It is our mission to provide safe, reliable, affordable, and efficient public transportation to our residents in Tuscarawas County.

239,052

MILES TRAVELED

15,263

CLIENT TRIPS

\$40,626.12

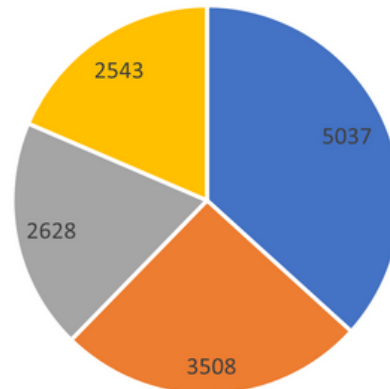
TOTAL FARES COLLECTED



CLIENTS SERVED IN 2022

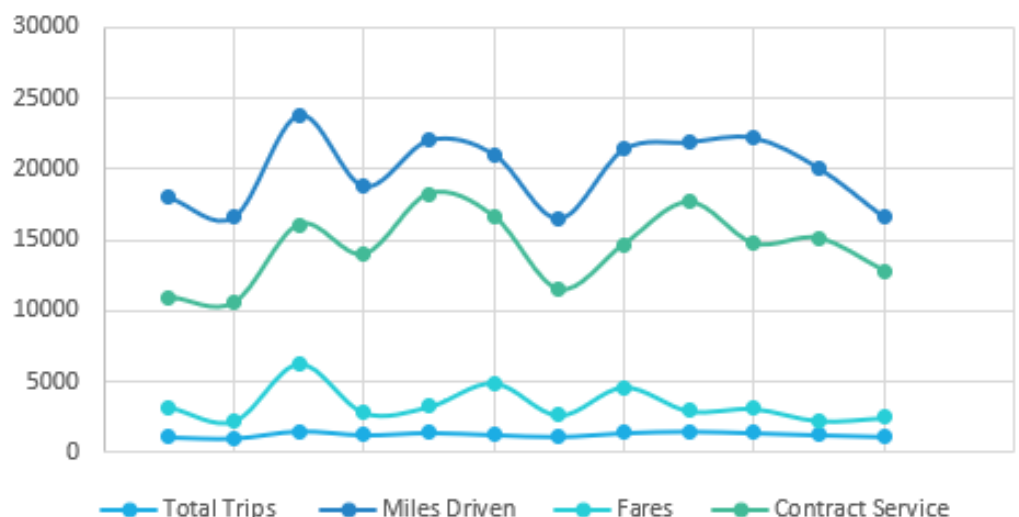
Access Tusc Transit provides demand response, curb-to-curb public transportations service within Tuscarawas County. We require 48 hour advance reservations. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb. All of Access Tusc Transit operates as a shared ride service so it is common that passengers will be on board the same vehicle with others who are traveling at the same time and in the same direction.

Rides



- General Public
- General Public Elderly & Disabled
- Contract Service
- Contract Service Elderly & Disabled

2022 Transit Stats



SERVICE

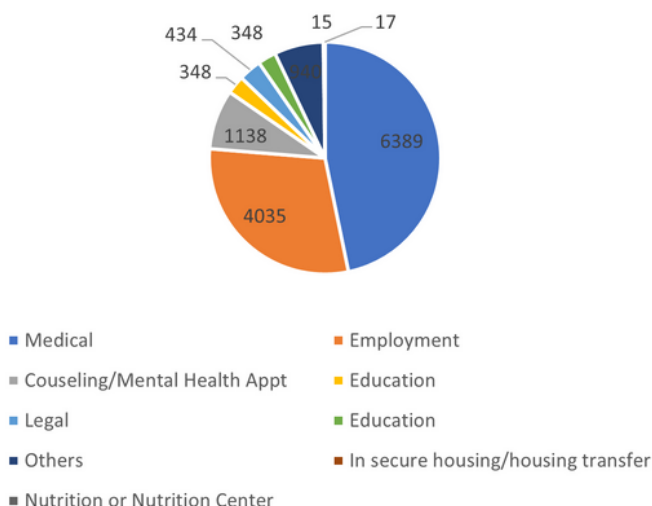


Access Tusc Transit and Ohio Department of Transportation's missions align with goals to improve safety, availability, and quality of transportation for the elderly, those with disabilities, and people with lower incomes. Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, such as: walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities.



SOCIAL DETERMINANTS OF HEALTH

Social Determinates of Health Trips



"Availability of reliable transportation impacts a person's ability to access healthcare, nutritious food, and otherwise care for themselves."

- Jessica Kinsey, Executive Director

THANK YOU TO OUR FUNDERS



Bridges to Wellness received our first grant funding from Ohio Department of Health to deploy three Community Health Workers within our 8 certified counties to health improvement zones outlined by ODH. Along with the deployment of three CHW's Bridges to Wellness also planned through the grant to provide Contact Hours for our CHW's to ensure they are have their continuing education credits.



Bridges to Wellness is awarded a subrecipient of the CDC initiative, Community Health Workers for COVID Response and Resilient Communities (CCR) which provides funding via Health Impact Ohio to all Pathway Community HUBs within the state of Ohio. This three year award started in September of 2021 with the goal to provide a comprehensive initiative to engage Community Health Workers (CHWs) around the state to provide coordinated connection to COVID-19 education, care and social services.



Bridges to Wellness HUB received its third year of funding through Ohio Commission on Minority Health with the grant goal to improve care coordination for minority pregnant mothers and babies in our 8 certified counties. Bridges to Wellness works with our contracted Community Care Agencies to deploy Community Health Workers with a focus on this population to improve birth outcomes and ensure these families have access to services.



Bridges to Wellness was awarded \$1,381,028 by the Appalachian Regional Commission (ARC) to deploy a ready workforce of trained, certified community health workers to address gaps in critical healthcare infrastructure and expand economic opportunities for existing businesses through and evidenced-based and nationally credentialed approach in the eight counties. This grant funding is over the course of three years with the deployment of 43 community health workers.



Ohio Department of Transportation Office of Transit is a funding partner for Access Tusc Transit. 5311 Rural Public Transportation requires a 50% match from both partners to be able to operate transportation services.



Tuscarawas County Job & Family Services is a partner with Access Tusc Transit. Access Tusc Transit is a contractor for Tuscarawas County Job & Family Services for the non-emergency medical Medicaid transportation services. Being a contractor for these services allows Access Tusc Transit to be able to provide the 50% match require to operate the 5311 Rural Public Transportation Services in Tuscarawas County.

Bridges to Wellness Pathways Community HUB is contracted with the following Ohio Medicaid Plans: Buckeye, CareSource, Molina and United Health Care in 2022.

COMPLIANCE

Access Tusc operates in compliance with Title II of the ADA Act. Access Tusc Transit does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of a disability you may file an ADA discrimination complaint.

OUR FUTURE

Access Tusc will continue to develop the mission by improving access and integrated care for the citizens of Appalachia Ohio by continuing to implement quality programs: Bridges to Wellness Pathways Community HUB and Access Transit.

The Board of Directors will continue to meet on an ongoing basis including sub-committee work to ensure the quality and fiscal responsibility is upheld.

The organization will continue to report program findings to its Advisory Council, community partners and funders. The Advisory Council will continue to provide ongoing guidance and support to further improve access of care, as well as provide oversight and accountability to the Bridges to Wellness HUB.

Access Tusc welcomes 2023 full of innovation, technology, growth and expansion of current operations in our certified region. The new year will also mark advocacy at the state level for the profession of community health workers, Pathways Certified HUBs and rural public transportation.

