



ANNUAL REPORT

2023

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A LETTER FROM OUR FOUNDER AND CEO

As 2023 ended, it naturally creates a time of reflection for myself, and the vision/mission set forth by Access Tusc. This last year was a time of tremendous growth for our organization. We have celebrated many victories such as our 10-year Anniversary and the Open House event at our new location, 1458 5th Street NW, New Philadelphia, Ohio, 44663. We organized our First Annual Golf Outing, not only to raise funds for the families we serve but also to raise awareness about our organization in the community.

Lastly, I am most impressed with our service growth in 2023. Despite typical agency growth challenges following in a post pandemic world, our programs grew by 100%! This speaks directly to the staff and our partner agencies' passion and abilities to serve others. Additionally, Access Tusc has become more involved on a state and national level, advocating for those experiencing Social Determinants of Health. Social Determinants of Health, also known as SDOH, are barriers such as: housing, food, behavioral health, and education that can get in the way of healthy living. Looking forward to 2024, Access Tusc plans to continue its growth, advocacy, and innovation to drive progress for the community.



Jessica Kinsey, MSW, LISW-S
Founder & CEO
Access Tusc

THE WHY...

The cover page image was chosen intentionally because, much of what we do is unlocking puzzle pieces to address Social Determinants of Health (SDOH). In the early development of Access Tusc, we learned of a gentleman in our community that was independently trying to navigate services. Unfortunately, the barriers he experienced were highly unnecessary. He like so many other individuals in our community, and those communities surrounding, need help understanding and accessing services such as health, housing, mental health, and education. Both Bridges to Wellness and Access Tusc Transit were created to help our local communities fill the missing puzzle piece, which is navigation and care coordination, so individuals can unlock their full potential.

Our Mission: 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.

MEET OUR TEAM



Jessica Kinsey, MSW, LISW-S
Founder & CEO
Access Tusc



Jamie L. Smith, MBA
Director of Finance
Access Tusc



Shannon Hursey
Director of Transportation
Access Tusc Transit



Paige Dugan, LSW
Pathways HUB Director
Bridges to Wellness



Mary Jo Haight



Kristie Hertzell



Tabatha Jackson, LSW



Meg Crites, RN



Kayla Dyer



Jennifer M.



Linda R.



Crissy M.

FULL TIME DRIVERS

Andrea B.

Kelly W.

PART TIME DRIVERS

Bryan D.

Carol R.

Frank C.

Mike E.

Mike L.

Roger G.

Stephen H.

Thom M.

Todd A.



2023 ACCESS TUSC ANNOUNCES

2023

ORGANIZATION OF THE
YEAR

Access Tusc received the Tuscarawas County Chamber of Commerce 2023 Organization of the Year award. Access Tusc was recognized for efforts to collaborate, educate, and coordinate social and health services for residents in Tuscarawas County.

1,814

INDIVIDUALS HAVE BEEN
SERVED BY ACCESS
TUSC'S COMBINED
PROGRAMS IN 2023

Our organizations growth is clearly demonstrated by doubling capacity from 2022.

3,768

TOTAL VISITS FOR
BTW HUB IN 4TH
YEAR OF OPERATION

We are excited to see this large amount of growth in 2023 with the client visits, and cannot wait to see what growth 2024 has in store for the individuals and families in our program.

12

VEHICLES IN ACCESS
TUSC TRANSIT FLEET

Access Tusc Transit started its service with 8 gently used vehicles. Thanks to ODOT Office of Transit, we received 3 new vehicles in both 2021 and 2022. We are expecting 5 new vehicles in 2024. The fleet currently consists of all Handicapped Accessible Vehicles of: 8 Mini Vans, 2 Vans and 2 Buses.

10-YEAR ANNIVERSARY

Our New Location:  1458 5th Street NW
New Philadelphia, Ohio 44663

“Access Tusc has attained a remarkable record of service to the local area. For ten years, this organization has given help through its network of social services and health organizations to Tuscarawas County, nor only to be appreciated by the county, but also the entire state at large. Their remarkable work is an incredible source of pride and is an outstanding reflection on not only the association itself, but also on Tuscarawas County and its communities. Since its inception in 2013, Access Tusc has inspired resolute service across the surrounding area, either by its grassroots or through its partner organizations. We are certain that as this worthy association maintains its unfaltering dedication to helping, it will continue in the tradition of excellence that has become its hallmark.”

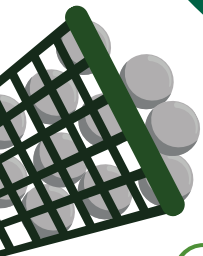
FIRST ANNUAL GOLF OUTING



TOTAL
AMOUNT
RAISED:
\$20,960

24
T
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A
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96
G
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F
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OUR CORPORATE SPONSORS:

DoverPhila
Federal Credit
Union

Krugliak,
Wilkins,
Griffiths &
Dougherty, Co.

ProVia

Pipes
Insurance &
MAPP
Investments

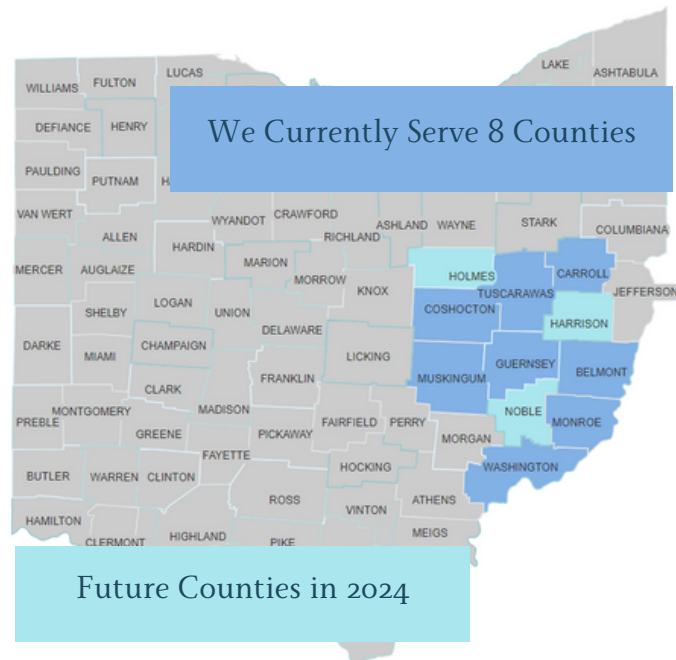
Cleveland
Clinic Union
Hospital

PATHWAYS COMMUNITY HUB

2023 IN REVIEW

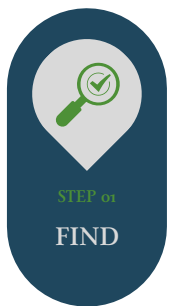
We are proud to announce that Bridges to Wellness had its most successful year to date in 2023. With 15 contracted care coordination agencies and 26 CHW's, Bridges to Wellness had over 897 individuals enrolled in our program in 2023. Our CHW's through our contracted care coordination agencies completed over 3,700 visits with their clients, during this time our CHW's linked 177 clients to health insurance options, completed 2,411 social service referrals successfully, helped 9 clients further their education through adult learning, and ensured that 2,430 medical appointments were kept. Growth was the goal in 2023 with achievable measures taken as the HUB Enrolled 188 pregnant women and successfully delivered 110 babies. While it is evident that our CHW's are serving clients beneficially in our counties, it is important to note that Bridges To Wellness also wanted to highlight their hard work. Through the course of the year, each agency was highlighted on the social media page and all CHW's were invited to attend

CHW Day on June 6th, where self-care was the theme of the day to prevent CHW burnout and spend a day dedicated to celebrating the hard work our CHW's complete daily for their clients. Bridge to Wellness also was able to send their Community Health Workers to the first annual CHW conference where speakers discussed professional growth strategies. Funding was secured again in 2023 through Ohio Commission on Minority Health to combat infant mortality in the state of Ohio and Health Impact Ohio went into the second year of the three-year grant where our CHW's completed COVID-19 educations and attended Friday trainings virtually to further their knowledge to better serve their clients. The first year of the ARC grant was used to deploy the CHW workforce, and make sure that it was abundantly successful with the goal achieved of 11 Community Health Workers. None of this success would have been achieved without the hard work of the Bridges to Wellness staff and our partner CCA's. As the HUB Director I am ecstatic to see the success of this year and ready to see how we can improve in the year 2024.

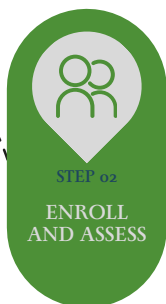


Paige Dugan
Paige Dugan, LSW
Pathways HUB Director
Bridges to Wellness

HOW THE HUB WORKS



Bridges to Wellness HUB receives the referral, then the Community Health Worker (CHW's) engages with individuals in the community. This can be through referral partners, MCO's, or self-referrals.



The individuals will meet with a CHW, either in their home or in a community setting to enroll into the program. The CHW will complete a comprehensive assessment to identify the client's health and service needs.



CHW's will develop a plan of care for the individual by opening standardized pathways. The CHW will assist the client in connecting on community resources while educating the individuals on self-advocacy.



CHW's will continue to meet with their clients once a month while their needs are being identified. Pathways will close as connections are being made.



As Pathways are completed, Bridges to Wellness staff audit and invoice completed Pathways, sending them to Medicaid Managed Care for Reimbursement that is then sent back to the CCA's that employ the CHW's.

BRIDGES TO WELLNESS



CARE COORDINATION AGENCIES

OUR



IMPACT

"Our greatest success would be that the CHW was able to secure a wheelchair for Tomas through Millers Medical Home Equipment, which was approved through his health insurance". Explained by a representative with the Department. "Due to securing the wheelchair, the client and family were finally able to take the whole family to the local park, which had not occurred before." "They were so excited to be able to bring him with them! You could see the excitement on their faces," added the CHW. The CHW continues to have a close relationship with the family, and they know they can reach out if any other needs arise.

Paige Dugan

Paige Dugan, LSW
Pathways HUB Director
Bridges to Wellness

15

Contracted Care
Coordination
Agencies

26

Community Health
Workers

8

Counties Currently
Served

4

Bridges to Wellness
Staff

BELMONT

East Central Ohio Education Service Center

CARROLL

Carroll County General Health District

COSHOCTON

Coshocton County Family & Children First Council

GUERNSEY

Cambridge-Guernsey County Health Department

East Central Ohio Education Service Center

MONROE

Buckeye Hills Regional Council

MUSKINGUM

Zanesville-Muskingum County Health Department

TUSCARAWAS

Tuscarawas County Senior Center

Tuscarawas County Health Department

Tuscarawas Family Children First Council

Friends of the Homeless

Medi-Wise Pharmacy

East Central Ohio Education Service Center

New Philadelphia Fire Department

WASHINGTON

Marietta-Belpre Health Department

Life & Purpose Community Resource Center

House of Hope



LIFE & PURPOSE
COMMUNITY
RESOURCE
CENTER



Public Health
Prevent. Promote. Protect.
Zanesville-Muskingum County



SENIOR
CENTER
Tuscarawas County
Great Times. Great Friends. Great Services



Public Health
Prevent. Promote. Protect.
Tuscarawas County Health Department



MB MARIETTA/BELPRE
HEALTH DEPARTMENT

BUCKEYE HILLS
regional
council



CARROLL COUNTY
GENERAL HEALTH DISTRICT
Healthy People — Safe Communities



Coshocton County
Ohio Family &
Children First



Public Health
Prevent. Promote. Protect.
Cambridge-Guernsey County



BRIDGES TO WELLNESS

IMPACT REPORT

COMMUNITY BENEFIT	2020	2021	2022	2023
 <p>NUMBER OF PREGNANCY COMPLETED PATHWAYS</p>	28	77	76	124
 <p>NUMBER OF POSTPARTUM COMPLETED PATHWAYS</p>	15	59	65	107
 <p>NUMBER OF LOW BIRTH RATES</p>	1/27	4/81	7/79	10/129
 <p>NUMBER OF COMPLETED PATHWAYS FOR: HOUSING, BEHAVIOR HEALTH, AND HEALTH INSURANCE</p>	*N/A	*N/A	144	302
 <p>NUMBER OF EDUCATION COMPLETED PATHWAYS</p>	1,421	3,108	3,617	7,385
 <p>NUMBER OF SOCIAL SERVICE REFERRAL COMPLETED PATHWAYS</p>	352	321	948	2,413
 <p>NUMBER OF MEDICAL REFERRAL COMPLETED PATHWAYS</p>	246	1,031	1,261	2,437

OHIO CELEBRATES

COMMUNITY HEALTH WORKER DAY



Ohio Hubs Celebrate
June 6th

Community Health Worker Day



Governor Mike DeWine has declared June 6th Community Health Worker Day in Ohio. 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. The CHW's serve as partners, advocates, and coaches for their clients, guiding them through a process to identify risks, assign them to pathways so solutions can be achieved, and remain available to support clients to completion of pathway objectives. This trusting relationship enables the CHW to serve as a liaison, link, and intermediary between health and social services, and improve the quality and cultural competence of the service delivery.



BRIANA...



"In 2020 I found out I was pregnant. My husband and I were super excited. This was my first pregnancy, so I knew nothing about prenatal care. I heard about the Bridges to Wellness program and referred myself. The CHW that worked with me was very helpful. I was new to Tuscarawas County and wasn't familiar with agencies that assisted pregnant women and children. She was able to connect me to local resources in the community.

After I gave birth, I enrolled my daughter as well into the program. I just wanted to make sure I was doing everything I could to make sure she was getting the best healthcare she could get.

In 2021 I applied for a job as a Community Health Worker for The Bridges to Wellness program and I got the job. I was so excited. I knew that I benefited so much from being in the Bridges to Wellness program and I wanted to help others do the same. I have been working as a CHW for Bridges to Wellness for almost 2 years now and I absolutely love my job."

ACCESS TUSC TRANSIT

Access Tusc Transit is a Rural Public Transportation System that provides service to anyone 16 years of age and older regardless of income or age.

2023 IN REVIEW

Access Tusc Transit has ended its 3rd operating service year. I have been involved in the operation from planning, to starting service, to now seeing the service grow. Access Tusc Transit had a 30% growth from 2021 to 2022 and an 8.64% growth from 2022 to 2023. So many things have changed since beginning operations January 11, 2021. We are seeing more steady customers using the service, and long-distance trips for medical treatment. A few struggles that Access Tusc Transit had faced in 2023

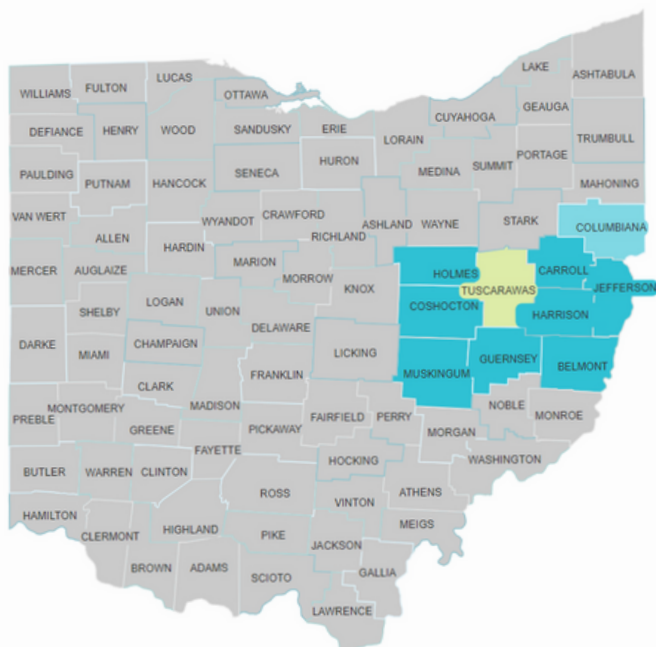


included, finding drivers and waiting for new vehicles to arrive due to the nationwide vehicle shortage. Tuscarawas County residents need transportation help for many reasons. Some of these reasons are for medical appointments, employment, and shopping to name a few. Access Tusc Transit works with our sister program Bridges to Wellness HUB to help customers that are struggling with social determinants of health issues, for example, transportation to and from a medical appointment or food pantries. 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 and cities 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.

Shannon Hursey

Director of Transportation
Access Tusc Transit

WE ARE A PART OF A TRANSPORTATION REGION



The Ohio Mid-Eastern Governments Association is working with a diverse group of human services transportation and public transit providers, Mobility Managers, and other planning officials throughout the nine-county region. This group of stakeholders are leading the discussion and determination of policies, projects, and recommendations. This group is also working to coordinate transportation trips throughout the region. This region includes the following counties: Belmont, Carroll, Coshocton, Guernsey, Harrison, Holmes, Muskingum, and Tuscarawas.

ACCESS TUSC TRANSIT



Percentages (%) of Trips Made in 2023



52%
Were For
MEDICAL



35%
Were For
EMPLOYMENT









13%
Were For
OTHER: Shopping, Education, Bank, Hair Salon, Laundry, Vehicle Repair, Social

Social Determinants of Health in Transportation:

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

-Jessica Kinsey, Founder and CEO

ACCESS TUSC TRANSIT IMPACT REPORT

COMMUNITY BENEFIT	2021	2022	2023
 NUMBER OF MILES TRAVELED	195,020	239,052	263,436
 NUMBER OF PASSENGER TRIPS	11,897	15,263	16,581
 NUMBER OF NEW CLIENTS	712	543	504
 TOTAL FARES COLLECTED	\$26,765.97	\$40,696.12	\$34,227.15
 NUMBER OF CANCELLATIONS	2,969	3,862	3,266
 TOTAL ELDERLY & DISABLED TRIPS	4,341	6,051	6,779

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ACCESS TUSC TRANSIT



CALL A RIDE SERVICE

A Shared-Ride Service means that you might have to leave your house a little earlier than you would if you were traveling privately. You may also have to wait a little longer for your return trip home so that other trips can be coordinated with yours. Our schedulers and drivers work hard each and every day to try and accommodate all of their passengers, trying hard to make a schedule with the least amount of wait times. Door to door service is available providing you have a free, clear, and safe path from the door of your home to the door of the bus, and that your lane in the driveway is safe for our buses and for transporting clients.

CAPACITY LIMITATIONS

We allow our riders to bring groceries and other purchases on board. However, items are limited to what the rider can safely carry on and off the vehicle in one boarding without the assistance of the driver and hold on their lap in the transit vehicle. We reserve the right to limit the number of bags and the size of packages allowed on the vehicle at the discretion of the driver, based on capacity and other criteria. Each rider is allowed 3 grocery bags (items) or whatever fits on your lap, per ride.

Due to the fact that this is a shared ride service, capacity may not always be available at the day and time that you are requesting. Capacity is an important and critical aspect when it comes to shared-ride services, making sure that all passengers aboard and comfortably and safely seated during all trips. Trips may not always be accommodated due to capacity restraints. Although the day and time that are you requesting might work for you, there are times where the trip is not possible our drivers.

NO SHOWS

Cancelling one hour or less before your scheduled pick-up time.

or

Our driver shows up and you: do not come out, or you cancel at the door of pick-up.

CANCELLATIONS

Cancelling more than one hour prior to your pick-up time.

Percentages of No Shows and Cancellations- 2021: 28% | 2022: 30% | 2023: 24%

No Shows and Cancellations show an enormous amount of waste of all resources through Access Tusc Transit, including: time and money. They also make other passengers late, and can cause service denials of others.

2023 BOARD OF DIRECTORS



PRESIDENT
Pat Warther, RN
 Tuscarawas Clinic for the Working Uninsured



VICE PRESIDENT
Yvette Schupbach
 New Dawn Rehab and Healthcare Center



TREASURER
Sherri Douglas
 Freeport Press



SECRETARY
Dr. Mariann Harding, Ph.D., RN, CNE
 Kent State University at Tuscarawas

MEMBERS AT LARGE



Dr. Jennifer Gigax, MD, FAAP
 Akron Children's Hospital, Specialty Care



Jason F. Haupt, Esq
 Krugliack, Wilkins, Griffiths & Dougherty Co.



Dr. Lori Kuehne, MD
 Community Hospice



Dr. Stephen A. Minnick
 Kent State University at Tuscarawas



Mollie Parisi
 Garaway Local Schools



Kerri Silverthorn
 Tuscarawas County Board of Developmental Disabilities

2023 ACCESS TUSC FINANCIAL SUMMARY

Statement of Financial Position As of December 31, 2023

	Dec 31, 23
ASSETS	
Current Assets	
Checking/Savings	
FF CD Transit Reserve	126,647.42
First Federal Money Market	66,109.43
▶ 102.00 · DPFCU Checking	323,485.15
103.00 · DPFCU Savings	63.28
Total Checking/Savings	516,305.28
Accounts Receivable	
11000 · Accounts Receivable	153,248.67
Total Accounts Receivable	153,248.67
Other Current Assets	
155.00 · GAINS ON SALE OF ASSETS	-1,650.00
11001 · A/R Audit	181,409.48
130.00 · Prepaid Insurance	4,865.75
Total Other Current Assets	184,625.23
Total Current Assets	854,179.18
Fixed Assets	
154.10 · ACCUM DEP STORAGE BARN	-113.92
154.00 · STORAGE BARN	9,000.00
153.10 · ACCUM DEPRECIATION TRANS EQ	-26,020.10
150.10 · Accum Depr-Office Equipment	-3,641.33
150.00 · Office Equipment	5,201.89
153.00 · Transport Equipment	194,201.00
Total Fixed Assets	178,627.54
Other Assets	
18700 · Security Deposits Asset	2,000.00
Total Other Assets	2,000.00
TOTAL ASSETS	1,034,806.72
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
20000 · Accounts Payable	113,091.59
Total Accounts Payable	113,091.59
Credit Cards	
CardMember Service	12,292.34
Total Credit Cards	12,292.34
Other Current Liabilities	
230.00 · Accrued Wages	14,035.00
225.00 · Accrued Compensated Absences	6,671.06
20001 A/P Audit I	-23,350.85
▶ 200.00 · Payroll Liabilities	-3,020.63
Total Other Current Liabilities	-5,665.42
Total Current Liabilities	119,718.51
Total Liabilities	119,718.51
Equity	
32000 · Unrestricted Net Assets	634,437.60
Net Income	280,650.61
Total Equity	915,088.21
TOTAL LIABILITIES & EQUITY	1,034,806.72

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 eight 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 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 eight 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.



Grant funding approved for 2024 program year.

LOOKING TOWARDS OUR FUTURE

2024

Access Tusc will continue to develop the mission by improving access and integrated care for the citizens of Tuscarawas County and surrounding counties by continuing to implement quality programs: Bridges to Wellness Pathways Community HUB and Access Tusc Transit. The Bridges to Wellness program will look to add three new additional counties: Harrison, Holmes, and Noble. The Transit program will further develop and refine new contracting arrangements in the community. The Founder and CEO will continue to seek and secure funding for sustainability of current programs, their expansion, and possible future programs. Additionally in 2024, the organization will adopt core values in the areas of: Compassion, Trust, Respect and Accountability for all staff, and community partnerships.

Access Tusc continues to be an integral part of a larger community-wide initiative to improve population health by means of addressing social determinants. Access Tusc will continue to develop in the areas of education, resources, advocacy, and strategies to improve integrated health access. In 2024, Access Tusc will be taking formal steps to solidify statewide initiatives by means of developing new formal 501c3 with other community-based organizations that utilize Community Health Workers leveraging their work, to drive improved outcomes for social drivers.

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.

COMPLIANCE

ADA Complaints:

Access Tusc operates in compliance with Title II of the ADA Act. Access Tusc 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.

Title VI:

Access Tusc operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI of the Civil Rights Act may file a Title VI Complaint.