

# BLAZING THE PATH TO REDUCE SDOH BARRIERS THROUGH COLLABORATION FOR 40 YEARS

Get Connected. Get Answers.



## THE INSTITUTE FOR HUMAN SERVICES, INC.

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Transportation is more than rides...



Coordinated Transportation

## The Institute for Human Services, Inc.

- Incorporated in 1984 as a membership non-profit organization
- Goals to **reduce barriers** in transportation, **connect people** to services, and bring nonprofit sector together
- Overarching aim to improve public health by removing traditional siloed approach to providing services to collectively forge **healthier communities**
- Through innovative, collaborative, and responsive solutions to address community needs, IHS is impactfully **reducing health disparities** and **creating healthy outcomes**
- Current programs at HIS include 211 Helpline, Coordinated Transportation, Mobility Management and, Steuben Rural Health Network

**IHS MEMBERS, PARTNERS & PROGRAMS ARE IMPACTING COMMUNITIES ACROSS 37% OF NY STATE COUNTIES**



## Social Determinants of Health (SDOH)

- 2022 Steuben County Office for the Aging Needs Assessment reports that 86% respondents replied the need for help with transportation to appointments as somewhat to very important
- Research estimates show over six million people across the US delaying or missing medical care due to transportation insecurity
- Missed health care appointments increases complications of chronic illness, increases hospital readmissions, undermines the opportunity for diagnostic testing and early detection
- 2018 My Health Story survey completed by Common Ground reported the top barrier to healthy food is that it's too expensive
- Poor economic conditions and lack of access to public transportation within rural communities are known barriers to food access
- Obesity and food insecurity are directly related to long term health complications

## 211 Helpline

### Making Community Connections through Partnerships and Communication

- In 2022, 211 Helpline managed nearly 55,000 contacts
- Community needs include food help, housing issues and utility help, mental health support, health insurance assistance, finding COVID-19 vaccination sites, substance use disorder support, and help with transportation
- Help with transportation was identified nearly 1,500 times and help with food related needs over 8,000 times

### PARTNER NEEDS

#### SMART Steuben

- Identify services to address food insecurity and childhood obesity
- Have up-to-date lists for referrals
- Ability to report increased awareness of these resources

#### Pivotal Public Health Partnership

- Have up-to-date lists of services to address food insecurity
- Ability to report increased awareness of these resources



Providing transportation to elderly and disabled residents in need to non-emergency medical appointments, pharmacies, grocery stores, food pantries and other health and human service agencies, and substance use disorder treatment and recovery services.

*"If I didn't have IHS transportation of which I depend, I would not be able to get to my doctor."*  
-Client

## Coordinated Transportation Removing Barriers and Increasing Capacity

