

UPMC Community HealthChoices

Community Resource Guide



UPMC Community
HealthChoices

Community Resource Guide (CRG) Overview

- Created through a joint effort from throughout the Health Plan
 - CHC, Medicare, Commercial and SNP all had resource listings
- Significantly Expanded in March of 2020 to Address:
 - Social Determinants of Health (SDOH) resources specific to the needs of Participants during COVID-19
- Resource Categories
 - COVID-19 (Supplies, Testing, Vaccines)
 - Housing
 - Employment
 - Food and Pantry
 - Behavioral Health
 - Utilities

Ongoing Development of CRG

- Since the inception of the Community Resource Guide (CRG), additional categories have been added to include:
 - Cognitive Disorders
 - Home Repair
 - Adult Education
 - Public Legal Assistance/Support
 - Faith
 - Recreation

CRG Landing Page

Welcome Hampton,
Benjamin

UPMC
LIFE CHANGING MEDICINE

Community Resource Guide

Please use this application to search or submit community resources.

Select a button below to navigate the app.

Housing

Employment

Food and Pantry

Behavioral Health

Utilities

Cognitive
Disorders

Home Repair

Adult Education

Public
Legal Assistance/Support

Faith

Recreation

COVID-19

Search for a Resource

Submit a Resource

Other Resources






Chat or Ask
questions in Teams


Accessing Resources in the CRG

Select a County * ✕

Select a Category * ✕

Available Resources

🔍 [See More Keyword Suggestions](#) [See How to Edit](#) 




Category	County	Name of Organization	Phone Number	Keyword Tags	Population Se...
Food and Pantry	Allegheny	Greater Pittsburgh Community Food Bank Commodit...	412-460-3663...	150, 151, 152, senior box, free monthly f...	Older Adults
Food and Pantry	Allegheny	Green Grocer Home Delivery	412-745-6598	150, 151, 152, grocery, food delivery, fres...	Adults
Food and Pantry	Allegheny	Fresh Corners	412-431-8960	150, 151, 152, grocery, food deserts, fres...	Adults
Food and Pantry	Allegheny	Green Grocer	412-460-3663...	15025, 15045, 15104, 15122,15136, 1514...	All
Food and Pantry	Allegheny	Pittsburgh Public Schools	N/A	15212, 15214, 15204, 15205, 15210, 152...	All kids in dist...
Food and Pantry	Allegheny	Wilkinsburg Farmers Market		15221, food distribution, free produce di...	All
Food and Pantry	Allegheny	Greater Pittsburgh Community Food Bank Drive-Up ...	412-460-3663...	150, 151, 152, free food, food pantry, foo...	All
Food and Pantry	Allegheny	North Hills Community Outreach	412-487-6316	150, 151, 152, 16024, 16046, 16059, 1622...	All ,Adults ,Ol...
Food and Pantry	Allegheny	For Good PGH		15104, Free donations, Food, Clothing	
Food and Pantry	Allegheny	North Hills Christian Church	(412)487-4142	Free children meals, Free school supplies...	Children ,All k...
Food and Pantry	Allegheny	Just Harvest	412-431-8960	General Assistance, Allegheny County	All
Food and Pantry	Allegheny	Grab and Go Dinners and Snacks		Meals, Grab and Go Dinners, Snacks, Alle...	All
Food and Pantry	Allegheny	Community Delivery Hotline	412-568-3579...	Delivery, Food, assistance	All
Food and Pantry	Allegheny	McCandless Shares and Cares- Food Distribution	412-364-0616	15090, Wexford, food delivery	All ,People wi...


Accessing Resources in the CRG

Select a County * ✕

Select a Category * ✕

Available Resources

🔍
[See More Keyword Suggestions](#)
[See How to Edit](#)


Category	County	Name of Organization	Phone Number	Keyword Tags	Population Se...
Cognitive Disor...	Philadelphia	S E Pa Mental Health Association	215-276-3302	19126, SE, Dementia, Support Groups, Al...	Older Adults
Cognitive Disor...	Philadelphia	Community Behavioral Health	215-413-3100	19107, SE, Dementia, Support Groups, Al...	All
Cognitive Disor...	Philadelphia	Southeastern Pennsylvania Transportation Authority	215-580-7800	19107, SE, Dementia, Support Groups, Al...	All
Cognitive Disor...	Philadelphia	Philadelphia County AAA	215-765-9000	19130, SE, Dementia, Support Groups, Al...	Older Adults
Cognitive Disor...	Philadelphia	West Philadelphia Senior Community Center	215-386-0379	19104, SE, Dementia, Support Groups, Al...	Older Adults
Cognitive Disor...	Philadelphia	West Oak Lane Senior Center	215-685-3511	19138, SE, Dementia, Support Groups, Al...	Older Adults
Cognitive Disor...	Philadelphia	The Center at Journey's Way	215-487-1750	19128, SE, Dementia, Support Groups, Al...	Older Adults
Cognitive Disor...	Philadelphia	Southwest Senior Center	215-937-1880	19142, SE, Dementia, Support Groups, Al...	Older Adults
Cognitive Disor...	Philadelphia	South Philadelphia Older Adult Center	215-685-1699	19148, SE, Dementia, Support Groups, Al...	Older Adults
Cognitive Disor...	Philadelphia	Peter Bressi Northeast Senior Center	215-831-2926	19124, SE, Dementia, Support Groups, Al...	Older Adults
Cognitive Disor...	Philadelphia	On Lok House	215-925-3118	19107, SE, Dementia, Support Groups, Al...	Older Adults
Cognitive Disor...	Philadelphia	Northern Living Center	215-978-1300	19121, SE, Dementia, Support Groups, Al...	Older Adults
Cognitive Disor...	Philadelphia	Northeast Older Adult Center	215-685-0576	19152, SE, Dementia, Support Groups, Al...	Older Adults
Cognitive Disor...	Philadelphia	Martin Luther King Older Adult Center	215-685-2715	19121, SE, Dementia, Support Groups, Al...	Older Adults

Identifying Resources for the CRG

- Currently, there are over 4,200 resources in the CRG from CHC staff and across the health plan
- Resources are uploaded daily by the Community Engagement Team, Service Coordinators, and the Medical Management Team and vetted by Community Relations Manager.
- The vetting process includes:
 - Verifying proper contact and access information (contacting the resource to confirm information, verify waitlist, and qualification requirements)
 - Checking search terms and categorization
 - Adding key words to enhance searchability

Further development of CRG – Focus Groups

- Focus groups conducted with SCs and Service Coordination Associates in each zone to evaluate the effectiveness and use of the CRG
- CRG enhancements based on the focus groups include:
 - Unique resource request process imbedded in UPMC electronic health record for SCs to request Community Engagement Team to research a more complex resource need
 - Zone-specific Community Calendar created by the Community Engagement Team to share with SCs who are assisting Participants seeking activities and engagement in their community
 - Reporting analysis of usage by resource category and other key metrics
 - Adding CRG training into initial SC onboarding

Additional Resources

- Daily zone-specific resource sharing from Community Engagement Team to SC Team for emerging/time-sensitive resources (i.e., cooling centers, one-time distribution events)
- Dedicated space in the *CHC LTSS Clinical Operations Weekly Update (internal document for staff)*
- Directly sharing resources to participants through:
 - Participant Advisory Committee Meetings
 - Community Forums
 - Other Participant-facing interactions (i.e., housing, health fairs, quarterly Participant newsletter)

URL's

- Centers for Disease Control and Prevention: <https://www.cdc.gov>
- Aunt Bertha: findhelp.org, by Aunt Bertha - The Social Care Network
- PA Dept. of Human Services: <https://dhs.pa.gov/>
- Carelink: <http://www.carelink.pa.gov>
- Alzheimer's Association Community Resource Finder: [Carelike - Provider Search \(communityresourcefinder.org\)](http://communityresourcefinder.org)

Questions?



UPMC Community
HealthChoices

Confidential Information of UPMC and UPMC Health Plan. Any unauthorized or improper disclosure, copying, distribution, or use of the contents of this message is prohibited. The information contained in this message is intended only for the personal and confidential use of the recipient(s) to which the information has been distributed. If you have received this information in error, please notify the sender immediately and destroy the original information/message. This message is not intended to serve as an electronic signature or other evidence of acceptance or agreement through electronic means.