



**dotWELL**

a health services partnership  
for a healthy neighborhood

**Fiscal Health**   
**VITAL SIGNS**

**Northeast Family Strengthening Conference – Richmond, VA**

**September 26, 2011**

**Doreen Treacy Director of CivicHealth, DotWell**

# DotWell: A Dynamic Partnership



**Codman Square**  
Health Center



**Dorchester House**  
Multi-Service Center



---

 **dotWELL**

a health services partnership  
for a healthy neighborhood

Fiscal Health   
**VITAL SIGNS**

# What if you could multiply your impact ...

...by connecting your efforts strategically?



## Where is **YOUR** **Place Based** **Opportunity?**

- Ask the right questions in the right context
- Respond with effective resource for immediate crisis but look deeper to identify the **ROOT CAUSES!**

# DotWell Innovation: Fiscal Health Vital Signs®

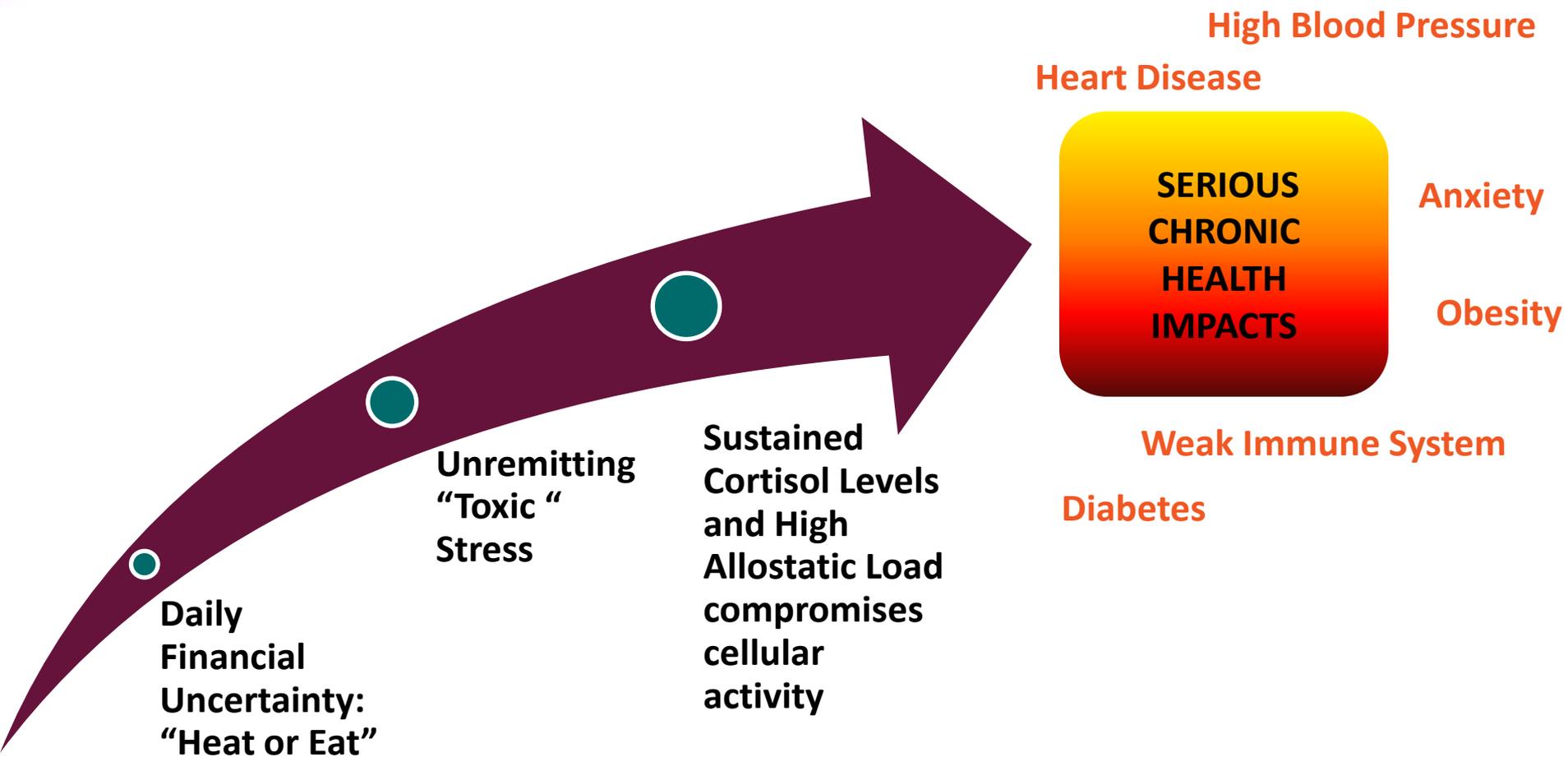
**WEALTH** is a social determinant of **HEALTH**:  
The higher your income the better your health outcomes.

Low income households live with **CHRONIC** financial stress and in communities where financial services are...

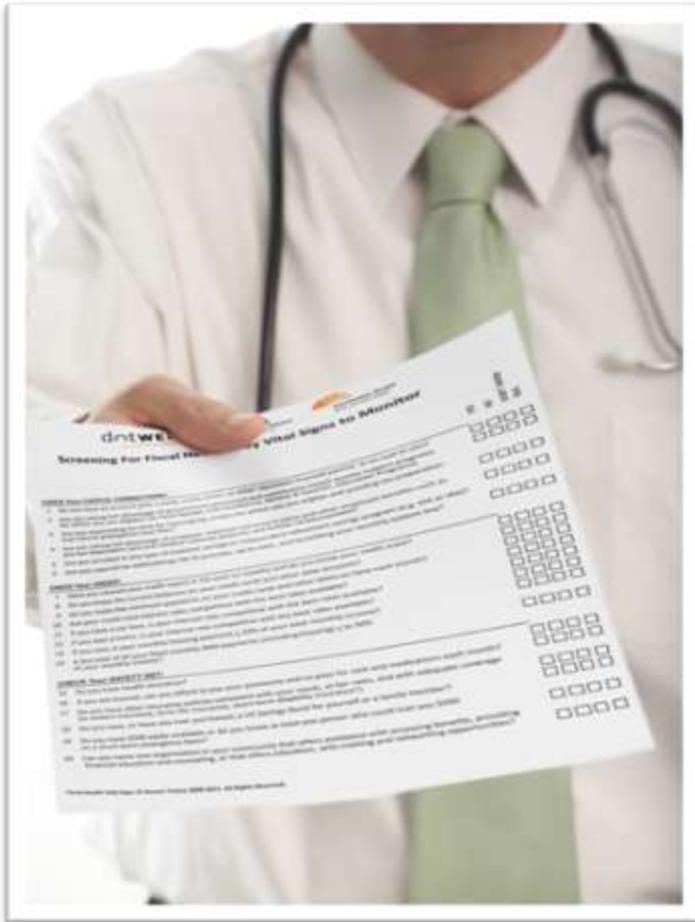
▪ **UNJUST**    ▪ **PREDATORY**    ▪ **UNHEALTHY**



# Chronic financial stress degrades health



# A place based approach with 3 goals



- ✓ To **INTEGRATE** financial health as a standard of PRIMARY CARE at community health centers
- ✓ To **DIAGNOSE** root financial causes of chronic poverty and **REMEDiate** them
- ✓ To **SYTEMATICALLY** improve the **FINANCIAL** health of our patients as the foundation for improving their **PHYSICAL** health

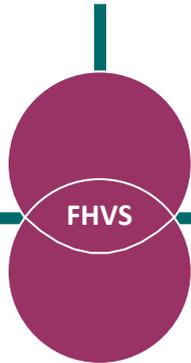
# A Small Process Change = BIG Impact



**IDENTIFY**

Referral from  
physician or clinical  
team member

**DIAGNOSE**



**FHVS Assessment**

Administered by a  
member of the  
patients' care team  
and documented in  
medical record

**INTERVENE**

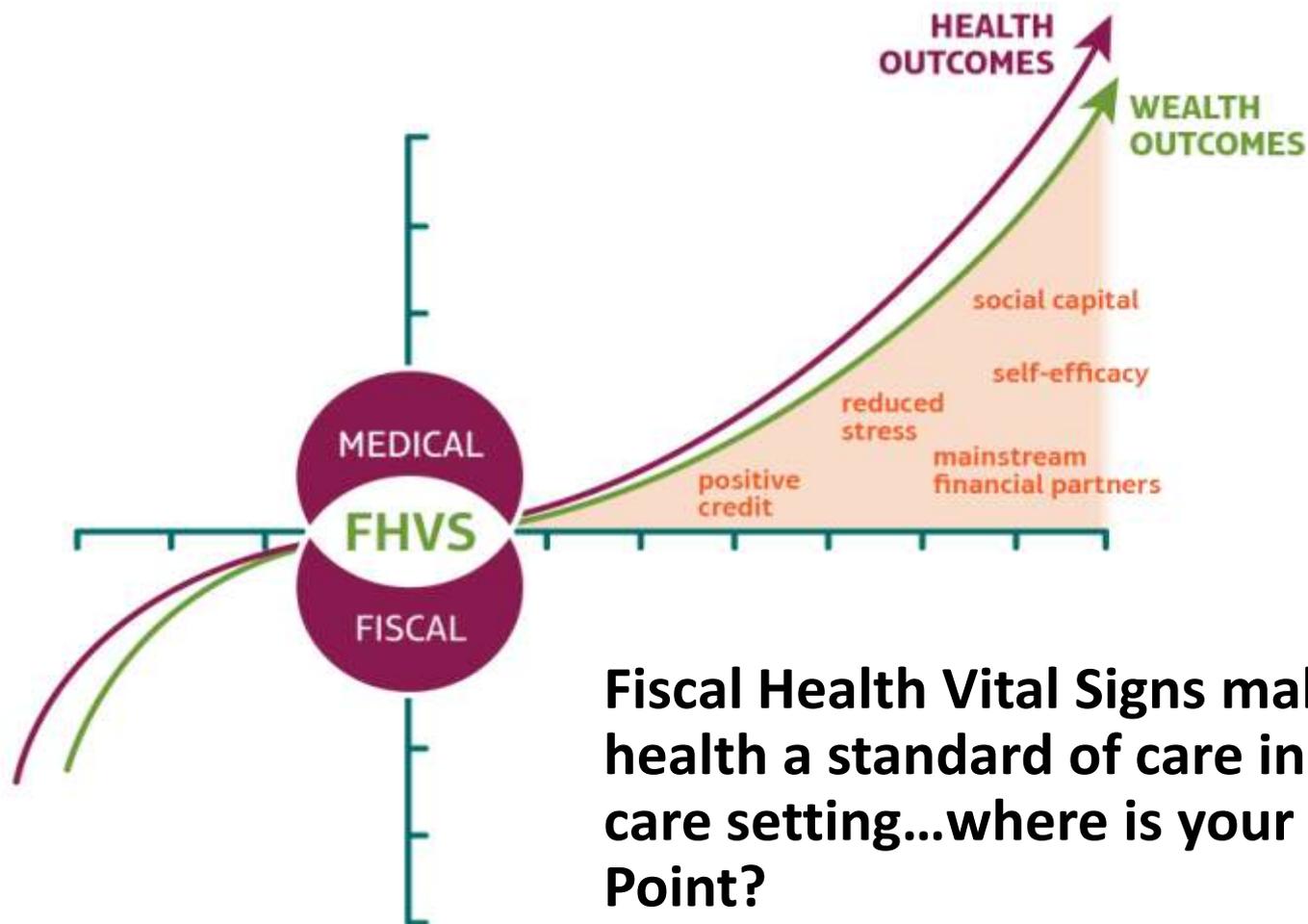
Action Plan  
Links to Community Assets  
Case Manager Support

**FOLLOW-UP**

Measure  
Progress After  
6 Months and  
on-going with  
patients visits to  
clinic



# FHVS is our Inflection Point – What's yours?



**Fiscal Health Vital Signs makes financial health a standard of care in the primary care setting...where is your Inflection Point?**

# A Place Based Approach...



**Starts with YOU --**  
in whatever  
organization or system  
you work within



**Invites you to**  
explore your existing  
processes, systems,  
and programs to find  
natural integration  
opportunities



**Inspires greater**  
collaboration with  
peers and programs --  
internally and  
externally – and creates  
wins for all involved

**PLACE + PROCESSES + PARTNERS = Success for your PEOPLE**

# Place Based Program: Eat Green, Save Green

## PLACE

- Community Health Centers with high number of diabetic patients whose Hemoglobin A1c levels are not improving

## PROCESS

- Created a program to assist diabetics who need to eat healthier to manage their diabetes -- but added the financial health component to address a root cause of WHY patients are not buying healthy food.

## PARTNERS

- **Cooking Matters** to teach cooking and nutrition classes.
- **American Consumer Credit Counseling** – Budget/credit expertise
- **More than Wheels** – Affordable Car loan/ Reliable Transportation
- FHVS Assessment Tool + **Boston EITC** Coalition + **Midas Collaborative**



# Why Change? Social Return on Investment

**“The longer people remain on the lower rungs of the ladder, the worse their physical health and mental functioning will be later in life.”**

*MacArthur Foundation*



**“As a society, we face a choice: invest in the conditions that can improve health today, or pay to repair the bodies tomorrow.”**

*PBS documentary “Unnatural Causes”*

# Why Change? IMPACT!

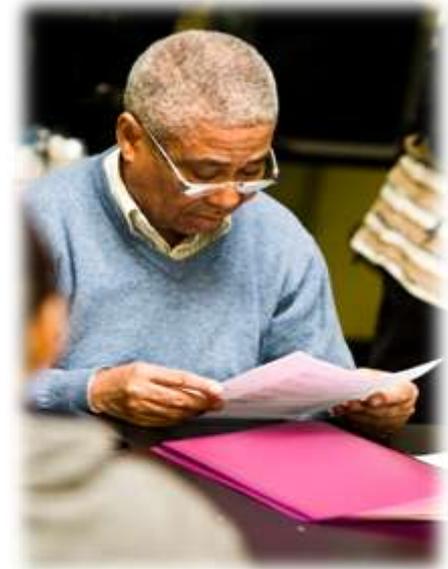


*“A whole world opens up.”*

Angel G.

FHVS Assessment 2009

Clemente Course Graduate 2010



**“...I opened a bank account, began household monthly budgeting, and utilized online banking...I cleared up ALL my outstanding debt. I moved out of the housing development and am now focusing on home ownership.”**



**“I changed my W-4 Form to keep more of my money and now I tell all of my family and friends to do the same! It made such a difference! Thank you! “**

# Contact: Doreen Treacy, DotWell

Doreen Treacy at Social Innovation Summit May 2011

Microsoft Center - Cambridge, MA

[doreen.treacy@dotwell.org](mailto:doreen.treacy@dotwell.org)