

SUCCESS STORIES

Piedmont Health Services

Success in service delivery in this pandemic year has meant developing and sustaining new ways to reach our existing patients with care while maximizing safety (i.e. new telehealth and medication delivery options), as well as serving as a community access point for COVID-19 testing and vaccination. Thus far in the pandemic, as of June 30, PHS has completed more than 6,000 COVID tests on Alamance County residents (most at Burlington CHC Acute Respiratory Tent), with 13% overall positive (current positivity is running 4-5%), demonstrating our ability to reach populations being most negatively impacted by COVID-19. Our vaccination efforts began in January, and as of June 30, we have vaccinated more than 16,500 individuals (overwhelmingly with Moderna vaccine) across our service area, with 88% of these individuals have thus far completed the 2-dose series, and more than half of those vaccinated hailing from minority populations.

Family Abuse Services

Clients who have experienced domestic violence are prioritized for emergency and permanent housing needs. Due to COVID the agency extended stays at the shelter which also led to an increase in temporarily placing clients in hotels when necessary. A client recently was fleeing domestic violence and did not have any local friends or family that could offer a safe place to stay due to the abuser knowing all the people in their life and was stalking the client. The agency was able to place the client in a hotel while the housing team worked diligently to find a safe and an undisclosed location to permanently house the client. The housing team was able to successfully find housing for this client and the victim services advocates alongside a consultant partner from EnviroSafe, worked patiently to ensure high lethality safety planning was worked out. The client is now safely housed and is continuing to receive services from FAS by participating in a weekly support group led by the Crisis Intervention Coordinator on staff.

Meals on Wheels

He is unable to walk and uses an electric wheelchair. His wife of 37 years has been placed in a nursing home. Prior to coming into contact with Meals on Wheels, LW was lucky to get something to eat due to his disabilities. Now, LW receives one hot meal a day, He also receives food that he can prepare easily from Meals on Wheels' food pantry. In addition to the food, Meals on Wheels was able to help him secure transportation to see his wife. This has brightened his world tremendously. Another barrier for LW was yard work. A local church has decided to do yard work for him on a monthly basis. LW's last barrier was his finances. Because his wife was placed, he lost her income. He had issues with purchasing his medication. LW was referred to the Medication Management Program at Alamance Regional Medical Center. With the coordination of the different resources, LW is able to live a better and healthier life.

Medication Management Clinic

After her husband lost his job and healthcare benefits last year, Christine found herself in a very precarious situation. She was now without health insurance. Fortunately she was able to get the medication and support she needed at MMC. Christine stated that she was hesitant to reach out to MMC initially, because of the stigma she felt was associated with free clinics. But after taking that initial step and asking for the help she needed, she soon realized that nothing was further from the truth. She says: "They provided me with my medications and set me up with a primary care provider. Everyone at the clinic was kind and treated me with respect." Christine talked about how free clinics are a comfort and safety net – how when you have a medical issue and need care and medications, you aren't out of luck or forced to go to an expensive emergency room when there are free clinics like MMC.

