



## Health Outreach Program

CORE (Community Organized Relief Effort) is a non-profit organization dedicated to bringing immediate aid and recovery to underserved communities across the globe. Since March 2020, CORE has been working with local partners to support equitable distribution of COVID-19 resources, including lifesaving COVID-19 vaccines, testing, and other essential services, with a focus on underserved, low-income communities.



**CORE Georgia's Health Outreach Program works to increase education and support communities facing COVID-19 health disparities by providing benefits navigation, resource coordination, and health education.**

CORE Georgia provides health outreach services in partnership with the Georgia Department of Public Health (DPH) and the Department of Children and Family Services (DFCS). Health Outreach Coordinators (HOC) are critical to CORE Georgia's work in emergency relief, community building, and public health. HOC are knowledgeable of local government and community-based organizations, community resources, and processes for receiving services. HOC are the link between the community and resources available.

The Health Outreach Program offers services throughout the DPH Health Districts in Georgia. HOC serve in communities by joining CORE mobile units at select COVID-19 vaccine sites, attending other community events, and engaging community partners. The services support Georgians, specifically vulnerable populations with limited access to or knowledge of community resources. With health outreach done at the community level, all communities can thrive.



CORE is Currently Working In

8

STATES

10

COUNTRIES

## Health Outreach Program Services & Support

### SERVICES:

- ✓ Benefits Navigation
- ✓ Resource Coordination
- ✓ Health Education



### COMMUNITY SUPPORT:

- ✓ Knowledge of Benefits & Application Assistance
- ✓ Resource Referrals to Community-Based Orgs
- ✓ Outreach at the Community Level
- ✓ Access for Vulnerable/ Underserved Populations

**LEARN MORE ABOUT THE HEALTH OUTREACH SERVICES →**

# How it Works

1

## Complete the Intake Process.

First, our Health Outreach Coordinator (HOC) team will complete an intake in-person at site or by phone with individuals who are interested in health outreach services. The intake process consists of a series of questions asked by our HOC to discover the unique needs each person.

### INTAKE IN-PERSON AT SITE

It is suggested to complete the intake process in-person at a CORE site, but it is possible to complete the intake process via phone.

### INTAKE OVER THE PHONE

The Intake process can be completed via phone if a site is too busy or if our Health Outreach Coordinator (HOC) team cannot be present at the CORE site or event to complete the in-person intake process.

2

## Benefits Navigation & Resource Coordination Assistance

Next, participants will be assisted via Benefits Navigation or Resource Coordination depending on their unique needs.

Note: Participants can receive both Benefits Navigation and Resource Coordination services.

3

## Follow-Up

Our Health Outreach Coordinator (HOC) team will initiate four sets of follow-up to correspond with participants enrolled in our Health Outreach Program. Follow-ups will be done over the phone or in-person on site to provide updates, learn of new needs and close out participants.

4

## Complete After Service Survey

During our fourth and final follow-up with participations, our team will exit participants out of our program by conducting an after-service survey to assess the program impact and improve future programming.

### HEALTH OUTREACH AT CORE SITES

A Health Outreach Coordinator (HOC) dedicated to providing assistance for benefits navigation and resource coordination will be at most CORE event sites. If there is not a HOC at a site, they can be contacted for more information about HOC services.



## HAVE QUESTIONS? CONTACT US:

**Health Outreach Coordinators**

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