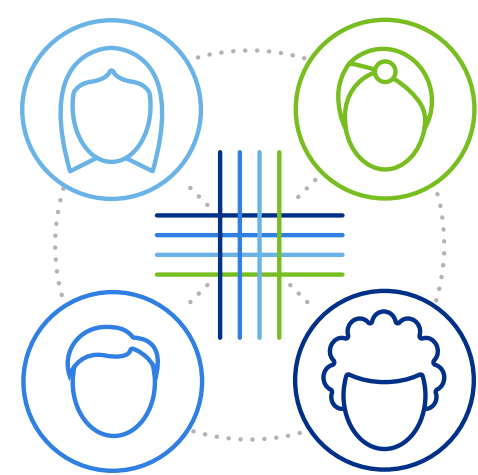




## DELIVERING HEALTH CARE SOLUTIONS FOR COMMUNITY MEMBERS LIVING ON LOW INCOMES

Many service workers in the Trenton, N.J., area have little or no health care coverage and struggle to cover the cost of care on low-wage conditions.

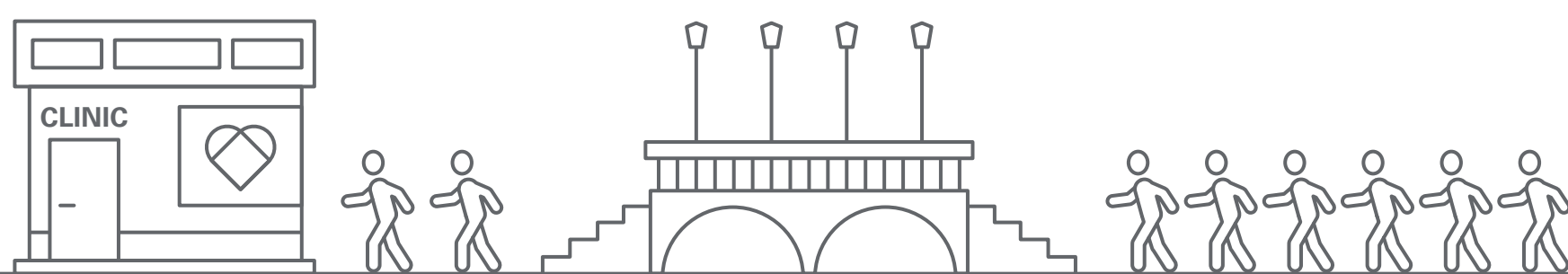


That is why **Capital Health** in Trenton partnered with the **Eastern Service Workers Association**, an all-volunteer, membership association that develops immediate and long-term solutions to address poverty conditions experienced by its members living on low incomes.

Together, the organizations aimed to connect more community members to health care education and services.

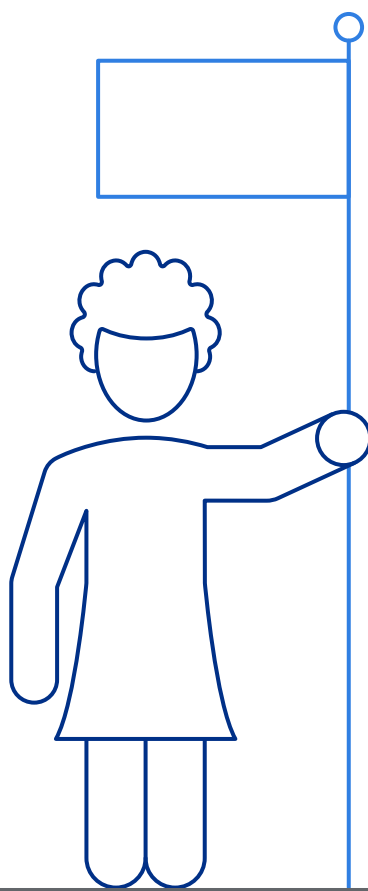
### Capital Health first collaborated with ESWA to offer health care education, COVID-19 vaccinations and more, at no cost to patients.

Two years into their partnership, the organizations joined the HCC to build a bridge between the clinic and ESWA members.



#### THE GOAL:

Encourage 20 to 30 new ESWA members to receive health services at the **Capital Health Family Health Center**. This work involved addressing the community's most pressing challenges:



- Lack of awareness about availability of care provided at no cost to the patient.
- Limited availability of phone and internet access.
- Lack of translation services and materials for non-native English speakers.
- Fear of reprisal for tenuous or no immigration status if seeking health care services.

### Capital Health recruited primary care physicians to volunteer their time and services, and helped set up appointments at the Family Health Center.



Together, Capital Health and ESWA created flyers and forms that made finding culturally appropriate care easier for the community.

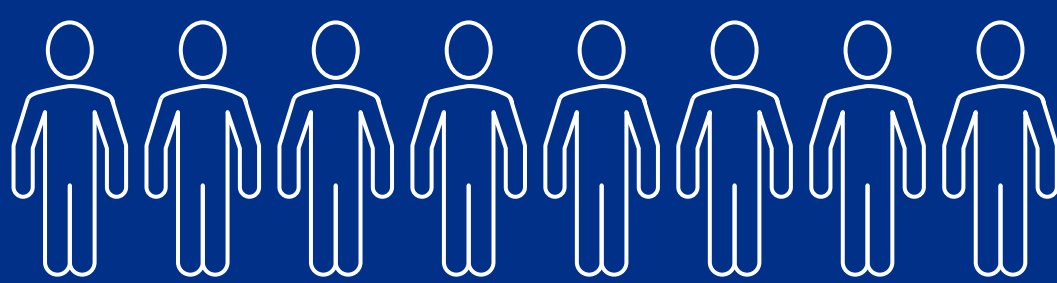
ESWA mobilized teams and began canvassing houses in areas popular for low-income service workers.

They provided the names of pharmacies where people could find affordable medications.

Clinic teams helped people fill out forms, delivered medications and followed up with phone calls and emails.



**More than 30 new ESWA members have enrolled in the Family Health Center as a direct result of the partnership and its involvement with the HCC.**



With participation growing, Capital Health is now looking to hire a community health worker.

Health care education continues with new offerings addressing the priority health needs of the community including:



Kidney care



Lower-back pain treatment



Prevention of heat stroke

Whatever the need, the partnership continues to learn and tailor services to the communities it serves.



With an eye on the future, Capital Health is getting more community members and medical students to participate, concentrating on recruiting clinicians who speak Spanish, and thus can better serve the patients and families who come to them for care.