



**Metropolitan Health District
CHW Hub – Unlocked Program**

The Challenge



- People who were incarcerated are more likely to have high mental health and medical needs than the general population (*Healthy People 2030*)
 - Of those booked into Bexar County Jail on a given day, roughly **70%** have substance-related issues, and about **25%** of the jail population is on psychotropic medications (*Bexar Co. Task Force on Criminal Justice & Behavioral Health, 2022*)
- Upon release, immediate needs such as food, ID replacement, employment, transportation & housing often push health to the back burner
- Community Health Workers are an evidence-based way to connect people to services that support health and successful re-entry

What is a CHW?



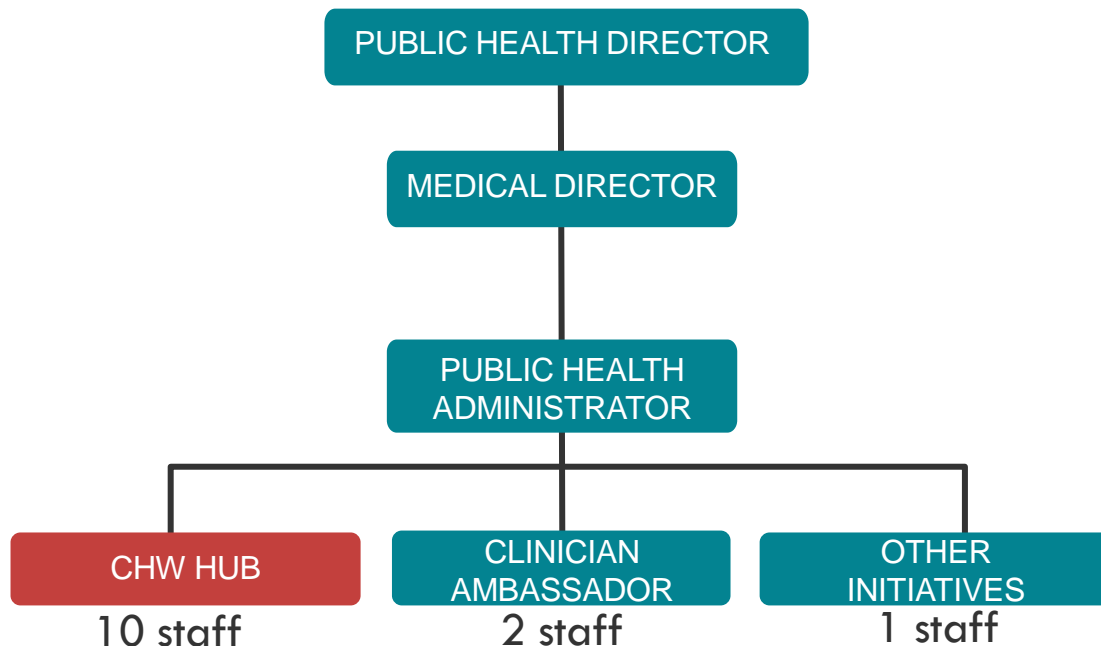
- Also called a **promotora**
 - Someone who is a trusted member of and/or has an unusually close understanding of the community served.
 - A frontline public health worker who builds individual and community health knowledge and self-sufficiency
 - Someone who improves the quality and cultural competence of service delivery
(*American Public Health Association*)
- Decades-long evidence base. By one estimate, return on investment is **\$2.47 saved per \$1 spent**, due to hospital cost savings. (*U. Penn, 2020*)



Metro Health's CHW Hub



Access to Care Office



- Continuing education for CHWs and CHW instructors
- Scholarships to Northwest Vista College for certification (10 graduates to date)
- Annual CHW Summit (121 attendees)
- Capacity-building grants to 11 agencies that employ CHWs who collectively reached more than 11,000 residents
- 24 new Community Health Clubs
- **Unlocked**
- Started under a \$7.2 million CDC grant; moves to General Fund in August 2024

Unlocked – Who we are



A new team of community health workers committed to providing quality resources to individuals reentering the community from incarceration



UNLOCKED

Unlocking Resources,
Empowering New Beginnings

Resources we can help you UNLOCK



Medical/
Healthcare



Food



Clothing/
Household
Items



Shelter/Housing/
Showers



Education



Employment



Mental Health/
Substance use/
abuse



Insurance



Government
Document/
ID/Legal



Treatment
Facility



Transportation



Childcare/
Parenting



Veteran



Contact us if you

- Will be released in the next 30 days
- Have medical or social needs

210-207-4759

UNLOCKEDSA@SANANTONIO.GOV

Who we serve

A justice-involved population of individuals released in the last 3 months from Bexar County Jail, residing in Bexar County (107 clients now)

What we do

Provide linkage to **quality** services with warm handoffs to vetted resources, guided by an individualized referral plan (98 closed loop referrals last grant year)

Length of program

6 months



Why Unlocked?

Client Success Stories

“A” was six months pregnant when we first met her in the Bexar County jail. She was scared to relapse to drug use and said she *"**wanted to do things right this time around.**"* With Unlocked support, “A” has **remained in remission**, and has become a **model of inspiration** in the safe home where she lives. She recently gave birth to her baby girl and was offered a position in the group home as a **mentor** once she completes her program. She has **reconnected** with her family and children.

“Unlocked was able to provide ‘A’ with the support, resources, and encouragement needed to move forward in her new journey” -- Lisa Rodriguez

Client “A”

“B” is a retired Navy Veteran. He was released from the Bexar County jail in October 2023. With Unlocked support, “B” **secured housing**, gained **employment**, and **cleared all his outstanding ticket violations and fees**. He also **repaired relationships** with his family members, and regained access to his **driver's license**. He is now ready to embark on completing the steps to obtain his CDL for better employment **opportunities**.

“ ‘B’ is a true reminder that change is possible” -- Lisa Rodriguez

Client “B”

Partnerships



Bexar County Jail





Unlocked Team

CHW Hub – Unlocked



Thank you

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