

Health Outcomes

- Hired our first REI Health Specialist
- No longer use race-based GFR (kidney marker lab)
- Introduced Health at Every Size framework and WAIT tool
- Created a monthly Performance Improvement Health Disparities Dashboard
- Improved diabetes treatment and care for Spanish-speaking clients.
- o Disparity between Black and Hispanic/Latinx clients was 11% (44 vs. 55) at the start of the year; reduced by 55% to 6% (34 vs. 40) by end of year, with improvements in all racial categories.

Access to care and resources

- Began OH-LUCY partnership with University of Maryland Dental School, allowing dental referrals for kids without insurance
- Added syringe services to our mobile clinic offerings in Baltimore City

Center client voice

- Launched a real-time client survey with monthly aggregation and distribution of data by provider
- Introduced “Pass the Mic” quarterly newsletter series focused on client-driven narrative