

LEON LOWENSTEIN FOUNDATION

INNOVATION SPOTLIGHT

Care-in-Reach unit proved essential to keep patients and staff safe

Brockton Neighborhood Health Center
Brockton, Massachusetts | bnhc.org

The Challenge

The health center wanted to reach patients outside of the brick-and-mortar facilities.

The Solution

The Brockton Care-in-Reach unit offers substance use, harm reduction, telehealth, and medical care. The unit's "take-out" window proved essential to keep patients and staff safe during the COVID-19 pandemic.

The Impact

- From August 2021 to April 2022 (8 months), the mobile unit distributed:
872 naloxone kits | 7,500 sterile syringes
829 safer smoking kits | 510 fentanyl test strips
- The team reversed 2 overdoses during its operations and provided intervention in other emergencies such as seizures and suicidal ideation.

2021 Health Center Data

- 33,747 total patients
- 80% racial and ethnic minority patients
- 60.6% of patients best served in a language other than English
- 26.7% of patients are uninsured
- 43.4% of patients have Medicaid/CHIP insurance
- Special populations served: people experiencing homelessness and residents of public housing



Through the mobile services program, Brockton Neighborhood Health Center (BNHC) provides safer smoking supplies to engage individuals who primarily use stimulants and offers advanced drug checking services so that people who use drugs (PWUD) may make informed decisions about the supply they are using. Not only do these measures enhance the safety of PWUD in Brockton, but they also serve to build rapport with this population and connect them to a wider scope of medical services provided by BNHC.