



Agency Name: YWCA of Binghamton and Broome County, Inc.

Program Name: ENCOREplus

Program Success Story:

On January 14, The Cancer Services Program held their quarterly meeting which was attended by many local outreach partners and participating health care providers. A client was invited to be a guest speaker to share her experience as a program client and express to the providers her gratitude for the life-saving services they are providing. The speaker discussed her contacts with ENCOREplus, describing the assistance we offered with reminder calls and assistance navigating the paperwork and scheduling process. She said that ENCORE would not “give up on her”, encouraging her to make an appointment. She explained that the reason she decided to go for her annual cancer screenings was that if her health was this important to ENCORE, then it should be just as important to her. She thanked ENCOREplus staff for their persistence.

This client had negative clinical breast exam and mammogram results, but her pap test results had abnormal findings. This was the reason this client was chosen to speak at the meeting during Cervical Cancer Awareness Month. She was inspirational and motivating to listen to because it reaffirms the important role that ENCOREplus and the Cancer Services Program plays in serving the uninsured/underinsured clients in our area. Her story also served to remind the providers the important role ENCOREplus plays in offering reminder contacts, case management, transportation and support to our clients/their patients. This reaffirmed the importance of strong professional relationships with local providers.