



Family #1

Client states her husband had a stroke and he was taken to MMC, then flown to Butterworth Hospital. He is now an inpatient at Blodgett Hospital-Rehab unit.

She states her biggest concern right now is she has no money for food while in Grand Rapids. She states that she has talked to the MSW and she will discuss at the team meeting tomorrow.

CHW made a telephone call to Blodgett Hospital-Rehab unit, talked with a nurse on the floor with client's husband. The nurse states she will make sure client has meals. CHW then relayed the message to client. Client was so relieved that she would get food assistance in Grand Rapids. CHW encouraged client to call once they get home, if she needs additional food or other resources.

Family #2

Client required assistance with applying for Social Security Disability. He also indicates that he is having issues with DHHS regarding the reinstatement of his Food Assistance Program (FAP).

CHW worked with client to properly fill out a paper application for Social Security disability as he did not have access to the online application.

Client stated that he was also having issues with his Food Assistance Program. Client stated that DHHS told him that an investigation was started as his account was flagged for receiving a large sum of money for a significant life event. This made him ineligible for food assistance. However, client never received these funds for a variety of reasons. CHW discussed with client several different options to work with DHHS including providing them court documentation that the funds were in fact not disbursed to client. Client became noticeably upset and frustrated with the complicated process. CHW provided contact information to the Disability Network of Northern Michigan who might be able to assist with an appeal with DHHS. Client's issues were resolved with help of the Disability Network.

Client said he was so thankful for the Community Connections program because he never gets this kind of treatment in the system. Client said "The fact that YOU call ME is so great! You always have good resources for me, and it means so much that you take the time to help!"

Family #3

Client has debilitating panic attacks, 58 years old. Getting paperwork for food assistance caused him to be so overwhelmed. He would not have gotten verifications in on time without the CHW help. The CHW helped complete this process, helping with paperwork with a home visit. He is now set until 2020 since he is on disability. Now he trusts his CHW and they are working with a Social Worker to get behavioral health assistance.

Family #4

Client was homeless, jobless, and in need of food and clothing too. It took several months, but CHW helped client get back to work, in his own home with furnishings, food and clothing! It took a lot of resources, time and energy, but things have improved so much since CHW started helping him and with



COMMUNITY *connections*

SUCCESS STORIES

help from places CHW referred him to such as Love Inc., Salvation Army, DHHS, and the area food pantries!

Family #5

Pregnant mom referred and needed help with insurance application. Food was a need also identified. CHW helped her sign up for WIC, SNAP food benefits, and gave her information on local baby pantries. She was also signed up for home visit support through Healthy Futures and Maternal and Infant Health Program. She secured her Medicaid insurance.