



# SEARCH FOR HEALTHY HOUSING

Health Net of West Michigan worked collaboratively with Carmen to access the resources she needed to reach her goal of a healthy environment for her family. This environment reaches beyond the necessary physical housing: it includes emotional support and resources for Carmen as a mother.

*Carmen, a mother of two young children, was in her third trimester of pregnancy. The pregnancy was considered high-risk and she was unable to work. Carmen recently learned her family's home was unsafe due to lead, and a court order stated that the family needed to leave within a week and a half.*



Carmen brought her two-year-old daughter to her primary care physician for her yearly physical. Her daughter's screening results revealed high levels of lead. **The physician's office referred the family to Health Net of West Michigan for housing assistance.**

Once Carmen's family moved out of their home, they were considered homeless. **Mary and Carmen called the housing organization to send a referral for transitional housing.** Carmen continued to check to see if any options became available with the housing organization.



Carmen's case was assigned to community health worker Mary. **After Mary reviewed the referral she suggested that Carmen work with private landlords to find a home quickly.** Private landlords hesitated to accept Carmen's application because of the eviction notice on her record. Also, since Carmen was not homeless yet, her family didn't qualify for assistance through the local housing organization.



# HEALTH NET ANNUAL SNAPSHOT

Unique Clients Served

3,017

Successful Transportation

1,425

Community Agencies Referred to

213

Medical Homes

34

The local housing organization found an opening in transitional housing for low-income mothers with children. **The housing option offered residents onsite resources to find health care, child care, job training, and other resources.** However, Carmen couldn't move in until she paid her previous housing balance.



Carmen didn't have money to cover the balance and was in danger of losing the housing option. **Mary used the connections and relationships Health Net built within the community to secure \$700 toward Carmen's balance.**

Throughout the process Carmen felt comfortable voicing her concerns. Mary referred Carmen to agencies specializing in support for mothers and to organizations helping with childcare. **Carmen felt supported and empowered to reach her goals.**



During the move, Carmen lost some home essentials. **Mary connected her with an organization offering affordable housing items to furnish the new apartment.**

## OUR PURPOSE

is to connect individuals with the basic resources every human being deserves to live a healthier life. We are a mission-driven staff committed to working with our clients to empower them to make decisions and access resources.

## CASE STUDY SUMMARY

### TIMELINE

Referred May 20, 2016 for housing, with a note that Carmen needed to be out of the home by June 1, 2016. Case successfully closed August 11, 2016.

### 5 REFERRALS

- Furniture
- Household items
- Early childhood services
- Housing
- Financial assistance

### 63 ACTIVITIES

- 37 phone calls with client
- 3 appointments (2 home visits, 1 visit with client at provider)
- 22 partner consultations
- 1 task (resources research)