



Avera@Home

Avera @ Home CHW Helps Older Patient Regain Stability, Safety, and Access to Care

Through persistence, trust, and personalized support, Avera @ Home CHWs help older adults overcome barriers to housing and insurance.

The Avera @ Home Community Health Worker (CHW) program has served the community for four years and has continued to grow in response to increasing need. The program primarily serves the older adult population who need support navigating health and

social services. Avera @ Home CHWs are trusted members of the community, one of which is bilingual, because they take the time to listen, build relationships, and provide compassionate assistance that helps people move toward better health and stability.

PATIENT BACKGROUND

An older adult was referred to the Avera @ Home CHW program after experiencing significant challenges related to housing and health insurance coverage. The patient identified immediate concerns regarding the loss of insurance coverage and unsafe living conditions. The patient's health insurance was no longer accepted by her healthcare providers, creating uncertainty about her ability to continue receiving care. At the same time, she was living in an apartment complex that she felt was unsafe and no longer suitable for her needs. She could not afford both housing and healthcare costs any longer.

SERVICES PROVIDED

For several months, the Avera @ Home CHW met with the patient weekly, primarily through phone visits based on the patient's preference. Through ongoing communication and relationship-building, the CHW



**TO CARE FOR
THOSE WHO ONCE
CARED FOR US IS
NECESSARY AND
ESSENTIAL FOR OUR
COMMUNITY TO BE AT
ITS ABSOLUTE BEST.
- AVERA @ HOME CHW**



gained a clear understanding of the patient's goals and challenges and worked alongside her to address her immediate needs.

To address insurance concerns, the CHW collaborated with South Dakota Department of Social Services (SD DSS) to help the patient enroll in the Qualified Medicare Beneficiary (QMB) Medicaid program. The CHW also assisted in ensuring the patient's Supplemental Nutrition Assistance Program (SNAP) benefits remained active. Recognizing that stable housing was critical to the patient's health and safety, the CHW helped identify housing options and assisted with applying to an independent living facility. Throughout the process, the CHW provided guidance on completing paperwork, gathering documentation, and navigating eligibility requirements.

PATIENT SUCCESS

The trust built between the patient and the CHW was evident through the patient's ongoing participation and willingness to take action. She consistently contacted community resources, gathered required documents, completed applications, and communicated regularly with the CHW regarding progress and next steps. As a result of these efforts, the patient successfully secured a new, more affordable health insurance plan. Since

she confirmed access to SNAP benefits, she has moved into a safe independent living facility that has increased access to healthcare services. The patient's new living environment provides greater safety, stability, and access to healthcare opportunities than her previous residence. With her essential needs addressed, she has been able to focus on her health and well-being.

ADDITIONAL INFORMATION

The Avera @ Home CHW program began four years ago with a single CHW and has grown significantly to meet increasing community needs. Today, the program includes a diverse team of CHWs who provide support and resource navigation for individuals across the Avera service area. Avera CHW programs are located throughout South Dakota and surrounding communities, including Sioux Falls, Aberdeen, Brookings, Milbank, Marshall, and Worthington. By connecting patients to resources and empowering them to navigate complex systems, Avera CHWs improve access to care, strengthen community health, and support individuals in achieving greater stability and independence.

This CHW success story was submitted by Xavier Scarlett, CHW for Avera @ Home, xavier.scarlett@avera.org.



Read more Success Stories by visiting - <https://chwsd.org/success-stories/>