



CHW Support Helps Client and Daughter Improve Healthcare Access

ICAP CHWs use compassion to enable clients and their families to gain better access to healthcare and resources to improve their lives.

Inter-Lakes Community Action Partnership (ICAP) is a community-based non-profit organization that serves primarily low-income families and senior citizens in a 14-county area of East Central South Dakota. The CHW Program at ICAP works to provide Social Determinants of Health resource coordination for patients who experience barriers to their healthcare.



[THE CHW]

PROGRAM IS DESIGNED TO SERVE INDIVIDUALS WITH BARRIERS TO HEALTH AND SOCIAL SERVICES AS WELL AS THOSE WHO FACE ISSUES WITH CHRONIC DISEASE SELF-MANAGEMENT.

- MENDY HERKE, CHW MANAGER, ICAP

CLIENT BACKGROUND

ICAP's Community Health Worker (CHW) began working with a client with multiple concerns. Notably, the client was dealing with significant visual impairment, making reading a daunting task and causing the client significant concern. Furthermore, he encountered considerable challenges in trying different types of food, which was exacerbated by his ongoing food insecurity. Additionally, the client had recently been in and out of the hospital, a consequence of his musculoskeletal issues.

SERVICES PROVIDED

Initially, the CHW assisted the client in navigating the application for him to secure Medicaid coverage, which he was able to get, enabling him access to essential medical services. To address the client's poor eyesight, the CHW helped him get a reading machine, restoring his ability to read with ease. Additionally, the CHW collaborated with the client to select suitable meal options from Meals on Wheels, ultimately

leading to his enrollment in the program on a full-time basis, increasing his food security.

The CHW also extended assistance to the client's daughter, who was unfamiliar with many medical terms. The CHW attends appointments with providers and hospital visits to ensure clear communication between the client and healthcare providers.

CLIENT SUCCESSES

Through the provision of a reading machine, the client has been able to enjoy reading again. Having access to Meals on Wheels full-time has not only alleviated his food insecurity but also ensures he has nourishing meals even over weekends, giving him at least one good meal every day. The client also now has gained knowledge on maintaining a low-sodium diet, helping him have greater control over his food choices. These have all improved the client's access to healthcare and food security, as well as helped improve his daughter's ability to care for her father. He continues to receive assistance from Dakota at Home who visits once a week to assist with

light housekeeping. This will continue to allow him to stay independent in his apartment for years to come.

ADDITIONAL INFORMATION

Inter-Lakes Community Action Partnership (ICAP) is a community-based non-profit organization that serves primarily low-income families and senior citizens in a 14-county area of East Central South Dakota. ICAP administers a variety of programs supported through grants, donations, and other community resources to assist participants and their communities. ICAP's vision is to have sustainable communities where children, families, and individuals reach their full potential through compassion, dedication, innovation, and integrity to empower people to embrace their strengths and opportunities. To learn more about ICAP, visit: <https://www.interlakescap.com/>

This CHW success story was submitted by Mendy Herke, CHW Manager for Inter-Lakes Community Action Partnership, mherke@interlakescap.com.



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