



CHW Support Helps Client Improve Living Situation

Codington County Welfare IMPACT Program CHWs aid communities in gaining access to critical resources.

The IMPACT Program's Community Health Workers (CHWs) bridge the gap between program participants and community resources to establish support systems for optimal success. Program participants meet with a CHW as needed to promote optimal follow-through and success during their journey of wellbeing.

CLIENT BACKGROUND

The client, a 35-year-old woman who faced a complex set of challenges in her life, struggling with depression and anxiety and exhibiting a state of low functioning. The client had also been experiencing homelessness for the past two months. The combination of mental health issues and homelessness undoubtedly presented a formidable barrier to her overall well-being, making it imperative to get her the assistance and resources necessary for stability and improved mental health.

SERVICES PROVIDED

The CHW worked with the client to establish a set of goals, one being to secure stable housing. The CHW supported her in the process in applying for income-based housing. After three months, the CHW received an email notifying them that the client's name was next on the waitlist and that they needed confirmation within the next couple of days to secure an apartment. The client agreed to proceed and the CHW accompanied her to the property management office to complete the necessary paperwork. However, the client was not accepted because of a petty theft charge that showed up on the background check. Encouraged

“**THE CHW'S SUPPORT ALLOWED THE CLIENT TO HAVE ACCESS TO IMPORTANT RESOURCES THAT GREATLY IMPROVED HER LIVING SITUATION.**

- **PAIGE WELLING, CHW,
CODINGTON COUNTY
WELFARE IMPACT
PROGRAM**

by the property manager, the CHW assisted the client in preparing an appeal letter, outlining her commitment to self-improvement.

By assisting the client in crafting the appeal letter, the CHW played a pivotal role in advocating for her housing application and empowering her to navigate the challenges encountered during the process.

CLIENT SUCCESSES

Just a day after the appeal letter was submitted, they received news of its approval. The property manager accepted her application and she moved into her apartment. The client was very excited to be off the streets and have a safe and secure living space.

The CHW's support allowed the client to have access to important resources that greatly improved her living

situation. The client continues to do case management with the CHW, demonstrating the importance of the services that CHWs can provide to the communities they serve.

ADDITIONAL INFORMATION

The IMPACT Program is a voluntary intensive case management program assisting individuals in Codington County who need help achieving success. They may be involved in the criminal justice system, struggle with alcohol/substance abuse, or have mental health needs.

This CHW success story was submitted by Paige Welling, CHW for Codington County Welfare Office, pwelling@codington.org.



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