CHWSD
Community Health Worker Collaborative of South Dakota

SIOUX FALLS HOUSING AND REDEVELOPMENT COMMISSION

CHW Supports Client to Secure Affordable, Safe Housing

Sioux Falls Housing's Community Health Worker (CHW) Program works closely with individuals and families seeking assistance, particularly those experiencing homelessness or housing instability.

Sioux Falls Housing and Redevelopment Commission (SFHRC) strives to improve the quality of life for members of the Sioux Falls Community and its lower-income residents. The CHW program specializes in eviction prevention, helping individuals obtain housing, improve unsafe or unstable housing situations, and navigate complex housing systems. The CHW program has been in place for one year and employs a CHW with extensive knowledge of local housing resources, applications, and eligibility requirements.

> "Our tag line is "Engaging community, empowering people".

> At SFHRC we strive to keep individuals housed, address SDOH needs, and provide resources.

CLIENT BACKGROUND

The client is a 48-year-old male experiencing homelessness who was referred to the CHW program due to unmet social determinants of health (SDoH) needs, primarily housing instability. He is disabled, unemployed, and has a history of substance use disorder. He previously lived in Aberdeen, SD. Three years ago, his wife passed away, significantly impacting his emotional well-being.

Following her death, the client struggled with substance use, resulting in incarceration. Upon release, he chose not to return to Aberdeen and instead relocated to Sioux Falls in search of improved housing options, accessible transportation, and employment opportunities for individuals with disabilities. The client had been residing at St. Francis House.

A major barrier to securing permanent housing was an outstanding utility bill, which prevented approval for an apartment at Lloyd

Apartments. At the time of referral, the client had been experiencing housing instability for several months and required assistance navigating housing applications, financial barriers, and supportive services.

SERVICES PROVIDED

The CHW built trust with the client by meeting consistently with him, listening to his goals, and providing hands-on assistance throughout the housing process. A key step was assisting the client with a Section 8 housing application and explaining each step clearly to reduce confusion and stress.

The CHW addressed multiple SDoH needs, including housing, transportation, and access to supportive services. The client was provided with apartment listings that met accessibility needs and assistance navigating online housing applications.

The CHW helped the client obtain a homeless voucher and referred him to the homeless liaison to further discuss voucher use. The CHW also assisted the client in completing a transportation service plan to ensure he could attend appointments and services. To address financial barriers, the CHW helped the client apply for the SHIP grant to assist with housing deposits. Additionally, Inter-Lakes Community Action Partnership (ICAP) was engaged and successfully helped pay the client's outstanding utility bill, removing a major obstacle to housing approval.

Throughout this process, the CHW coordinated with outside partners, including the client's nurse at St. Francis House, to ensure continuity of care and shared understanding of the client's housing progress. These services took place over several weeks as housing barriers were gradually resolved.

CLIENT SUCCESSES

The client demonstrated increased stability and engagement by consistently returning to the CHW for assistance and actively following through on referrals.

As housing barriers were reduced, the client also began addressing employment, recovery, and long-term goals. He connected with Vocational Rehabilitation and began working on Microsoft and computer skills to support future employment. He engaged in one-on-one counseling through We Face It Together via St. Francis House case management and attended outpatient treatment at the Carroll Institute. Transportation services were secured, allowing him to attend appointments and programs reliably. The client also expressed long-term goals, including pursuing peer support certification through the University of South Dakota.

These outcomes demonstrate improved stability, increased access to care, and progress toward self-sufficiency. By resolving utility debt and securing housing assistance, the CHW program also helped prevent prolonged homelessness and reduced strain on emergency and shelter services.

ADDITIONAL INFORMATION

Sioux Falls Housing serves communities across Sioux Falls and Minnehaha County by providing housing resources, eviction prevention, and supportive services for individuals and families experiencing homelessness or housing insecurity.

This CHW success story was submitted by Jacinda Ossola, CHW. More information can be found at: www.siouxfallshousing.org