



## HEALTH HOME SUCCESS STORIES

### Adult Health Home Care Management (HHCM)

#### Excerpts from Care Managers

**I**"I had a Navy veteran on my caseload and this man just wanted a wheelchair. He had the year, make and model and serial number and everything. It took me 4 months of going back and forth with the provider, VA, PCP, Medical Equipment facility to get him his wheelchair. He said (I still get emotional over this) "*If I didn't have you, I wouldn't have my wheelchair! This gave me my freedom back!*" A passionate advocate is sometimes all someone needs to navigate the medical system and be successful/independent."

**I**"I have supported a single mother of a 3 year old with Autism get connected to benefits, community resources and support her in empowering herself."



**I**"We were referred a member who was recently evicted from her unit. She is elderly and takes heart medication and she found herself sleeping on a park bench with nowhere to turn. She let us know that her cat was still locked in her apartment from the local marshals giving her 10 minutes to get dressed and evacuated. She was enrolled in HHCM and her care manager advocated for her in housing court and worked with her every day for about 3 days. By the end of the same week, our care manager was able to not only get her back into her original unit to reunite with her cat and her art work, but she also was able to get her \$48,000 in rental arrears cleared. Now this member has less stress and anxiety and works very closely with her care manager to maintain and focus on her medical and mental health needs, which she previously was not addressing."



**"When I received my member her and her husband were living in a shed then under a bridge. HHCM assisted with DSS, Section 8, food pantries, and she is now in an apartment with her husband and kid."**

**I**"My client was in the shelter for over 5 years and disconnected from their health care system. I was able to get the member connected to all of their preventative care, and specialty care within the first 6-months of being assigned to their case. The member was recently housed in a studio apartment in supportive housing. The member has recently graduated the program, is now in medication adherence, attends their medical appointments, is connected to medical transportation services and are currently receiving SSI benefit entitlements."

#### For More Information

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### Health Home Serving Children (HHSC)

#### Excerpts from Care Managers

"Miguel" (age 14) has major depression, ADHD, and anxiety related to witnessing gang violence in his community. He lives with his grandmother who has diabetes and limited English. HHCM through one care manager coordinates:

- Weekly therapy at a community mental health clinic
- Psychiatry appointments for medication management
- School IEP meetings and 504 plan for his anxiety
- Grandmother's diabetes care (because her health affects Miguel's stability)
- Connection to after-school program providing safe space and mentorship
- Food pantry access when family faces food insecurity
- Help navigating Medicaid renewal

"When Miguel had a suicidal crisis at school:

- School called his Health Home care manager
- Care manager immediately contacted his therapist and psychiatrist
- Coordinated with grandmother (who needed interpretation services)
- Helped family develop safety plan
- Connected to Mobile Crisis team for intensive home-based support
- Avoided psychiatric hospitalization through rapid, coordinated response
- Arranged temporary respite support to reduce family stress

Miguel is currently stable and doing well in school and with this grandmother!"



"I have a member who was basically told when he was little that he would never graduate, would never be able to be in a typical classroom, would always need many supports. Well now he is a senior in high school, he is number 5 in his class. He doesn't get any help with school, he is getting a regents diploma and has many offers to go to college on scholarships because his grades are so high. He is a highest honor student and is a member of the national honor society!"

"I had a young boy who consistently struggled with negative behaviors in school and at home. Mom worked often and was in a relationship with an abusive man. After working with the family, school staff, the boy's clinician his behaviors began to become less frequent and less inappropriate. Mom stopped see the abusive man and the family found a better psychiatrist for them and was able to get appropriate support for the boy and mom. The family struggled with having something to talk about during therapy. And school began to have nothing but positive feedback for the family. The boy became involved in some extracurricular activities which became a positive outlook for him and the family decided together that they no longer needed support from care management."