



Improving Whole-Person Health Through Integrated Health and Social Services

Presented by

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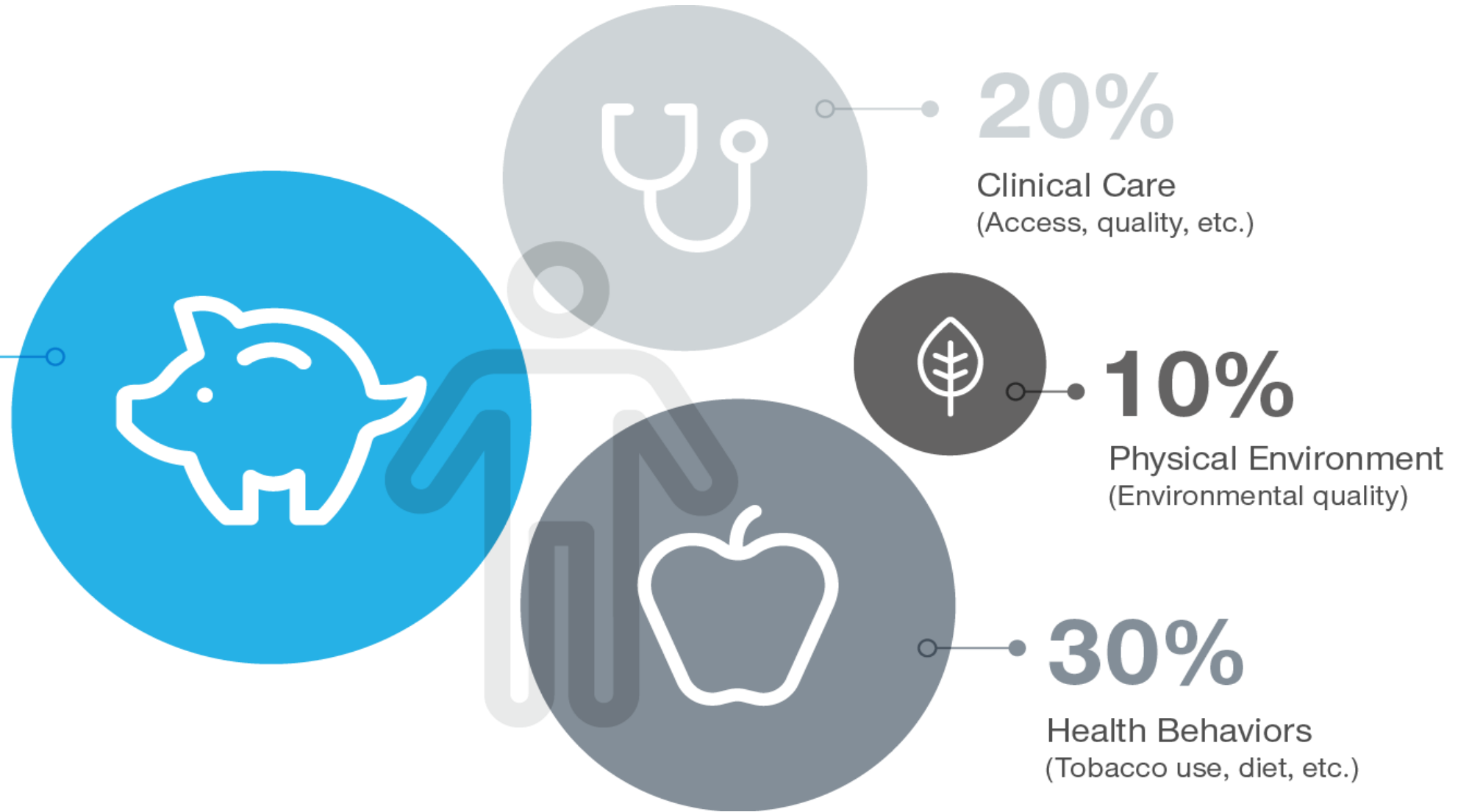
What drives health outcomes?

Health is impacted by more than clinical performance.¹

40%

Social and Economic Factors

- Economic
- Political Systems
- Access to Nutritious Food
- Environmental Conditions
- Job Opportunities
- Education
- Safety



While awareness of social determinants exists, the support system remains fragmented.

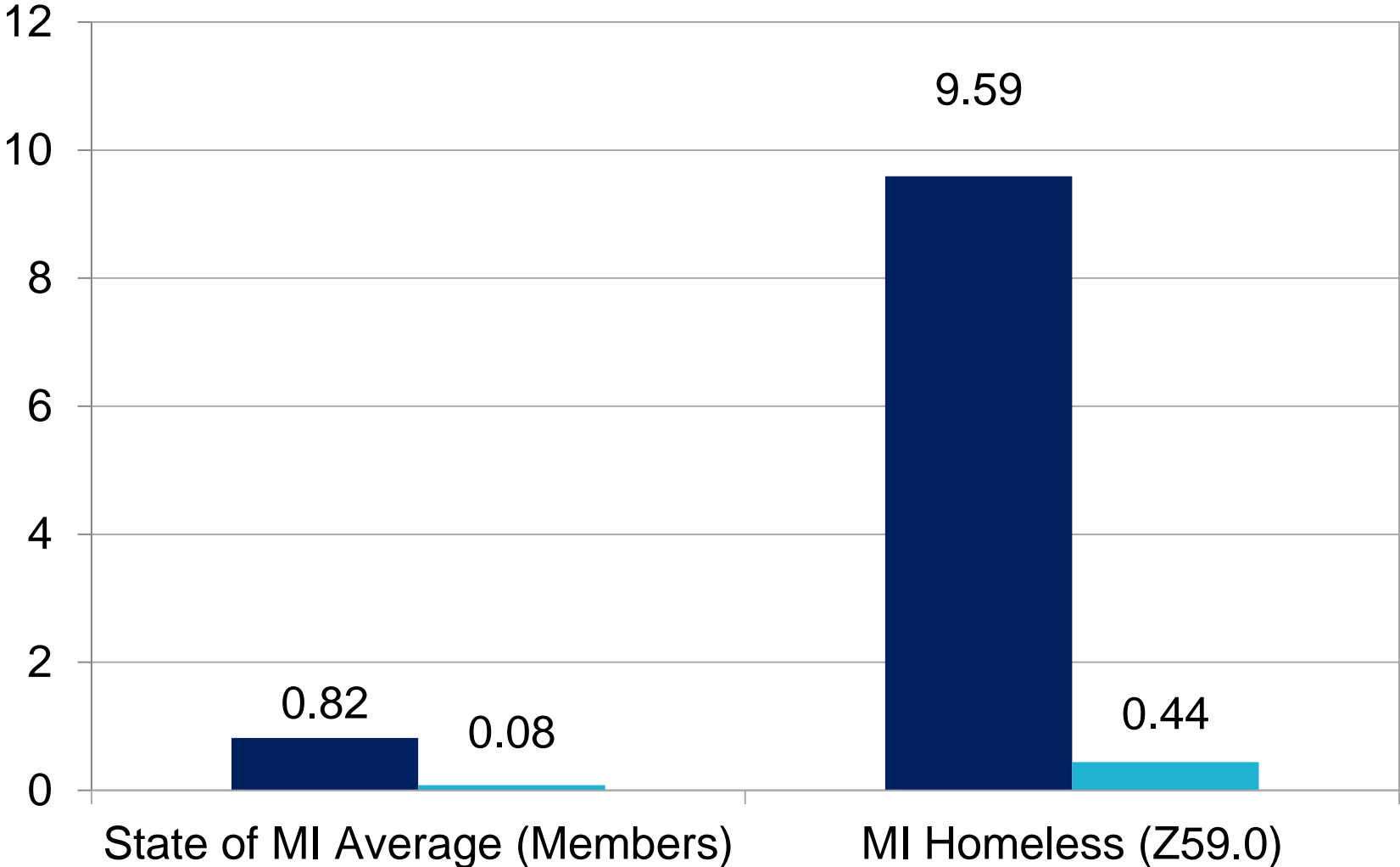
- Increased ER utilization
- Increased spending on health care
 - Preventable health crises and hospitalizations
 - Duplication of services
- Habitual cycle of poor health and wellness
- Poor care management for chronic conditions
- Constant uncertainty and lack of control
- Incomplete or partial reporting on outcomes by service providers



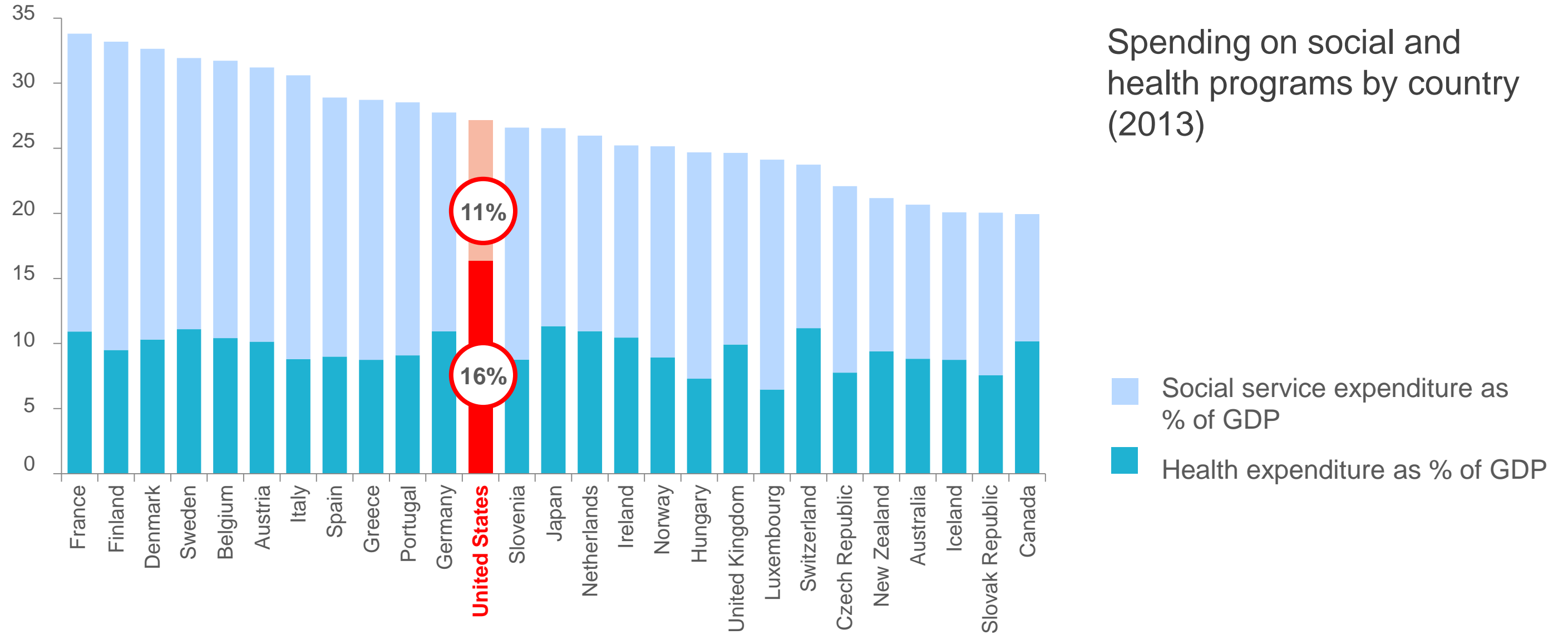
2016 Homeless Spend Compared to All Members in Michigan

- Using the ER nearly **12x** more
- Admitted more than **5x** the average
- Spending more than **3x** more (PMPY)

■ Average ER Use
■ Average Hospital Admits



From *The American Health Care Paradox*

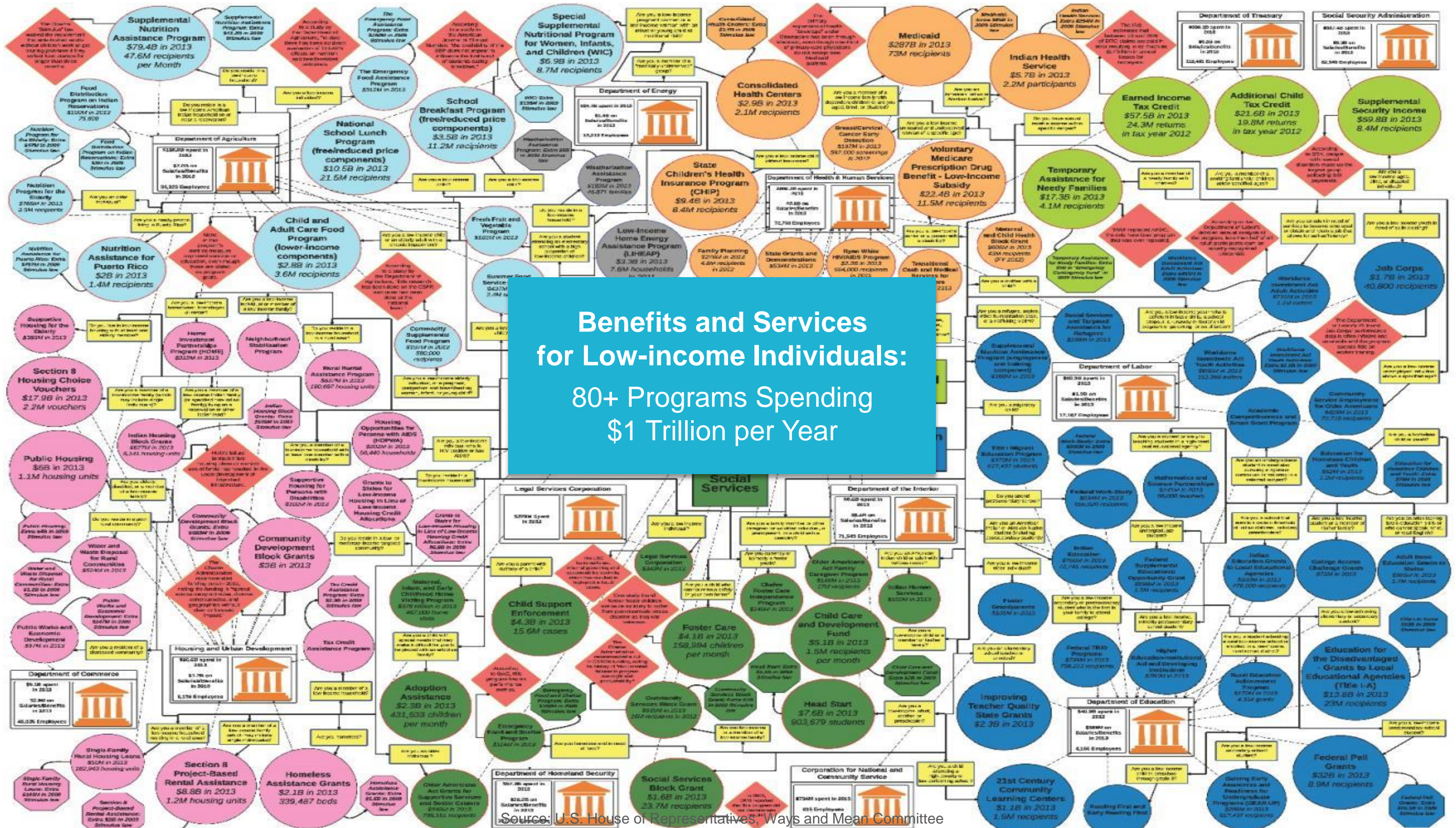


From *The American Health Care Paradox*

Social Service Outcomes: U.S. vs. OECD Average

Outcome Metric	U.S.	OECD Average
Life Expectancy	78.7 years	80.2 years
Obesity Rates Among Adults	35.3%	22.7%
Infant Mortality Rate	5.8 per 1,000 live births	3.7 per 1,000 live births
Drug-related Death Rate	234 per million	90 per million
Incarceration Rate	698 prisoners per 100,000 pop.	147 prisoners per 100,000 pop.

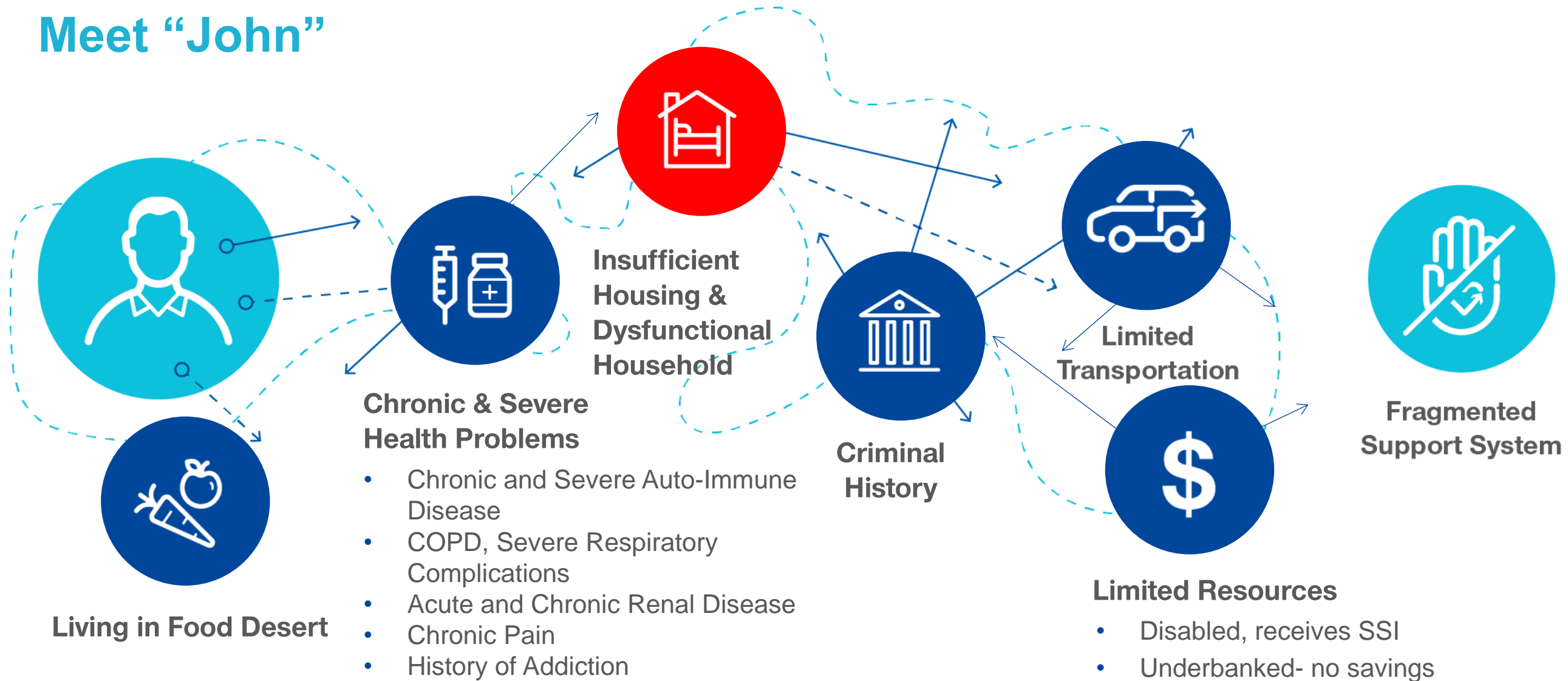
Source: OECD, CDC, CMS



Benefits and Services for Low-income Individuals: 80+ Programs Spending \$1 Trillion per Year

Source: U.S. House of Representatives, Ways and Means Committee

Meet “John”



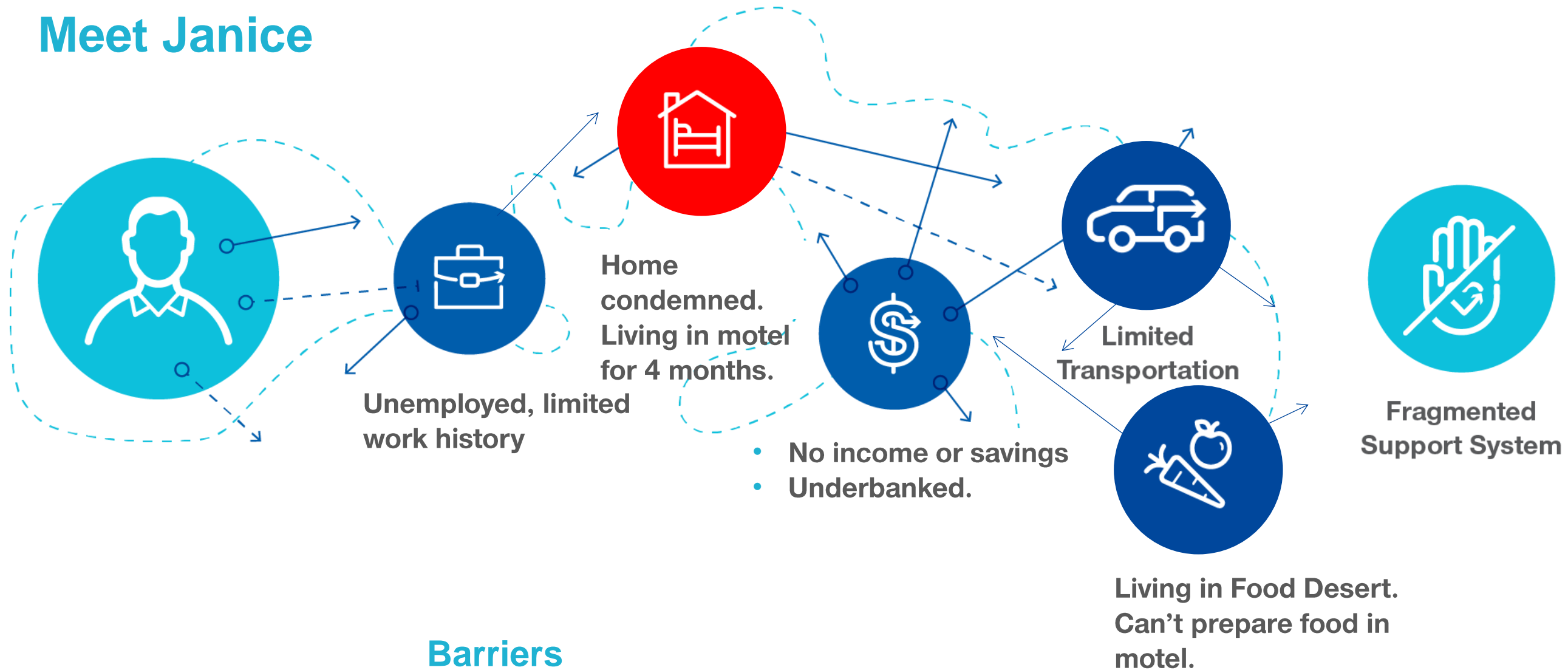
Original Effective Date	ER Visits	Hospital Admits	Total Cost of Care**
6/1/16	97	8	\$118,038

A Different Way to Help

myConnections addresses social determinants with the greatest opportunity to improve health outcomes.



Meet Janice



Barriers

- Transportation
- Lack of Work History

Intervention

- Support Services from Navigators: myHousing, myWork & myRide

Member Journey: Meet the myConnections team

myHousing Navigator

- Assessed needs and eligibility for local housing programs
- Referred to Preferred Provider CHN

myWork

- Provided assistance with resume development
- Interview coaching
- Assisted with job search and completing applications online

myRide

- Provided rides through a car share program to support
 - Housing Walk-Through Appointments
 - Interviews
 - Visits to Dream Center for job searching/check job status using their community computer lab
 - Career Dress for employment attire
 - Appointments related to new home (e.g. utilities, furniture, change address, etc.)



At the heart of myConnections are the strategic partnerships we're cultivating in communities across the country.



Local Partner Services and Expertise

+



Our Scale, Connectivity and Integration

=



Mutually Rewarding Collaborations

Member Journey: Meet our Partner



Find a Need Fill It. Find A Hurt And Heal It.

Member Journey: Meet our Partner

VISION

Urban transformation by providing compassion with accountability.

MISSION

Compelled by Christ's call to love and serve the poor, our mission is to serve low-income individuals in urban communities, struggling in the areas of food, life skills, and housing.



Member Journey: Meet our Partner

1 FOOD

Hot Meals

2016: 20k
2017: 15k (YTD)
30k (projected)

Food Pantry

2015: 450 families
2016: 1800 families + 1200 Thanksgiving Boxes
2017: 2600 families (YTD)
6000 families (projected regular
distribution + Thanksgiving Boxes)



Member Journey: Meet our Partner

2 LIFE SKILLS

500+ Hygiene Kits (since inception)

4700 Loads of Laundry (since inception)

1500+ Hours of Literacy & Mentoring

80% of Children involved in PAL + Additional Offerings



Member Journey: Meet our Partner

3 HOUSING

Austin Kralisz: Director of Housing

Lookout House: Move in Day, December 1

Veteran House

- **In Partnership with Kuka Cares Foundation**
- **Dave Johnson**



Member Journey: Meet our Partner



Key Themes to effective, scalable, sustainable partnerships around housing and health

- Identify your strengths and those of your partners
- Allies are everywhere
- Community residents are an asset to the work.
- Public and private funding sources are essential
- Measurement matters.

Questions?



Thank You!



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