

SHIE Client Story & Challenges



ADRIAN & LUCIA'S STORY

Adrian and Lucia live in a Pueblo neighborhood that does not have a grocery store, so it is challenging to find affordable, nutritious foods. They experience **food insecurity**.

Adrian's car is also currently having engine troubles; he often has trouble getting to work or to the doctor's office because of this **transportation challenge**.

ABOUT ADRIAN

- 35 year old Latino male currently living in Pueblo, CO with his husband and daughter
- Has multiple chronic health conditions such as diabetes and depression
- Enrolled in Medicaid

ABOUT LUCIA

- 8 year old female, daughter of Adrian
- Enrolled in Home and Community Based Services (HCBS) due to an intellectual disability that requires long-term support services

ADRIAN'S GOALS / NEEDS

- Take care of my family and make sure my daughter gets the care she needs
- Treat my diabetes and depression
- Have access to affordable, nutritious foods
- Have reliable transportation
- I want my personal health information to stay protected; I do not want my family's data to be shared with unwanted providers or government agencies

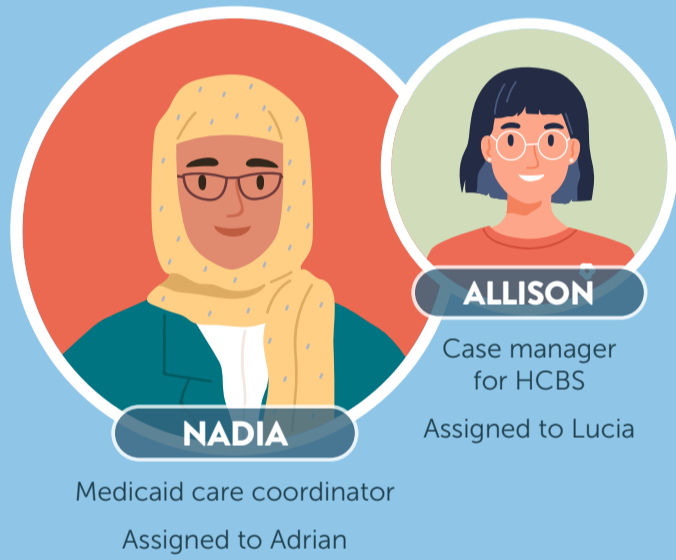
ADRIAN'S CHALLENGES / FRUSTRATIONS

- Hard to find care services when I have a busy work schedule and unreliable Internet access
- Hard to know what care services my family is eligible for
- I don't fully trust health care and government systems
- Hard to navigate the complex health system for myself and my daughter

SHIE NETWORK SOLUTION

- I am able to get connected with services for myself and my daughter through one point of contact
- Because my care coordinator knew my transportation situation, I was able to get transit vouchers and enroll in a phone-based diabetes management program to reduce my in-person medical visits
- We learned we're eligible for a home delivery food program, and I was able to get enrolled without a long intake process

SHIE Coordinator Story & Challenges



NADIA'S GOALS / NEEDS

- Efficiently connect clients to the health services they want and need to thrive
- Save time so I can work with additional clients in more depth

NADIA'S CHALLENGES/ FRUSTRATIONS

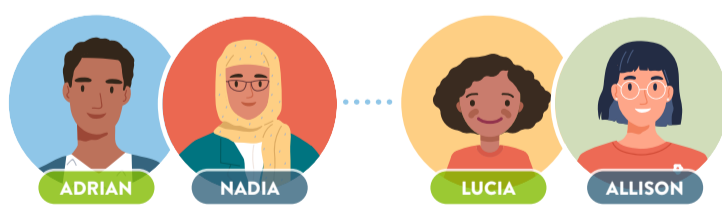
- Many of my workflows are very manual; I have to call multiple community organizations to find the right service to meet my clients' needs, which takes a lot of time and energy
- We work in multiple systems, so I spend a lot of time on administrative tasks and documentation
- It is very intensive to find resources for my clients if I do not already know about them

SHIE NETWORK SOLUTION

- My referrals process is digitized, so I can easily tell what my clients are eligible for, and I can trust that the organization on the other end of the referral can see that I'm sending clients to them
- I can keep track of screenings, so I can spend more time coordinating my clients' care and less time documenting screenings
- I have a more comprehensive view of what resources are available in my community

SHIE-Coordinated Journey

ENROLLMENT & SCREENING



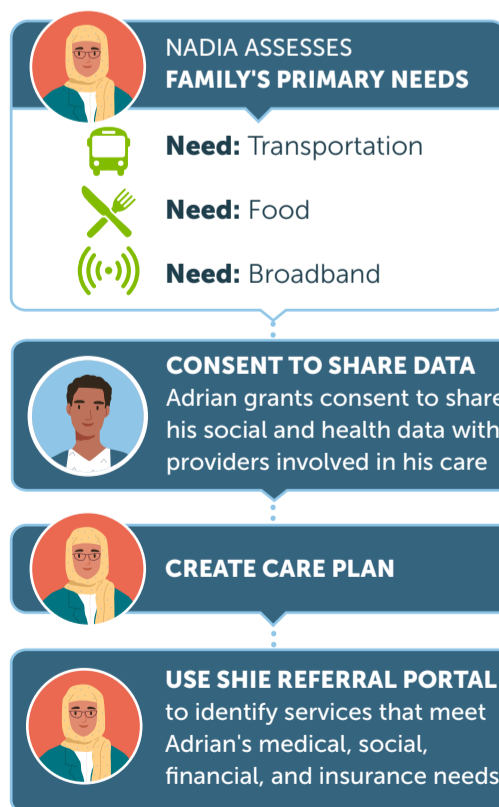
Adrian enrolls in Medicaid and is automatically assigned to Nadia

Adrian enrolls Lucia in the HCBS waiver program and is automatically assigned to an HCBS case manager, Allison

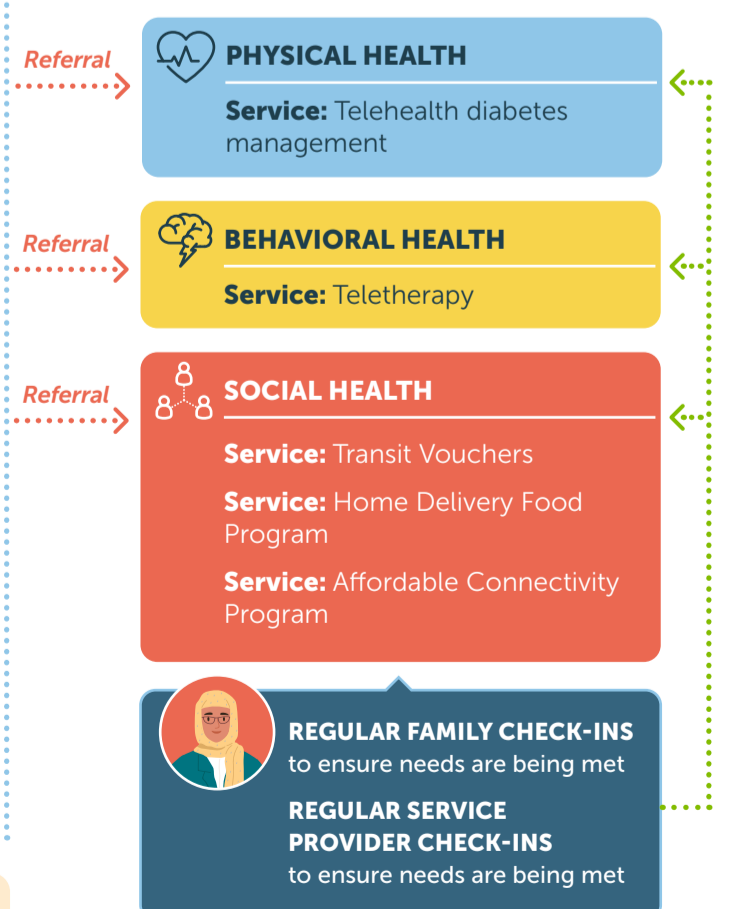
Adrian consents to share Lucia's case management information with Nadia



ASSESSMENT & PLANNING



REFERRALS TO SERVICES



SYSTEM-LEVEL IMPACT

Improved access to health services • Increased affordability of services • Increased equity



GET ENGAGED

If you're interested in getting involved and learning more about SHIE, please reach out to gov_ask_oehi@state.co.us.