

SHIE Client Story & Challenges



VANESSA

VANESSA'S STORY

Vanessa lives with a roommate in Fort Collins. Since Vanessa recently lost her job, she is struggling to pay her bills and buy affordable, nutritious foods. She experiences **food insecurity**.

Vanessa also has unreliable access to the Internet and technology, which makes it difficult for her to find and apply for new jobs online. This **lack of digital access** means that Vanessa has a hard time navigating systems that are all online, such as job applications and medical portals.

ABOUT VANESSA

- 42 year old white female currently living in Fort Collins, CO
- Recently lost her job and is struggling financially
- Looking for a food bank
- Lives with and shares a laptop with a roommate
- Diagnosed with depression and substance use disorder (SUD)
- Does not like or regularly use technology
- Enrolled in Medicaid

VANESSA'S GOALS / NEEDS

- Have reliable Internet access, and someone I can go to for help with technology
- Treat my depression and SUD
- Have access to affordable, nutritious foods
- I want my personal health information to stay protected; I do not want my data, especially my SUD information, to be shared with unwanted providers or potential employers

VANESSA'S CHALLENGES / FRUSTRATIONS

- Hard to find care services when I don't have my own technology device or reliable Internet access
- Hard to know what care services I am eligible for
- I don't fully trust technology, and I don't understand how to use it
- Hard to navigate the health system on my own

SHIE NETWORK SOLUTION

- I am able to get connected with services for myself through one point of contact
- Because my physical, behavioral, and social health needs were all accessible to the right providers, I was able to enroll in services without a long intake process and without repeating my needs over and over again
- Since my care coordinator knew about my hesitation to use technology, she was able to connect me with a digital navigator program. They are helping me set up online accounts so I can use telehealth and other online services.

SHIE Coordinator Story & Challenges



CAROLINE

Medicaid care coordinator
Assigned to Vanessa

CAROLINE'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

CAROLINE'S CHALLENGES/ FRUSTRATIONS

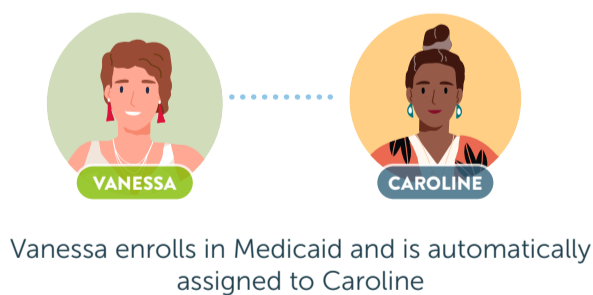
- Many of my workflows are very manual; I have to call multiple community organizations to find the right service to meet my clients' needs, which takes a lot of time and energy
- We work in multiple systems, so I spend a lot of time on administrative tasks and documentation
- It is very intensive to 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

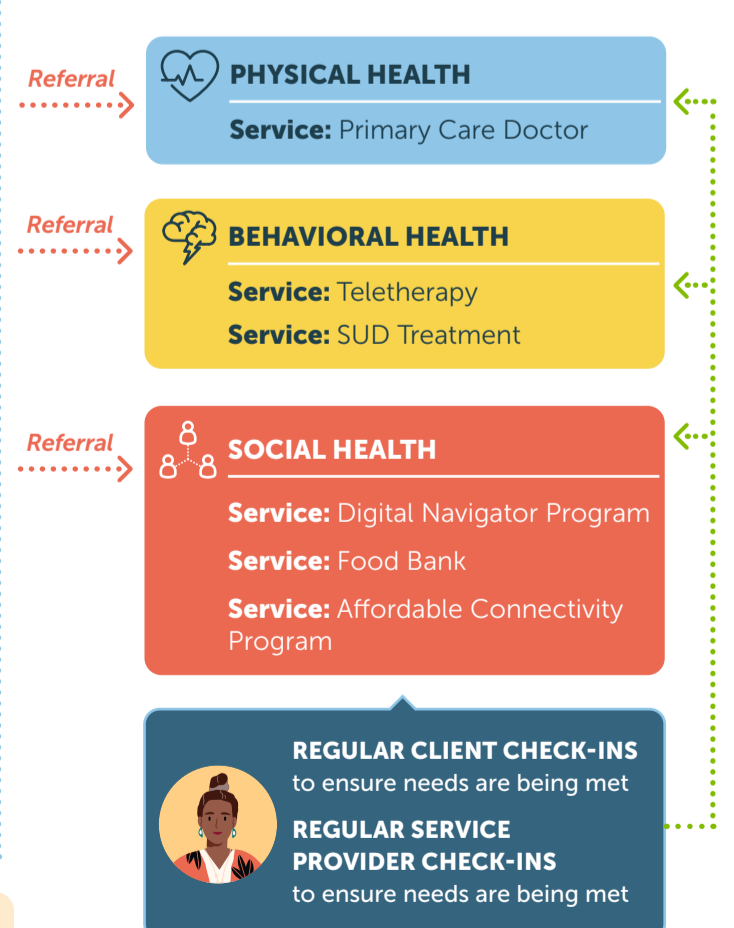
ENROLLMENT & SCREENING



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.