# UNITED WE FIGHT.
# UNITED WE WIN.

**J**ohn was referred to Great Rivers United Way's Great Rivers HUB program by a health system social worker in October 2021 for help with a variety of health-related needs that had gone unaddressed for several years.

The HUB is a systems change initiative that bridges the gap between health care delivery and the social service sector for cost savings, improved population health outcomes, and increased client experience and engagement.

The HUB works with local nonprofits, two of which are United Way funded partners, to employ Community Health Workers (CHWs). CHWs facilitate client access to services by possessing a deep understanding of the communities they serve, both geographically and culturally.

The HUB model is empowering, as it allows clients a choice in which areas, called "Pathways," they want to work on and in which order. John, with help from his assigned CHW, Rachel, has worked to address his dental, vision, and mental health care needs.

One of the most impactful goals John and Rachel have achieved together is getting John a new CPAP mask. His old mask had lost its seal and was causing sores on his face. Rachel was able to access $25 from La Crosse County to purchase a replacement mask, and now John is getting restful nights' sleep that help him feel ready to tackle his other health concerns.

John has had chronic anxiety for as long as he can remember. This has meant that even when he knows where to turn for help with his health, it's difficult for him to advocate for himself. With Rachel's example and support, every healthcare call they've made together has felt easier and easier, and recently, John was able to obtain a new medication he needed on his own.

The HUB is fully funded by local health systems, insurance reimbursements, and grants. Private citizens wishing to contribute may do so by designating their gift to Great Rivers United Way.

To learn more about Great Rivers HUB, visit www.gruw.org/hub.

## 1,734

the number of Pathways completed by HUB clients with help from their CHWs in 2021

*This Success Story was written with consent following a trauma-informed interview with Great Rivers United Way staff. It has been edited and approved by the client and agency featured. Name(s) have been changed to protect privacy.*

GREAT RIVERS H U B

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