



CHC Program Update

Conrad Mallett, Deputy Mayor

Nicole Sherard-Freeman, Group Executive - Jobs, Economy, and Detroit at Work

January 5, 2021

The primary areas of focus for
The Community Health Corps are:

- immediate food security,
- utility assistance,
- home repair and relocation, and
- physical and behavioral health.

These areas were identified in the City of Detroit Health Department's Community Health Assessment as community priorities.



The Community Health Corps has created a network of community partners specifically convened to address needs and expedite resources on behalf of CHC clients.

This network will continue to grow as emergency and emerging needs are identified by clients.

The CHC team works collaboratively with community partners to provide successful and quality wrap-around support services for clients.



United Way
for Southeastern Michigan

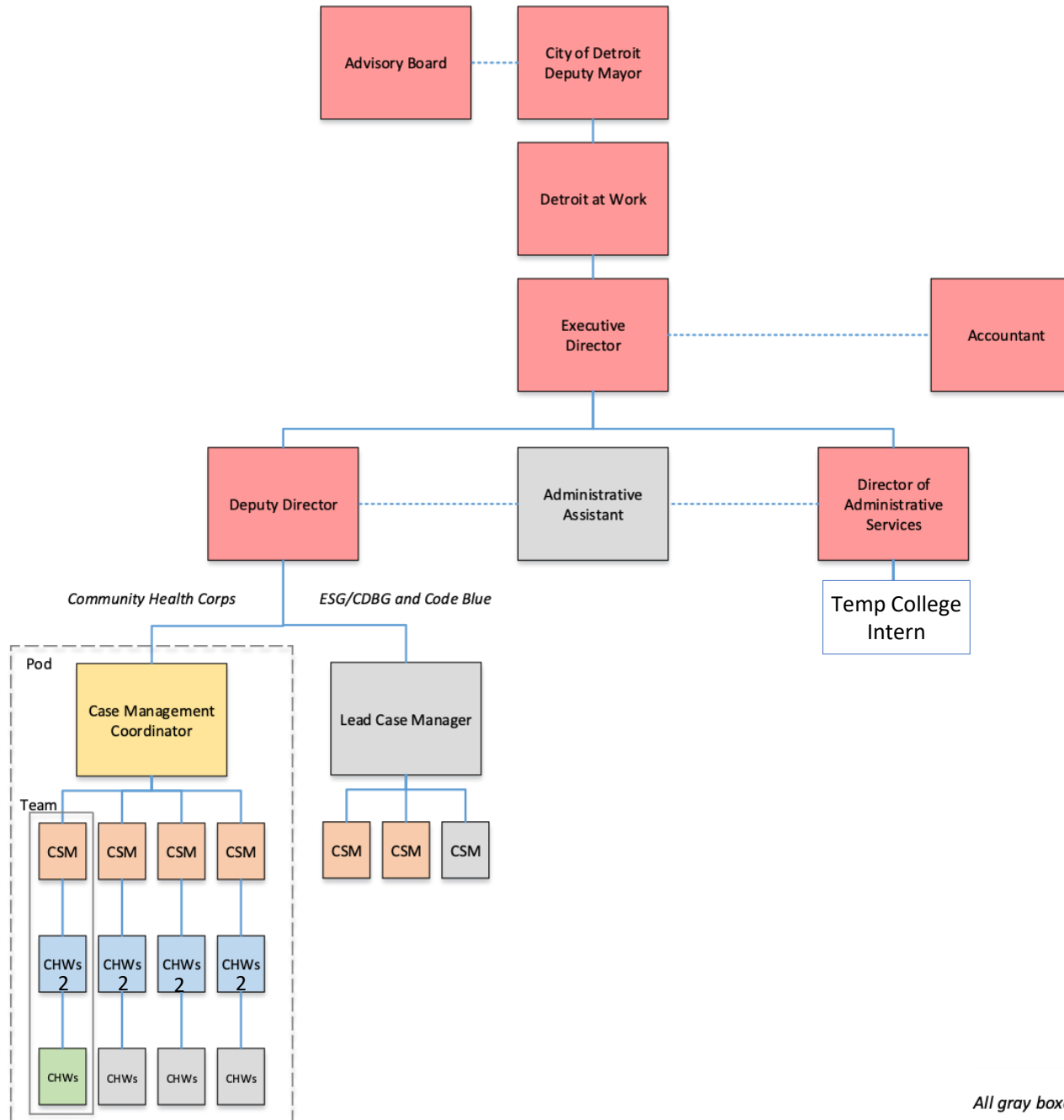


CHC: Who's Eligible?

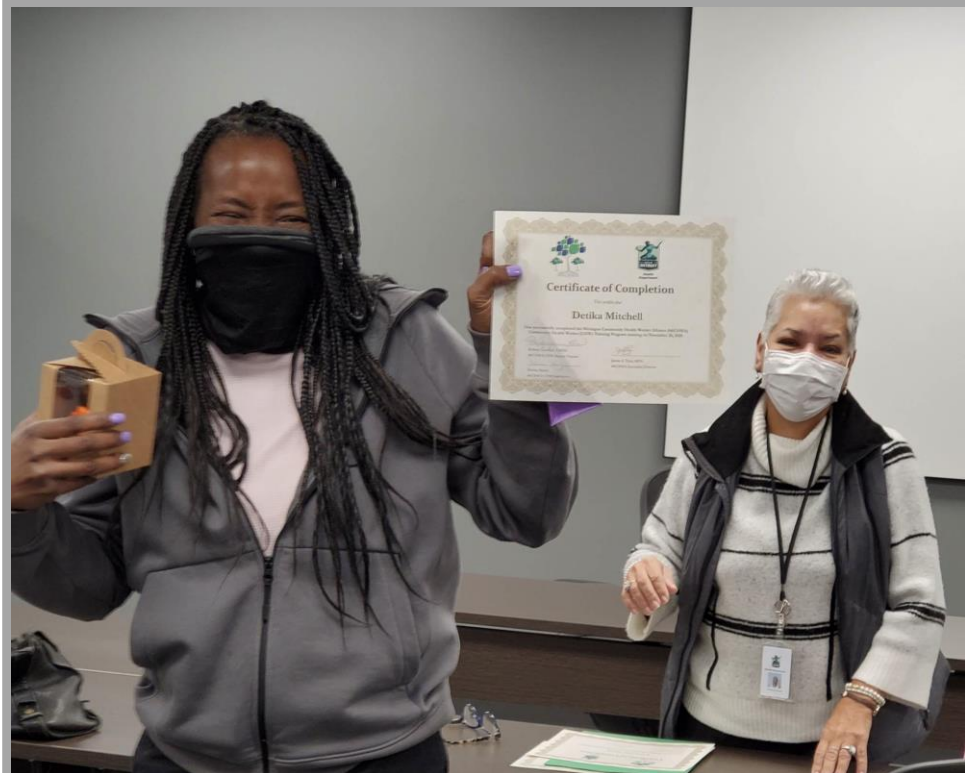


- City of Detroit residents only, ages 18 and over
- CARES funding established the following requirements:
 - Problems were caused or exacerbated by COVID-19 pandemic.
 - Problems occurred between March 1 and December 30, 2020.
 - Expenditures must be in accordance with CARES guidelines.

Community Health Corps Org Structure



All gray boxes indicate vacant/frozen positions



The City of Detroit Health Department spent 5 weeks training the CHC team and ensuring their certification as State of Michigan Community Health Workers.

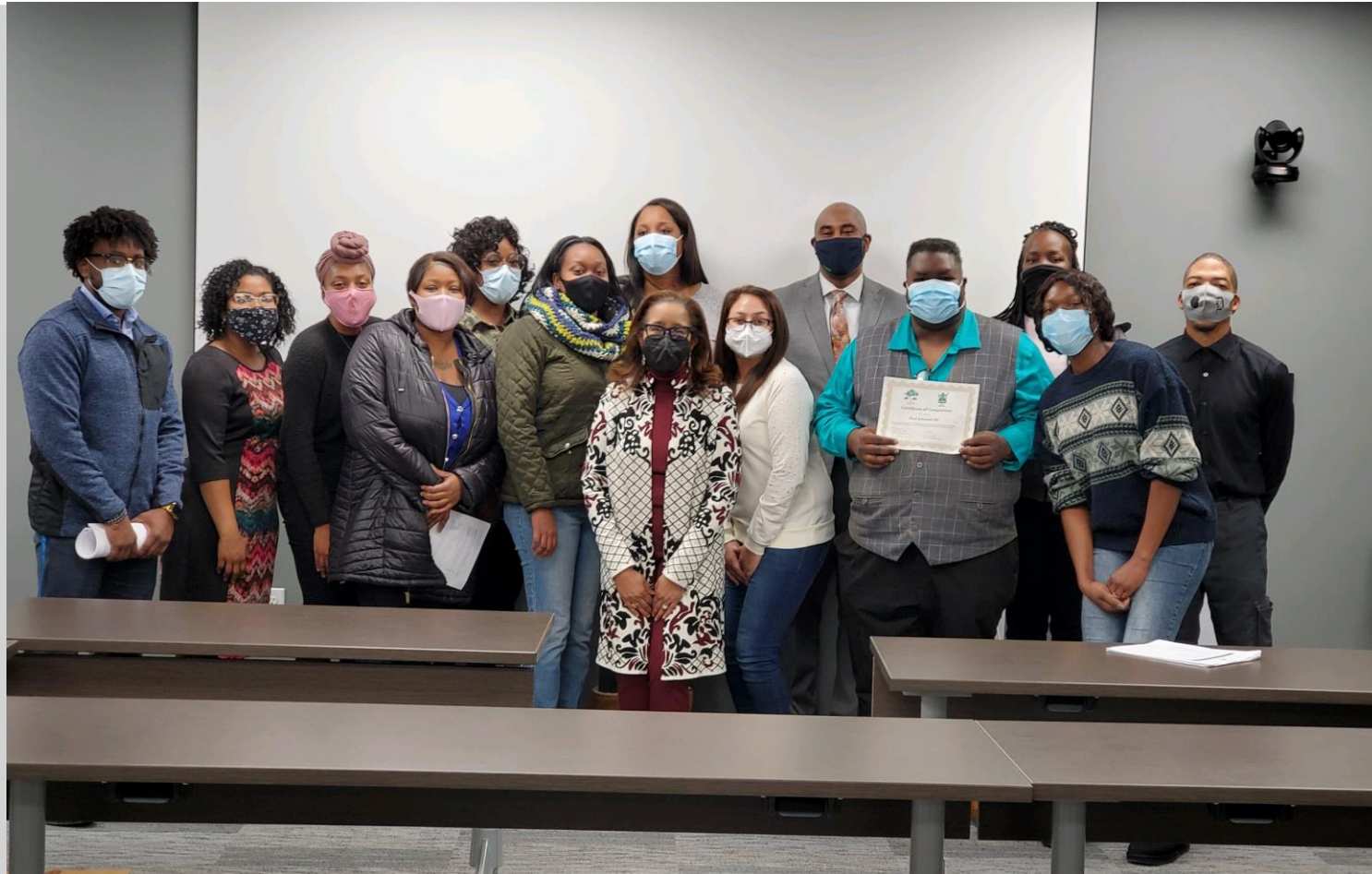


Training included:
Small group discussions
Role plays and homework
Group Presentations



8 core competencies
14 chapters in the textbook
8 written tests
40 hours internship/on the job training

CHC Team



Not pictured: Greg Anderson, Ashley Zuverink, Lemuel Fisher, and Carolyn Ganaway (college intern)



CHC Program Implementation Timeline





Program Progression

- **November 23-December 3rd** – Implemented initial program design with 71 cases transferred from DHD.
- **December 4th** – Added community groups to outreach efforts to increase number of COVID-19 impacted residents.
- **December 11th** - Exceeded our 160 program capacity and established a waiting list.
- **December 16th** – Initiated “blitz” program strategy due to overwhelming response from community.
- **December 23rd** - Closed intake.



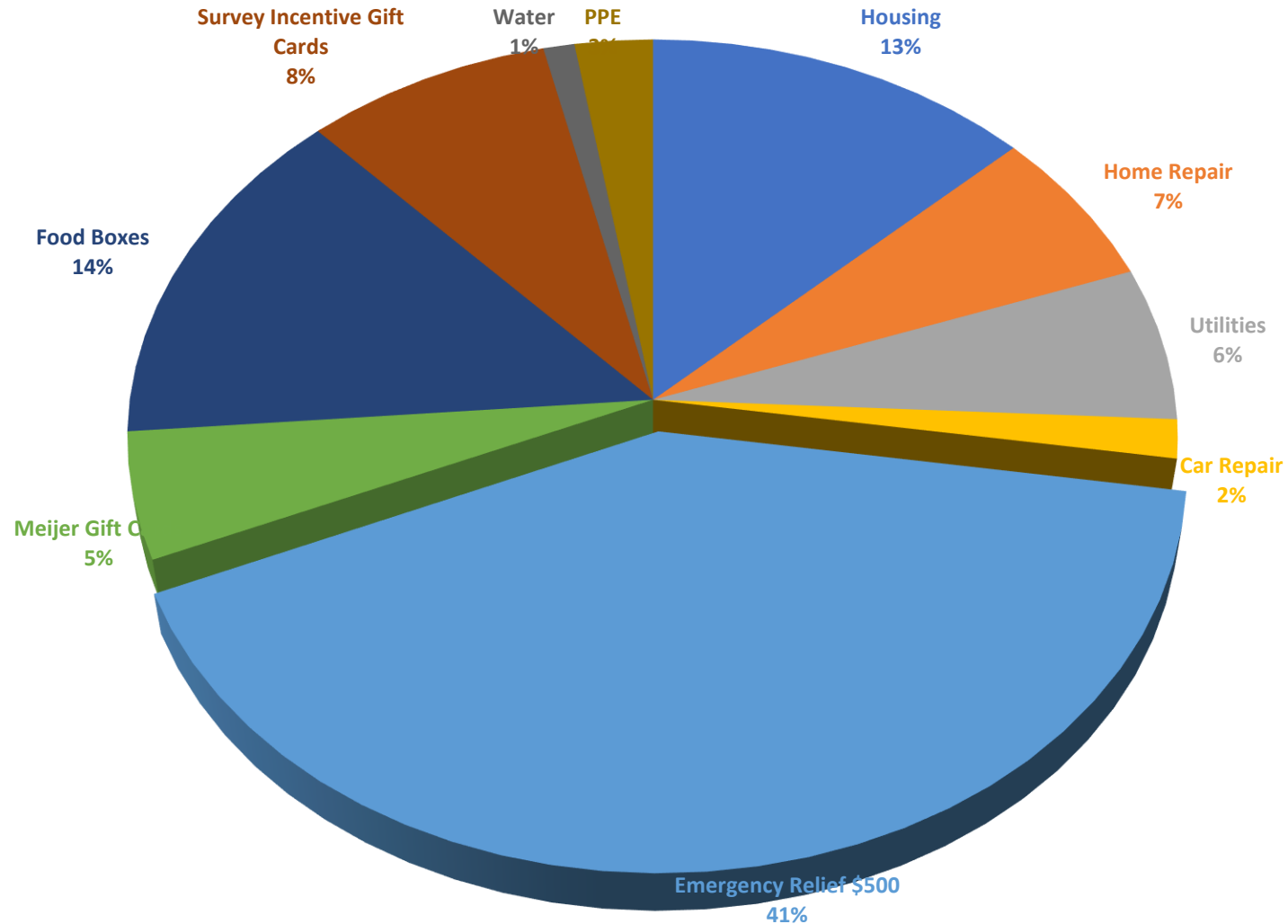
2020 Funding

- Received \$1.4 of the \$1.6 million in accordance with contract
- CARES funding expended on those impacted by COVID-19
- Funding cannot be used for expenses past December 30, 2020
- We will continue to use CARES funding in early 2021 to support participants for expenses incurred on or before the Dec. 30 CARES deadline

2021 Funding

- CHC fundraising is a core component of The People Plan
- \$700K has been raised to-date
- Aggressive fundraising underway
- Will advocate for state and federal funding in 2021

Supportive Services Distribution



Intake Closed - Voice Mail Messa

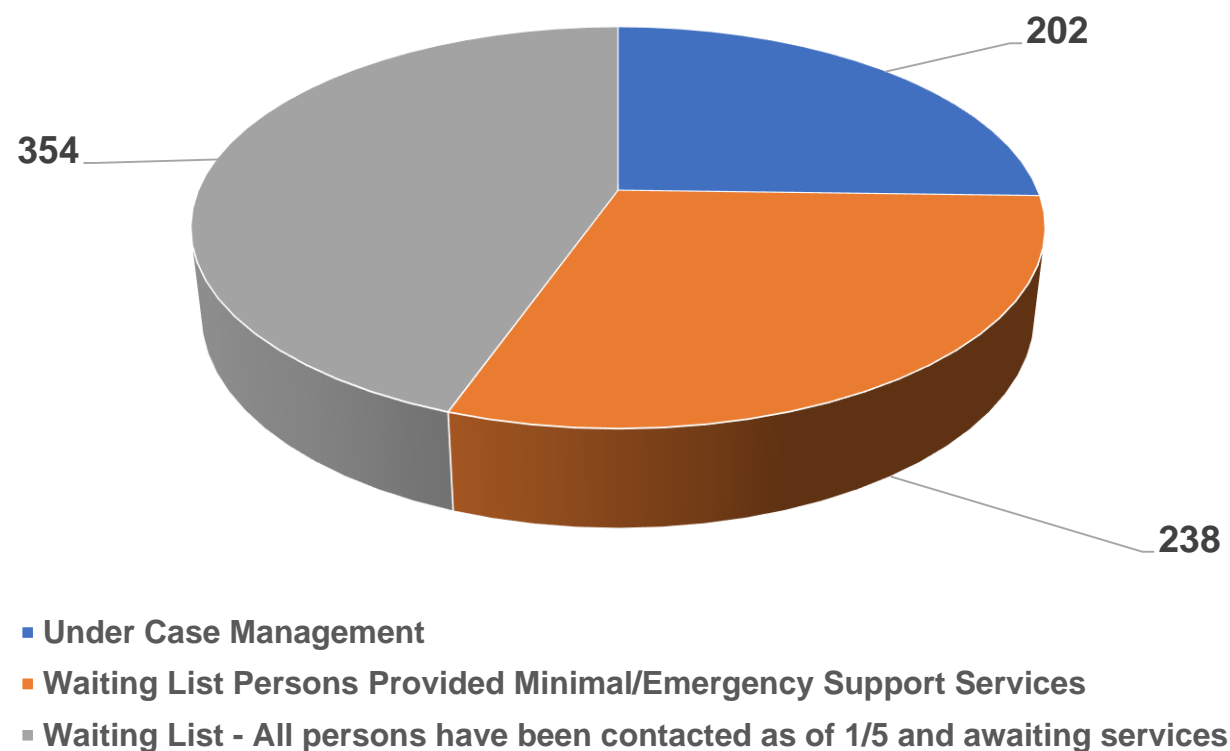


- *"Thank you for calling the city of Detroit Community Health Corps. Due to overwhelming demand and limited staff capacity, we will be unable to accept any new referrals at this time. If you called or emailed us by **December 23, 2020**, you will be contacted by a member of the CHC team to discuss and process your request for services. We look forward to re-opening our services to new clients in the near future. If you have any questions and/or concerns, please contact the Community Health Corps at:*

CHC @detroitmi.gov."

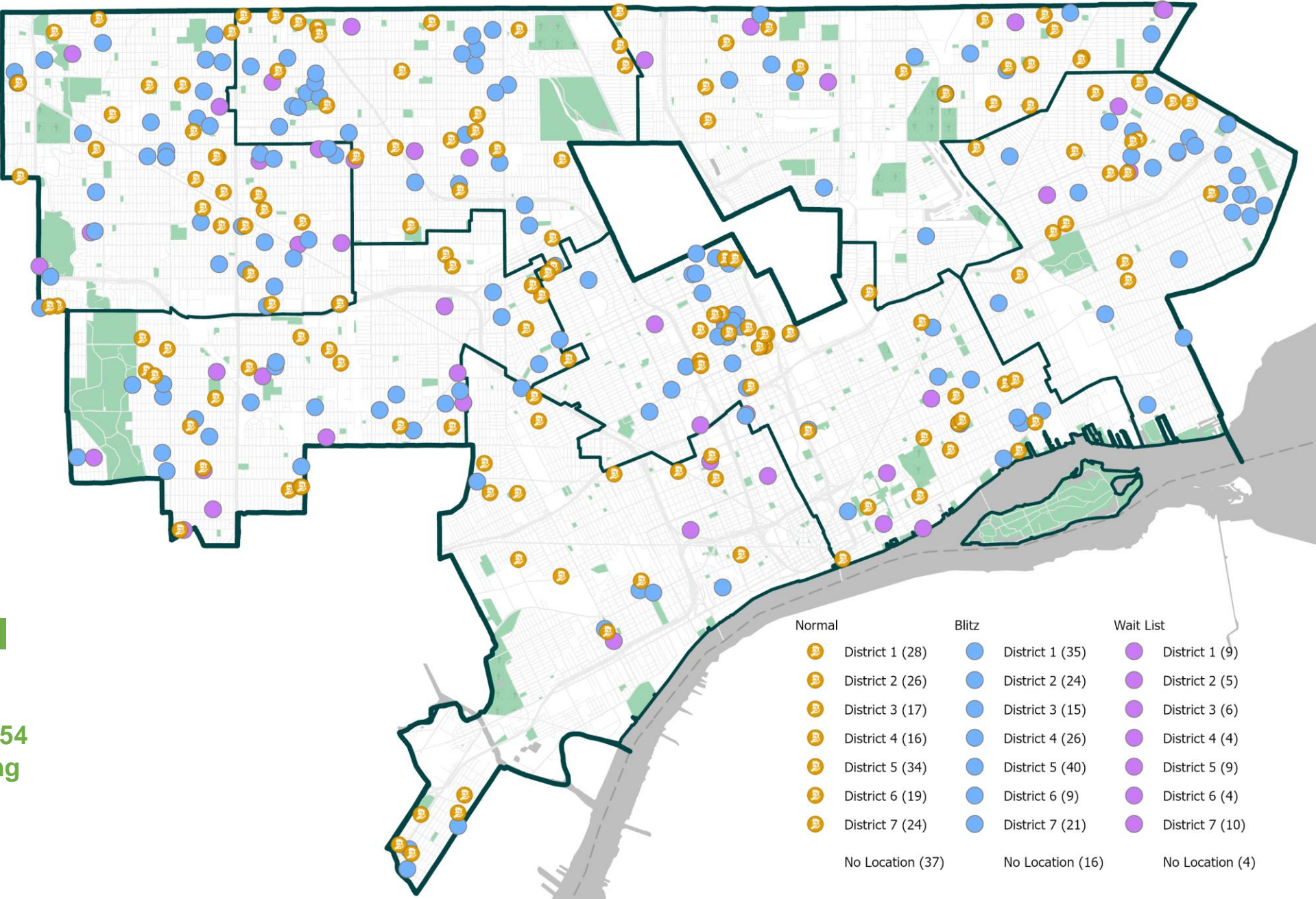


CHC Client Referral Dashboard = 794



The CHC budgeted to serve 160 persons. We are, however, committed to basic outreach, emergency service delivery and needs-based referrals for all **794** residents with our current staff capacity.

CHC
Clients
by
Council
District
(excluding 354
on the waiting
list)



Success Story - Foreclosure Prevention



- Ms. S.T. a 36-year-old District 6 resident, is a mother of three children (one newborn) and the caregiver for her elderly mother who also lives at the residence.
- The COVID-19 pandemic resulted in a loss of employment for Ms. S.T. The loss of employment exacerbated her foreclosure and utility bill issues.
- With the assistance of the City of Detroit Community Health Corps (CHC), Ms. S.T. has paid all back property taxes preventing the foreclosure of her home, has a zero balance with DTE and has been connected to Detroit at Work for assistance with re-entering the workforce.

"Since the great news, I actually slept a whole 10 hours (I barely get 4-5 solid hours) and I have got the motivation I lost since battling these taxes. I see endless opportunities for me and my kids and I have to thank each one of you that worked on my case. God bless you all always." ~ Ms. S.T.

Success Story - Furnace Repair



- Ms. R.J. a 76-year-old District 5 resident, was laid off from her job as a result of the COVID-19 pandemic.
- During the colder months of Detroit's winter, Ms. R.J. noticed that her furnace was malfunctioning causing extremely cold temperatures within her residence. Unemployed and without other means of assistance Ms. R.J. was desperately seeking help.
- With the assistance of the City of Detroit Community Health Corps (CHC) her furnace has been repaired and she has been connected to Detroit at Work for assistance with her job search.



Success Story - Utility and Rent Assistance

- Ms. B.P. a 38-year-old District 7 resident, proud Ford Motor Company employee and mother of two children was laid off from work as a result of the COVID-19 pandemic.
- Being unemployed caused her to fall significantly behind on rent and utility payments.
- With the assistance of the City of Detroit Community Health Corps (CHC), she paid all past due rent and has a zero balance with DTE.
- Ms. B.P. returned to work at Ford Motor Company in December 2020.

"The assistance from the CHC and returning to work makes me feel like I have regained the stability and security I had before the pandemic". ~ Ms. B.P.



Success Story – Relocation

- Mrs. E.W. a life-long Detroiter had her home deemed uninhabitable by the Detroit Land Bank Authority in March of 2020.
- Laid-off from her job as a result of the COVID-19 pandemic she relocated her family (husband and granddaughter) to the only shelter she knew would be sustainable with unemployment benefits as income, a local hotel.
- While living in a hotel, she began her search for employment. That search was interrupted when her granddaughter was diagnosed with Lupus. Mrs. E.W. became fearful that if she did gain employment, she could put her granddaughter at risk from COVID-19 exposure.
- Mrs. E.W. was able to find a low-risk exposure job.
- With the assistance of the City of Detroit Community Health Corps, she was able pay the first month rent and security deposit for a new home for her family.

APPENDIX

- Outreach Materials
- Support Services Distribution Items
- Support Services Expenditures Dashboard
- ESG/Code Blue Program Dashboard

Outreach Material



- Door Hanger

**Sorry we missed you!
WE CAN HELP!**

Housing

Utilities

Food

Health

A Community Health Corps (CHC) worker visited today to discuss bringing housing, utilities, food, health, and other supportive services to your household.

Your CHC worker,

will return to speak with you on

To set a specific appointment, date, and time, call us at (313) 242-1242.

Community Health Corps (CHC)
115 Erskine Street; 2nd Floor
Detroit, MI 48201

**Questions please call:
(313) 242-1242.**

SERVICE • PARTNERSHIP • CHOICES • CHANGE

- Kicker Card

HERE TO HELP

**Community Health Corps
is bringing**

Housing

Utilities

Food

Health

and employment assistance right
to your front door.

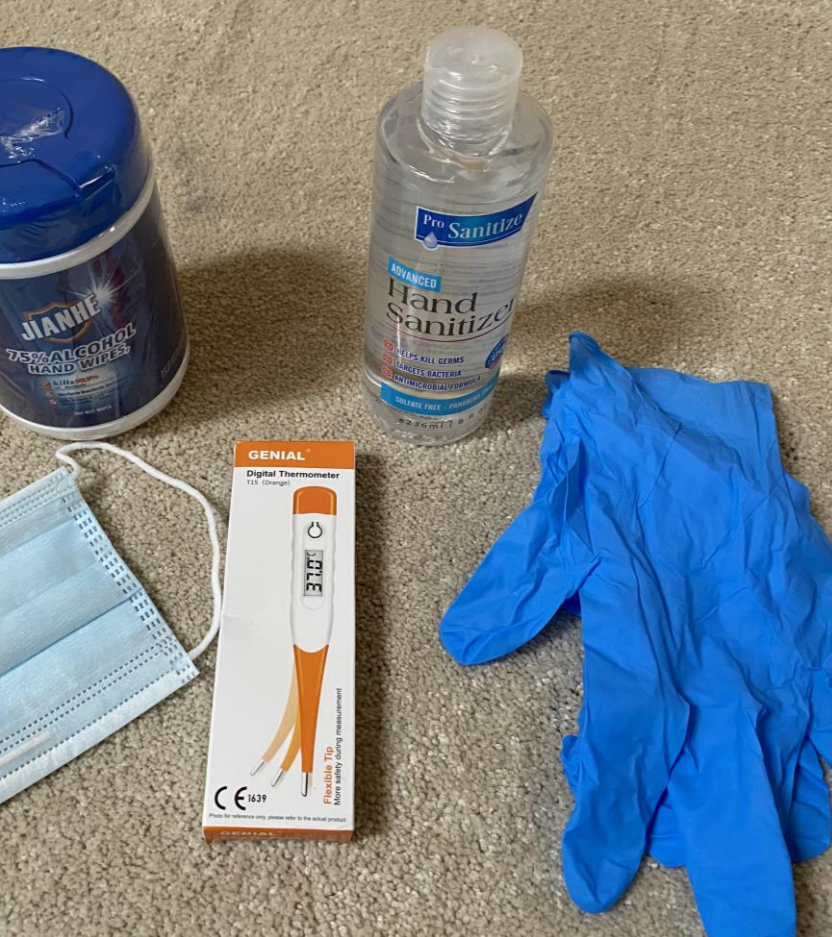
SERVICE • PARTNERSHIP • CHOICES • CHANGE

The City of Detroit Community Health Corps (CHC) wants to assist you with some of your life challenges. Beginning November 2020, trained Community Health Workers and Case Managers will be conducting resident outreach to speak to you about any housing, utility, food, health, employment or other service needs.

**We are coming to HELP YOU receive the life changing support services that you need.
We look forward to meeting you!**

For more information, call (313) 242-1242

Community Health Corps (CHC)
115 Erskine Street; 2nd Floor
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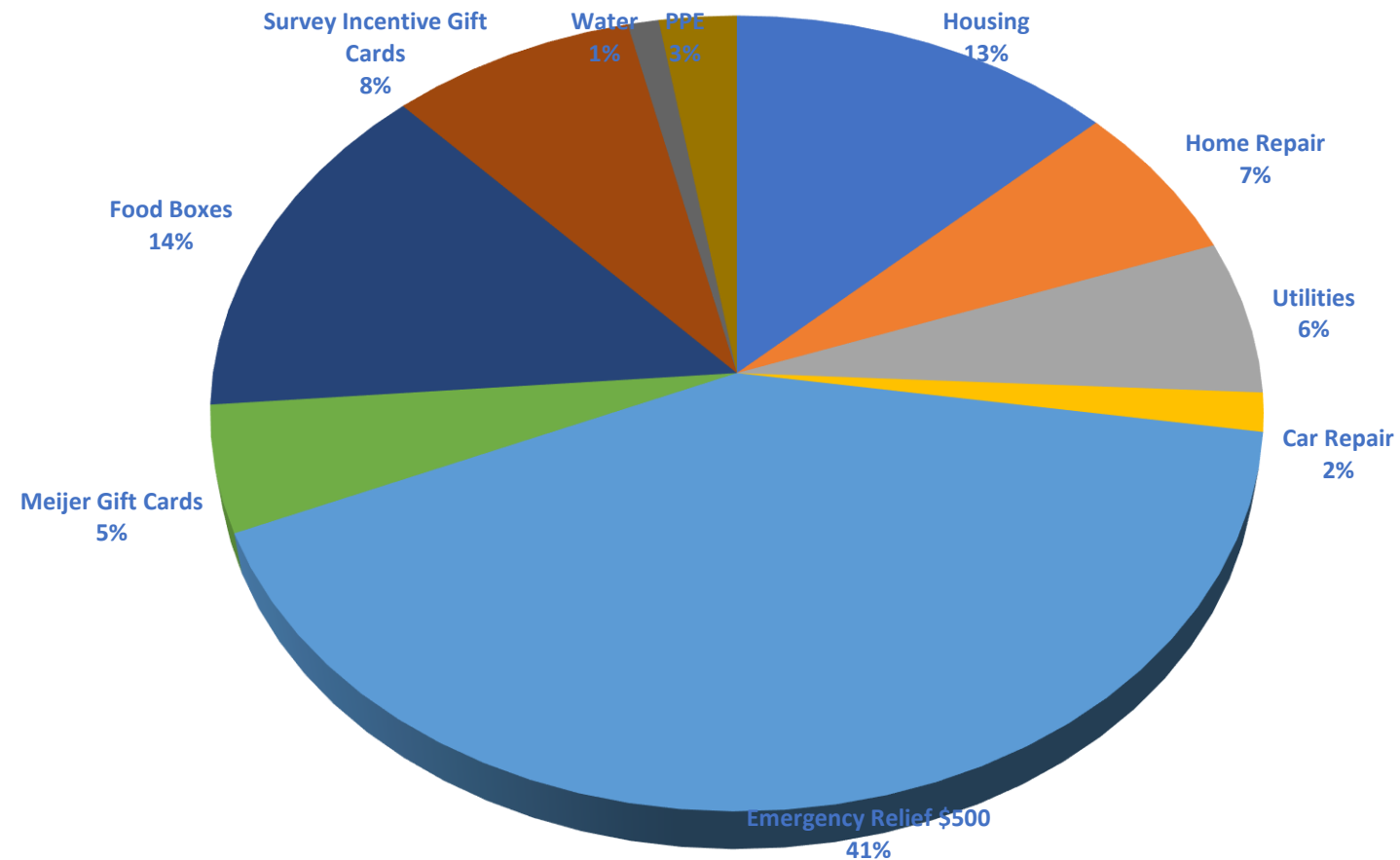


Support Services Distribution Items

- Food boxes
- Water
- PPE
- \$500 cash assistance



Supportive Services Expenditures - \$375,571.94



Program Dashboards as of December 30, 2020

ESG/Code Blue Housing Crisis Distribution

- Code Blue: Fire
- Code Blue: BSEED
- Other Housing Insecure/Uninhabitable
- DLBA/ESG



Currently
Active
Housing
Crisis

33

Number of
Residents
Displaced or
In Crisis

80

Number of ESG
Participants
Placed in Hotel
by CHC

33

Number of ESG
Residents
Permanently
Housed

1