MHealthy’s Resource Coach Program

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U-M Philosophy of Well-being

**Physical**: Practicing healthy behaviors around physical activity, nutrition, sleep, substance use, preventive exams; managing chronic conditions

**Emotional & Mental**: Thriving while fully experiencing the diverse range of human emotions, experiences and vulnerabilities

**Environmental**: Living in, working in and contributing to safe, healthy, and sustainable environments

**Financial**: Developing knowledge and skills for managing financial decisions

**Occupational**: Achieving and sustaining personal satisfaction and enrichment from one’s work

**Social**: Developing a sense of connection and belonging, having a well-developed support system, and contributing to a healthy inclusive community

**Intellectual**: Pursuing knowledge and skill development

**Spiritual**: Expanding our sense of purpose and meaning in life
A Social Determinants Approach

- **40% Social & Economic Factors**
  - Respite programs
  - Employment training
  - Educational program
  - Income assistance programs
  - Benefit counseling
  - Advocacy

- **30% Health Behaviors**
  - Health promotion
  - Nutrition programs
  - Exercise programs

- **20% Clinic Care Access & Quality**
  - Transportation
  - Housing

**Source:** County Health Rankings model - University of Wisconsin Population Health Institute (2016)
Addressing Social Needs

- Food security efforts
  - Maize & Blue Cupboard
  - Food cupboards on jobsites

- OCWR/FASCCO for counseling

- Emergency Hardship Program

- Resource Coach Pilot
Resource Coaches Pilot

- 2 year pilot launched in January 2020
- Coaches connect with individuals to navigate financial challenges and address barriers to retention
- Problem-solving approach
- Adapted from Success Coaches model
Are financial challenges taking a toll at home or work? Feeling overwhelmed?

Confidential support is available. We take the guesswork out of navigating the system and link you to the right resources at U-M and in your community.

**Get help and guidance with:**
- Housing & utility issues
- Transportation concerns
- Affording food
- Improving employment skills
- Childcare, and other challenging family issues

**Get connected to:**
- Debt/budget counseling
- Training and development programs
- Public assistance/social services

**YOU'RE NOT ALONE.**
Contact the MHealthy Resource Coach Program:
734-764-0404 | MHealthyResourceCoach@med.umich.edu
mhealthy.umich.edu/resourcecoach

Free, confidential service for all U-M faculty and staff.
Mini-grant element

- Address short-term, immediate needs to help clients get “unstuck”
- Majority serve to address housing and utility concerns
- Examples
  - Transportation assistance
  - Moving costs
  - Utility payments
Examples of Questions

I have a utility shut off notice what can I do?

Can you help me find resources for car repairs?

My hours decreased, am I eligible for support with food or bills?

My medication costs increased, can you help with this?

I am stressed by my daily bills – what do I do first?
Four steps to improve your financial footing

• CONTACT
  – Call creditors and explain your situation

• CAUTION
  – Be aware of scams, and know your rights!

• CONNECT
  – Reach out to local agencies

• CREATE
  – If you can’t decrease your essential bills can you create a new opportunity? OT? Second job?
mhealthy.umich.edu/resourcecoach

Resource Coach Contact Info
Monday-Thursday 8-4:30
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QUESTIONS?