


# Resource Coach Program & Financial Well-Being Overview

Connecting the Dots:

Financial Well-Being: Tools and Strategies for Resilience

October 28th, 2025



Have you heard of the Resource Coach Program? Use any Emoji to answer

# Resource Coach Program



The MHealthy Resource Coach Program serves employees experiencing critical needs. This is not solely limited to financial assistance.

Services include:

- intake and case management services
- referrals to internal and external resources
- A listening ear and emotional support
- financial assistance

Winner of the 2025 C. Everett  
Koop Innovation Award

 C. Everett Koop  
National  
Health Awards

# Intake & Services

## Initial Intake

- Screening
- SDOH Assessment
- Initial Appointment with Resource Coach

## Services

- Determine goals and target outcomes
- Develop a plan to achieve goals
- Service Coordination
- Follow-up

# Referrals

The Resource Coach Program links employees to **internal** and **external** resources and support for:

- Food Insecurity
- Housing
- Financial Support
- Energy Assistance
- Mental Health
- Elder Care
- Career Development
- And more!

# Financial Assistance

## Mini Grants & Emergency Hardship Program\*

- Awards are paid direct to vendors
  - Can be used towards a bill that allows guest payment using a credit card or accepts a check in the mail.
- Can not be used towards loans including mortgage, credit card, or car loan
- Awards are considered taxable income.

\*Currently only available to Salary Band 1 employees

**“** If I can help, I will. If I were in that circumstance, I would hope that someone would step up to help me. **That’s why I give.**

—Dr. Joseph M., UHS

Make a difference for colleagues **when they need it most.**

Donate to the **Emergency Hardship Program**  
[emergencyhardship.umich.edu](http://emergencyhardship.umich.edu)



# Mini Grants

## Considerations:

- Critical financial situation
- No eligibility requirements regarding length of employment or how many hours/week you work.

## Examples:

- Transportation
- Utility bills
- Rent assistance (including security deposits)
- Other unforeseen emergencies as considered on a case by case basis

# Emergency Hardship Program (EHP)

## Qualifying Events:

- Natural disaster
- Death of a family member
- Fire or flood damage
- Serious illness or critical injury
- Sudden loss of income

## Eligible Expenses:

- Rent assistance following formal eviction notice
- Utility assistance to prevent utility shut off
- Funeral expenses
- Home repairs or car repairs due to catastrophic events such as flood, fire, or major accident

# EHP

## Considerations:

- Must be a one-time, temporary hardship
- Must have a viable financial plan moving forward and submit a budget worksheet.
- If the bill amount costs more than what EHP can pay, the employee must have a plan to pay the rest.
  - Employee may be required to pay their portion of the bill prior to award payment
- Completed application timeline can take 7 business days.
- Award payments can take up to 2+ weeks based on payment method.

# Basic Needs Resource Hub

**We opened our doors this summer!**

- **Location:** University Hospital South, 8th floor, just outside elevator #9
  - Over 70% of employees we assist work for Michigan Medicine. We want to meet folks where they are.
- **Drop In Hours:** Wednesdays, 12-2 PM
- You can also schedule an appointment to meet with a Resource Coach at “the Hub”.

# UMCU & MHealthy Financial Well-Being Partnership

- MHealthy offers (almost!) monthly webinars surrounding financial well-being in partnership with Mark & Nicole from UMCU.
- **Upcoming sessions include:**
  - Virtual Town Hall
  - Goal Setting for 2026
    - Registration opens soon!

Access recordings of past workshops and keep an eye out for future webinars at the QR code →



# Financial Well-Being Resource Fair

## Join us in Fall 2026!

For the last two years, from numerous financial institutions joined us in in August the Towsley Lobby to share insights on:

- Budgeting
- Home buying
- Saving / Saving for college
- Identity theft and financial fraud prevention
- Retirement planning
- Financial counseling and assistance

“Mini Talk Sessions” were provided by many representatives; recordings can be accessed at the QR code above!



# Schedule an Appointment!

[mhealthy.umich.edu/resourcecoach](https://mhealthy.umich.edu/resourcecoach)

734-647-7888

[MHealthyResourceCoach@med.umich.edu](mailto:MHealthyResourceCoach@med.umich.edu)

- All information shared with Resource Coaches is confidential.
- Employees must complete an intake screening before an appointment with the Resource Coach is scheduled.
- We always try to respond to employees in the order that inquiries are received - it may take 1-5 business days before your appointment is scheduled.



**THANK  
YOU!**

## CONTACT US

Robbyn Hoffman  
*Resource Coach*



Resource Coach  
Program

