



### MEET JEAN.

Jean is a 35-year-old single mother who works part-time at a minimum wage job. She has numerous medical conditions including diabetes and a history of depression and substance abuse. Jean's four-year-old son has asthma. She struggles to pay for food, housing, medical, and transportation costs. Jean relies on a number of state programs to help manage her diabetes and her son's asthma. She relies on different programs to assist with nutrition, housing and other needs. While it may appear her needs are adequately met through these various funding sources, Jean often feels like a ping pong ball bouncing from agency to agency in a complex, uncoordinated system of referrals.

### HOW WILL JEAN GET ALL THE SERVICES SHE NEEDS?

Jean needs help staying sober. Her primary care provider refers her to a case manager.



Substance Abuse Counselor

Case Manager A Refers Jean

Primary Care Provider

JEAN

Jean is struggling to pay her rent this month. A case manager refers her to the housing department.



Can't Pay Rent

Housing Authority Emergency Assistance

Case Manager B Refers Jean

SNAP

Jean and her son need to eat more fruits and vegetables.



Utility Assistance

Diabetes

Jean is experiencing complications from diabetes and is struggling to get to work.

Case Manager A Refers Jean

Jean's car breaks down. She needs a ride to work and the doctor. She cannot afford the repairs.



Transportation Program

Jean's son needs transportation from school to childcare



Childcare

Asthma Attack



Jean's son has an asthma attack. The school nurse tells Jane mold in her cold, damp apartment triggered the attack.

Multiple state agencies have responsibility for residents' health.  
Legislators can facilitate cross-sector collaboration to align around the goal of improving health.

