

# Community Health Worker's Guide

## to the Healthy Opportunities Pilot

When you learn that a client has social needs impacting their wellbeing, the Healthy Opportunities Pilot program may be able to help.



## HOP Services available in WNC Service area:

### Housing

- Support for finding stable, long-term housing.
- One-time security deposit and first month's rent.  
Move-in support, such as arranging for a moving company.
- Help setting up utilities and getting furniture.
- Healthy home goods, such as an air purifier or a new mattress.
- Home inspection to ensure safety and quality.
- Help with home issues like mold.
- Home accessibility and safety modifications.
- Short-term post-hospitalization housing.

### Food

- Help finding and getting nutritious food.
- Group nutrition classes.
- Diabetes prevention education.
- Credits to purchase fruits and vegetables.
- Groceries for pick-up or home delivery.
- Healthy prepared meals for pick-up or home delivery.
- Home-delivered meals that meet your medical dietary needs.

### Transportation

- Transportation to things that support your wellness such as the grocery store, work, church or a support group.
- Taxi and ride-sharing credits where public transportation is unavailable.
- Vehicle repairs.

### Personal Safety & Healthy Relationships

- Parenting curriculum.
- In-home services.
- Help accessing a variety of services to support personal safety.
- Violence intervention services.

### Other Services

- Legal support to address issues that impact your health, including maintaining safe housing and personal safety.

 **IMPACT HEALTH**

[wnc-hop.org](http://wnc-hop.org)





If enrolled in NC Medicaid Managed Care, your clients may be eligible for services to support their wellbeing at **no cost to them**, giving them access to **fresh food, safe housing, reliable transportation and personal safety.**

# How it Works:




## 1 Identify Need

You identify that your client has a need for food, safe housing, transportation or personal safety.



## 2 Share

You share about the Healthy Opportunities Pilot and connect them in one of these ways:

- Encourage your clients to use the HOP rack card to choose one of these methods for connecting with HOP:
  -  Call the HOP Helpline at 828-278-9900.
  -  Visit [wnc-hop.org](http://wnc-hop.org) to complete a pre-screening form.
  -  Scan the QR code on the rack card.
- OR if you are working within an organization that has Care Management services, you may refer your client directly to a care manager.



## 3 Access

Your client gets access to much-needed services that help improve their health and wellbeing.

## About HOP

The Healthy Opportunities Pilot (HOP) is an innovative new approach to supporting social needs that impact health by using Medicaid dollars to pay for services related to transportation, nutrition, housing and interpersonal safety. Research shows addressing these nonmedical factors accounts for up to 80% of health outcomes.

As the WNC HOP network lead, Impact Health actively works with care managers, Medicaid health plans and network organizations to ensure pilot services are available to eligible participants across 18 counties. Over 50 community-based human service organizations make up the HOP network. Impact Health developed and manages this network to quickly identify and fill any service gaps.

For the latest statistics and stories regarding HOP's impact on health outcomes, visit [impacthealth.org/learning](http://impacthealth.org/learning).

