



## JACKSON CARE CONNECT

I wanted to drop a quick note to express in writing how amazed I am with the quality of service that is being provided to a JCC member I'm working with who is participating in ColumbiaCare's Rental Assistance Program. ColumbiaCare staff have been instrumental with this. Very quickly after the member was accepted into RAP, ColumbiaCare found 3 living opportunities and the member choose the best fit for him. They assisted the member with moving in, getting a bed, stuff for the kitchen, food, paid the \$500 deposit and a large portion of his monthly rent!

A few months prior, this member with a Traumatic Brain Injury, was homeless, selling drugs and almost lost their life because they were unconscious for 3 days before someone found them, which began their 2 month recovery at Providence Hospital. Now the member loves their shared house and has been adjusting to the new lifestyle. The member hasn't used illicit drugs now for over 3 months and is committed to staying off them! The member did have a conflict with one of their new roommates and ColumbiaCare were able to support the member with encouraging them to resolve it. They are meeting with the member many times/week to support them with adjusting and assisting with problem solving as things come up.

This "housing 1<sup>st</sup>" program has been life changing for this member. There is no question they would have been homeless again without this program, as they were not eligible for the Mission shelter. ColumbiaCare has outstanding skills with client rapport building and have become a solid support for this member. I feel so much gratitude for this program and want to thank you and your team for your excellent work.