

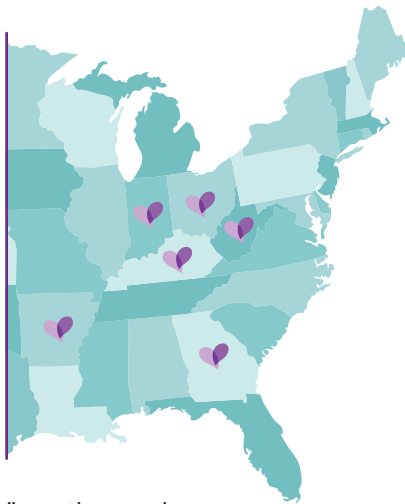
CareSource **LIFE SERVICES**®

True to our **non-profit** roots, our mission is to make a lasting difference in our members' lives by improving their health and well-being.



“The kinds of enhancements we have developed at CareSource **help us look beyond the traditional health care model to find new and more meaningful ways** to reach out to our members, our providers, our government partners and our employees.” **Erhardt Preitauer**, President & CEO

Working as a **non-profit** health plan has driven CareSource to be a stable and certain partner for our members when their lives are the most uncertain. Our CareSource Life Services® program walks along our members and provides a holistic foundation to address the social determinants that impact a member's health & wellbeing.



If our members have a poor quality of life, they will likely have poor health, too. When they gain a steady job and economic stability, they also gain better access to health care, financial empowerment and, ultimately, self-sufficiency.

The goal of **CareSource Life Services** is to remove barriers that may impede them on their way; every day hundreds of Life Coaches work with thousands of members to break down those barriers.

Over
19,000
Members
using **Life Services**

Nearly
3,000 Members
working with **Life Coaches**

One Goal:
END POVERTY

21%
Decrease
in ED Utilization

\$76M in
New Spending
injected into the
Georgia Economy

CareSource LIFE SERVICES®

CareSource leads health care in an innovative, new direction. We put transformation into action with industry-leading programs that improve the health and well-being of our members.



Health-related social needs are found where people **live, learn, work, and socialize**; they impact health outcomes.



Workforce Development

- Long-Term Employment Opportunities
- Access to Financial Literacy
- Connection to Adult Education and Job Training
- Increased Assets such as Home Ownership



Housing

- Increased Quality of Safe and Affordable Housing
- Enhanced Financial Tools to Develop and Preserve Housing Units
- Improved Affordability of Housing



Food & Nutrition

- Regular and Consistent Access to Healthy Foods
- Education on Nutrition & Overall Health Impacts
- Addressing Food Deserts & Inequalities



Health Equity

- Pursuit of Health Equity for BIPOC, LGBTQIA+, and complex populations
- Elimination of health disparities
- Partnerships with community, state, and national organizations
- Drive policy and advocate for change

MORE THAN
7,000 Members
have participated
in **JobConnect**



86% of Members
have retained Employment



\$11/hr
Average Hourly Wage
(45% Higher than the Federal Min Wage)

CareSource JobConnect™

The centerpiece of CareSource Life Services is an ambitious outreach called **JobConnect**. Through JobConnect, members are assigned life coaches who work with them on issues related to employment, employer access and support services. Our coaches remain engaged for up to 24 months with the goal of fostering retention and advancement. Meanwhile, our program's infrastructure connects members to other community resources: educational programs, food and nutrition, housing and transportation.

Healthy Beginnings at Home

In 2018, a staggering 136 infants died before their 1st birthday in one Ohio County alone. Meanwhile, research suggested that housing instability could increase a woman's risk of premature birth by 200%. Could the two statistics be related?

Our **Healthy Beginnings at Home** program began with that question and the goal of reducing these grim numbers. The program offers subsidized housing to 50 low-income, pregnant women in unstable housing.

OF THE 50 WOMEN IN THE STUDY:



51* live births

of babies that are
still happy and healthy

87% of babies born
were at a **healthy birth weight**



0% of babies
were born **pre-term**



MORE THAN **18,000**
members supported
through **incarceration transition**

OVER **12,000**
Community Connections Made



171 Grants

Awarded by the CareSource
Foundation in 2019

Supporting the Most Vulnerable

CareSource Life Services continues to create sustainable local collaborations to increase success for the most vulnerable. In collaboration with the **CareSource Foundation®** we have embraced the complex issues that often confound other insurers. Our holistic approach to health care becomes vital as we help members with clinical care and the societal factors that affect wellness like housing, employment, foster care and even the criminal justice system.