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# Health & Wellness Program

## About

The CHA-HCV Health & Wellness Program (HWP) was created in June 2022 to offer support to current HCV participants. The HWP provides individual and family therapy, case management, and can help participants find care in their community. The HWP also helps participants find general resources for basic needs.

All services delivered by the HWP are completely free with no insurance required. Services are confidential and do not impact any housing support a participant is receiving. Anyone listed on the voucher living in the home starting at age 6 and older can participate in this program. Participation is voluntary.

*\*This program DOES NOT offer crisis call or court mandated treatment. If in crisis or feeling unsafe please call 911, 988, or visit your nearest emergency department. Staff do not monitor any mailboxes for crisis calls.*

## What Can You Expect

Participants will receive a response within 1-2 business days after contacting the program. Those who request mental health treatment can expect to complete a detailed intake. Those seeking case management can expect to meet with program staff to discuss challenges in their daily life to find supportive resources.

Program staff will not share any information about services participants are receiving through the HWP without consent from the participant. There may be times when a participant requests support the HWP cannot provide or may benefit from a different level of care, if this happens program staff will work with participants to find other options.

## **Approach to Care**

Program staff believe in creating a safe space for participants where they are seen and respected. We are also aware that participants may face life challenges every day that can create stress or uncertainty related to housing and other basic needs. All participants can expect to be met with acceptance, compassion, and consistency in the quality of care received.

We look at what participants goals are and how to work with them by building on their strengths. We do not view a person having mental health or other needs as them being a “problem”. Our intent is to support participants on their unique journey towards maintaining stable mental health. Our approach considers the whole person which includes the individual, their social, and cultural environments.

## **How to Connect**

If you are an active HCV voucher holder or a person listed on the voucher living in the home, you can email the HWP at [clinicalsupport@thecha.org](mailto:clinicalsupport@thecha.org) or call 312-935-2634. Please include your name and voucher number in your message.

Anyone who is *NOT* an active HCV voucher holder but would like to refer an active voucher holder to the program please email [fairhousing@thecha.org](mailto:fairhousing@thecha.org).

## **Alternative Resources**

*The following helpline numbers can provide you with information on other mental health resources.*

National Alliance on Mental Illness (NAMI) Helpline: 833-234-6343

City of Chicago Department of Public Health: 312-747-9884

## **About the Health & Wellness Program**

The HWP delivers comprehensive care to children, adolescents, adults, and older adults across diverse settings. Areas of expertise include addressing mood disorders, substance use, trauma, and psychosis in both chronic and acute forms.

Acknowledging the courage it takes to seek mental health support, the HWP adopts a collaborative approach to care. This methodology emphasizes empowering clients by identifying and leveraging their strengths to foster resilience, self-efficacy, and overall well-being.

The HWP is dedicated to providing empathetic, client-centered support, guiding individuals through their journey of recovery, healing, and personal growth.