



A Member's Perspective:

Thorough Supportive Care During a Tough Housing Transition

Last Thanksgiving, Jolie* was forced to find last-minute housing or face homelessness. The housing facility she was living at shut down without warning. Jolie wasn't facing the change alone, either. Her beloved dog, Candy is her favorite source of love and support – a companion she does not want to be without.

"A dog gives me the love that I need. I care for her like I cared for my kids. I'm much better with Candy than I was without her."

Jolie says without UnitedHealthcare her experience would have been devastating. "I would have completely sat down and cried. I wouldn't have known what to do."

Her support team from UnitedHealthcare was with her every step of the way to ensure that more than her basic needs were met. Through thoughtful coordination and honoring her mental and emotional needs, they were able to find a good home for Jolie in the nick of time – and even brought in a mobile veterinary health unit to ensure that Candy was able to get the vaccinations needed to make the move to Jolie's new home.

At her new placement, Jolie was given new necessities like soap and shampoo that were donated by partner organizations of UnitedHealthcare. She also brought along some personal belongings after undergoing a mandatory sanitation process for extra health and safety measures – something her care team helped with. Jolie says it's the little touches that make her new home so special to her. Through the dedication and support provided by her care team and other community partners, Jolie is now housed in an environment where she can thrive and feel her best.

"My place gets cleaned daily and we go to the store once a week. The people are so nice... It was a blessing. God planned it that way, so we'd have a good Thanksgiving and Christmas, and we've moved into the new year with a new life."

A feeling of deep gratitude that Jolie has that inspires her to be more creative and active.

"I have a good attitude. I am coloring more. I do art. I want to get paints and paint a picture."

Jolie is among many residents who have found renewed hope in their unexpected placements because of UnitedHealthcare.

"UHC has been so good to me. UHC is like a mom to me I can call them when I have a problem."

