

CHOICE 2025 Regional Well-Being Report

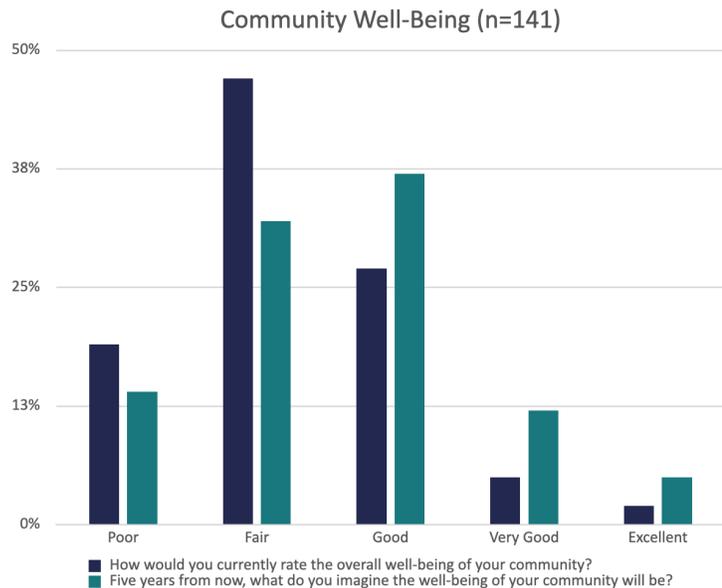


Social connection, or its inverse, isolation, affects our biology, psychology, and behaviors, all of which impact our health outcomes.

Individuals' self-assessment of well-being includes their ability to meet basic needs as well as subjective measures of connection, purpose, and belonging.

Self-Assessment

- Community members have hope for the future
 - Hope drives action. When people have hope for the future, they are more likely to engage in behaviors that support their health and well-being.



- People report being more likely to access services or resources if they feel welcome. Some of the things that help people feel welcome are being able to access resources in their own language, receiving peer support from other people with lived experience, or feeling seen as a “whole” person.
 - **Success is achieved through engaging trusted messengers and community leaders in project planning and implementation.**
- Everyone needs a cheerleader: care coordination and peer support can improve access to and participation in services.

How does the CHOICE Community Care Hub support well-being?



- The CHOICE Community Care Hub is a community-based care coordination program where people work with community organizations to receive comprehensive, tailored support to meet their unique needs.
- **Capacity growth:** Served 40% more clients (1,588 to 2,237) from October 2024 to September 2025; **capacity and referrals** continue to rise.
- **Client satisfaction: 100% felt heard, 100% would recommend, 91% had needs met** by their Community-Based Worker (CBW)
- From the [Surgeon General's report](#) on Loneliness and Isolation, **CBWs boost engagement** by providing **emotional and practical support**, promoting health behaviors. When CBWs help clients make sure their basic needs are met, clients are better able to make decisions and engage in activities that support their overall well-being, experience of social connection, and reduce feelings of loneliness.

When people have meaningful social connections and feel heard, they are more likely to engage in healthy behaviors.

CHOICE will prioritize supporting individual and community well-being in 2026 and beyond by:

- Strengthening our network and growing capacity
- Actively seeking and building partnerships with individuals or organizations providing services that improve healthcare access and outcomes for community members.
- Advancing public education and awareness efforts, such as to reduce the SNAP Gap, or the number of people who are eligible but not participating in SNAP benefits.
- Continuing to promote our theory of change that connection creates health, such as promoting opportunities to develop and cultivate "Third Spaces".
- Improving client outcomes and experience
- Listening to the community and partners to understand and elevate the client experience.
- Increasing evaluation and oversight of client experience in Community Care Hub.
- Turning data into action.
- Being transparent with data by developing a partner and community-facing data dashboard that tracks key metrics around client experience and outcomes.