

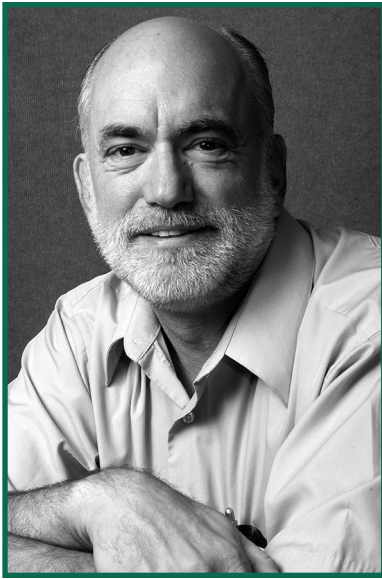
NATIONAL HEALTH CARE FOR THE HOMELESS CONFERENCE & POLICY SYMPOSIUM

**HOUSING
+ HEALTH CARE
= HUMAN RIGHTS**



Jointly sponsored by Vanderbilt University School of Medicine and the National Health Care for the Homeless Council

May 16-18, 2012 | Kansas City, Missouri



Welcome to the 2012 National Health Care for the Homeless Conference and Policy Symposium!

The Program that follows is broad and deep, and amazing in its complexity. It directly reflects tremendous work being done on many fronts to break the fatal connections between homelessness and poor health. As you begin the difficult task of choosing which of the powerful workshops you will attend, try to step back and absorb the whole, and be mindful of your own part in the profound work of Health Care for the Homeless.

We are able to present a Program of this quality because of the generosity of the presenters, who are not paid to share with their colleagues their remarkable work, but who do so out of their commitment to the mission that we share. Please join me in thanking them, and honor their presentations with questions and contributions of your own, for the active participation of everyone at this conference is the real key to its success.

Thanks also to the Education Committee of the National HCH Council, which oversaw Conference planning, to the members of other Council committees who participated in proposal reviews, and to the extraordinary staff of the Council, whose work shines so brightly throughout this event. We could not have done this without the support of the Health Resources and Services Administration.

If we have accomplished our purpose, you will leave Kansas City with new practical knowledge and renewed zeal for your work, better equipped to help assure that the right to health care and the right to housing are realized for all of our neighbors.

Thank you for coming.

John N. Lozier
Executive Director
National Health Care for the Homeless Council

WELCOME





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Tuesday May 15

- 6:00 AM-5:00 PM Registration
- 8:00 AM-4:30 PM Pre-Conference Institutes
- 5:00-6:00 PM Policy Committee & HCH Clinicians' Network Meeting
- 5:00-7:00 PM National Consumer Advisory Board Orientation
RCPN Network Steering Committee Meeting
- 6:00-7:00 PM HCH Clinicians' Network Steering Committee Orientation
- 7:00-8:30 PM Movie Showing: *U.S. Health Care: The Good News*
- 5:00-9:00 PM Exhibitor Set-Up

Wednesday May 16

- 6:00 AM-5:00 PM Registration
- 6:00-8:00 AM Exhibitor Set-Up
- 7:00-8:15 AM Breakfast and Roundtable Discussions
- 8:15-9:45 AM Plenary Session
- 9:45-10:00 AM Coffee Break
- 10:00-11:30 AM WORKSHOPS I
- 11:30 AM – 1:00 PM General Luncheon
National Consumer Advisory Board Business Meeting & Luncheon
Using the Arizona Self Sufficiency Matrix in Assessment Luncheon
Health & Homelessness Among Veterans:
Experiences of HCH Grantees in Service Provisions Luncheon
- 1:00-2:30 PM WORKSHOPS II
- 2:30 PM-3:00 PM Coffee Break
- 3:00-4:30 PM WORKSHOPS III
- 5:00-6:00 PM HCH Clinicians' Network Membership Meeting
- 5:30-9:30 PM Welcoming Reception and Karaoke
- 9:00-11:30 PM Bus rotations to Power & Light District downtown



Thursday May 17

- 7:00-8:15 AM Breakfast and Roundtable Discussions
8:15-9:45 AM Plenary Session
9:30-10:00 AM Coffee Break
10:00-11:30 AM WORKSHOPS IV
11:30 AM-1:00 PM General Luncheon
National HCH Council Governing Members' Luncheon
Nova Southeastern University Luncheon
1:00-2:30 PM WORKSHOPS V
2:30-3:00 PM Coffee Break
3:00-4:30 PM WORKSHOPS VI
5:00-6:00 PM Rally at Washington Square Park
HCH Clinicians' Network Steering Committee Meeting
7:00-8:30 PM Movie Showing: *Give Me A Shot of Anything: House Calls to the Homeless*

Friday May 18

- 9:00-10:30 AM WORKSHOPS VII
10:30 AM Site Tour of Kansas City Free Clinic and Swope Health Services
11:00 AM-12:30 PM WORKSHOPS VIII



TUESDAY MAY 15

6:00 AM-5:00 PM **Registration** *Outside Sheraton Grand Ballroom*

8:00 AM-4:30 PM **PRE-CONFERENCE INSTITUTES**

On Tuesday, May 15th, five daylong pre-conference institutes will offer in-depth looks at topics and advanced training for serious participants;

Act Locally: Participating in Grassroots Advocacy in Your Community *Chouteau B*

Motivational Interviewing: Building on The Basics *Atlanta AB*

Coming of Age: Medical Respite Care and Health Reform *Chicago ABC*

Improving Chronic Pain Management for Individuals Who Are Homeless through Research and Evidence-Based Practices *Empire ABC*

**Transformation to a Patient Centered Medical Home:
Engaging Leadership, Community, and Consumers** *Van Horn ABC*

5:00-6:00 PM **Policy Committee & HCH Clinicians' Network Joint Meeting** *Chouteau B*

5:00-7:00 PM **National Consumer Advisory Board Orientation** *Chouteau A*

Respite Care Providers' Network Steering Committee Meeting *Chicago ABC*

6:00-7:00 PM **HCH Clinicians' Network Steering Committee Orientation** *Empire BC*

7:00-8:30 PM **Movie Showing: U.S. Health Care: The Good News** *Empire A*

5:00-9:00 PM **Exhibitor Set-Up** *Outside Sheraton Grand Ballroom*

WEDNESDAY MAY 16

6:00 AM-5:00 PM **Registration** *Outside Sheraton Grand Ballroom*

6:00-8:00 AM **Exhibitor Set-Up** *Outside Sheraton Grand Ballroom*

7:00-8:15 AM **Roundtable discussion:
American Public Health Association Caucus on Homelessness** *Chicago A*

**Roundtable discussion:
Health Reform: Implementation Facts & Strategies** *Chicago B*

**Roundtable discussion:
Childhood Obesity & Homelessness** *Chicago C*

8:15-9:45 AM **Plenary Session** *Sheraton Grand Ballroom*

9:45-10:00 AM **Coffee Break Outside** *Sheraton Grand Ballroom*



WEDNESDAY MAY 16

10:00-11:30 AM

WORKSHOPS I

An Update on the 5 – Year Plan to End Veterans’ Homelessness *Chicago B*

Awakening Skills Class: Behavioral Treatment for Substance Use in Seriously Mentally Ill Persons *Chicago C*

Behavioral Health and Diabetes: Bi-Directional Interaction *Benton B*

Building Bridges with Law Enforcement *Van Horn BC*

Centering Primary Care on the Concerns of Homeless Patients: From Program Design to Program Measurement *Chouteau A*

Enhancing Health Care Outcomes with Quality Improvement Tools *Empire B*

Harm Reduction in Medical Respite *Empire C*

Making Your Vote Count! Getting Ready for the 2012 Elections *Chicago A*

Operation CHOICES: Promoting Healthy Food and Fitness for Families Living in Emergency Housing *Van Horn A*

The Implications of Medicaid Reform on Homeless Children: Overview of Health Center Priorities *Empire A*

The Missing Link: Integrating Employment Programming for People Experiencing Homelessness into Services and Systems of Care *Benton A*

The Nuts and Bolts of Achieving Patient Centered Medical Home Recognition: Yakima Neighborhood Health Services *Chouteau B*

11:30 AM – 1:00 PM

General Luncheon *Sheraton Grand Ballroom*

NCAB Business Meeting & Luncheon *Chicago B*

Using the Arizona Self Sufficiency Matrix in Assessment Luncheon *Chicago A*

Health & Homelessness Among Veterans:

Experiences of HCH Grantees in Service Provision Luncheon *Chicago C*



WEDNESDAY MAY 16

1:00-2:30 PM

WORKSHOPS II

Changing EMS Provider Attitudes towards Homeless Individuals *Empire B*

Creating Opportunities for Health Homes through Permanent Supportive Housing *Van Horn BC*

Epidemiology, Evaluation, and Data Management Impact for Homeless Populations *Empire A*

Global Homelessness: Connecting the Dots between Homelessness and the Structure of Society *Chicago B*

Homeless Care in the Rural/Urban County *Chouteau A*

Housing the 'Unhouseable': A Unique Approach through Holistic Health Focused Housing in a Small Canadian Community *Empire C*

Ready, Set, Go: The Road to Meaningful Use of EHR's *Chicago A*

SOAR (SSI/SSDI, Outreach, Access, and Recovery): Using Your Collaborative Spirit to Expedite the Benefits Process and Increase Access to Healthcare and Housing *Van Horn A*

Traumatic Brain Injury among Homeless Persons: Current State of the Science and Clinical Implications *Chouteau B*

Update on Mortality among Homeless Individuals: Implications for Policy and Practice *Chicago C*

2:30 PM-3:00 PM

Coffee Break *Outside Sheraton Grand Ballroom*



WEDNESDAY MAY 16

3:00-4:30 PM

WORKSHOPS III

A Study of a Lack of Diffusion: The Case of Nicotine Anonymous *Empire A*

**Diabetes Awareness to Reach Excellence:
Making a Difference for Homeless People through
Innovation and Integration** *Chicago C*

**Housing is an Evidence-Based HIV Prevention Intervention/Health and Housing:
Women Living with HIV/AIDS in Supportive Housing** *Benton B*

**How to Optimize the Care of Lesbian, Gay, Bisexual, and
Transgender People in HCH Programs** *Chouteau A*

Integration of Behavioral Health and Primary Care *Van Horn BC*

Medicaid and CHIP in 2014: A Seamless Path to Affordable Coverage *Chouteau B*

**Reducing Excessive Emergency Department Use by Homeless Individuals:
A Collaboration between Respite Care and Hospitals in Boston** *Van Horn A*

Strategic Sharing:

Telling Your Story in a Meaningful and Memorable Way *Chicago A*

The Carrot vs. the Stick:

Promoting Productivity and Quality in HCH Projects *Empire B*

Trauma-Informed Care for Managers *Empire C*

Undercover Grant Writing! *Chicago B*

**What Does ALGEE Have To Do with Mental Health?
An Introduction to Mental Health First Aid** *Benton A*

5:00-6:00 PM

HCH Clinicians' Network Meeting *Chicago A*

5:30-9:30 PM

Welcoming Reception and Karaoke *Sheraton Grand Ballroom*

9:00-11:30 PM

Bus rotations to Power & Light District downtown *Departing from lobby*



THURSDAY MAY 17

7:00-8:15 AM

Roundtable discussion:

National Health Care for the Homeless Council Membership Opportunities

Chicago A

Roundtable discussion: Community Voicemail *Chicago B*

Roundtable discussion: Achieving Patient Centered Medical Home *Chicago C*

Practice-Based Research Network/ Research Coordinating Committee Breakfast

Chouteau A

Join the Education Committee at designated tables for breakfast in the ballroom

8:15-9:45 AM

Plenary Session *Sheraton Grand Ballroom*

9:30-10:00 AM

Coffee Break *Outside Sheraton Grand Ballroom*

10:00-11:30 AM

WORKSHOPS IV

Bureau of Primary Health Care Update *Sheraton Grand Ballroom*

Bringing It Home:

Successful Service Models in Permanent Supportive Housing *Chouteau A*

Caring for Homeless Sex Offenders in the Community Setting:

A Collaborative Approach *Van Horn BC*

Creating a Community Coalition to Address Traumatic Brain

Injury among Persons who are Homeless *Empire C*

HeartBeets: Bringing Nutrition to the Table *Van Horn A*

How to Expand HCH for Residents of Public Housing *Benton B*

Implementing a Standardized Tracking System for

Documenting Enabling Services: Results of a Pilot Project *Empire A*



THURSDAY MAY 17

10:00-11:30 AM

WORKSHOPS IV

Innovation at Hospital Discharge:

Improving Transitions for Patients Facing Homelessness *Chicago C*

Integrated Behavioral Health and Primary Care in a Homeless FQHC:

Becoming a Patient-Centered Medical Home *Chicago B*

Managed Alcohol for Chronic Street Alcoholics: 10 Years of Learning *Chouteau B*

New Opportunities: A New Direction for Homeless Men and Women to Work and Learn while Becoming Certified Community Health Workers within a Community College Setting *Chicago A*

Strategies to Increase Immunization Rates in an Urban Mobile Homeless Program *Empire B*

CONFERENCE SCHEDULE MAY 17



THURSDAY MAY 17

11:30 AM-1:00 PM

General Luncheon *Sheraton Grand Ballroom*
National HCH Council Governing Members' Luncheon *Empire A*
Nova Southeastern University Luncheon *Chicago A*

1:00-2:30 PM

WORKSHOPS V

Advancing Primary Care Training in HCH *Van Horn BC*
A Short Term Outpatient Buprenorphine Detoxification Program for Clients of a Harm Reduction Clinic on Skid Row *Van Horn A*
Best Practices to Coordinate Mobile Medical Care, Outreach Services, and EHRs *Benton A*
Breaking Down Silos *Empire A*
Critical Time Intervention Implementation: A Case Study *Chouteau A*
Healthcare is a Human Right: Organizing to Win Healthcare for All *Empire C*
HIV in Primary Care: An Integrated Approach *Benton B*
Partnering with Homeless Youth: An Exercise in Community-Based Participatory Research To Aid in Health Care Delivery *Chicago C*
Strategic Thinking and Successful Collaborations: Developing Your Federally Qualified Health Center *Chicago B*
Successful Strategies for addressing Barriers to Housing Retention *Chouteau B*
The National HIV/AIDS Strategy for HCH Programs *Chicago A*
Women in Need Klinik (WINK): One-Stop Health Care Service *Empire B*

2:30-3:00 PM

Coffee Break *Outside Sheraton Grand Ballroom*



THURSDAY MAY 17

3:00-4:30 PM

WORKSHOPS VI

**Addressing Tuberculosis in Persons Experiencing Homelessness:
An Update** *Van Horn BC*

Bringing Recovery Supports to Scale in HCH Settings *Van Horn A*

**Delivering Integrated Health Care and Behavioral Health Services to
Homeless People with the Coordinated Case Management System
Database in San Francisco** *Chicago C*

**Housing-Focused Outreach: Building A New Model of
Outreach and Engagement** *Chicago A*

**Leveraging Our Strengths and Overcoming Challenges:
The Boston PCMH Implementation Experience** *Empire A*

**Preventing Crises before They Happen:
Creating a Safer Treatment Environment through
Non-Violent Intervention** *Benton B*

**Providing Medical and Mental Health Care in Housing to a
Former Chronically-Homeless Street Dwelling Population** *Chicago B*

**Reducing Disaster Vulnerability for Consumers through a
Peer-To-Peer Emergency Preparedness Training** *Chouteau A*

**The Role of Specialized Medical Respite Care in Treating
HIV-Positive Homeless Adults** *Empire C*

**The Transition to Medicaid Managed Care for Homeless New Yorkers:
An Examination of the Mechanisms to Ensure Continuity of Care for
Patients and the Financial Stability of Providers** *Empire B*

**Use of the HEADSSSS Assessment with Homeless Heterosexual and
Homosexual Youth: A Practical Psychosocial and Behavioral
Assessment Tool** *Chouteau B*

Tools You Can Use:

An Introduction to Resources Provided by the National HCH Council *Benton A*

5:00-6:00 PM

Rally at Washington Square Park *departing from lobby at 4:45 PM*

HCH Clinicians' Network Steering Committee Meeting *Chicago A*

7:00-8:30 PM

Movie Showing: Give Me A Shot of Anything: House Calls to the Homeless *Empire A*



FRIDAY MAY 18

9:00-10:30 AM

WORKSHOPS VII

Creating a Comprehensive and Integrated Curriculum in HCH for Medical Learners: Challenges, Controversies, and Rewards *Empire B*

Creating a Sustainable Model for Respite and Community-Based Integrated Health Care through Innovative Approaches to Advocacy and Collaboration, Part I *Empire A*

Overdose Prevention in HCH Settings *Chicago A*

Patient Centered Medical Home and Its Impact on HCH *Chicago C*

Spare Some Social Change? Integrating Service and Advocacy to Prevent and End Homelessness *Chouteau B*

STD's and Other Infectious Diseases: They're Catchy *Van Horn BC*

The Serial Inebriate Program: A Collaborative Approach to Working with Homeless Alcoholics *Van Horn A*

10:30 AM

Site Tour of Kansas City Free Clinic and Swope Health Services
Departing from lobby

11:00 AM-12:30 PM

WORKSHOPS VIII

Creating a Sustainable Model for Respite and Community-Based Integrated Health Care Through Innovative Approaches to Advocacy and Collaboration Part II *Empire A*

Advanced Housing Placement:

Barriers to and Strategies for Housing Complex Patients *Chicago A*

Establishing and Maintaining a Consumer Advisory Board *Chouteau B*

National Outreach Guidelines for Underserved Populations *Van Horn BC*

State Medicaid Collaboration for Serving High-Users in Permanent Supportive Housing *Chicago C*

The State of HIV in Primary Care:

Findings from the Second Annual State of HIV Primary Care Survey *Chouteau A*

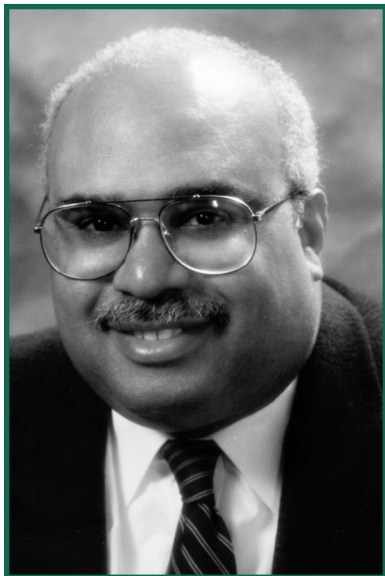
Translating the Evidence: Training Service Providers to Work with Youth Experiencing Homelessness Who Self-Identify as LGBTQ *Chicago B*

Using the Motivational Interviewing Treatment Integrity Tool to Enhance Skills in Motivational Interviewing *Empire B*



SUSAN L. NEIBACHER ADDRESS

The Susan L. Neibacher Address honors the memory of an early President of the National HCH Council, a social worker who founded Care for the Homeless in New York City and who insisted that systems-level advocacy is an essential component of the HCH model of care.



Georges Benjamin, MD, Executive Director of the American Public Health Association, will deliver the Susan L. Neibacher Address to open the 2012 National Health Care for the Homeless Conference on Wednesday, May 16th.

Dr. Benjamin, well known in the world of public health as a leader, practitioner and administrator, has been the Executive Director of the APHA, the nation's oldest and largest organization of public health professionals, since 2002. He came to that post from his position as Secretary of the Maryland Department of Health and Mental Hygiene. Benjamin became Secretary of Health in Maryland in 1999, following four years as its Deputy Secretary for Public Health Services. As Secretary, Dr. Benjamin oversaw the expansion and improvement in the state's Medicaid program.

Named one of the top 25 minority executives in healthcare by Modern Healthcare Magazine in 2008, Dr. Benjamin was also voted amongst the 100 most powerful people in healthcare in 2007 through 2010 and one of the nation's Most Powerful Physician Executives in 2009 & 2010.

AWARD PRESENTATION

HCH CLINICIANS' NETWORK
Joining Hands. Healing Lives.



HCH Clinicians' Network Lifetime Achievement Award Michelle Nance, NP, RN, MSN, Chair-Elect of the HCH Clinicians' Network will present two major awards. The Network's Lifetime Achievement Award goes posthumously to Susan Poff, MD, of San Francisco. The annual Award for Outstanding Service recognizes the work of Melissa Berrios, MSW, of Philadelphia.

WELCOME REMARKS

Welcoming remarks by National HCH Council President Bob Donovan, MD, Cincinnati Health Care for the Homeless Program, and Executive Director John Lozier, MSSW.



“Between the Feds and the Field” – A Panel Discussion

Conference attendees will participate in a panel discussion between federal officials and a panel of Health Care for the Homeless experts from the field during the plenary session on Thursday, May 17th. Text your questions in advance or during the panel discussion to be a part of the discussion. Just text “NHCHC (your question here)” to the number 66937. Make sure to provide a space between NHCHC and your question within the text message.

Federal Panel

CMS: Jennifer Ryan; Deputy Director for Policy, Children and Adults Health Programs Group, Center for Medicaid, CHIP and Survey & Certification, Centers for Medicare and Medicaid Services

HRSA: James Macrae, MA, MPP; Associate Administrator, Bureau of Primary Health Care, Health Resources and Services Administration

SAMHSA: Tison Thomas, MSW; Public Health Advisor, Co-occurring and Homeless Activities Branch, Center for Substance Abuse Treatment, Substance Abuse and Mental Health Services Administration

HCH Community Panel

Clinician: Barbara Wismer, MD, MPH; Physician, Tom Waddell Health Center, San Francisco, California; Director, HCH Practice-Based Research Network

Administrator: Robert Taube, PhD, MPH; Executive Director, Boston Health Care for the Homeless Program, Boston, Massachusetts

Front line worker: Debbian Fletcher-Blake, APRN, FNP; Assistant Executive Director, Care for the Homeless, New York, New York

Consumer: Joseph Benson; Group Volunteer and Community Outreach, SEARCH Homeless Services, Houston, Texas; Co-Chair of the National Consumer Advisory Board (NCAB)

Moderator

USICH: Jennifer Ho; Deputy Director, U.S. Interagency Council on Homelessness



AWARD PRESENTATION

Ellen Dailey Consumer Advocate Award presented by National Consumer Advisory Board Co-Chair Tom Rossi to Cary Carner (Denver, CO) and Sue Campbell (Las Cruces, NM) recognizing their contributions to the field and local efforts to work for housing, healthcare, and human rights.

**National Consumer
Advisory Board**



Poster presentations are located on the lobby level. Presenters will be available during scheduled breaks for engagement opportunities.

Saffron Strand Model: An Innovative Approach to Get the Homeless Back to Work
Presented by: Yvonne Nair, BS, Chief Executive Officer, Saffron Strand, Richmond, CA

The Federal Health Care for the Homeless Program and the Patients It Serves
Presented by: Jasmine Taylor, MD Candidate, University of Chicago, Pritzker School of Medicine, Chicago, IL

Caring for the Homeless Elderly of San Francisco's Tenderloin District: Four Case Studies of Homeless Seniors that Explore Barriers and Pathways to Care
Presented by: Alana Kane, RN, MS, NP, Curry Senior Center, San Francisco, CA

Hands in Partnership: Baltimore's Model for a Collaborative Approach to Multi-Disciplinary Street Outreach
Presented by: Mark Slater, LCSW, Adult Services Manager, Metropolitan Family Health Network, Baltimore, MD

Using Soccer as a Tool to Engage and Assist Homeless People
Presented by: James Bastian, RN, Outreach Team Nurse, Case Manager, Washtenaw County Project Outreach Team, Ann Arbor, MI; Linda Bacigalupi, MS, LLP, Jail Diversion Specialist, Washtenaw County Project Outreach Team, Ann Arbor, MI

Homeless Collaboration and the Vulnerability Index
Presented by: Dana Grant-Kroll, MBA, Director of Administrative Operations, Chair of Homeless Collaborative, Watts Healthcare Corporation, Los Angeles, CA

Development of a Pilot Study of Effective Smoking Cessation Interventions for Individuals with Severe Mental Illness who are Homeless or Vulnerably Housed
Presented by: Donna Pettey, MSW RSW PhD Candidate, Population Health, Director of Operations, Canadian Mental Health Association Ottawa Branch, Ottawa, Ontario; Kerri-Anne Mullen, MSc., PhD Student, Population Health, Network Manager of the Ottawa Model of Smoking Cessation, University of Ottawa Heart Institute, Ottawa, Ontario; Annette Bracfield, MScN, Nurse Practitioner, Manager, Nursing Practice, Canadian Mental Health Association Ottawa Branch, Ottawa, Ontario



Poster presentations are located on the lobby level. Presenters will be available during scheduled breaks for engagement opportunities.

Building a Pediatric Medical Home for Homeless Families

Presented by: Joseph Crottigini, MPH, Medical Case Manager, The Center for the Vulnerable Child, Children's Hospital and Research Center, Oakland, CA

Homelessness, Housing, and Health Geography - The Impact of Housing on the Health of Chronically Ill, Long-Term Homeless Adults

Presented by: Dawn Petroskas, PhD candidate, RN, Health Services Manager, Catholic Charities of St. Paul and Minneapolis, St. Paul, MN

Barriers and Potential Solutions to Emergency Preparedness for Individuals Experiencing Homelessness

Presented by: Karthik R. Sivaraman, MPH Candidate, Intern at the Institute for Disaster and Emergency Preparedness, College of Osteopathic Medicine, Nova Southeastern University

Health Care for the Homeless: An Aging Demographic 2006 to 2010

Presented by: Jennifer H. Aborn Russo, MS-IV, University of Massachusetts Medical School, Worcester, MA

SALUDos Migrant Farmworker Collaborative: A Case-Based Example of a Homeless Healthcare Program's Integration of Behavioral Health and Primary Care to Improve Health Outcomes

Presented by: Sara L. Doorley, MD, Valley Homeless Healthcare Program, Santa Clara, CA

Bwell - An Integrated Behavioral Healthcare Program for the Underserved and Homeless Population

Presented by: Julie H. Baker, LMFT, BWell Program Coordinator, Ritter Center, San Rafael, CA

Community Based Health and Wellness Programming Improves Health and Healthcare and Simultaneously Decreases Costs

Presented by: Kim Saiswick, RN, EdD, LMHC, Director of Community Outreach, Holy Cross Hospitale, Fort Lauderdale, FL



ROUNDTABLE DISCUSSIONS

For the two full days of the conference, participants gather during the breakfast hour to take up special topics that inform others and build meaningful relationships in the field. Roundtables occur between 7:00 and 8:15 AM in Chicago rooms A, B, and C. May 16th discussions will focus on American Public Health Association Caucus on Homelessness, Childhood Obesity and Hunger, and Health Reform: Implementation Facts and Strategies. May 17th will focus on National HCH Council Membership Opportunities, Community Voicemail services, and Achieving Patient Centered Medical Home. Participation is open to all interested parties.

SPECIAL LUNCHEONS

New to the conference this year are special educational opportunities during the lunch hour. On May 16, the formal presentations are “*Using the Arizona Self Sufficiency Matrix in Assessment*” by Yakima Neighborhood Health Services and “*Health and Homelessness among Veterans: Experiences of HCH Grantees in Service Provision*” by Sarah Knopf, National Health Care for the Homeless Council. On May 17th, Nova Southeastern University will present on educational curriculum development in the HCH field.

CONSTITUENCY MEETINGS

The National HCH Council includes organized constituencies that provide opportunities for you to participate at the national level. View the conference schedule to learn more about the activities involved with each group. The Respite Care Providers’ Network conducts a full-day pre-conference institute. The National Consumer Advisory Board and the Council HCH Clinicians’ Network host a number of evening meetings on-site. All events except for Steering Committee meetings, new member orientations, and the Governing Members’ luncheon are open to all conference participants.

12-STEP MEETINGS

Self-directed 12 Step Meetings will occur in the Norhtrup room at 7:30AM and 5:30PM on Wednesday and Thursday during the conference. If you are interested in facilitating a 12-step meeting, please sign up at the registration area to get connected with others attending the conference.



Objectives

After participating in this CME activity, participants should be able to describe and discuss:

- Unique elements of the HCH approach to patient care
- The experiences of consumers of HCH services, clinicians serving homeless people, and advocates for homeless people throughout the nation, as they work to maintain clinical quality, consumer participation, and interdisciplinary approaches in clinic care
- The systemic realities of barriers to care and methods to remove those barriers at clinic and community levels

Faculty Disclosure

It is the policy of Vanderbilt University School of Medicine and the National Health Care for the Homeless Council to require disclosure of financial relationships from individuals in a position to control the content of a CME activity; to identify and resolve conflicts of interest related to those relationships; and to make disclosure information available to the audience prior to the CME activity. Presenters are required to disclose discussions of unlabeled/unapproved uses of drugs or devices during their presentations.

All course directors, planners, and speakers indicated no financial relationships to disclose.

Accreditation

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of Vanderbilt University School of Medicine and the National Health Care for the Homeless Council. Vanderbilt University School of Medicine is accredited by the ACCME to provide continuing medical education for physicians.



Designation of Credit

Vanderbilt University School of Medicine designates this live activity for a maximum of 21.5 *AMA PRA Category 1 Credit(s)*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

1. To obtain credit for your participation in today's activity, complete the Documentation of Attendance form, which you will receive via email at the close of the conference.
2. You will receive email notification of online credit availability 1-2 weeks after data is submitted to Vanderbilt CME.
3. You may access your record of participation at anytime by visiting the Division of CME web-site at www.cme.vanderbilt.edu and following the instructions to obtain a transcript.

CMEs are typically applicable and transferable for a variety of health professions, including nursing, social work, and alcohol and drug counseling. Please check with your credentialing body to verify.

Commercial Support

This educational activity received no commercial support.

Exhibits

The sponsors express appreciation to the following companies for their support of this educational activity by providing exhibit fees:

- Social Solutions
- Foothold Technology
- Mutual Insurance Companies of America
- Centers for Medicare and Medicaid Services
- Fenway Institute



2013 National Health Care for the Homeless Conference & Policy Symposium Hyatt Regency Washington on Capitol Hill | March 14 – 16, 2013

The 2013 National Health Care for the Homeless Conference & Policy Symposium call for proposals is open.

Proposals are due by **midnight, PDT, August 24, 2012.**

The National Health Care for the Homeless Council is accepting proposals for workshop and pre-conference presentations for the 2013 National Health Care for the Homeless Conference & Policy Symposium in Washington, D.C. March 14 –16, 2013. Drawing on the expertise and commitment of more than 700 attendees from across the United States, the National Conference is broadly inclusive of Health Care for the Homeless staff, consumers and board members, providers of health care and support services to homeless people, government officials, academicians, health professions students and advocates.

We seek proposals that educate and encourage audiences in the following:

- Key elements of Health Care for the Homeless practice;
- Enhanced knowledge and advanced skills for working in homeless health care;
- Increased consumer participation in all aspects of Health Care for the Homeless;
- Effective change in public policy and advocacy;
- Evidence-based practices and programs;
- Recent advances in the field of health care delivery and
- Collaboration among social service systems and other interested organizations (i.e. universities, faith-based, etc.)



2013 National Health Care for the Homeless Conference & Policy Symposium Hyatt Regency Washington on Capitol Hill | March 14 – 16, 2013

Pre-Conference Institutes

Pre-conference institutes occur during the day prior to the start of the National Conference on Wednesday, March 13th, as symposia which feature multiple presentations around a general theme, often with the presentations building upon one another. Pre-conference institutes allow the opportunity to explore topics in greater depth and detail than can be accomplished in a workshop, and a chance to discuss specific issues in small groups with colleagues from across the country. Preference will be given for advanced level pre-conference institute proposals.

Workshops

The two and a half day national conference consists of more than 70 workshops. Workshops are 90 minute sessions including powerpoint presentations, group exercises, and/or roundtable discussions focusing on a particular topic.

Compensation

- The conference registration fee will be waived for two workshop presenters per workshop and pre-conference.
- Speaker fees and compensation for travel and accommodation are not available.

View the full call for proposals and submit online at www.nhchc.org.

2013 CALL FOR PROPOSALS



SITE TOUR

Departing from the lobby of the Sheraton Kansas City Hotel at Crown Center on the closing day of the conference, guests can take a two-minute shuttle to visit the Kansas City Free Clinic, the oldest free clinic in the United States. Or you can take a longer trip to Swope Health Services, an FQHC and HCH grantee which provides affordable primary health care services to 40,000 patients in five clinic locations. 90 percent of patients live below the poverty level. Buses depart for the first tour at 10:30 AM on Friday, May 18th and continue every fifteen minutes until the final bus departs at 11:30 AM. Sign up for a tour at the Conference Registration table by Thursday evening in order to reserve a place and schedule your tour. Meet in the hotel main lobby just prior to your departure time.

NATIONAL CONSUMER ADVISORY BOARD HOSPITALITY ROOM

Drop by the National Consumer Advisory Board Hospitality Room for some quiet amidst all of the business going on during the conference. The hospitality room will be in the Fremont Room and is open all hours of the conference.

FILM SHOWINGS

Tuesday May 15

7:00 PM *U.S. Healthcare: The Good News*, with introductions and Q & A by Bobby Watts, Care for the Homeless in New York City

Thursday May 17

7:00 PM *Give Me A Shot of Anything: House Calls to the Homeless*, with introductions and Q & A by Dr. James O'Connell, Boston Health Care for the Homeless Program, and Jeff Schwartz, Producer/ Director

WELCOMING RECEPTION

Welcoming Reception and Karaoke 5:30-9:30 PM

On Wednesday, May 16th, will we gather to welcome one another from across the United States and Canada. After light fare and refreshments, join your colleagues for frivolity and karaoke in the Grand Sheraton Ballroom

RALLY INFORMATION

Conference participants are invited to join others in calling publicly for human rights at a 5:30 pm Thursday rally at Washington Park in downtown Kansas City. Meet in the lobby for the short walk to Washington Park where we will hear from HCH consumers and representatives of organizations that are allied with us in the struggle for justice brought to us by the National Consumer Advisory Board.



The members and staff of the National Health Care for the Homeless Council are the nation's experts on addressing the complex health conditions of people without homes. In the Council, clinicians, program administrators, researchers, people who have experienced homelessness, advocates, and allied health professionals work together to break the deadly links between poor health and homelessness.

The Council provides training and technical assistance to federally funded primary care Health Centers that treat over one million homeless persons each year. The training and technical assistance focuses on all aspects of the patient-centered models of integrated care that have characterized the Health Care for the Homeless (HCH) Program since its beginnings in 1985, and that are now cutting-edge features of national health reform.

National HCH Council trainings include this large annual national conference, smaller regional training sessions, and numerous on-line trainings and webinars, all exploring a wide range of HCH topics. Our technical assistance focuses on 19 federal Program Requirements for existing Health Centers (including questions of service delivery, management and finance, and consumer governance), on the development of new projects to improve the health and health care of homeless persons, and on implementation of health care reform under the Affordable Care Act. Our technical assistance is supportive rather than evaluative in nature, and is usually provided on a peer-to-peer basis by experts from the HCH field.

The Council develops, compiles and publishes research results, directories, clinical guidelines, policy analyses, newsletters and action alerts, making them freely available at www.nhchc.org. The research program of the Council seeks to conduct and interpret research to improve HCH practice and carefully evaluates our own work.

The National HCH Council provides interpersonal support, leadership development opportunities, program development, and grass-roots governance through an active Committee structure and through the National Consumer Advisory Board, the HCH Clinicians' Network, the Respite Care Providers' Network and the HCH Practice-Based Research Network.

Based on its in-depth knowledge of HCH issues, the National HCH Council engages in education and advocacy with administrative and legislative branches of government to improve the health and health care of homeless people, and to end homelessness itself. In its advocacy, the Council recognizes that safe, stable housing is prerequisite for good health, and upholds internationally recognized principles of human rights.



TUESDAY, MAY 15 | 8:30AM – 4:30PM

Act Locally: Participating In Grassroots Advocacy In Your Community *Chouteau AB*

Advocacy can be a daunting activity to engage in. This workshop will work explain, step by step, what is needed to conduct a variety of advocacy actions. These actions will include calling a policy maker, scheduling a meeting with a policy maker, organizing a tour of one's facility for a policy maker, the elements of a successful meeting with a policy maker, organizing a letter writing campaign or petition drive, writing a letter to the editor, drafting a press release, and organizing community awareness events. Some materials will be provided through power point but the majority of the presentation will be interactive or in small groups. Small group sessions will allow participants to practice conducting a visit with a policy maker, drafting a letter to the editor, organizing an event, and other of the actions described above – as well as obtain feedback from their peers in the small group. Presenters will also provide guidance from their various perspectives and experiences. How do you get to be part of the discussion before the decision is made? How do you pick your battles so that you can make the most impact? The Waikiki Health Center's Care-A-Van program is not only seen as providing excellent services, but also as an expert in the area of homelessness and is called upon by the media, businesses, governmental programs, and policy makers on all issues related to homelessness. This workshop will describe the key elements involved in holding tight to being an advocate for people who are homeless while still maintaining cordial, cooperative and effective relationships with those making the decisions and who are implementing policies that affect those who are homeless. The presentation will include facilitated discussions along with role playing to explore how to collaboratively work with community, business, and political entities to make sure that the homeless voice is effectively heard when decisions are made that affect them.

Barbara DiPietro, PhD, Policy Director, NHCHC; Dan Rabbitt, MSW, Health Policy Organizer, NHCHC; John Lozier, MSSW, Executive Director, NHCHC; Darlene Jenkins, DrPH, Research Director, NHCHC; Joseph Benson, Co-Chair of the National Consumer Advisory Board; Amy Grasette, Chair of the National Consumer Advisory Board; BJ Jacino, Director of Education and Advocacy, Colorado Coalition for the Homeless; Darlene Hein, MPH, Director of Community, Waikiki Health Center



Motivational Interviewing: Building On The Basics *Atlanta AB*

Many practitioners have a working knowledge of and familiarity with the fundamentals of Motivational Interviewing (MI), while often citing the need for opportunities to advance this introductory understanding through application to clinical practice. This advanced pre-conference workshop aims to give participants who have already completed an introductory course on MI the opportunity to develop the effective use of their skills in everyday practice. Emphasis will be on recognizing, evoking, and responding to change talk in order to facilitate change and address resistance. Through interactive exercises, role-play practice, and case examples, participants will learn to apply MI more flexibly and effectively. Additionally, we will discuss strategies for continuing to develop MI skills in organizational settings. This workshop assumes familiarity with the spirit, principles, and basic techniques of MI.

Scott Petersen, LCSW, CACIII, Director of Mental Health Services, Colorado Coalition for the Homeless

Coming of Age: Medical Respite Care And Health Reform *Chicago ABC*

This pre-conference institute will contain two tracks. The introductory track will use lecture and facilitated discussion to describe the need for medical respite care, its role in the continuum of health care for people experiencing homelessness, program models, and tips for starting a medical respite program. The advanced track will focus on the current health reform environment and implications for medical respite programs. It will include 3 parts: 1) a discussion on current health reform efforts, 2) a panel of providers will describe how their medical respite programs are integrated into health home models, and 3) a panel of providers will describe their relationships with HMOs and offer guidance to program participants on gaining HMO support. At the end of the day, both tracks will come together for a panel that will describe quality improvement measures that can be applied to medical respite programs to improve retention, access, and outcomes.

Introductory: *Sarah Ciambone, MS, Director of Respite, Barbara McInnis House, Boston Health Care for the Homeless Program* Advanced: *Barbara DiPietro, PhD, Policy Director, NHCHC; Sabrina Edgington, MSW, Policy Specialist, NHCHC; Ted Amann MPH, RN, Director of Health, Central City Concern; Louise Treherne, MSW, LCSW-C, Vice President of Clinical Affairs, Health Care for the Homeless Inc.; Paul Leon, BSN, RN, CEO and Founder of Illumination Foundation; Dawn Petroskas, PhD, Catholic Charities, Health Services* All: *Michelle Schneidermann, MD, San Francisco Medical Respite and Sobering Center; Dawn Petroskas, PhD, Director of Health Services, Catholic Charities of St. Paul and Minneapolis*



Improving Chronic Pain Management for Individuals Who Are Homeless through Research and Evidence-Based Practices *Empire ABC*

This research-focused, pre-conference institute is for individuals with more than a basic understanding of research methods and managing chronic pain in the homeless population. The first part of the institute will include a presentation of the most current scientific literature. After that, a panel of clinicians will describe some promising practices regarding chronic pain management, including pain groups, cognitive therapy, and prescribing for patients with substance abuse. The second part of the institute will be divided into 2 groups. The first break out group will focus on clinical practice with an in-depth discussion of complex chronic pain management case examples. The second break out group will focus on developing a few potential research studies the Council could conduct to test methods for improving chronic pain management for individuals who are homeless.

Margot Kushel, MD, Associate Professor of Medicine, Division of General Internal Medicine, UCSF/San Francisco General Hospital; Wendy Ring, MD, Bayside, CA; John Beahan, PsyD, Behavioral Health Specialist, Tenderloin Area Center of Excellence; Joseph Pace, MD, Director of Primary Care Homeless Services, Tom Waddell Health Center, San Francisco; Rachel Solotaroff, MD, Medical Director, Central City Concern; Barbara Wismer, MD, MPH, Physician, Tom Waddell Health Center, San Francisco



Transformation to a Patient Centered Medical Home: Engaging Leadership, Community, and Consumers *Van Horn ABC*

The challenges health centers face managing a mobile homeless population is often a primary focus of discussion as Health Care for the Homeless programs engage in Patient Centered Medical Home (PCMH) Recognition process. Continuity of care with a focus on care coordination and self management support is an ongoing challenge for all who work with either homeless, migrant, or other mobile populations. With creative thinking, the utilization of community resources, and key tools designed for mobile patients HCH programs are in an excellent position to become medical homes for their patients. This pre-conference will address the key elements for NCQA PCMH recognition and the core requirements for meaningful use (MU) of health information technology to support the homeless population's complex medical and psychosocial needs. Highlighting best practice examples of successful adaptations and implementations serving homeless communities and fostering peer to peer support will be an integral part of this workshop. A structured approach, illustrating each of the PCMH standards and crosswalk with MU, will allow teams to learn about how to: 1) enhance access and continuity- learn how empanelment and extended care center hours and mobile technology help to ensure increased access; 2) identify and manage patient populations- learn how to do this within the context of a larger patient base, with special populations integrated in the full system; 3) coordinate care techniques that will involve full team training with integration of the extender role (CHW) with emphasis on innovative care coordination strategies that navigate the barriers of transient patients and those with unstable housing will be shared; 4) offer self care support, in a way that respects language, culture and literacy; use of community resources that creates a more effective and cost efficient manner to treat special populations; and 5) measure and improve performance. This collaboration will work with teams to identify methods of tracking performance to promote improvement in all realms of the PCMH.

Angela Herman, MPA, CPHQ, Clinical Programs Manager, Missouri Primary Care Association, Deputy Director, Missouri Center for Primary Care Quality and Excellence; Linda C. Judah, Executive Director, Social Welfare Board; Nichole Wright, Director of Development, Northwest Health Services; Claire Goyer, MEd, Technical Assistance Coordinator, National Health Care for the Homeless Council; Anna Gard, FNP-BC, Health Disparities Consultant, Association of Clinicians for the Underserved & PCMH Consultant, National Health Care for the Homeless Council



WEDNESDAY, MAY 16 | 10:00AM – 11:30AM

An Update on the 5 – Year Plan to End Veterans’ Homelessness *Chicago B*

Pete Dougherty will discuss the progress of the Obama Administration’s Five Year Plan to end homelessness among veterans, with particular attention to the role of health care services, partnerships between VA Medical Centers and community-based primary care providers, the needs of female veterans and their families, and the challenges posed by the potential pending discharges of up to 1 million service members into civilian life over the next 5 years.

Pete Dougherty, Acting Executive Director, Homeless Veterans Initiatives Office, Office of Public and Intergovernmental Affairs

Awakening Skills Class: Behavioral Treatment for Substance Use in Seriously Mentally Ill Persons

Chicago C

The presentation will provide a high level overview of the Behavioral Treatment for Substance Abuse in Seriously Mentally Ill Persons’ treatment modality, and discussion of its impact on successful outcomes for dually diagnosed persons. Participants will be provided a general overview of evidence based practices (EBP), to include impact on outcomes on the individual level and globally within the seriously mentally ill population. This piece of the presentation will focus on five core components: Motivational Interviewing, Goal Setting & Elaboration, Skill Building Instruction, Role Play, and Contingency Management. The experiential section of the presentation invites attendees to use a class module and act in the roles of class leader and participants. Individuals will be invited to participate in a goal setting exercise.

Martha Kenton, MSW, MUP, Senior Consultant, Center for Urban Community Services

Behavioral Health and Diabetes: Bi-Directional Interaction *Benton B*

Diabetes and behavioral health problems require a high degree of self management, and this presents a challenge, especially for people who are experiencing homelessness. Participants will gain awareness of the bi-directional interaction of diabetes and behavioral health issues, including understanding the connection between obesity, insulin resistance, diabetes, and mental health problems. They will become more familiar with diabetes, recognize the negative effect of some anti-psychotics and anti-depressants on metabolic processes that increase the risk of diabetes, and learn how management of behavioral health issues and prevention of type 2 diabetes can be integrated.

Gwen Gallegos, FNP, CDE, Family Nurse, El Rio Community Health Center, Carondelet Health; Rob Boyer, MS, LISAC, Behavioral Health Therapist, S. Az Health Village, Carondelet Health Network



WEDNESDAY, MAY 16 | 10:00AM – 11:30AM

Building Bridges with Law Enforcement *Van Horn BC*

The workshop will demonstrate key components of the Building Bridges curriculum. Active engagement from participants will impart an understanding of innovative ways to educate law enforcement and other community members about homelessness.

Kristin Leve, Board Member, Albuquerque Health Care for the Homeless, Inc.; Tony Pelletier, Board Member, Albuquerque Health Care for the Homeless, Inc.

Centering Primary Care on the Concerns of Homeless Patients: From Program Design to Program Measurement *Chouteau A*

The expected increase in access to health insurance does not resolve crucial questions about how best to assure that primary care for homeless persons is of high quality and centered upon their concerns and aspirations. Several important initiatives reflect major federal interest in patient-centered care, including the call for guidance on defining patient-centered medical homes within programs funded by the Bureau of Primary Health Care, federal funding for a Patient Centered Outcomes Research Initiative, and the initiation of Homeless Patient Aligned Care Teams within the Department of Veterans Affairs. Within this workshop, 4 short presentations offer practical examples of program design and research evaluation focused on assuring that primary medical care for persons experiencing homelessness is patient-centered. Presentations will reflect historic and recent experiences within the Boston Health Care for the Homeless Program, the Department of Veterans Affairs, and a unique research collaboration between the two, resulting in the development of a new patient-reported quality survey based on the concerns and expectations of patients who have experienced homelessness and experts in their care.

Jim O'Connell, MD, President, Boston Health Care for the Homeless Program; Stefan G. Kertesz, MD, MSW, Associate Professor, University of Alabama at Birmingham School of Medicine; Thomas O'Toole, MD, Director, Homeless PACT Initiative, U.S. Department of Veterans Affairs; Erin Stringfellow, MSW, Research Associate, Boston Health Care for the Homeless Program



WEDNESDAY, MAY 16 | 10:00AM – 11:30AM**Enhancing Health Care Outcomes with Quality Improvement Tools** *Empire B*

Health Care for the Homeless programs serve clients with a broad range of illnesses and chronic diseases. Urgent medical issues and compelling social and behavioral challenges often overshadow chronic disease management and prevention services. Quality Improvement (QI) offers a cache of tools that can be liberating for providers, consumers, and programs. Come join us for an interactive presentation on how to use QI to improve chronic disease outcomes and increase prevention services for HCH clients. Tools to be discussed are: panel management, registries, learning communities, data walls, and work flow analysis. Participants will leave the workshop with concrete plans for next steps in implementing a chronic disease management or prevention QI program. Participants are encouraged to bring their own examples to the workshop.

Deborah Borne, MD, MSW, Medical Director, Tom Waddell Health Center, San Francisco; Barbara Wismer, MD, MPH, Physician, Tom Waddell Health Center, San Francisco; Leslie Suen, BA, AmeriCorps VISTA: Quality Improvement, SF Department of Public Health

Harm Reduction in Medical Respite *Empire C*

Many respite programs do not accept patients who are unable to maintain sobriety from alcohol or drugs. Other programs discharge patients from respite if they use alcohol or drugs while in their program. This approach places patients at risk for poor medical outcomes and impacts emergency department and hospital utilization. This session will explore the benefits of a harm reduction approach for respite programs, how to navigate barriers to instituting a harm reduction approach, and provides examples of harm reduction through case studies of respite patients. Participants will have the opportunity to offer opinions and insights about the cases presented.

Leslie Enzian, MD, Medical Director, Seattle Medical Respite Program; Don Clayton, MHP, Lead Mental Health Supervisor, Seattle Medical Respite Program



WEDNESDAY, MAY 16 | 10:00AM – 11:30AM

Making Your Vote Count! Getting Ready for the 2012 Elections *Chicago A*

In the name of “voter fraud” protection, 38 states have instituted new laws that may affect one’s ability to vote in the 2012 elections. This presentation will be a non-partisan facilitated discussion with the main foci to encourage informed and active participation in government and influence public policy. The history of voting rights of the US from the 19th–21st century will be briefly discussed, providing an introduction to the various current voting laws that have been passed in the 38 states. Each specific state law will be examined and discussed. Recommendations and information will be provided to address the changes in the various state laws. It is the desire of the presenters to assist attendees to become proactive, provide recommendations to advocate and educate those who may be unaware of the new laws, and to ensure that those who desire to vote in 2012 will have that right protected.

Darlene M. Jenkins, DrPH, MPH, CHES, Research Director, NHCHC; Joseph Benson, Co-chair National Consumer Advisory Board; Dan Rabbitt, MSW, Health Policy Organizer, NHCHC

Operation CHOICES: Promoting Healthy Food and Fitness for Families Living in Emergency Housing

Van Horn A

Obesity is an epidemic in the US, and affects families experiencing homelessness in unique ways. Operation CHOICES offers families in shelter a dynamic nutrition and fitness education with the goal of behavior modification. This workshop will teach participants how to use the obesity crisis as inspiration to take action in the community, use the OC model to assist families in emergency housing, and impact community culture to encourage healthier food and fitness choices.

Melissa Berrios, MSW, Social Work Trainer, The Children’s Hospital of Philadelphia; Karen Hudson, MSW, LSW, Program Leader, The Children’s Hospital of Philadelphia



WEDNESDAY, MAY 16 | 10:00AM – 11:30AM

Medicaid Expansion for Adults: Planning, Implementation & Lessons Learned from Serving Children
Empire A

In 2014, most adults earning at or below 133% of the federal poverty level will become newly eligible for Medicaid.* This policy change will have significant implications for HCH grantees (and others who serve homeless populations) regarding outreach and enrollment, care coordination, training and/or core competencies, service capacity, patient-centered care models, and patient demographics. Administrators and clinicians should attend this workshop to learn what changes are coming, what questions to ask within their organization to ensure adequate planning, and what strategies to pursue to overcome traditional challenges to finding, enrolling and engaging vulnerable populations into holistic care. Lessons learned from recent Medicaid initiatives directed at children will serve as a theme to highlight the successes (and remaining challenges) that can be tailored to the new adult group, as well as anticipate how the expansion might affect service utilization and team-based care. Time will be reserved to discuss implementation approaches and highlight advocacy opportunities to ensure the expansion works well for all patients needing care.

[*Note: This policy change is dependent on the outcome of Supreme Court decisions in June 2012.]

Pia Valvassori, PhD, Clinician/Professor, Health Care for the Homeless, Orlando; Barbara DiPietro, PhD, Director of Policy, NHCHC; Claire Goyer, MEd, Technical Assistance Consultant, NHCHC

The Missing Link: Integrating Employment Programming for People Experiencing Homelessness into Services and Systems of Care
Benton A

Income is critical for individuals charting a pathway out of homelessness. Most people experiencing homelessness express a desire to work and income can help improve personal, financial, and family stability. Although people experiencing homelessness may face obstacles to employment, research shows that individuals can find and keep a job with opportunities to access employment and supports. With this in mind, the National Transitional Jobs Network and Central City Concern will host a session on best practices in employing people experiencing homelessness, share an example of how providers can bring together supportive housing, health care, mental health, and meaningful employment, and discuss opportunities to better integrate employment programming into systems of care. The presentation will draw from a collaborative initiative entitled Working to End Homelessness that is identifying employment solutions to homelessness through a provider expert driven community of practice.

Amy Rynell, BA, MA, Senior Director, Heartland Alliance; Rachel Post, MSSW, LCSW, Director, Central City Concern



WEDNESDAY, MAY 16 | 10:00AM – 11:30AM

The Nuts and Bolts of Achieving Patient Centered Medical Home Recognition: Yakima Neighborhood Health Services *Chouteau B*

This workshop will address the NCQA PCMH model of care that supports quality improvement in safety and care delivery for the HCH community. This session will discuss practical strategies to develop a patient centered medical home model for the homeless and mobile population. Participants will learn about innovative outreach strategies and funding opportunities as well as existing models to provide continuity of care to the homeless community.

Anna Gard, FNP-BC, Health Disparities Consultant, Association of Clinicians for the Underserved and PCMH Consultant, NHCHC; Rhonda Hauff, COO, Yakima Neighborhood Health Services; Michelle Sullivan, MS, MSS/ICM Supervisor, Yakima Neighborhood Health Services; Phillip Dove, MD, Chief Medical Officer/Internist, Yakima Neighborhood Health Services

WORKSHOP DESCRIPTIONS MAY 16



WEDNESDAY, MAY 16 | 1:00PM – 2:30PM

Changing EMS Provider Attitudes towards Homeless Individuals *Empire B*

This workshop highlights a collaboration between Detroit Fire Department – EMS Division and Neighborhood Service Organization (NSO) Tumaini Center, a homeless service center in Detroit to educate newly-hired EMS personnel about individuals experiencing homelessness. This program includes a two-hour ‘shadow’ experience with a nurse practitioner in a clinic in the Tumaini Center followed by a PowerPoint lecture by the NP and a Doctor of Psychology to the EMS Academy. The lecture describes the historical societal attitudes towards homeless individuals, description of the vulnerability of homeless individuals, characteristics of mental illness, and substance abuse disorders as well as strategies for providing care for people who are experiencing homelessness. This program was assessed using a 15-item survey instrument called the Emergency Prehospital Attitudes Towards Homeless Inventory (EmPATHI). Results of the survey are discussed as well as areas for improvement of the program.

Dean Carpenter, RN, MSN, FNP-BC, Nurse Practitioner, Neighborhood Service Organization; Staci Hirsch, PsyD, Manager – Supportive Housing Services, NSO – Supportive Housing Services

Creating Opportunities for Health Homes through Permanent Supportive Housing *Van Horn BC*

The Affordable Care Act’s Medicaid State Option, “Health Homes for Enrollees with Chronic Conditions,” is an opportunity to create health homes for people with the greatest vulnerabilities. Panelists in the workshop will describe the health home model in the context of the ACA, will detail the role that permanent supportive housing can play in this model, and will promote discussion among participants regarding appropriate partners in creating health homes for homeless and formerly homeless people. Participants will also explore ways of engaging their state Medicaid agencies to take advantage of the ACA opportunity, which could not only generate funding for services in supportive housing, but could foster a more integrated healthcare delivery system for homeless people and supportive housing tenants.

Peggy Bailey, MPA, Senior Policy Advisor, Corporation for Supportive Housing; John Parvensky, JD, President, Colorado Coalition for the Homeless; Karen Batia, PhD, Executive Director, Heartland Health Outreach



WEDNESDAY, MAY 16 | 1:00PM – 2:30PM

Epidemiology, Evaluation, and Data Management Impact for Homeless Populations *Empire A*

Presenters will combine perspectives from the facility (community clinic), local (city coalition), and state (network) -levels to present the collection, management and use of various data systems. Topics will cover a range of data collection methodologies and use of data gathered from medical record, business operations, formal needs assessments, point-in-time counts, shelter and housing services databases, and continuum of care reports, as well as unique data evaluation projects like the 100,000 Homes Campaign. All of the presenters are engaged with data systems at their respective levels of engagement with homeless systems and will use their unique perspective to describe how information is used to make strategic, operational, and even clinical practice decisions.

Ben King, MPH, Research Coordinator, Hospital Physicians in Clinical Research, PLLC; David Pease, PhD, Decision Support Manager, CommUnity Care; Daniel Gore, BS, Project Manager, Texas Homeless Network

Global Homelessness: Connecting the Dots between Homelessness and the Structure of Society

Chicago B

Homelessness is a global phenomenon. Homelessness is not an experience restricted to any single geography or location. This workshop, presented by facilitators from the US and Australia, will review the factors that influence, contribute to and are working to end homelessness around the globe. The workshop will focus on the linkage between homelessness and mental illness and examine the many factors that contribute to the experience of homelessness. Geographic differences and similarities in approaches to homelessness service delivery and advocacy will be discussed. Special emphasis will be placed on discussing the unique role of consumer participation in global homelessness efforts. This workshop will work to address the following questions – How is homelessness different in the United States vs. a developing nation? How are homelessness service providers working to end homelessness in resource poor environments? What can we learn from the approaches taken by other countries in addressing homelessness? And, how can U.S. providers and policy makers get involved in the global fight to end homelessness?

Julian Freidin, MBBS, MPM, FRANZCP, Psychiatrist – Homeless Services, Alfred Hospital, Melbourne, Australia; Wayne A Centrone, MD, Senior Associate – Health Policy, Center for Social Innovation; Jeff Olivet, MA, CEO, Center for Social Innovation



WEDNESDAY, MAY 16 | 1:00PM – 2:30PM

Homeless Care in the Rural/Urban County *Chouteau A*

This workshop will discuss financial resources from state and federal venues and methods of medical, social and mental health delivery. This workshop will address ways to duplicate and deliver care in either rural or urban environments to meet the unique needs of rural/urban county.

Fawn L. McCloud, FNP, Family Health Services Solano County; Patrick Stasio, Health Assistant, Solano Community Health and Social Services

Housing the ‘Unhouseable’: A Unique Approach through Holistic Health Focused Housing in a Small Canadian Community *Empire C*

Key themes and questions to be addressed in this presentation include: Why this model?; Harm Reduction: How it relates to housing the chronically homeless; Housing as Healthcare: Holistic health for participants and less stress on the health care system; How to House the “Unhouseable”: Restorative housing practice; Who is the concept of housing not appropriate for?; Concept vs. Delivery: The challenge of putting this theoretical model into actual practice; Continuum of Housing: Does this concept work without it?; Working Within the Parameters of Housing Legislation: Meeting the needs of program participants (tenants) and the people who support them; Where we’ve come from and where we’re going; What we’ve learned from our mistakes and why it was important to make them

Matt McLean, BBA, Director of Supportive Housing, ASK Wellness- AIDS Society of Kamloops; Kristi Schwanicke, BSW, Supportive Housing Coordinator, ASK Wellness- AIDS Society of Kamloops

Ready, Set, Go: The Road to Meaningful Use of EHR’s *Chicago A*

This workshop will focus on the meaningful use of health information technology, specifically focusing on key strategies for successful adoption and utilization of electronic health records including workforce development, financial support and federal incentives, provider and consumer education, and communication infrastructure to meet the meaningful use requirements of the 2009 ARRA HITECH ACT. In this session presenters will discuss best practice examples of successful adaptations and implementations serving homeless communities and peer-to-peer support.

Stephanie Luther, MD, Senior Medical Director, Heartland Health Outreach; Fred D. Rachman, MD, Chief Executive Officer, Alliance of Community Health Centers; Noelle Parker, MBA, Missouri Primary Care Association, Missouri Center for Primary Care Quality and Excellence



WEDNESDAY, MAY 16 | 1:00PM – 2:30PM

SOAR (SSI/SSDI, Outreach, Access, and Recovery): Using Your Collaborative Spirit to Expedite the Benefits Process and Increase Access to Healthcare and Housing *Van Horn A*

The SOAR program is an evidence-based service delivery model sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA). The program uses collaboration with myriad agencies to expedite the application process of SSI/SSDI applications. While SAMHSA sponsors the program there are no federal dollars appropriated to staff this remarkable program. This workshop includes a brief overview of the SOAR program, a description of the role SSI/SSDI benefits play in ending someone's experience of homelessness through increasing access to primary care, and housing, and lastly the life-changing power we can harness through collaboration. The presentation will also consist of a facilitated discussion of existing programs and strategies for increasing resources or opportunities for starting a SOAR initiative using collaboration in one's community.

Jessica Mowry, LCSW, State SOAR Coordinator, Mental Health Association of Rhode Island
Dazara Ware, MA, Senior Project Associate, Policy Research Associates

Traumatic Brain Injury among the Homeless: Current State of the Science and Clinical Implications *Chouteau B*

This 90 minute presentation will provide an overview of Traumatic Brain Injury with a review of existing literature regarding TBI and homelessness, clinical strategies for screening, assessment, and intervention. No prior knowledge is needed.

Lisa Brenner, PhD, ABPP, Director, VA VISN 19 Mental Illness Research Education and Clinical Center (MIRECC) and Director, VA Advanced Fellowship Program in Mental Illness – Psychology, VA Eastern Colorado Health Care System, Denver VA Medical Center



WEDNESDAY, MAY 16 | 1:00PM – 2:30PM

Update on Mortality among Homeless Individuals: Implications for Policy and Practice *Chicago C*

Prior research has documented high mortality rates among homeless individuals in the United States; however, much of this evidence is now outdated. This workshop will provide an updated appraisal of mortality among homeless adults with the goal of promoting discussion of the implications of this data for priority-setting in clinical practice and health policy. James J. O'Connell, MD, will open with a brief overview of prior mortality studies among homeless adults in the US. Travis Baggett, MD, MPH, will then present new mortality data from a cohort of 28,000 adults seen by Boston Health Care for the Homeless Program (BHCHP) in 2003-08, drawing comparison to a historical BHCHP cohort from 1988-93 and highlighting the emerging epidemic of drug overdose deaths. The latter half of the session will be devoted to small group exercises and facilitated discussion.

Travis P. Baggett, MD, MPH, Instructor in Medicine, Harvard Medical School; James J. O'Connell, MD, President, Boston Health Care for the Homeless Program



WEDNESDAY, MAY 16 | 3:00PM – 4:30PM

A Study of a Lack of Diffusion: The Case of Nicotine Anonymous *Empire A*

Whether various forms of treatment and recovery are diffused is an intriguing question. Here we explore the paradox of the lack of diffusion of Nicotine Anonymous, the free 12 step program of recovery for smokers. Although there has been a significant decline in cigarette use in the US, smoking rates and nicotine dependence levels remain high among persons experiencing homelessness. The accessibility of smoking cessation programs, in contrast to treatments for recovery from alcohol or drugs, is often minimal, not offered consistently, and not free. We are presenting our preliminary research and working hypotheses regarding the lack of diffusion of Nicotine Anonymous. We are proposing ways to test its efficacy and the feasibility of utilizing consumers of Health Care for the Homeless centers to start Nicotine Anonymous groups after a period of training. Our presentation will provoke discussion about reaching homeless populations with culturally compatible smoking cessation approaches.

Irene Glasser, PhD, Research Associate, Center for Alcohol and Addiction Studies, Brown University; Darlene Jenkins, DrPH, Research and Evaluation Director, NHCHC; Co-authors William H. Zywiak, PhD and Jennifer Tidey, PhD (Brown University)

Diabetes Awareness to Reach Excellence: Making a Difference in the Homeless through Innovation and Integration *Chicago C*

Presenters will discuss a current grant, *Diabetes Impact / DARE program*, awarded by the American Pharmacist Association. In the first six weeks of the integrative program, observers noticed a significant change in blood sugar levels and behavioral modifications in participants. Presenters will share more results from the program and discuss further successes and challenges.

Lisa Price Stevens, MD, MPH, Medical Director, The Daily Planet Healthcare Center; Kelly Goode, PharmD, Professor, School of Pharmacy Virginia Commonwealth



WEDNESDAY, MAY 16 | 3:00PM – 4:30PM

Housing is an Evidence-Based HIV Prevention Intervention/Health and Housing: Women Living with HIV/AIDS in Supportive Housing *Benton B*

In this presentation, facilitators will address the most current research relating to housing as a structural intervention for the prevention of HIV infection and its policy implications. The National AIDS Housing Coalition will present research and advocacy tools relating to the key topic of housing as a cost-effective and important method of prevention in the spread of HIV. An evidence-based program model will be presented by a local provider panel. The workshop presentation will discuss policy issues around supportive housing as a critical structural intervention that can stabilize health and mitigate health disparities among previously homeless women with HIV/AIDS.

Nancy Bernstine, JD, LLM, Executive Director, National AIDS Housing Coalition; Zoraida Rodriguez, MA, LCSW, CEO, Save, Inc.; Kevin Rente, MA, Director of Evaluation and Managing Director Supportive Housing, Harlem United Community AIDS Center, Inc.

How to Optimize the Care of Lesbian, Gay, Bisexual, and Transgender People in HCH Programs

Chouteau A

Lesbian, gay, bisexual, and transgender (LGBT) people are often rejected by family networks, making them more vulnerable to homelessness. An estimated 25-40% of homeless youth are LGBT, and they experience pronounced health disparities, including increased risk for HIV/AIDS, substance abuse, and mental health issues, all of which can be exacerbated by being homeless. Although many providers report seeing high numbers of homeless LGBT youth and transgender adults, they do not always feel prepared to communicate effectively or to address health issues related to sexual orientation and gender identity. In this workshop, our panel will provide an introductory presentation on LGBT people, their health care needs, and strategies for optimizing care.

Harvey Makadon, MD, Director, National LGBT Health Education Center, The Fenway Institute, Fenway Health; JoAnne Keatley, MSW, Director, Center of Excellence for Transgender Health; Ralph Veters, MD, Medical Director, Sidney Borum Jr. Health Center



WEDNESDAY, MAY 16 | 3:00PM – 4:30PM

Integration of Behavioral Health and Primary Care *Van Horn BC*

The leading trend in healthcare is undeniably integration. Both SAMHSA and HRSA have dedicated significant resources to help health centers move in this direction. The purpose of this workshop is to provide an overview of integrated primary and behavioral health care in an out-patient homeless setting. Providing a blend of academic theory with real-world experience, the workshop presenters will provide participants with a comprehensive understanding of healthcare integration, what it looks like, and how it is implemented. With backgrounds in both the behavioral health field and primary care, the presenters will equip participants in walking away with useful tools that they can implement in their own agencies.

Brian Colangelo, LCSW, Clinical Social Worker, Project HOPE

Medicaid and CHIP in 2014: A Seamless Path to Affordable Coverage *Chouteau B*

The Affordable Care Act fills in current gaps in coverage for the poorest Americans by creating a minimum Medicaid income eligibility level across the country. Beginning in January 2014, individuals under 65 years of age with income below 133 percent of the federal poverty level will be eligible for Medicaid. For the first time, low-income adults without children will be able to receive coverage through Medicaid in every state without need for a waiver, and parents of children will be eligible at a uniform income level across all states. Medicaid and Children's Health Insurance Program(CHIP) eligibility and enrollment will be much simpler and will be coordinated with the newly created Affordable Insurance Exchanges. The Centers for Medicare & Medicaid Services will be discussing the Medicaid final rule that builds on successful state efforts to modernize the eligibility, enrollment and renewal process in Medicaid and CHIP.

Barbara DiPietro, PhD, Policy Director; Barbara J. Cotterman, Health Insurance Specialist, The Centers for Medicare and Medicaid Services



WEDNESDAY, MAY 16 | 3:00PM – 4:30PM

Reducing Excessive Emergency Department Use by Homeless Individuals: A Collaboration between Respite Care and Hospitals in Boston *Van Horn A*

This presentation describes an initiative developed by Boston Health Care for the Homeless Program's Barbara McInnis House aimed at helping homeless high users of emergency rooms in Boston break the cycle of use. The program evolved when Boston Health Care for the Homeless Program was asked by Medicaid in Massachusetts to help reduce the unnecessary use of emergency rooms by a cohort of homeless individuals who were the highest users of emergency rooms in the city of Boston. The presentation, which will be an interactive lecture, will focus on strategies of care coordination and case management undertaken in intensive collaboration with four area hospital emergency departments and will describe a fast track admission process to respite. Principal interventions which resulted in positive patient outcomes will be described as well as the challenges encountered in working with this complex cohort of patients.

Sarah Ciambrone, MS, Director of Respite, Barbara McInnis House, Boston Health Care for the Homeless Program; Jessie Gaeta, MD, Medical Director, Boston Health Care for the Homeless Program; Lionel Perez, BS, Intensive Case Manager, Boston Health Care for the Homeless Program

Strategic Sharing: Telling Your Story in a Meaningful and Memorable Way *Chicago A*

In this part lecture and interactive session, presenters will discuss the opportunities afforded for consumers to tell their stories, and the ideas of choosing, connecting, and claiming their story. Presenters will then discuss credibility. In small groups, consumers will be given an opportunity to practice and receive structured feedback on their ability to choose, connect, and claim their stories in a way that maximizes credibility. This workshop would be equally helpful for staff who are preparing consumers to speak in public. Additional issues include: How to address inappropriate questions, what to do if you start getting emotional, how much sharing is too much, the importance of audience and setting in choosing what to share.

Amy Grassetto, Chair, National Consumer Advisory Board; Carol Hall, Co-Chair, National Consumer Advisory Board; Dan Rabbitt, MSW, Health Policy Organizer, NHCHC



WEDNESDAY, MAY 16 | 3:00PM – 4:30PM

The Carrot vs. the Stick: Promoting Productivity and Quality in HCH Projects *Empire B*

This workshop will present information on key topics related to promoting productivity and quality in HCH settings. The presentation will start with reasons to achieve acceptable productivity targets, and how to balance these objectives with quality and service targets using a balanced score card approach. A program for developing productivity targets, incentive compensation and balanced score cards in two HCH settings will be described. Barriers and challenges will be listed, and the audience will be invited to share experiences, challenges and concerns. Attendees who have been leading HCH organizations for a long time or a short time will gain insight from the material.

Heidi Nelson, MHSA, CEO, Duffy Health Center; Roanne Osborne-Gaskin, MD, Medical Director, Duffy Health Center; Stephanie Luther, MD, Senior Medical Director, Heartland Health Outreach

Trauma-Informed Care for Managers *Empire C*

Organizational leaders have a unique opportunity to infuse their teams and organizations with a trauma-informed philosophy. In this workshop, facilitators will discuss ways to bring a trauma-informed approach to supervision, program management, and organizational leadership.

Katie Volk, MA, Do-Director, Center for Social Innovation; Kathleen Guarino, LMHC, Trauma Specialist, National Center on Family Homelessness

Undercover Grant Writing! *Chicago B*

This workshop will include an interactive lecture with practical tips and exercises to facilitate an understanding of grant-related issues. Critical questions will be addressed: What is the intent of each part of a grant proposal? What do funders and/or reviewers look for when evaluating grant proposals? What are the most common problems found in unsuccessful proposals and how can these pitfalls be avoided? What are some effective and efficient strategies to complete and submit successful proposals for organizations with limited administrative resources? What are some strategies to increase an organization's grant-writing capacity?

Louise Treherne, MSW, LCSW-C, Vice President, Clinical Affairs, Health Care for the Homeless, Inc.



WEDNESDAY, MAY 16 | 3:00PM – 4:30PM

What Does ALGEE Have To Do with Mental Health? An Introduction to Mental Health First Aid *Benton A*

Most people know how to do the Heimlich Maneuver and CPR but never put these skills to use. Most people encounter individuals experiencing mental health problems daily, especially when working with individuals who are experiencing homelessness but may not have training in how to help. The National Council for Community Behavioral Healthcare developed Mental Health First Aid (MHFA) to provide these skills. MHFA is based on the premise that it is possible to provide “first aid” for someone who is developing a mental health problem or in a mental health crisis. The National Council for Community Behavioral Healthcare trains and certifies trainers around the country, who then train all kinds of people, from cab drivers to human service professionals to police officers. This session will introduce Mental Health First Aid, explore ways that service providers can train the community on issues that affect consumers, and provide information on how to become a certified Mental Health First Aid trainer.

Rachael R Kenney, MA, Associate, Center for Social Innovation; Melissa Martin, MA, Senior Analyst, Center for Social Innovation



THURSDAY, MAY 17 | 10:00AM – 11:30AM

Bringing It Home: Successful Service Models in Permanent Supportive Housing *Chouteau A*

The 100,000 Homes Campaign is a national movement of communities working together to find permanent homes for 100,000 of the country's most vulnerable homeless individuals and families by July of 2013. In this session, participants will learn how some Campaign communities have achieved over 90% housing retention rates of vulnerable individuals with experience of chronic homelessness. Campaign staff will host a panel session of 2-3 standout communities, describing innovative service delivery models, highlighting common challenges and sharing tools for success. The session will feature effective local partnerships and funding strategies.

Linda Kaufman, MBA, MDiv, Eastern United States Field Organizer, 100,000 Homes Campaign, Common Ground; Catherine Craig, MSW, MPA, Director – Health Integration, Community Solutions

Caring for Homeless Sex Offenders in the Community Setting: A Collaborative Approach *Van Horn BC*

Using open lecture, case studies, and genograms presenters will discuss medical and behavioral health care to individuals with sexual offender status. Participants will learn the quality improvements for care for these clients by defining the issues: Sexual Offender vs. sexual offense: Understanding classifications and registration laws; collaborating with social services, Community Mental Health Centers, Housing Authorities, and courts to provide a rights-based, inclusive approach to solving health and social issues. Participants will gain an understanding of sexual offenders from a treatment and behavioral health perspective. Presenters will address the questions: How do we best communicate our interest in collaboration with specialized treatment providers/probation officers? What are the relationships between being a victim of sexual abuse and becoming a sexual offender?

Catherine Margaret May, MS, NP, Nurse Practitioner, Providence Community Health Centers; Ivan Wolfson, MD, Medical Director, Crossroads Clinic, Providence Community Health Centers

Creating a Community Coalition To Address Traumatic Brain Injury among Persons who are Homeless *Empire C*

In this session, participants will learn basic information about traumatic brain injury among persons who are homeless. The presenter will describe a process for educating others on TBI and the persons who are homeless—how the basic information has been used to create a community coalition. Participants will also learn to recognize the common symptoms of a TBI and specific strategies for staff to use to address the problems caused by TBI.

Tom Tatlock, MD, Volunteer TBI Advocate and Educator; Sue Lepore, Occupational Therapist, Mayo Clinic



THURSDAY, MAY 17 | 10:00AM – 11:30AM

HeartBeets: Bringing Nutrition to the Table *Van Horn A*

The presentation will be a panel workshop including a PowerPoint presentation, a brief demonstration of food preparation (as would be in a HeartBeets group), and time for a question and answer session. HeartBeets, an innovative program initiated by San Francisco General Hospital, promotes healing by increasing knowledge, access, and consumption of natural, locally grown foods. Through unique partnerships with various health care and social service agencies and local, natural food store, HeartBeets creates innovative workshops aimed at increasing nutritional literacy for traditionally disenfranchised communities. This workshop will discuss the inception of HeartBeets and a recuperative care homeless shelter in facilitating a dynamic, consumer-driven nutrition/cooking group. Topics explored will include the acquisition of healthy foods on a budget, economical recipes, and creative ways to prepare nutritious, affordable meals in challenging settings, such as in SRO-hotels. Presenters will also discuss how HeartBeets has impacted clients' relationships with food and how it has empowered clients to make healthier food choices.

Denise Goitia, BA, Certified Nutrition Educator, Community Education Coordinator, HeartBeets; Jessica Brown, ASW, Medical Social Worker, Medical Respite & Sobering Center, Housing and Urban Health San Francisco Department of Public Health; Michelle Schneidermann, MD, San Francisco Medical Respite and Sobering Center

How To Expand HCH for Residents of Public Housing *Benton B*

In this workshop, presenters will highlight the experience of the Public Housing Medical Care HCH program in Philadelphia. The program started as a traditional HCH program serving homeless people at shelters. Over time, the program expanded its services to reach residents of public housing through the Public Housing Primary Care program. The presenters will discuss how the centers have adapted to meet the needs of a community that has undergone significant changes since the public housing health center was first established. Presenters will also discuss shared issues among homeless and public housing individuals as well as challenges unique to each, and national trends. Additional information will include opportunities for health centers to serve public housing residents through federal investments and partnerships with housing authorities.

Donna L. Brian, PhD, CRNP, Clinical Director, PHMC Health Connection; Alex Lehr O'Connell, MPH, CPH, Director, Community Health Partners for Sustainability



THURSDAY, MAY 17 | 10:00AM – 11:30AM

Implementing a Standardized Tracking System for Documenting Enabling Services: Results of a Pilot Project *Empire A*

Enabling Services (ES) are non-clinical services that facilitate access to and receipt of medical services (e.g. transportation, case management, and outreach). They play an integral role in health care systems that serve underserved populations by eliminating barriers to care; however, ES are not always reimbursable because their value has not yet been proven. To demonstrate the value of ES for individuals who are homeless, the National Health Care for the Homeless (HCH) Council partnered with the Association for Asian Pacific Community Health Organizations (AAPCHO) to pilot a standardized data collection model within Health Center Program grantees that serve homeless populations. The National HCH Council recruited 4 grantees in different states and trained them on how to implement this ES data collection model. Findings from this 4- month ES pilot project will be presented as well as challenges, lessons learned, and suggestions for future ES data collection.

Molly Meinbresse, MPH, Research Specialist, NHCHC; Pat Christopher, MPA, MS, LIMHP, LPC, NCC, Homeless Clinic Coordinator, Charles Drew Health Center, Omaha, NE

Innovation at Hospital Discharge: Improving Transitions for Patients Facing Homelessness *Chicago C*

In this short lecture, facilitators will discuss case reviews, innovative practices, and possibilities for adoption in participants' own communities. There will be further group discussion of social service and hospital relationships across a comprehensive set of solutions designed to end homelessness and promote self-sufficiency. Attendees should be familiar with their own local social and medical resources.

Nic Granum, MPA, EMT-B, Program Manager, Central City Concern; Rachel Solotaroff, MD, Medical Director, Central City Concern

Integrated Behavioral Health and Primary Care in a Homeless FQHC: Becoming a Patient-Centered Medical Home *Chicago B*

This presentation will focus on the mission, vision, clinical outcomes, and experience of becoming a Patient Centered Medical Home. Presenters will describe successes identifying clinical outcome measures, tracking them, and demonstrating improvements in a selection clinical measures.

Rose Julius, DO, MPH, Medical Director, Atlanticare Health Services; Bridgette Richardson, LCSW, Executive Director, Atlanticare Health Services



THURSDAY, MAY 17 | 10:00AM – 11:30AM

Managing Alcohol for Chronic Street Alcoholics: 10 Years of Learning *Chouteau B*

This workshop will include lecture accompanied by problem-based learning opportunities in small groups. Managing Alcohol for Chronic Street Alcoholics program will be described and will include a strong focus on research, experiential learning and program evaluation. No prior knowledge is required of session attendees.

Wendy Muckle, RN, NScN, MHA, Executive Director, Ottawa Inner City Health; Stephen Bartolo, BSW, Senior Manager, Shepherds of Good Hope, Ottawa, Ontario

New Opportunities: A New Direction for Homeless Men and Women To Work and Learn While Becoming Certified Community Health Workers within a Community College Setting *Chicago A*

The Community Health Worker Certification Program recognizes the importance of providing strategies based on utilizing the assets of homeless individuals. It focuses on a multi-dimensional approach to wellness and health care delivery that includes, not only the absence of disease, but also emotional, intellectual, environmental, physical, spiritual, and interpersonal and social wellness. The presentation will utilize lecture and facilitated discussion to focus on Emerging and Promising Practice. The Homeless Initiative replicates a breast health CHW program funded by the Susan B. Komen Foundation implemented at a community college. Current and formerly homeless students will receive full scholarships and stipends to complete the program from a private funder. Collaborative partnerships with two transitional living centers and a respite center will provide enabling services and housing, and also serve as practicum sites. The Program aligns with the US Department of Labor job line for CHWs and the National HCH Council policy statement.

Marion Scott, MSN, RN, CHWI, HS-BCP, Community Health Worker Instructor, Houston Community College; Elizabeth Kelly, PhD, RN, CNS-CH, HS-BCP, Adjunct Faculty, Houston Community College



THURSDAY, MAY 17 | 10:00AM – 11:30AM

Strategies To Increase Immunization Rates in an Urban Mobile Homeless Program *Empire B*

This workshop will present the Quality Improvement process used by New York Children's Health Project to increase immunization rates from 57% in 2009 to 81% in the first six month of 2011. It is known that immunization delay is a serious issue for homeless children. Those less than 2 years old are particularly at risk, because they are not in school and parents may not access WIC due to relocation. Lost documents and no steady primary care provider compound the problem. Even when these children are cared for in HCH clinics, there are barriers during the visit that hinder delivering immunizations. Presenters will lay out specific strategies to overcome this problem such as quarterly data analysis, EHR use, proactive pursuit of patients with immunization delay, and use of clinical staff at all levels.

Sharon Joseph, MD, MPH, Medical Director, The New York Children's Health Project; Ariel Sarmiento, MPH, CPH, Project Manager, The New York Children's Health Project; Deborah Vasquez, MD, MPH, Attending Pediatrician, The New York Children's Health Project

Update from Health Resources Services Administration *Sheraton Grand Ballroom*

The Health Resources and Services Administration provides major support to Health Care for the Homeless projects and other Health Centers, and HRSA's policies affect much that is done within HCH. Come and learn from the Director of the Bureau of Primary Care about the agency's latest policy direction and funding plans.

James Macrae, MSc, MPP, Associate Administrator for Primary Care, Bureau of Primary Care, Health Resources and Services Administration, U.S. Department of Health and Human Services



THURSDAY, MAY 17 | 1:00PM – 2:30PM

Advancing Primary Care Training in HCH *Van Horn BC*

Project HOPE's Homelessness in Pre-doctoral Osteopathic Education – responds to a curricular deficit in the education of medical students toward the health care needs of the homeless. Statistics on homelessness are widely under-reported; part of this educational effort is to expand acceptance of the federal definition of homelessness to also address the hidden homeless as evidence of “doubling-up” and transience is increasing. Accordingly, attitudes and perceptions of homelessness by medical professionals do not permit for breadth in identifying, tracking, and providing appropriate access and care. This project works to educate healthcare professionals in training medical students to provide them with the knowledge and skills to become well prepared primary care practitioners both through didactic curriculum and applied practical experiences. A lecture and facilitated discussion of theory, research and practice is intended to engage a diverse participant audience.

Elliot Montgomery Sklar, PhD, MSc, Project Manager, Homelessness in Medical Education, Nova Southeastern University; Kristi Messer, MPH, MSW, Executive Director, Project HOPE, Nova Southeastern University

A Short Term Outpatient Buprenorphine Detoxification Program for Clients of a Harm Reduction Clinic on Skid Row *Van Horn A*

This presentation by a small group of lecturers who have worked to establish a two-week outpatient buprenorphine detoxification program at a harm reduction center in Los Angeles will consist of a short lecture on each learning point, followed ultimately by a facilitated discussion about starting a new treatment program, challenges that one may face and ways to become successful. Key Topics for Presentation/Discussion: 1) Different options for the treatment of opiate addiction and the evidence-based advantages and disadvantages of each; 2) Specific challenges that arise in treating opiate addiction in a homeless population and ways to support success ; and 3) Lessons learned from starting a new outpatient buprenorphine detoxification program at a harm reduction center in downtown Los Angeles (an area also known as Skid Row).

Susan Partovi, MD, Medical Director, Homeless Healthcare Los Angeles; Rolando Tringale, MD, Physician, Homeless Healthcare Los Angeles; Angelica Skouras, Case Manager & HIV Testing Coordinator, Homeless Healthcare Los Angeles



THURSDAY, MAY 17 | 1:00PM – 2:30PM

Best Practices to Coordinate Mobile Medical Care, Outreach Services, and EHRs *Benton A*

The presentation will cover four main areas: The development of the Medical Mobile Van Program at CDHC; The process of medical care through the Mobile Medical Van to meet the immediate needs of the patients and discussion of the process for follow-up care and services; How to link the chronically homeless to the programs/services within the community; Connecting the dots using EHR to measure outcomes. The program development of the Medical Mobile Van was to provide an added resource to the chronically homeless within the community. The presentation will provide an understanding of program development, its interaction with Outreach, and the tracking of outcomes to the chronically homeless that are served.

Tom Weis, PA-C, Homeless Clinic Lead Medical Provider, Charles Drew Health Center; Kenny McMorris, MPA, COO, Charles Drew Health Center; Wanda Groover, President and Developer, SourceNet, Omaha, NE; Patricia Christopher, MPA, MS, LIMHP, Homeless Health Coordinator, Charles Drew Health Center

Breaking Down Silos *Empire A*

The workshop will be a panel discussion between a Medical Director, Behavioral Health Program Manager, and Case Management coordinator of the Albuquerque Health Care for the Homeless program. The program model of full integration across programs will be presented with guidance in replicating the model in other settings.

Matias Vega, MD, Medical Director, Albuquerque Health Care for the Homeless; Jay Crowe, LICSW, Behavioral Health Program Manager, Albuquerque Health Care for the Homeless; Valarie Carrillo, Social Services Coordinator, Albuquerque Health Care for the Homeless

Critical Time Intervention Implementation: A Case Study *Chouteau A*

With increasing demands on time and declining funding, innovations in services and training are critical. One such innovation in Homeless Services is Critical Time Intervention (CTI). CTI is a time-limited model delivered by a case manager who has an existing relationship with the service recipient. It was designed to provide emotional and practical support during a period of transition for the client; for instance, during the transition from living in a shelter to placement in housing in the community. This session will introduce CTI and the preliminary findings of a National Institute of Mental Health (NIMH) funded research study that examined training and CTI implementations of a national randomized control trial of programs that received on-site or online training in CTI. The presenters will provide an overview of CTI and present several cases of agencies that implemented CTI. These cases will include information learned from the research study regarding determining readiness to implementation.

Melissa Martin, MSW, Senior Analyst, Center for Social Innovation; Jeff Olivet, MA, CEO, Center for Social Innovation; Rachael R Kenney, Associate, Center for Social Innovation



THURSDAY, MAY 17 | 1:00PM – 2:30PM

Healthcare is a Human Right: Organizing To Win Healthcare for All *Empire C*

This workshop will focus on the core principle of understanding healthcare as a human right and the dire results we're experiencing from healthcare being treated as a commodity. Participants will discuss why we need a movement to win national healthcare for all, and tactics for building grassroots support. Personal stories will be shared by presenters and others as a means of framing the issue for the general public.

Francesca Lo Basso, Director of Organizing, Healthcare-NOW!; Jonathan Kissam, BA, Organizer, Vermont Workers Center

HIV in Primary Care: An Integrated Approach *Benton B*

HIV is increasingly considered a chronic, manageable disease. As such, issues regarding the transition of care for HIV-positive patients from the specialist's office to the primary care provider have been the focus of recent research, policy initiatives, and capacity building efforts nationwide. In this session, participants will learn about the Community Care Continuum, a project of the AIDS Education and Training Center for HIV Care in Minorities. This will include a description of a model of integration of HIV care into primary care settings supported by multidisciplinary clinical training and mentorship as well as technical assistance for practice transformation. In addition, participants in this session will benefit from a discussion of important clinical concerns and specific needs of HIV-positive patients who may present in the primary care setting.

Stephen Perez, RN, ANP-BC, AAHIVS, Clinical Specialist, HealthHIV

Partnering with Homeless Youth: An Exercise in Community-Based Participatory Research to Aid in Health Care Delivery *Chicago C*

Unique teaching techniques will be used, beginning with an interactive World Café discussion coupled with brief didactic methods. World Café topics will include a discussion of the distinctiveness of homeless youth as a population and their unique health care needs. The World Café will be followed by a didactic session that examines how community based participatory research can be used to organize homeless youth around health. We will conclude with a discussion on the importance of relating to homeless youth through non-clinical outreach efforts. An example of non-clinical outreach includes participation in homeless youth social events in order to build relationships that directly translate into increased clinic usage.

Mark Fox, MD, PhD, MPH, Associate Dean for Community Health and Research, University of Oklahoma School of Community Medicine; Ric Munoz, JD, MSW, Assistant Clinical Professor of Social Work, University of Oklahoma School of Social Work; Jeremy Aragon, BS, MSW Candidate, Graduate Research Assistant, Univ. of Oklahoma School of Social Work



THURSDAY, MAY 17 | 1:00PM – 2:30PM

Strategic Thinking and Successful Collaborations: Developing Your Federally Qualified Health Center
Chicago B

Collaborations between health centers and other area safety net and social service providers in the provision of services are an essential component of your Federally Qualified Health Center. Fully understanding this Health Center requirement, especially while in the process of health center development, will increase the success of your FQHC. In this session we will discuss how to apply strategic thinking when developing successful collaborative relationships with other providers in their community. This session is designed for organizations developing Health Center initiatives, New Start projects, staff new to the Health Center program and a refresher for existing staff.

Pamela Byrnes, PhD, Director, Health Center Growth & Development, National Association of Community Health Centers

Successful Strategies for addressing Barriers to Housing Retention *Chouteau B*

This presentation will discuss a model that has been successful in Santa Clara County, California in providing case management and coordination of care with various agencies to frequent Emergency Department users and chronically homeless. A facilitated discussion of strategies, interventions, and limitations will be led by the panel. Strategies for housing retention will be highlighted, and a consumer video will be presented to report the experience of housing retention and health management while homeless.

Kate Kreil, MSW, Case Manager, New Directions; Heather BoddieRusso, MSW, Case Manager, New Directions, San Jose California



THURSDAY, MAY 17 | 1:00PM – 2:30PM

The National HIV/AIDS Strategy for HCH Programs *Chicago A*

The 2010 National HIV/AIDS Strategy is the first federal roadmap for addressing HIV in the US. Its goal is to decrease the number of new infections and improve the care of people living with HIV. Key to its success are concepts well known to HCH programs: housing as a healthcare intervention, interagency collaboration, consumer involvement, and reducing health disparities. This workshop will review the content of the National AIDS Strategy from the perspective of Health Care for the Homeless. The importance of advocacy for testing, treatment, engagement and quality will be examined. HRSA's National retention in care (In+care) campaign will be reviewed. Housing as vital in improving health will be discussed. Throughout the presentation we will highlight opportunities for national, state and local interagency collaboration. Participants will leave the workshop with concrete plans to work locally on the implementation of the National AIDS Strategy.

Deborah Borne, MSW, MD, AAHIVS, NQC HIV Fellow, Coordinator, Community-based Homeless Health Services, Tom Waddell Health Center, San Francisco Department of Public Health; Joshua Bamberger, MD, MPH, Medical Director, Housing and Urban Health, San Francisco Department of Public Health; Julia Schlueter, MPH, NQC HIV Fellow, Quality Manager, Project ARK, Washington University School of Medicine

Women In Need Clinic (WINK): One-Stop Health Care Service *Empire B*

This session is a combination of presentation, storytelling, and facilitated discussion around barriers to accessing health care in a universally accessible health care system. Presenters will focus on access to health care for sex workers, street-involved and marginally-housed women who are dealing with substance use, mentally ill clients, and victims of violence. Presenters will discuss the development of effective interdisciplinary models of care in an organization that operates in silos. In discussing the success of the project, presenters will share the role of mobile clinics in reaching and connecting street-involved sex workers, the role of partnership, and the need to consolidate resources; coordinated care as well as the formation of network.

Amele Zewge-Teffera BSc, MD, Program Manager, Sherbourne Health Centre. Toronto, Ontario; Gayathri Shyamal, MD, Physician in New Comers FHT, Sherbourne Health Centre; Bernadette Lettner, RN, Infirmary RN, Sherbourne Health Centre



THURSDAY, MAY 17 | 3:00PM – 4:30PM

Addressing Tuberculosis in Persons Experiencing Homelessness: An Update *Van Horn BC*

Lectures via PowerPoint presentations will be given to update clinical providers and administrators on the epidemiology, diagnosis, and treatment of TB in the United States, with an emphasis on how these topics relate to persons experiencing homelessness. Symposium coordinators will facilitate a discussion on new diagnostic tools, innovations in treatment, and useful strategies in addressing TB among persons experiencing homelessness.

Sapna Bamrah, MD, Medical Epidemiologist, Centers for Disease Control & Prevention

Bringing Recovery Supports To Scale in HCH Settings *Van Horn A*

Recent years have seen increased interest in bringing recovery supports to scale for people recovering from mental illness and addiction. Recovery-oriented services are grounded in a core belief that recovery is possible and that people experience many different paths to recovery. As programs strive to become more recovery-oriented, they employ strategies such as peer specialists, formerly homeless outreach workers, and consumers and peers on boards and in organizational leadership roles. In the context of health care reform and the integration of primary and behavioral health care, much work is being done to support reimbursement for peer-driven recovery services and supports. This presentation will explore core concepts of recovery supports and how these supports can improve integration behavioral health and primary care. The workshop will employ lecture, small and large group discussion, and will help participants think about how their programs can become more recovery-oriented.

Jeff Olivet, MA, CEO, Center for Social Innovation



THURSDAY, MAY 17 | 3:00PM – 4:30PM

Delivering Integrated Health Care and Behavioral Health Services to Homeless People with the Coordinated Case Management System Database in San Francisco *Chicago C*

This workshop includes an introduction to the Coordinated Case Management System in a live presentation and review of features of CCMS. Key topics that will be addressed include: 1) Benefits of integrated data collection and presentation: hallmarks of an integrated care environment; 2) Implications for the integration and coordination of behavioral health care, shelter and housing access and use of emergency services into the primary health care domain; 3) Ethical, clinical and privacy issues raised by aggregation and compilation of information sources; 4) Research objectives: validation and deployment of the Common Ground Vulnerability Index, consumer cost redirection, High Users of Multiple Services assessment as a machine-driven function.

Deborah Borne, MD, MSW, Coordinator of Community-Based Homeless Programs, San Francisco Department of Public Health; Rajesh Parekh, MD, DPH, / CBHS, San Francisco Outreach Team, San Francisco Department of Health; Shannon Smith-Bernardin, MSN, RN, CNL; Carol Chapman, MA, Health Program Coordinator, San Francisco Department of Public Health

Housing-Focused Outreach: Building A New Model of Outreach and Engagement *Chicago A*

Outreach as a tool for engaging people living in the experience of homelessness has long been a stalwart of homeless services delivery. Homeless agencies have used outreach to reach clients who are hard to serve or difficult to engage. For the longest time, outreach has focused on bringing basic services and supplies to clients. With the advent of the Housing First movement, homeless service agencies are moving away from the idea of outreach as a mechanism for serving clients on the streets to outreach as a tool for moving clients off the streets. Using lecture presentation and facilitated discussions, this workshop will investigate the literature, review operating models, and describe methods that HCH programs can use to develop Housing Focused Outreach programs with consumer involvement and evidence supported examples. Housing Focused Outreach works with a broad compliment of partners to bring comprehensive services directly to clients.

Juliana Walker, MSW, Director of Training, Pathways to Housing; Steve Samra, MPA, Deputy Director, BRSS TACS, Center for Social Innovation; Wayne Centrone, MD, Senior Associate, Center for Social Innovation



THURSDAY, MAY 17 | 3:00PM – 4:30PM

Leveraging Our Strengths and Overcoming Challenges: The Boston PCMH Implementation Experience *Empire A*

Clinics across the country are adopting the PCMH model to improve care and in anticipation of legislative changes to reimbursement. Homeless care providers are not immune to these demands and most already have skills at providing patient centered care. Still, there are aspects of the model that can prove challenging to homeless care programs. These include the need to identify the highest risk patients for enhanced care, and to provide timely follow up after care transitions such as ER visits. Presenters will share experiences with a PCMH implementation project focusing on what was a natural fit, as well as the above challenges. They will provide an overview of a sample program and PCMH project. Each of the two challenge areas will be addressed by team members in lecture format with visual aids followed by an open forum and conversation of these and other issues that workshop participants are facing in their sites.

Gabriel Wishik, MD, MPH, Staff Physician & PCMH Physician Champion, Boston Healthcare for the Homeless Program; Rita Chapman, BSN, RN, LADC, Clinical Director, Boston Health Care for the Homeless Program; Yolanda Starling, BS, RN, Clinic Manager & Clinical Care Manager, Boston Health Care for the Homeless Program

Preventing Crises before They Happen: Creating a Safer Treatment Environment through Non-Violent Intervention *Benton B*

This is a highly interactive workshop in which participants will hear about the use of personal space, body language, vocal tone, cadence and volume and interact with one another to better understand how our common – often unconscious – words and actions can either escalate or de-escalate potentially volatile situations. Key topics include how patients and clients typically escalate verbally along a continuum and what specific interventions should be used at each stage. No prior knowledge is required to attend and benefit from this session.

James Ginsburg, MNM, CAC III, Director, Substance Treatment Services – Housing First, Colorado Coalition for the Homeless



THURSDAY, MAY 17 | 3:00PM – 4:30PM

Providing Medical and Mental Health Care in Housing to a Former Chronically-Homeless Street Dwelling Population *Chicago B*

The workshop discusses Boston Health Care for the Homeless Program's Street Team, the rough sleeper population in Boston, and the integrated medical and mental health care service delivery model Boston uses to care for formerly chronically homeless rough sleepers living in their own homes. The emphasis of this workshop will be placed on housing successes, failures, barriers, and opportunities for Street Team patients since the beginning of the "Housing First" movement in Boston. The presenters will also like to hear back from the audience about their experiences, hopes for the future, and ideas for improvement.

Jill S. Roncarati, PA-C, MPH, Doctoral Candidate, Harvard Medical School of Public Health & Volunteer Physician Assistant, Boston Health Care for the Homeless Program; Suzanne Armstrong, NP, Nurse Practitioner – Street Team, Boston Health Care for the Homeless Program; Jim Bonnar, MD, Psychiatrist – Street Team, Boston Health Care for the Homeless Program; James J. O'Connell, MD, President, Boston Health Care for the Homeless Program

Reducing Disaster Vulnerability for Consumers through a Peer-To-Peer Emergency Preparedness Training *Chouteau A*

The peer-to-peer training program is an inclusive approach to emergency management recognizing that health center patients, when equipped with emergency preparedness information and skills, can help improve efficiency and coordination in the event of an actual disaster. The peer-to-peer training program empowers individuals who are often left out of emergency preparedness activities and provides consumer leaders with an opportunity to reach out and assist others who are at risk of injury, illness, and further displacement during a disaster. This workshop will be of interest to administrators and consumers and will be conducted using a combination of lecture and facilitated conversation. Attendees participating in this workshop will receive a copy of the Peer-to-Peer Emergency Preparedness Curriculum (developed by the National Health Care for the Homeless Council) and will be instructed on how to implement this training as part of their Health Centers' Emergency Management Strategy.

Sabrina Edgington, MSSW, Program and Policy Specialist, NHCHC



THURSDAY, MAY 17 | 3:00PM – 4:30PM

The Role of Specialized Medical Respite Care in Treating HIV-Positive Homeless Adults *Empire C*

This presentation will describe Boston Healthcare for the Homeless Program's (BHCHP) innovation to develop an HIV Medical Respite Team that provides specialized clinical, behavioral health, and case management services to HIV-positive patients in medical respite. The presentation will detail how BHCHP's HIV Respite Team is designed and operates as a component of the broader respite program to provide enhanced care to HIV-positive patients. The presentation will be a lecture/discussion that will use patient cases to demonstrate the specific clinical and psychosocial scenarios in which medical respite can be used to improve care and outcomes for HIV-positive homeless patients. The presentation will describe the essential components of specialized HIV respite care with a focus on how this intervention may be replicated in other respite programs. Potential clinical, programmatic, fiscal, and public health benefits of HIV specialized medical respite care will be discussed.

Lisa Silvestro, RN, ACRN, NP-C, Boston Healthcare for the Homeless

The Transition to Medicaid Managed Care for Homeless New Yorkers: An Examination of the Mechanisms To Ensure Continuity of Care for Patients and the Financial Stability Of Providers *Empire B*

This presentation contains facilitated discussion by presenters, a panel of participants with experience managing care for persons in New York. Participants should have prior knowledge of homeless health care billing and Medicaid. The seminar will not be research focused but will present pragmatic solutions based upon a case studies. Issues covered from this workshop include: Coalition building, negotiating/working with government regulators, aligning Health Care for the Homeless with a managed care system, preserving the HCH delivery model, protecting grant resources and maintaining federal standards, contracting with managed care, credential providers with managed care, strategies for Medicaid managed care enrollment and education for homeless people, maintaining access and continuity of care, setting and meeting benchmarks to ensure smooth transition, preserving financial viability of providers, how to locate technical assistance and financial resources, and lessons learned.

Douglas Berman, BA, MSJ, Director of Policy and Government Relations. Care for the Homeless, New York, NY; Matthew Slonaker, BA, JD, Policy Analyst, Care for the Homeless



THURSDAY, MAY 17 | 3:00PM – 4:30PM

Use of the HEADSSSS Assessment with Homeless Heterosexual and Homosexual Youth: A Practical Psychosocial and Behavioral Assessment Tool *Chouteau B*

This presentation will cover in extensive detail the use of the Home Education/ Employment Activities Drugs Sexuality Suicide/Depression Safety (HEADSSSS) assessment in both heterosexual and sexual minority homeless youth. The HEADSSSS assessment is a validated and reliable tool for assessment of psychosocial and behavioral issues in adolescents. Health care outcomes can be tracked over time using the HEADSSSS, which is another important use of this tool. The components of the HEADSSSS assessment have changed over time, and the latest version will be presented and discussed. Specific aspects relating to using the HEADSSSS assessment with both heterosexual and sexual minority homeless youth will be covered. This will be a lecture presentation, including case reports. There will be time at the end of the presentation for questions and discussion. This is an advanced level workshop for those already working with homeless adolescents.

Seth Ammerman, MD, Clinical Professor, Stanford University & Packard Children's Hospital; Rachael R Kenney, MA, Associate, Center for Social Innovation

Tools You Can Use *Benton A (3:00 – 3:45 PM)*

The National Health Care for the Homeless Council's newly redesigned website has a wealth of information and tools for providers, advocates and consumers. Melissa DaSilva will walk participants through the new navigation system, highlight some of the most used tools and pages and take questions from participants. This is a 45 minute tour of the website for informational purposes only. CME credit is not available for this activity.

Melissa DaSilva, MS, RN, Deputy Director, National Health Care for the Homeless Council



FRIDAY, MAY 18 | 9:00AM – 10:30AM

Creating a Comprehensive and Integrated Curriculum in HCH for Medical Learners: Challenges, Controversies, and Rewards *Empire B*

Enhancing the quality and sensitivity of care that persons experiencing homelessness receive in both HCH and mainstream clinical settings is contingent upon the ability of homeless health care clinicians to share collective knowledge and experience with medical learners in an effective, meaningful, and sustainable manner. This workshop will explore the challenges and benefits of creating a comprehensive, integrated curriculum in homeless health care that attempts to meet this goal. Four current and former physicians from Boston Health Care for the Homeless Program will facilitate an interactive work group that engages the audience in the process of curriculum development and implementation. As a case study, a model web-based curriculum recently developed by BHCHP will be described and demonstrated live. This will be followed by an open discussion of its strengths and limitations.

Alison May, MD, Physician & Educator Director, Boston Healthcare for the Homeless Program; Elizabeth Cuevas, MD, Assistant Director, Program for Homeless and Urban Poverty Medicine, Allegheny General Hospital, Pittsburgh, PA; Patrick Perri, MD, Director, Program for Homeless and Urban Poverty Medicine, Allegheny General Hospital, Pittsburgh, PA; Matthew Joslyn, MD, Physician, Boston Healthcare for the Homeless Program

Creating a Sustainable Model for Respite and Community-Based Integrated Health Care through Innovative Approaches to Advocacy and Collaboration *Empire A*

A successful advocacy campaign can inspire collaboration with the most unexpected of partners. In this workshop, care providers and business leaders come together to share strategies that changed the homeless care model in Orange County. This two-part presentation will consist of a multi-media lecture by Paul Leon, CEO of the Illumination Foundation, along with panelist speakers whom are experts in the health care, corporate, and finance arenas. Part I will provide tools for developing a communications plan to motivate change in your community. Innovative tools for collaboration with unexpected partners will be explored. Utilizing community partners, Respite Care will be introduced as a social enterprise model for non-profit sustainability. Part II will focus on linking community health clinics with community based integrated healthcare. This portion of the workshop will emphasize the importance of collaboration with business partners and local government to expand care for the homeless and create sustainability.

Paul Leon, RN, PHN, CEO & Founder, Illumination Foundation; Paul Cho, Exec. Healthcare MBA, CFO and Co-Founder, The Illumination Foundation; Jack Toan, MBA, Regional Vice President, Wells Fargo Foundation; Kelly Bruno, MSSW, COO/Vice President, Programs; National Health Foundation (NHF); Ginny Ripslinger, RN, MBA, AVP Knowledge Management, St. Joseph Health System ; Julie Miller-Phillips, MS Healthcare Admin., Senior Vice President and Executive Director, Kaiser Permanente Orange County, CA



FRIDAY, MAY 18 | 9:00AM – 10:30AM

Overdose Prevention in HCH Settings *Chicago A*

In 2010, drug overdoses surpassed motor vehicle accidents as the number one cause of accidental death in the United States. Overdose, especially opioid overdose, is a common cause of death in the homeless population. To address this growing problem, overdose prevention practices can be integrated into clinical settings. This presentation will combine lecture, facilitated discussion, and hands-on training to teach participants how to recognize and respond to an opioid overdose as well as how to implement overdose prevention programs in HCH settings. The discussion will review current overdose prevention programs and participants will be encouraged to share their own stories and experiences. Participants will leave the session better prepared to incorporate overdose prevention into their clinics.

Emma Dobbins, BA, Community Outreach Worker, San Francisco Community Clinic Consortium; Lydia Russell-Roy, BA & AmeriCorps Training, Community Outreach Worker, San Francisco Community Consortium

Patient Centered Medical Home and Its Impact on HCH *Chicago C*

This presentation/facilitated discussion session will discuss a model of care coordination that has been effective in retaining homeless clients at a community-based clinic. The model involves a case management system that incorporates patient navigation and linkage to care strategies. Through employing a quality improvement system that encompasses implementation of Plan-Do-Study-Act (PDSA) cycles, barriers to retention and strategies to increase retention will be presented. Examples of strategies include outreach, extending clinic hours, same day access in clinic, reducing wait time, cycle time and no show rate. We will also demonstrate the use of electronic medical records to coordinate care and re-engage lost-to-care clients. To measure the success of strategies implemented, data on 1192 homeless clients who had at least 1 primary care (PC) visit between January-September 2011 was reviewed. Of those, 89% were retained in care (i.e. had 2 or more PC visits through September 2011).

Tamisha McPherson, MPA, Associate Vice President of Health Services, Harlem United; Stephen Crowe, BFA, Managing Director, Holistic Community Healthcare, Harlem United



FRIDAY, MAY 18 | 9:00AM – 10:30AM

Spare Some Social Change? Integrating Service and Advocacy To Prevent and End Homelessness

Chouteau B

The presentation will consist of a powerpoint presentation with ample opportunities for group discussion. Key topics to be addressed include the economic and social policies that have led to endemic homelessness, the need for policy change to make homelessness rare and brief, the distinction between advocacy and lobbying, the value of service providers and consumers conducting advocacy, concrete strategies to integrate advocacy into projects and daily work, and suggested advocacy activities. Examples of effective advocacy will be provided and attendees will have the opportunity to share advocacy activities they have engaged in as well. The resources of the Council, such as the Mobilizer and other policy publications will be highlighted, as well as current policy priorities of the Council.

Kevin Lindamood, MSW, CEO, Health Care for the Homeless, Baltimore, MD; Dan Rabbitt, MSW, Health Policy Organizer, NHCHC

STDs and Other Infectious Diseases: They're Catchy *Van Horn BC*

The CDC and US Preventative Service Task Force (US PSTF) have recommendations for prevention screening for HIV, HEP C/B, Syphilis, Gonorrhea and Chlamydia. Homeless Health Care clinicians often see clients with acute care needs that take priority over more general prevention needs. The NHCHC Clinicians' network has recently released a new document to address the unique needs of HCH consumers and HCH programs. In this workshop we will discuss the current screening recommendations from the NHCHC Clinicians' network, CDC and USPTF for common infectious diseases and STDs: HIV, HEP C/B, Syphilis, Gonorrhea, Chlamydia, HPV, and HSV. Treatment guidelines for these illnesses will be reviewed. Participants will explore best practices for implementing prevention and treatment efforts in their program.

Deborah Borne, MD, MSW, Medical Coordinator for Homeless Community-Based Services, San Francisco Department of Public Health; Sapna Bamrah, MD, Centers for Disease Control and Prevention; Meghan Woods, BA, Medical Student, University of California, San Francisco School of Medicine



FRIDAY, MAY 18 | 9:00AM – 10:30AM

The Serial Inebriate Program: A Collaborative Approach To Working with Homeless Alcoholics

Van Horn A

This session will highlight the Serial Inebriate Program (SIP), a nationally recognized, innovative, and best practices intervention, for chronic homeless inebriates who place a burden on social services, and the criminal justice system. SIP works in collaboration with law enforcement, healthcare, and AOD Treatment in providing intervention and case management services through a court mandate. The Serial Inebriate Program utilizes a Drug Court Model to divert chronic homeless inebriates out of jails and hospitals and into coordinated care. This PowerPoint presentation will outline the collaborative effort; provide attendees with a detailed presentation of linkages, organizational guidelines, and structure of the program; and a brief discussion on effective clinical approaches to treating, homeless, often dual-diagnosed, inebriate clients in a coerced treatment format.

Deni McLagan, CATC, Program Manager – SIP, Mental Health Systems, San Diego, CA; Officer John Leining, SIP Liaison Officer, San Diego Police Department



FRIDAY, MAY 18 | 11:00AM – 12:30PM

Creating a Sustainable Model for Respite and Community-Based Integrated Health Care Through Innovative Approaches to Advocacy and Collaboration Part II *Empire A*

A successful advocacy campaign can inspire collaboration with the most unexpected of partners. In this workshop, care providers and business leaders come together to share strategies that changed the homeless care model in Orange County. This two-part presentation will consist of a multi-media lecture by Paul Leon, CEO of the Illumination Foundation, along with panelist speakers whom are experts in the health care, corporate, and finance arenas. Part I will provide tools for developing a communications plan to motivate change in your community. Innovative tools for collaboration with unexpected partners will be explored. Utilizing community partners, Respite Care will be introduced as a social enterprise model for non-profit sustainability. Part II will focus on linking community health clinics with community based integrated healthcare. This portion of the workshop will emphasize the importance of collaboration with business partners and local government to expand care for the homeless and create sustainability.

Paul Leon, RN, PHN, CEO & Founder, Illumination Foundation; Paul Cho, Exec. Healthcare MBA, CFO and Co-Founder, The Illumination Foundation; Jack Toan, MBA, Regional Vice President, Wells Fargo Foundation; Kelly Bruno, MSSW, COO/Vice President, Programs; National Health Foundation (NHF); Ginny Ripslinger, RN, MBA, AVP Knowledge Management, St. Joseph Health System ; Julie Miller-Phillips, MS Healthcare Admin., Senior Vice President and Executive Director, Kaiser Permanente Orange County, CA

Advanced Housing Placement: Barriers to and Strategies for Housing Complex Patients *Chicago A*

Poor or no credit or rental histories, criminal backgrounds, disabilities and years on the street present enormous obstacles to obtaining housing. This session will help identify barriers to securing housing for persons who have experienced long term homelessness and, through shared learning, develop strategies to successfully place people in community-based housing, with an emphasis on attracting and retaining private landlords and property owners. Key topics will include: Tasks and activities for working with non-traditional and traditional landlords to house otherwise difficult to place patients; collaboration among social service providers including Portland’s “Homeless Alcohol and Drug Intervention Network”, a network of agencies formed with the purpose of coordinating the delivery of services to people who are homeless and/or at-risk-of-homelessness substance abusers in the Portland area; and tools and practices to provide follow up and assistance for landlords post-placement.

Laurie Palmer, Housing Specialist, Central City Concern; Nic Granum, MPA, EMT-B, Program Manager, Central City Concern



FRIDAY, MAY 18 | 11:00AM – 12:30PM

Establishing and Maintaining a Consumer Advisory Board *Chouteau B*

Practical considerations for setting up a Consumer Advisory Board include setting meeting space, allotting line items in the budget for meals and incentives, developing agendas, setting meeting times, event coordination, establishing how the CAB interacts with the Executive Board, and developing decision-making guidelines. This workshop will emulate an actual CAB meeting with visuals and added information not mentioned here. Expect interaction!

Raymond Burks, CAB Chair, Heartland Health Outreach, ; Rodney Dawkins, CAB member, Heartland Health Outreach

National Outreach Guidelines for Underserved Populations *Van Horn BC*

Outreach is a critical function of health centers serving underserved populations, increasing access to care for marginalized community members by bringing vital information and services to people where they live, work, and spend time. In this session, presenters will use a combination of lecture and facilitated discussion to describe how five national organizations collaborated to develop a set of National Outreach Guidelines aimed at increasing access to health care for underserved communities. They will present specific strategies for implementing these guidelines, and participants will identify strategies that can be adopted in programs that serve individuals experiencing homelessness. Finally, presenters and participants will discuss specific outreach strategies to increase enrollment of homeless populations in Medicaid, CHIP and public health benefits programs.

Liberty Day, MS, Senior Project Manager, Health Outreach Partners; Kristen Stoimenoff, MPH, Deputy Director, Health Outreach Partners



FRIDAY, MAY 18 | 11:00AM – 12:30PM

State Medicaid Collaboration for Serving High-Users in Permanent Supportive Housing *Chicago C*

The AIDS Foundation of Chicago (AFC) has been working with Illinois State Medicaid Office to examine billing history for participants in their various programs, including those who are homeless and highly vulnerable. AFC has collected Medicaid usage data on over 500 individuals who are street homeless, unstably housed or in permanent supportive housing (PSH). This data shows that costs are concentrated in a small fraction of overall users of the system, many of whom are homeless. AFC designed a PSH program to serve homeless, high users of Medicaid based on opportunities created by the Affordable Care Act. The project partners with the Health Care for the Homeless provider in Chicago and will establish a Health Home for high users. The program is designed to be a demonstration project for how Medicaid could pay for supportive services in PSH programs.

Arturo Bendixen, MSW, Vice President for Housing Partnerships, AIDS Foundation of Chicago, Vice; Peter Toepfer, BA, Housing Manager, AIDS Foundation of Chicago

The State of HIV in Primary Care: Findings from the Second Annual State of HIV Primary Care Survey

Chouteau A

The session will discuss fielding, findings, and next steps from a nationwide survey of clinicians to provide insight into the “State of HIV in Primary Care”. A background will also be provided before findings are discussed. Participants will not need any prior knowledge of HIV or Primary Care, though an interest in these topics will be useful for the presentation.

Nicholas Welch, MPH, Research and Evaluation Manager, HealthHIV



FRIDAY, MAY 18 | 11:00AM – 12:30PM

Translating the Evidence: Training Service Providers To Work with Youth Experiencing Homelessness who Self-Identify as LGBTQ *Chicago B*

The literature is replete with research and studies on the vulnerabilities and risks of youth experiencing homelessness. It is estimated that between 20 and 40% of youth experiencing homelessness self-identify as a sexual or gender minority. Yet, very few programs exist that are culturally and linguistically prepared to serve the depth and breadth of needs experienced by this marginalized population. Building from the evidence based literature and three years of field research, this workshop will present a PowerPoint presentation developed by the Center for Social Innovation, the Homelessness Resource Center and Dr. Seth Ammerman at Stanford University to better train homelessness service providers. Through case discussion, small group forums, and PowerPoint presentation, the workshop will explore ways that participants can use the Community of Practice model to train staff in their agencies to better acquire the knowledge and skills to serve LGBTQ youth experiencing homelessness.

Seth Ammerman, MD, Clinical Professor, Stanford University & Lucile Packard Children's Hospital; Wayne A Centrone, MD, Senior Associate, Center for Social Innovation; Rachael R Kenney, MA, Associate, Center for Social Innovation

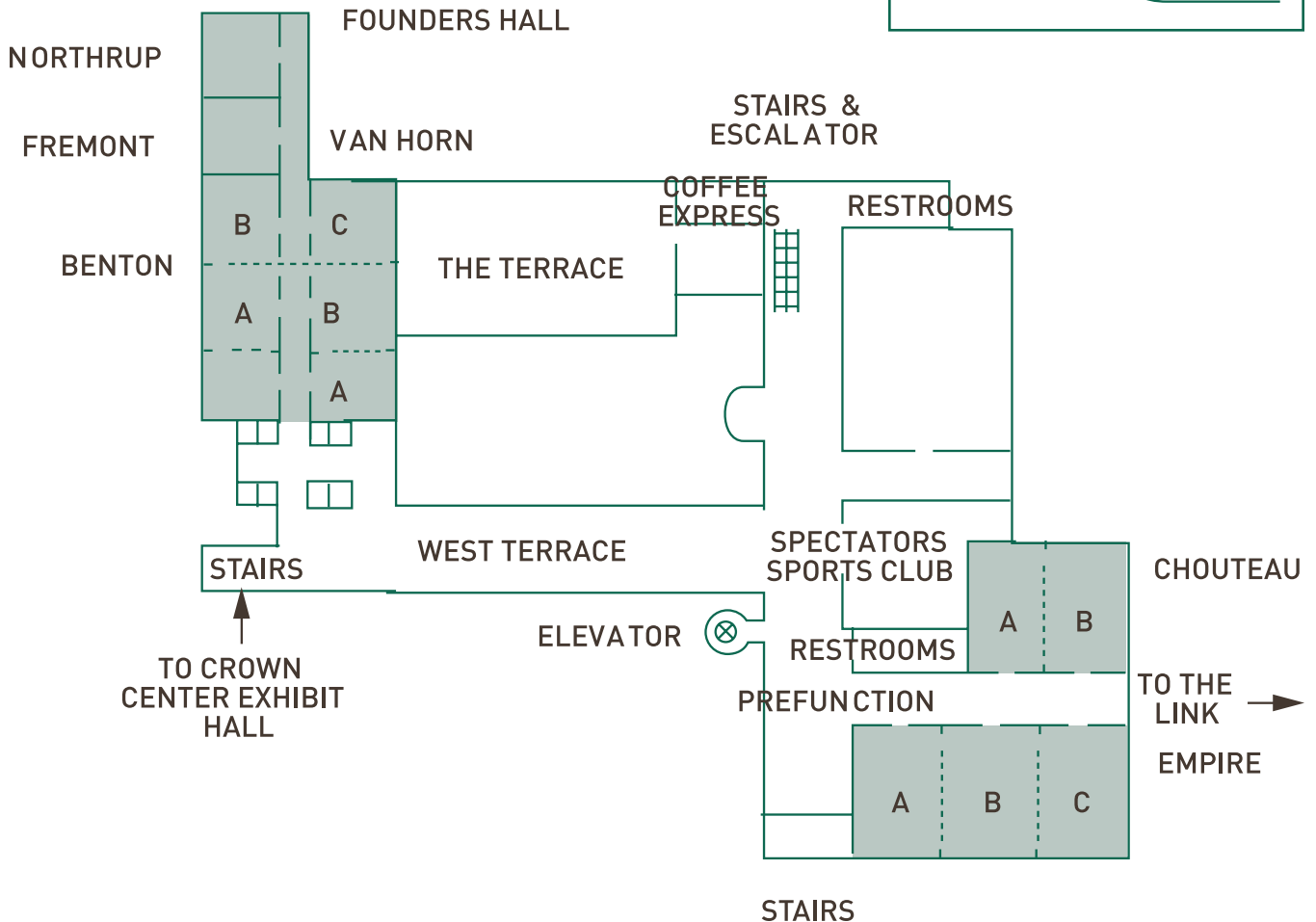
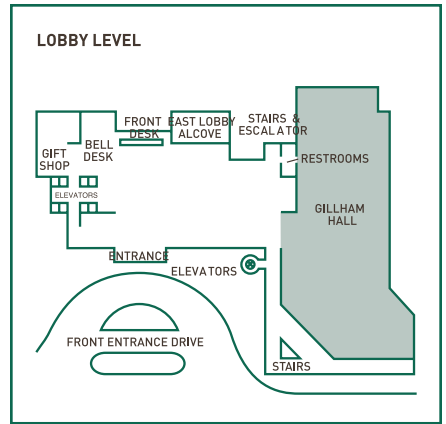
Using the Motivational Interviewing Treatment Integrity Tool To Enhance Skills in Motivational Interviewing *Empire B*

Motivational Interviewing (MI) is a person-centered, goal-oriented, guiding method of communication to enhance motivation to change. MI is a widely-recognized, evidence-based practice that has utility in virtually all health, behavioral health and social service contexts. Learning how to practice MI effectively requires time and effort. Feedback and coaching are essential. The Motivational Interviewing Treatment Integrity (MITI) tool is a behavioral coding system that is useful in providing feedback to enhance practitioners' Motivational Interviewing skills. The MITI has been demonstrated to be a good measure of treatment integrity for MI. Participants in this workshop will learn how the MITI can be used to advance skill development of practitioners of all disciplines in HCH settings. A combination of didactics, question/answer, case illustrations and practicing in triads will be used.

Ken Kraybill, MSW, Director for Training, Center for Social Innovation



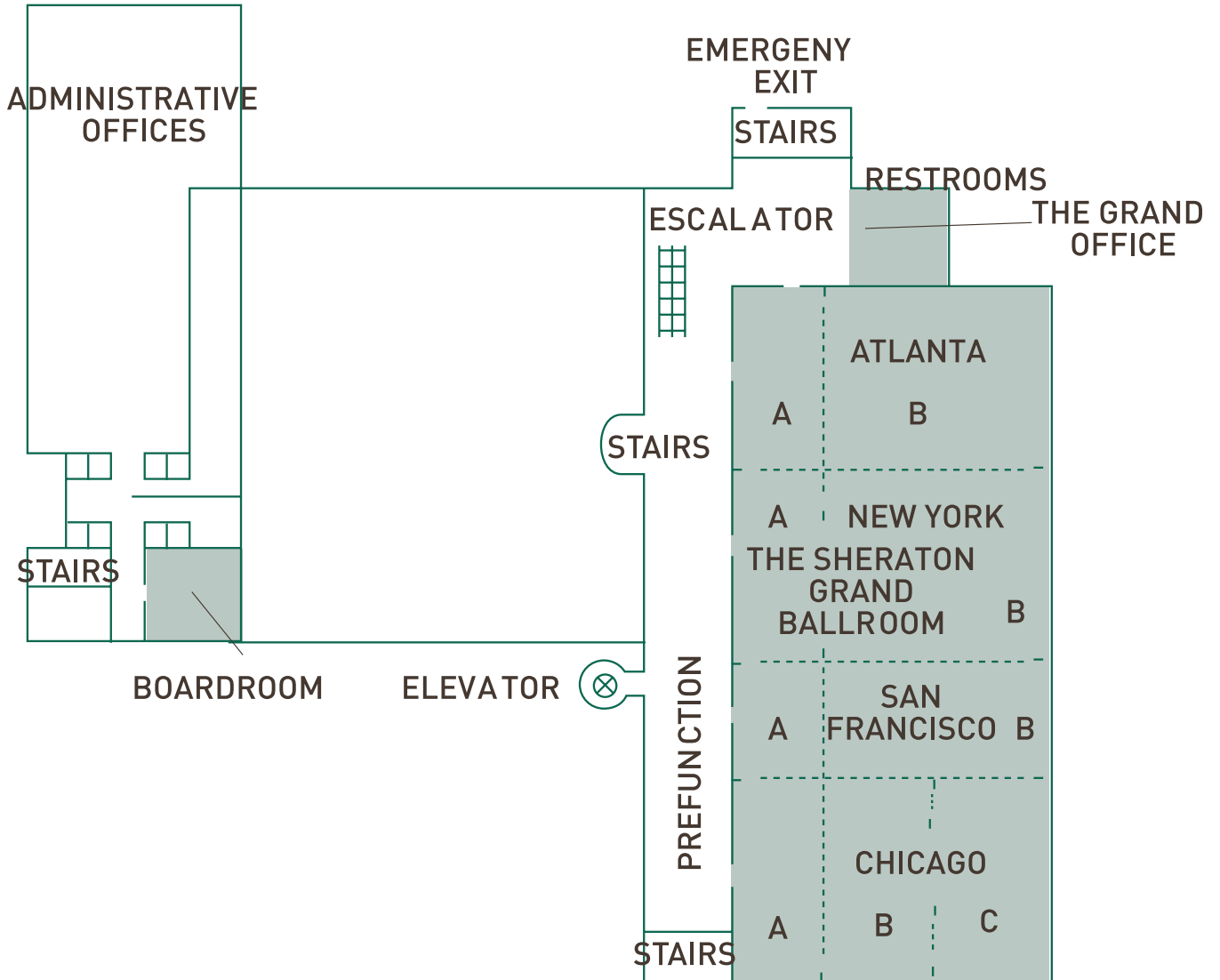
MEZZANINE LEVEL



HOTEL MAP

BALLROOM LEVEL

HOTEL MAP



NATIONAL
HEALTH CARE
for the
HOMELESS
COUNCIL

Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control.

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