

# 2011

## National Health Care for the Homeless Conference & Policy Symposium

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

A Prescription for  
**ENDING HOMELESSNESS**

Social & Health Equity

**June 23-25**

➤ 2011 CONFERENCE PROGRAM

NATIONAL  
HEALTH CARE  
for the  
HOMELESS  
COUNCIL

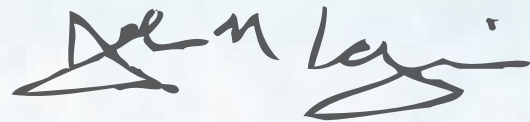
# WELCOME TO THE 2011 NATIONAL HEALTH CARE FOR THE HOMELESS CONFERENCE & POLICY SYMPOSIUM

Above and beyond its formal learning goals, this conference seeks to build community. Kindred spirits gather here—people who struggle every day to break the deadly links between poor health and homelessness. Our struggle takes various forms, from expressing the “consumer” perspective, to applying advanced clinical or administrative skills, to advocating for legislative change. Our determination to make a difference and our yearning for justice hold us together.

Please make the most of this conference by embracing the opportunity to get to know your HCH colleagues. Knowing them and knowing about their work will strengthen you and will improve your own work. With this crowd, it doesn’t take much effort – just step forward and say “hello.”

For our part, the National Health Care for the Homeless Council will continue to bring the field together, build on your skills, and share your special knowledge. We pledge to defend the vital programs you represent and to advocate for those without homes within health care reform.

Thank you for your presence and participation here, and for your good work.



John Lozier, MSSW  
Executive Director  
National Health Care for the Homeless Council

## TABLE OF CONTENTS

Conference Schedule .....	Page 4
Plenary Sessions .....	Page 10
Award Presentations.....	page 11
Conference Highlights.....	page 12
• Welcoming Reception	
• Rally for Human Rights	
• Topical Roundtable Discussions	
• Site Tours	
• Resource Room	
• Consumer Mentors & 12 Step Meetings	
• Film Showings	
• Membership & Steering Committee Meetings	
Pre-Conference Institutes .....	page 14
Workshop Descriptions .....	page 16
Poster Displays .....	page 42
Site Tours.....	page 44
Topical Roundtable Discussions .....	page 45
Conference Accreditation .....	page 46
Conference Planning Committee and Planning for 2012.....	page 48

### COVER ARTWORK

© Ute Dittmar | Image courtesy of *Art from the Streets*.  
Conference materials designed by amp | advocate marketing & print // [www.advocateprinting.net](http://www.advocateprinting.net)

This program is supported in part by a grant from the Health Resources and Services Administration (HRSA) to provide training and technical assistance to Health Center grantees. The content does not necessarily represent the views of HRSA or the federal government.

## › CONFERENCE SCHEDULE

WEDNESDAY, JUNE 22

**7:00 - 8:30 AM** Registration

**8:30 AM** Pre-Conference Institutes begin

- Medical Respite Care: Opportunities Knock, **Room: Capitol**  
Track 1- Getting Started  
Track 2- Beyond Basics
- Trauma Informed Care for HCH Providers, **Room: Congressional C/D**
- Substance Abuse & Mental Health Services Administration: Using Critical Time Intervention in the Delivery of Homeless Services, **Room: Thornton**
- The Research Process: From Study Design to Policy Reform, **Room: Congressional B**

**NOON - 1:00 PM** Lunch (on your own)

**3:00 - 6:00 PM** Registration

**4:30 PM** Pre-Conference Institutes end

**6:00 - 7:00 PM** Respite Care Providers' Network Steering Committee Orientation

**5:00 - 8:00 PM** HCH Clinicians' Network Steering Committee Meeting  
National Consumer Advisory Board Membership Meeting

**7:30 - 8:30 PM** Respite Care Providers' Network Steering Committee Meeting

THURSDAY, JUNE 23

**7:30 AM** Registration • Roundtable Discussions • Breakfast • 12 Step Meetings

**8:30 - 10:00 AM** Plenary Session • Awards Presentations

**10:00 - 10:30 AM** Break • Site Tours • Poster Presentations

**10:30 - NOON** 1 Hour Workshops

- Making Connections: A Case Study on Engagement Strategies to Co-locating an FQHC and Permanent Supportive Housing Project, **Room: Columbia C**
- Providing Routine Gynecological Care to Homeless and Near-Homeless Women: Lessons Learned from the Wherever You Are Program, **Room: Lexington**
- Bridging the Gap in HIV Medical Care in Upper Manhattan: Linking Marginally Housed and Homeless to Primary Care, an Innovative Model, **Room: Capitol A**
- How Frontline Staff Can Be Empowered to Create a Welcoming Environment and Facilitate Access to Care, **Room: Concord**

**90 Minute Workshops**

- Health Resources and Services Administration Update, **Room: Regency Ballroom**
- Protecting the Unprotected: Responding to a Survey of Violence While Homeless, **Room: Columbia B**
- A New Model for Mobile Psychiatric Treatment of Unsheltered People Who Fall through the Cracks in the Community Mental Health System, **Room: Yellowstone/Everglades**
- In from the Cold: The 'We Care about You' Shower Project, an Innovative Outreach to Hard-to-Reach Homeless Persons, **Room: Congressional A**
- READY: A Multimedia Disaster Preparedness Tool for Homeless Services, **Room: Congressional C/D**
- Increasing Access to Oral Healthcare for the Homeless Population, **Room: Capitol B**
- Learning to Live with Aches: Improving Chronic Pain Management in Underserved Populations, the San Francisco Experience, **Room: Bunker Hill**
- Respite to Home: Innovative Techniques Used by Respite Programs to Transition Medically Frail Clients to Permanent Housing, **Room: Clolumbia A**

**NOON - 1:15 PM** • Conference Luncheon

- Policy Committee Luncheon
- National HCH Council Practice Based Research Network & Research Coordinating Committee Joint Luncheon

**1:15 - 2:45 PM** 1 Hour Workshops

- CyberChondria, Communication, and Consumer-Centered Care: Bridging the Gap between Providers and Consumers, **Room: Congressional A**
- Housing Is Health Care for Homeless Adults, **Room: Capitol B**

## › CONFERENCE SCHEDULE

(continued) THURSDAY, JUNE 23

- Using Benefits Acquisition to Sustain and Grow HCH Projects, **Room: Bunker Hill**

### 90 Minute Workshops

- Health Reform and Health Centers: Understanding, Planning, Thriving, **Room: Columbia B**
- A Stitch in Time: Building Partnerships to Co-Locate and Integrate Mental and Primary Health Care, **Room: Concord**
- Narrowing the Divide: Meaningful Use of Health Information Technology to Address Health Disparities, **Room: Columbia C**
- Understanding the Veterans Administration 5-Year Plan to End Homelessness among Veterans, **Room: Capitol A**
- Wet Housing: The Risks and Benefits of an Alcohol Management Program in Supportive Housing, **Room: Columbia A**
- Providing Accessible Primary Health Care to Individuals with Disabilities, **Room: Congressional C/D**
- Recovery Oriented Services of Care: A Paradigm Shift, **Room: Yellowstone/Everglades**
- Place Matters: Why is a Street Address Such a Strong Predictor of One's Health?, **Room: Lexington**

**2:45 - 3:15 PM Break • Poster Presentations**

**3:15 - 4:45 PM 1 Hour Workshops**

- Opening Doors: How Health Centers Can Help to Achieve the Goals Contained in the Federal Strategic Plan to Prevent and End Homelessness, **Room: Columbia C**
- University and Health Care for the Homeless Collaborations, **Room: Congressional A**
- 21st Century Model of Care Where Housing Is Integrated into Health Care, **Room: Capitol B**
- Workplace Safety, **Room: Congressional C/D**
- Healing the Whole Person through Nutrition and Outreach, **Room: Yellowstone/Everglades**

### 90 Minute Workshops

- Trauma Informed Care for the Trauma Informed Clinician, **Room: Concord**
- Demonstrating a Health Center's Community Value by Tracking Enabling Services, **Room: Capitol A**
- More than Statistics: Consumer-Driven Research and Advocacy, **Room: Bunker Hill**
- Smoking Cessation for Individuals Who Have a Serious Mental Illness: Why We Haven't Come a Long Way Baby..., **Room: Columbia A**
- Vulnerability Assessment for Housing and Shelter Prioritization, **Room: Columbia B**
- Consumers as Customers: Learning from the Medical Respite Experience, **Room: Thornton**

FRIDAY, JUNE 24

**5:00 - 6:00 PM HCH Clinicians' Network Annual Membership Meeting**

**5:30 - 9:30 PM Welcoming Reception • 12 Step Meetings**

**7:30 AM Registration • Roundtable Discussions • Breakfast • 12 Step Meetings**  
**8:30 - 10:00 AM Plenary Session • Awards Presentations**  
**10:00 - 10:30 AM Break • Site Tours • Poster Presentations**

**10:30 - NOON 1 Hour Workshops**

- Workin' It: Ensuring Access to Care through Workforce Development, **Room: Concord**
- The Best of Both Worlds: Collaboration between HCH Projects and Local Health Departments, **Room: Capitol A**
- How Integrative Models of Care Improve Clinical Outcomes and Quality of Care Delivery, **Room: Columbia C**
- A Model for Primary Care Management of Alcohol Use Disorders among Homeless Women, **Room: Yellowstone/Everglades**

### 90 Minute Workshops

- Helping Formerly Homeless Individuals Adjust to and Maintain Housing, **Room: Thornton**
- Supporting the Mental Health and Social Competence of Young Children Who are or Have Been Homeless, **Room: Congressional A**
- PATHways to Mental Health Recovery Part 1: HCH and PATH Partnerships, **Room: Capitol B**
- Trauma Informed Leadership in HCH Programs, **Room: Columbia A**
- Advanced Skills in Motivational Interviewing: Eliciting and Responding to Change Talk with Persons with Co-Occurring Disorders, **Room: Bunker Hill**
- Chronic Pain, Homelessness, and Addiction: An Integrative, Recovery-Based Approach, **Room: Congressional C/D**
- Hunger & Homelessness: Barriers to Accessing Healthy Food, **Room: Lexington**

**NOON - 1:30 PM Luncheon**  
**National HCH Council Governing Membership Meeting**

**1:30 - 3:00 PM 90 Minute Workshops**

- Walk a Mile in my Shoes: The Value of Community Health Worker Programs, **Room: Columbia B**
- Mental Health Questionnaires for Social Security: Quick and Effective, **Room: Concord**
- Social Connectedness: Building Community One Person at a Time, **Room: Capitol A**
- Electronic Record Implementation: Getting from HERE to thEHR, **Room: Columbia C**

## › CONFERENCE SCHEDULE

FRIDAY, JUNE 24  
(continued)

- PATHways to Mental Health Recovery Part 2: HCH/PATH Partnerships, **Room: Capitol B**
- Developing an Integrated Treatment Team to Address Common Medical/Psychosocial Problems among the Homeless, **Room: Congressional C/D**
- The Realities of Homelessness on the Frontier and in Rural America, **Room: Yellowstone/Everglades**
- What Every HCH Leader Should Know: A Conversation with Administrators, **Room: Columbia A**

### 3:00 - 3:15 PM Break

### 3:15 - 4:45 PM 1 Hour Workshops

- Where the Rubber Meets the Road in Homeless Health Care: Integrated Care at Duffy Health Center, **Room: Concord**
- New Trends in Office Based Substance Abuse Treatment, **Room: Capitol A**
- The Failure Mode Effects Analysis (FMEA) in Health Care, **Room: Columbia C**
- Suboxone: Not Just a Pill, But a Program, **Room: Columbia B**
- For the Greater Good: The Clinical Benefits of Social Action and Advocacy, **Room: Yellowstone/Everglades**

### 90 Minute Workshops

- Developing and Maintaining Consumer Advisory Boards, **Room: Thornton**
- Medical Home and Meaningful Use, **Room: Capitol B**
- Are We There Yet? The Opportunities and Challenges of Implementing Health Reform, **Room: Bunker Hill**
- Multi-Family Group Intervention for Homeless and Formerly Homeless Families: An Innovative Approach to Improve Family Functioning and Increase Social Connectedness, **Room: Congressional C/D**
- How to Increase Co-Occurring Disorders (COD) Competence Using a Learning Community/Community of Practice Model, **Room: Lexington**
- Violence in Supportive Housing: Planning for Prevention and Containment, **Room: Columbia A**

### 5:30 - 7:30 PM Rally for Human Rights at Union Station Plaza • 12 Step Meetings

### 8:00 - 10:00 PM Film Showing: *Easy Street* • *Steve's Story*, **Room: Columbia**

SATURDAY, JUNE 25

### 7:30 AM Registration • Breakfast

### 9:00 - 10:30 AM 1 Hour Workshops

- Creating a Respite Alumni Network: Ensuring Consumer-Driven Care, **Room: Bunker Hill**
- Mission Impossible? Homeless Women with Kids Navigating the Health Care System, an Intervention Model, **Room: Concord**

### 90 Minute Workshops

- Re-Conceptualizing Quality Management and Improvement: Tools for Equity in Health Care, **Room: Capitol A**
- Spare Some Social Change: Integrating Service & Advocacy to Prevent & End Homelessness, **Room: Columbia C**
- Social Services for the Severely Mentally Ill: Integration of Clinical Social Work and Intensive Case Management, **Room: Columbia B**
- Expediting SSDI Claims through Partnership, **Room: Lexington**
- Youth Experiencing Homelessness and Identifying as a Gender and Sexual Minority: Working to an Evidence-Based Approach to Care & Advocacy, **Room: Capitol B**
- Utilizing a Collaborative Team Approach to Treat Diabetes in Homeless Diabetic Persons, **Room: Columbia A**

### 10:30 - 11:00 AM Break

### 11:00 AM - 12:30 PM 1 Hour Workshops

- Patient Access to Electronic Health Records: A Care for the Homeless Experience, **Room: Columbia C**
- Creating a Community Coalition for Traumatic Brain Injury (TBI) Treatment Strategies in a Homeless Population, **Room: Concord**
- Integrating Medical Respite Programs into Your HCH Programs: Getting Past Start-up Limitations, **Room: Lexington**

### 90 Minute Workshops

- Bringing America Home and Implementation of the HEARTH Act, **Room: Columbia A**
- 100,000 Homes Campaign: A Year of Innovation, **Room: Columbia B**

### 1:00 - 2:00 PM Open Planning Session for the 2012 National Conference on Housing, Homelessness, and Health

## › OPENING & FRIDAY PLENARY SESSIONS

### Opening Remarks

Tom Andrews, President, National Health Care for the Homeless Council

Thursday, June 23 - 8:30 AM  
Regency Ballroom

### Panel Discussion

Moderator: Barbara Poppe, MSc, Executive Director, U.S. Interagency Council on Homelessness

Panelists: Pamela Hyde, JD, Administrator, Substance Abuse & Mental Health Services Administration; Mary Wakefield, Ph.D., RN, Administrator, Health Resources and Services Administration; Mark Johnston, MPA, Deputy Assistant Secretary for Special Needs Assistance Programs, Housing & Urban Development

One year after publication of *Opening Doors*, the first federal strategic plan to end homelessness, these federal officials will discuss their agencies' progress in implementing the plan.



THURSDAY, JUNE 23

### Keynote Address

Don Berwick, MD, MPP, Administrator, Centers for Medicare and Medicaid Services, leads the agency that will oversee the expansion of Medicaid to cover virtually all homeless persons under the Affordable Care Act.



### Susan L. Neibacher Address

Linda Kaufman, Eastern US Field Organizer, Common Ground and the 100,000 Homes Campaign, will describe extraordinarily fruitful organizing to secure housing for homeless persons with dire health problems.

FRIDAY, JUNE 24

## › NATIONAL HCH COUNCIL AWARDS

### Clinicians' Network Awards Presentations

- Distinguished Service Award: The HCH Clinicians' Network honors Janelle Goetchus for her long and faithful service at Unity Health Care and Christ House in Washington DC.

Presenter: Vincent Keane, MDiv, President/ CEO, Unity Health Care, Inc., Washington, DC  
Recipient: Janelle Goetchus, MD, Christ House, Unity Health Care, Washington, DC

- Outstanding Service Award

Presenters: Louise Treherne, LCSW-C, Vice President of Clinical Affairs, Health Care for the Homeless, Inc. in Baltimore  
Kevin Lindamood, MSW, Vice President of External Affairs, Health Care for the Homeless, Inc. in Baltimore

Recipient: Mary Stewart, LCSW, Community Health Outreach Coordinator, Health Care for the Homeless, Inc., Baltimore



8:30AM REGENCY BALLROOM

### National Consumer Advisory Board Awards Presentation

- Ellen Dailey Consumer Award Presentation: The National Consumer Advisory Board honors the memory of its Founding Mother, Ellen Dailey, with this award to Paul Boden, Director of the Western Regional Advocacy Project.

Presenter: Joseph Benson, SEARCH Homeless, Houston, TX  
Recipient: Paul Boden, Western Regional Advocacy Project, San Francisco, CA

### Closing Remarks

John Lozier, Executive Director, National Health Care for the Homeless Council



National Consumer  
Advisory Board

8:30AM REGENCY BALLROOM

## › CONFERENCE HIGHLIGHTS

### **Welcoming Reception**

*Thursday, June 23 • 5:30 pm, Regency Ballroom*

Meet new people, reacquaint yourself with others, and relax with music, hors d'oeuvres and drinks. Later on, unwind with karaoke.

### **Rally for Human Rights**

*Friday, June 24 • 5:30 pm, Union Station*

Conference participants are invited to join others in calling publicly for human rights at a 5:30 pm rally in Union Station Plaza, a short three blocks from the Hyatt. Amy Grassetto, Chair, National Consumer Advisory Board, will lead the spirited rally, where we will hear from HCH consumers and representatives of organizations that are allied with us in the struggle for justice.

### **Topical Roundtable Discussions**

*Thursday, June 23 & Friday, June 24 • 7:30 am, Regency Ballroom*

Each roundtable will focus on a key issue in Health Care for the Homeless. These facilitated discussions allow participants to examine ways to overcome barriers to success and share solutions. Join others and contribute your own thoughts and experiences. A list of topics and facilitators for each day appears on pages 44-45 of this program.

### **Site Tours**

*Thursday, June 23 & Friday, June 24 • 10:00 & 10:30 am*

Two key local agencies—Unity Health Care HCH Clinic and DC Central Kitchen—are offering site tours. Groups will walk to the sites from the Hyatt. Both are located at the Federal City Shelter of the Community for Creative Non-Violence located two blocks from the Hyatt. Sign-up lists are online at <http://www.nhchc.org/2011conference/sitetours.html>. Limited to 15 people per tour.

### **12 Step Meetings**

*Self directed 12 Step Meetings will occur in the Sequoia room at 7:30AM and 5:30PM on Thursday and Friday of the conference*

### **Consumer Mentors**

The National Consumer Advisory Board is sponsoring a Consumer Mentor Program for first-time consumer attendees at the year's conference. Mentors will be wearing buttons with the NCAB hands logo; please visit the Consumer Mentor table in the Registration area to request a mentor.

## › NATIONAL HCH COUNCIL BUSINESS MEETINGS

### **National Consumer Advisory Board Annual Meeting**

*Wednesday, June 22 • 6:30 - 8:30 PM, Yellowstone/Everglades*

Members of the National Consumer Advisory Board will meet to conduct NCAB business, finalize plans for the Rally for Human Rights, and select Steering Committee members and Regional Representatives. All NCAB members and consumers are encouraged to attend.

### **Policy Committee Luncheon**

*Thursday, June 23 • 12:15 - 1:15 PM, Concord*

This will be a face to face meeting of the Policy Committee and will serve as June's monthly meeting. If you are interested in learning more about the Council's policy issues, please come and participate in the discussion.

### **Practice Based Research Network & Research Coordinating Committee Joint Luncheon**

*Thursday, June 23 • 12:15 - 1:15 PM, Lexington*

This joint luncheon will discuss research topics and activities for the upcoming year.

### **HCH Clinicians' Network Membership Meeting**

*Thursday, June 23 • 5:00 - 8:00 PM, Capitol*

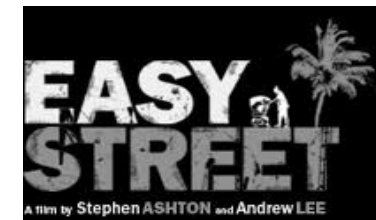
This will be a face to face meeting of the Clinicians' Network membership. This meeting is open to all interested conference attendees.

### **Open Planning Session for the 2012 National Conference on Housing, Homelessness, and Health**

*Saturday, June 25 • 1:00 - 2:00 PM, Capitol*

This planning session is open to all individuals interested in joining the 2012 Conference Planning Committee or anyone wishing to offer thoughts and advice for the next Annual Conference in Kansas City, Missouri, May 15 - 18, 2012.

### **Film Showings**



*Friday, June 24 • 8:00 - 10:00 PM, Columbia*

According to homeless people and experts alike, St. Petersburg, Florida is one of the best places to be if you're a homeless person. *Easy Street* is a film focusing on five individuals with varied backgrounds and circumstances. This film reveals who homeless people really are and what they do to survive.

Following *Easy Street* will be a brief presentation of *Steve's Story*, a fifteen minute film submitted by the Daily Planet.

### Medical Respite Care: Opportunities Knock

**Room:** CAPITOL

**Presenters:** Sarah Ciambone, MS; Leslie Enzian, MD; Erica Wilson, MD; Jessie M. Gaeta, MD; Paul Gregersen, MD; Brooks Ann McKinney, MSW; Karin Roach, LMHC, CASAC; Alice Y. Wong, RN, CNS; Mary Beth Meyer, BSBA; Jennifer Nelson-Seals; Janelle Goetcheus, MD; Jim O'Connell, MD; Debra Rog, Ph.D, Kathryn Henderson, PhD

**About:** Medical respite care is acute and post-acute medical care for homeless persons who are too ill or frail to recover from a physical illness or injury on the streets, but who are not ill enough to be in a hospital. Medical respite care continues to fill a gap in the continuum of health care for people experiencing homelessness and is demonstrated to reduce public costs and improve health and housing outcomes. This year's medical respite pre-conference institute will provide learning opportunities for both the beginner and advanced learner. After opening remarks by Dr. James O'Connell, attendees will breakout into one of two tracks:

- **Track 1, Getting Started-** Presenters will discuss the impact of homelessness on health, mortality, and costs, and will describe the origins of medical respite care. Attendees will learn about various program models and the day to day operations of a medical respite program including the referral and screening process, scope of care, and the discharge planning process. Challenges such as chemical dependency and relationships with hospitals will also be discussed.
- **Track 2, Beyond Basics-** Panelists representing six established medical respite programs will describe opportunities to enrich program services. The first panel in this session will describe efforts to accommodate patients who require more advanced care than what is traditionally offered. Panelists will also describe efforts to meet the needs of patients who are scheduled for outpatient surgeries or in need of palliative or end of life care. The second panel of this session will describe innovative program policies and procedures that have been developed to address systemic issues such as avoidable emergency department use, lack of services for people who have special needs, and limited housing. Panelists will describe an emergency room diversion program, policies for caring for individuals who are transgendered, promising practices for managing mental health or addiction disorder in the medical respite setting; and efforts to increase access to housing.

After a half day of concurrent sessions, both beginner and established medical respite providers will come together to hear about preliminary findings from a federally funded study looking at four medical respite programs in the United States. The study, conducted by Westat, looks at how medical respite programs operate and analyzes outcomes related to health and housing. A final panel of experts from 3 medical respite programs will describe methods, lessons learned, and successes in tracking program outcomes related to health, hospital readmissions, and housing.

### Trauma Informed Care for HCH Providers

**Room:** CONGRESSIONAL C/D

**Presenters:** Deborah Borne, MD, MSW; Matthew S. Bennett, MBA, MA; Katie Volk

**About:** Trauma-informed care is one of the core principles of HCH work and a SAMHSA-recognized best practice. Learn about the connection between traumatic stress and homelessness and how trauma impacts clients' lives. Discuss

mitigating factors in people's responses to traumatic events and how we can use knowledge of trauma to create trauma-informed services and systems. We will also spend time addressing the impact of vicarious trauma (aka compassion fatigue) on our lives. Throughout, we will bring in case examples, discussion, and concrete tools.

### Substance Abuse & Mental Health Services Administration: Using Critical Time Intervention in the Delivery of Homeless Services

**Room:** THORNTON

**Presenters:** Gretchen Stiers, Ph.D; Mattie Curry Cheek, Ph.D; Lauren Paret; Gloria Dickerson

**About:** Critical Time Intervention (CTI) is an established Evidence-Based Practice (EBP) designed to prevent homelessness among people who have severe mental illness and histories of homelessness. Characterized by client-centeredness and flexibility, CTI prioritizes continuity of care and case management. CTI is especially relevant for homeless service professionals who can use CTI to strengthen their relationships with clients and connect clients to mainstream services. This seven-hour institute provides an overview of CTI and illustrates how CTI can be implemented into the health care delivery system. Federal staff from the Centers for Mental Health Services in SAMHSA will lead this workshop in collaboration with the Center for Urban Community Services (CUCS). CUCS is a national CTI training provider with extensive experience implementing EBP's and evaluating their impact. The presentation format is interactive to facilitate peer-to-peer sharing of information with speaker presentations, small group work, a case study and facilitated discussions.

### The Research Process: From Study Design, to Policy Reform

**Room:** CONGRESSIONAL B

**Presenters:** Barbara Wismer, MD, MPH; Nancy Elder, MD, MSPH; Travis Baggett, MD, Barbara DiPietro, PhD, Kevin Lindamood, MSW, Jean Hochron, MPH, Joseph Benson, Amy Grassetto, Aaron Strehlow, PhD, RN

**About:** This pre-conference institute will help attendees put the "evidence" into evidence-based practices and programs. During the first half of the pre-conference, participants will (1) learn how to ask a research question that is relevant to homelessness and health, (2) explore a variety of study designs that will result in the kind of data desired and (3) hear about methods used to collect and analyze data. In learning about study design, participants will see how they can include consumers in the research process from beginning to end. Participants will also learn about the resources and partnerships necessary to carry out a successful research project. The last half of the Institute will show attendees how research findings can contribute to advocacy work and policy reform. Many policy changes need to be made before we can successfully prevent homelessness and provide quality health care to those who are currently homeless. Research provides an avenue through which clinicians, consumers and administrators can evaluate what's already being done to accomplish these goals and test innovative techniques that could be initiated to improve our current efforts.



### HRSA Update

**Presenter:** Jim Macrae, MSc, MPP, Associate Administrator for Primary Care, U.S. Health Resources & Services Administration

**Room:** REGENCY BALLROOM

**About:** The Health Resources & 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 learn from the Director of the Bureau of Primary Health Care about the agency's latest policy directions and funding plans.

### Making Connections: A Case Study on Engagement Strategies For Co-locating an FQHC and Permanent Supportive Housing Project

**Presenter:** Tom Stubberud, MPH

**Room:** COLUMBIA C

**About:** Connections Housing Downtown San Diego is a collaborative permanent supportive housing project between PATH (People Assisting the Homeless), PATH Ventures, Family Health Centers of San Diego, and Affirmed Housing as the master developer. This multi-use facility will include 72 permanent supportive housing units, 150 interim beds, a collaborative homeless service center, and a federally qualified health center as anchor tenant. This workshop will describe the key elements involved in guiding a project from the RFP phase through extensive community and political engagement processes that brought it to a unanimous vote to engage in exclusive negotiations with the city. The presentation and question/answer session will focus on how Family Health Centers of San Diego collaboratively employed community, business and political engagement strategies to counter NIMBY-ism and move this vital housing project toward reality. This workshop will be geared toward HCH providers interested in working collaboratively with permanent supportive housing partners.

### Respite to Home: Innovative Techniques Used by Respite Programs to Transition Medically Frail Clients to Permanent Housing

**Presenters:** Brooks Ann McKinney, MSW; Alice Wong, RN; Dawn Petroskas, RN

**Room:** COLUMBIA A

**About:** This workshop will address how to integrate Medical Respite as a fundamental part of the continuum of care for persons experiencing homelessness. Aimed at administrators, community providers and clinicians alike, this workshop will offer three different models of collaborations that Medical Respite programs from three different communities employ with community housing agencies to help transition the most medically frail homeless persons to permanent housing. It will discuss the techniques that Medical Respite programs use to aid this transition from hospital to home and how these techniques benefit consumers and contribute to their success in housing. There will be a question/answer period at the beginning to ensure presenters address all questions participants have. A question/answer period at the end will be moderated as a discussion to ensure the presenters are able to help participants troubleshoot the barriers to housing they may face in their own communities.

### Protecting the Unprotected: Responding to a Survey of Violence While Homeless

**Presenters:** Reginald Hamilton, JD; Molly Meinbresse, MPH; Amy Grassette

**Room:** COLUMBIA B

**About:** Homeless individuals in the United States suffer from the same diseases and disorders as the general population but at a significantly higher rate, and the experience of violence while homeless is one factor contributing to the increased vulnerability to illness and mortality. Physical assault on individuals experiencing homelessness has the potential to cause serious physical and psychological injuries, extend homelessness, and result in expensive medical bills. The National Consumer Advisory Board set out to explore further what types of violent attacks individuals have faced while homeless and if they were successful in getting desired assistance. Findings from the 2010 Consumer Participation Outreach survey on Violence Experienced While Homeless will be presented as well as recommendations for programmatic and policy changes for local communities. Attendees will have the opportunity to discuss findings and recommendations in a large group discussion. Consumers, clinicians, administrators, researchers, policymakers and advocates should attend.

### Providing Routine Gynecological Care to Homeless and Near-Homeless Women: Lessons Learned from the Wherever You Are Program

**Presenter:** Amanda Swan, APRN, AAHIVS, WHNP-BC

**Room:** LEXINGTON

**About:** Those pesky pap smears! Are you a health care provider or administrator serving the homeless or near-homeless population? Are you frustrated and concerned because the women you care for are not receiving the routine cancer screenings that they need and deserve? This workshop will review the importance of engaging homeless and near-homeless women in routine gynecological care, including cervical cancer screening and sexually transmitted disease testing. As a group, we will discuss the challenges we face in delivering this type of care as well as strategies for overcoming the many barriers to providing gynecological care in the shelter setting. Specific cases from the experience of the Wherever You Are program at the Community Health Center, Inc. in Connecticut will be used to illustrate how such barriers can be overcome to improve cervical cancer screening rates and STI testing among homeless/near homeless women.

### A New Model for Mobile Psychiatric Treatment of Unsheltered People Who Fall Through the Cracks in the Community Mental Health System

**Presenters:** Charissa Fotinos, MD; John Gilvar, MA; Christy Fuller, LICSW

**Room:** YELLOWSTONE/ EVERGLADES

**About:** In 2010, the South King County Mobile Medical Program achieved significant improvements in the rate at which unsheltered and other homeless clients received psychiatric assessments and medications. Presenters will describe how the collaborative care team behavioral health treatment model they developed helped the program make these improvements. Previously, the program struggled with extremely low referral completion rates for office-based psychiatric assessment and significant medical benefits barriers that shut out many clients from the community mental health system. The new approach adapts key elements of a collaborative care team model shown to be effective in a community health

## WORKSHOP DESCRIPTIONS THURSDAY, JUNE 23

center-based pilot. It coordinates the efforts of primary care providers, behavioral health case managers, and psychiatrists in initiating and supporting psychiatric treatment and managing psychiatric treatment medications. The breakthrough for the Mobile Medical Program came when it began offering clinical psychiatric assessments at the community meal programs at which it parks its medical van.

### **In from the Cold: The We Care About You Shower Project, an Innovative Outreach to Hard-to-Reach Homeless**

**Presenters:** Lenore Hildebrand, DSW, LICSW; Raymond Figueroa

**Room:** CONGRESSIONAL A

**About:** Looking for a creative outreach strategy to engage, develop rapport with, and retain the hard-to-reach homeless people and provide them with an integrated system of health and social services? Representatives from Turning Point, a community-based organization in Brooklyn, New York, will introduce you to the “We Care About You” Shower Project, an innovative peer-facilitated primary health and HIV prevention program that addresses the general health and HIV-related health and social services needs of a high-risk homeless individuals. The presenters will discuss the project’s rationale, profile its consumers, review its outcomes as a promising practice model, and describe the issues, strategies, and resources needed in replicating the model in your community even in an economically challenging environment.

### **Bridging the Gap in HIV Medical Care in Upper Manhattan: Linking Marginally Housed and Homeless Persons to Primary Care, an Innovative Model**

**Presenter:** Jay Doobkin, MD; William LaRock, DNSc, ANP; Richard Garcia; Cynthia Rossi

**Room:** CAPITOL A

**About:** New York Presbyterian Hospital/Columbia University AIDS Medical Clinic are delivering HIV care to individuals in Upper Manhattan, the Bronx and Washington Heights through an innovative Bridge Medical Services (BMS) program that identifies individuals with advanced HIV disease often with multiple hospitalizations and historically lost to follow up in the traditional care delivery system. The BMS program places a medical provider (nurse practitioner) and patient navigator in the field to make medical visits to individuals with advanced HIV disease and other severe co-morbid conditions living in single room occupancy hotels, shelters and on the street. By building trust and rapport over time with individuals not engaged in ongoing primary care the medical team strives to reduce unnecessary death and morbidity and establish relationships between medical practitioners and patients who are underserved or lost to care.

### **READY: A Multimedia Disaster Preparedness Tool for Homeless Services**

**Presenters:** Wayne A. Centrone, MD; Suzanne Zerger, PhD; R. Neil Greene, MSc

**Room:** CONGRESSIONAL C/D

**About:** The Center for Social Innovation received a SBIR grant from the CDC. The project, READY: A Multimedia Disaster Preparedness Tool for Homeless Services, is a CD-ROM multi-media tool. The product supports organizations to participate in community-wide planning and coordination, and to develop greater capacity to respond to disasters by adapting policies and procedures and providing adequate staff training and supports. READY encourages organizations

servicing homeless people to connect with broader preparedness efforts and influence other public health entities in planning. This workshop will discuss the research findings from the evaluation of the READY product and will review the process for developing an interactive training and preparedness tool for homelessness providers. The methods of instruction will include PowerPoint lecture, simulated case discussion, small-group exercises, and a demonstration of the READY product. The case will allow audience members to participate in a constructive discussion around service delivery and care management.

### **Increasing Access to Oral Health Care for the Homeless Population**

**Presenters:** Sara Gillen, MPH; Liz Kasmara, EdM

**Room:** CAPITOL B

**About:** In this workshop, a representative from Harlem United (HU) will describe challenges faced by homeless clients in accessing oral health care including restricted flexibility in appointment times, limitation in transportation, and homeless stigma. Using continuous quality improvement (CQI) as a tool to address programmatic issues, we will demonstrate how we identify the barriers to care for the homeless population. We will review how CQI indicators such as dental visits and dental follow-up visits are used to determine appropriate strategies, such as clinic schedule accommodations, pick-up at clients’ residence, and appointment buddy system, through Corrective Action Plans (CAP). As a result of strategies implemented, we have observed a 70% increase from 2008 to 2009 in number of dental visits among homeless clients, demonstrating an evidence of retention in care.

### **Learning to Live with Aches: Improving Chronic Pain Management in Underserved Populations, the San Francisco Experience**

**Presenters:** Barbara Wismer, MD, MPH; Joseph Pace, MD

**Room:** BUNKER HILL

**About:** Safe, effective, and compassionate management of severe chronic pain is challenging. There is evidence that pain is undertreated, yet prescription opiate abuse and overdoses are on the rise, and providers are unsatisfied in treating chronic pain. Providers who work with underserved communities face additional challenges. San Francisco Department of Public Health’s Primary Care Clinics have developed policies, procedures, and tools to improve the treatment of severe chronic pain in San Francisco’s underserved communities. These will be shared via speaker presentation with questions/ answers. Other opportunities to improve treatment will be elicited and discussed, via facilitated discussion group(s). This workshop is for clinicians (physicians, nurse practitioners, physician assistants, nurses, social workers, cases managers, psychiatrists, therapists, substance abuse counselors, and others) involved in the care of patients with severe chronic pain.

### **How Frontline Staff Can Be Empowered to Create a Welcoming Environment and Facilitate Access to Care**

**Presenters:** Jan Caughlan, LICSW; Mike Rudolph; John Lane

**Room:** CONCORD

## WORKSHOP DESCRIPTIONS THURSDAY, JUNE 23

**About:** People in need of HCH services are often living in incredibly chaotic situations which often result in challenging behaviors that can jeopardize their ability to remain in the clinic and able to access services. Facilitating strong collaborations between front-line, security and clinical staff helps build relationships with vulnerable clients and can lead to more successful engagement in treatment plans, adherence to appointments, and access to care. Drawing on the experiences of security staff, frontline personnel, clinical providers and consumers, this workshop will help HCH administrators and clinicians consider methods of empowering frontline and security staff at their own project. The ultimate goal is to “screen in” new and vulnerable consumers, not bounce them out of service.

**1:15 PM**

### Health Reform and Health Centers: Understanding, Planning, Thriving

**Presenters:** Barbara DiPietro, PhD; Claire Goyer, MEd

**Room:** COLUMBIA B

**About:** The health reform law creates both opportunities and challenges for health centers. Learn from the Council’s Policy and Technical Assistance staff about the national goals that have been set, those components of the law that will impact HCH operations and consumers, and changes that should be implemented in order to make the most of funding opportunities and systems changes. The discussion will include advocacy strategies you can adopt to help project and community decision-making be more responsive to the health needs of individuals experiencing homelessness.

### A Stitch in Time: Building Partnerships to Co-locate & Integrate Mental & Primary Health Care

**Presenters:** Ann McCreedy, MBA; Sharon Watkins, RN, MA

**Room:** CONCORD

**About:** In a time of increased competition for decreased funds, many organizations consider partnerships as a means to gain additional resources and to improve health care access for their clients. However, meaningful and successful partnerships among primary care, mental health, and other supportive service providers can be difficult to develop and sustain. This workshop, for administrators of community health or behavioral health clinics, will highlight the lessons learned by the Wellness Center at N Street Village, which provides comprehensive services for homeless and low-income women. We will discuss the Wellness Center’s process for developing a successful co-located and integrated mental and primary health care partnership. Participants will work through a guided exercise to develop criteria for evaluating prospective health care partners for their own organizations. Participants will leave the session with an understanding of the partnership life cycle and the recommended stewardship and evaluation actions at each partnership stage.

### Narrowing the Divide: Meaningful Use of Health Information Technology to Address Health Disparities

**Presenters:** Anna M. Gard, FNP; Yael Harris, PhD, MHS; John Dudte

**Room:** COLUMBIA C

**About:** This panel discussion will highlight the high priorities of leveraging Health Information Technology to address health disparities and narrowing the technological divide in medically underserved communities. Innovative best practice use of HIT, including electronic health records, telehealth, personal health records, and health information exchange, in the care delivery to the homeless population and other medically underserved communities will be presented. Members of The National Health IT Collaborative for the Underserved and the HRSA Office of Health Information Technology and Quality (OHITQ) will introduce resources, toolkits and initiatives supporting Health IT adoption.

### CyberChondria, Communication, and Consumer-Centered Care: Bridging the Gap between Providers and Consumers

**Presenter:** Marion Webster Walls, BS

**Room:** CONGRESSIONAL A

**About:** This is a combination of a speaker presentation and discussion group about communication and health-care, with a target audience of consumers and providers. An ever increasing access to information on the internet and an ever decreasing budget for doctors leads many consumers to seek a diagnosis on-line, sometimes spiraling what was a simple issue into a chronic condition. Many consumers are also seeking alternative therapies not available through the mainstream medical establishment. These conflicting priorities can exacerbate difficulties in communication between consumer and provider.

### Wet Housing: The Risks and Benefits of an Alcohol Management Program in Supportive Housing

**Presenters:** Josh Bamberger, MD, MPH; Daniel Malone

**Rooms:** COLUMBIA A

**About:** Homeless chronic inebriates use a disproportionate amount of health care resources compared to other sub-populations of disabled homeless people. In addition, alcoholics in the pre-contemplative stage of change have poor housing retention even in housing first, low threshold supportive housing programs. As alcoholics age, they can develop dementia and mobility disabilities often outstripping the available resources in service rich supportive housing settings. To improve housing stability, reduce health care costs and reduce total amount of alcohol intake, a few programs in North America have begun to provide alcoholics beer, wine and other alcoholic beverages in controlled amounts. In this workshop, we will present the patho-physiology that leads to debilitation in chronic alcoholism and present data and discuss the ethics of providing chronic alcoholics alcohol in the supportive housing setting.

### Housing Is Health Care for Homeless Adults

**Presenter:** Dawn Petroskas, RN

**Room:** CAPITOL B

**About:** Housing, often viewed as an outcome to be achieved, has become increasingly recognized as an innovative intervention to improve the health of homeless adults. This workshop will discuss the latest research supporting the idea that housing is health care. It will also share the results of a study that was conducted with formerly long term homeless, chronically ill adults and the nurses and service providers who support them in housing. Health geography, which explores the dynamics between health and place, was used as a framework for the study. Participants will learn how they can set up housing to help their clients manage chronic disease, how nurses can play a part on housing teams, and how they can encourage their clients to make housing into a place of healing and a place to call home. This will be an interactive presentation with plenty of time for discussion throughout. All experience levels welcome.

### Using Benefits Acquisition to Sustain and Grow HCH Projects

**Presenters:** Cheryl J. Ho, MD; Bette Iacino; Kascadare Causeya, Kristin Lupfer

**Room:** BUNKER HILL

**About:** In this time of ever-competitive funding, administrators and providers have to find ways to make their projects stand out among the rest. High dollar cost-saving outcomes and past and future reimbursements for uncompensated health care make a considerable statement. This panel will discuss how HCH projects can make a strong argument for funding using SSI/SSDI application outcomes and Medicaid/Medicare reimbursement statistics. The panel will share ways that HCH projects have been successful at securing additional funding through their benefits acquisition efforts. Participants will be provided a toolkit with step-by-step instructions, sample materials and examples of successful models. Post-workshop support and technical assistance will be provided through the National SOAR Technical Assistance Center.

### Providing Accessible Primary Health Care to Individuals with Disabilities

**Presenter:** Molly T. Kennedy, MPA

**Room:** CONGRESSIONAL C/D

**About:** This workshop will address the critical issues that surround people with disabilities accessing primary health services that are able to treat them as a complete person including their disability. The presentation will give an overview of the health disparities of people with disabilities, the challenges of this population trying to access services and challenges medical providers face when trying to treat this population. Techniques and resources will be provided and discussed with in the context of this workshop.

### Recovery Oriented Services of Care: A Paradigm Shift

**Presenter:** Sarah Goforth; Steve Hardenbergh, LAC

**Room:** YELLOWSTONE/EVERGLADES

**About:** Central City Concern's (FQHC/HCH) continuum of care is one model that utilizes many elements of ROSC and Recovery Management. In 2008 Central City Concern was invited to a Recovery Summit sponsored by the Substance

Abuse Mental Health Services Administration (SAMSHA) to showcase CCC as a model that embodies the principles of SAMSHA's priority ROSC/Recovery Supports initiative. Flexible Medicaid dollars support services that are holistic in nature integrating the mind, body and spirit. These services include mentoring, recovery coaching and eastern medicine. In 2009, CCC was awarded a HRSA Facility Investment Program grant to build an integrated primary, mental health and substance abuse center where ROSC principals will be embedded in all levels of care. CCC offers supportive housing, employment, and benefits acquisition services in addition to health care in partnership with other government and non-profit agencies. CCC hires many people in recovery from addiction, mental illness and physical health care challenges who have utilized our services, in keeping with SAMSHA's initiative. In partnership with Oregon Health Science University, CCC is a placement site for interns engaged in a Social Medicine curriculum where they are able to observe all arenas of specialty care and recovery supports such as alumni groups, supported housing and employment programs as well dialogue with recovering people. The state of Oregon is currently in the process of system transformation, utilizing recovery advisory boards representing consumers of services. The newly awarded Access to Recovery Programs will allow the local addiction research body to partner with the state and counties in a roll out training series to help all health care providers to change the language they use, think outside of the box and make history.

### Place Matters: Why Is a Street Address Such a Strong Predictor of One's Health?

**Presenter:** Darlene M. Jenkins, DrPH, MPH

**Room:** LEXINGTON

**About:** In the United States, street address and zip code are good predictors of health. Why? Because the social, economic, and physical environments in which we live shape our life. This workshop will address health and social equity, both important issues in the HCH field. This workshop is offered to administrators, but anyone interested in health equity issues may attend. A portion of the documentary *Unnatural Causes: is inequality making us sick?* will be shown. Small group discussions, interactive activities and case studies will be used. Discussions will include how issues in the film reflect inequities impacting one's own organization or community and how one may develop an organizational commitment to promote health equity. Pre and post tests on health equity will be administered. Attendees will be given information on how to access the resources presented so they may utilize the materials within their programs to promote health and social equity.

### Understanding the Veterans Administration 5-Year Plan to End Homelessness Among Homeless Veterans

**Presenter:** Susan Angell, PhD

**Room:** CAPITOL A

**About:** In this workshop, Dr. Angell will discuss the significance of health care delivery services provided by the Veterans Administration and the 5-year coordination plan by the federal agency to address issues related to housing and health care in the United States. Attendees will learn valuable methods of partnering with local VA's to ensure effective delivery of health care services to our nation's veterans.

**3:15 PM**

### Trauma Informed Care for the Trauma Informed Clinician

**Presenters:** Scott Petersen, LICSW; Lisa Thompson, DNP, ARNP

**Room:** CONCORD

**About:** HCH providers are called upon to bear witness to, enter into, and accompany our clients in and through significant and complex trauma. The impact of this work on individuals is well established, often extending into the larger organization in the form of staff illness, turnover, and disconnection from the organizational community and mission. While self-care is frequently mentioned in the workplace and regarded as fundamental to our practice, it is rarely made a regular and intentional part of staff development and organizational culture. This presentation will provide a framework for understanding the complexity of trauma exposure and offer an opportunity to consider and explore individual and organizational strategies that effectively address and respond to staff needs. Worker self-care improves the quality of life for clinician and client alike, while better enabling staff to engender hope in the lives of those we serve.

### Demonstrating a Health Center's Community Value by Tracking Enabling Services

**Presenters:** Rosy Chang Weir, Ph.D; Michelle Proser, MPP; Jennifer Kang; Dodie Rivera, RN

**Room:** CAPITOL A

**About:** Enabling services—non-clinical services such as interpretation, eligibility assistance, and transportation—play critical roles in increasing access to and quality of care, and are a key components of the medical home. But the lack of data collected on enabling services makes it difficult for health centers to demonstrate to payers and policymakers the value these services bring. Until now, health centers have had little guidance and practice in collecting data on the scope of their enabling services. Learn about joining the Association of Asian Pacific Community Health Organizations' (AAPCHO) Enabling Services Accountability Project, specifically designed to collect such data through easy to tailor templates. Hear about health centers' experiences participating in and implementing this project, how it can be incorporated into practice at your health center, and the benefits of collecting enabling services data. Speakers will also describe the implementation tools and technical assistance available, and will answer audience questions.

### Opening Doors: How Health Centers Can Help to Achieve the Goals Contained in the Federal Strategic Plan to Prevent & End Homelessness

**Presenters:** Jennifer Ho; Barbara DiPietro, Ph.D

**Room:** COLUMBIA C

**About:** Last year the U.S. Interagency Council on Homelessness released the first national plan to prevent and end homelessness, entitled "Opening Doors." Four goals of the Plan include ending chronic homelessness and veteran homelessness within 5 years, preventing and ending homelessness for children and families in 10 years, and setting a path to end all types of homelessness—each with multiple strategies identified to achieve these goals. CHCs (and especially HCH projects) are not only positioned to provide critical health services, but also serve as a venue for service coordination

and case management, connection to (or participation in) permanent supportive housing and medical respite programs, access to mainstream benefit programs such as SSI and state assistance programs, and more. Come to this workshop and learn directly from the U.S. Interagency Council about this national initiative and how health centers can maximize their role in preventing and ending homelessness.

### University and Health Care for the Homeless Collaborations

**Presenters:** Christine Stevens, Ph.D, MPH; Sheri Adams, MSW

**Room:** CONGRESSIONAL A

**About:** How do University-agency partnerships benefit the homeless population? How does the agency direct the work of the students that benefits the agency? What are projects that university students and faculty conduct that would help improve agency services? What are the expectations should agency personnel have of the students? What are some ethical considerations for students and faculty working with vulnerable populations? The MDC Health Care for the Homeless (HCH) agency has had a long-standing relationship with University of Washington Tacoma students and faculty. Students have participated in several community evaluations about health needs of the diverse homeless population. Recently, a physician from Madigan Army Medical Center brought medical interns to work monthly on the mobile health care van. This workshop will explore this collaboration with University students, medical interns, and faculty and the benefits to the HCH agency and their work.

### Smoking Cessation for Individuals Who Have a Serious Mental Illness: Why We Haven't Come a Long Way Baby...

**Presenters:** Donna Pettey, MSW, RSW; Kerri-Anne Mullen; Annette Bradfield, MSn

**Room:** COLUMBIA A

**About:** While smoking prevalence rates have decreased dramatically over the past few decades for most populations, little progress seems to have been made in addressing smoking cessation for those with severe mental illness and for those who are homeless, leading to an astoundingly inequitable distribution of negative health outcomes. This workshop will provide an overview of smoking cessation approaches that can be applied in working with this population and will challenge health practitioners to take a leadership role in supporting and providing smoking cessation interventions. Examples of smoking cessation interventions from the University of Ottawa Heart Institute ("Ottawa Model") and CMHA Ottawa will be provided, specifically describing the emerging model of collaboration between these two organizations. Audience members will be encouraged to ask questions and to share their experiences and challenges of addressing tobacco use. The facilitators will share their survey information, tools, and group facilitation format.

### 21st Century Model of Care Where Housing Is Integrated into Health Care

**Presenters:** Nancy Wuabu, RN; Gary Comeau

**Room:** CAPITOL B

**About:** "Housing is health care" will be presented by Community Healthlink's HOAP program director and staff targeting all levels of staff employed at an organization that serves the homeless population. Question and answer opportunities will be provided to facilitate discussion along with case specific examples, analysis, and skits.

## WORKSHOP DESCRIPTIONS THURSDAY, JUNE 23

### More than Statistics: Consumer-Driven Research & Advocacy

**Presenters:** Adam Schneider, MA, MSW; Paulette Muldrow; James Crawford Jr.

**Room:** BUNKER HILL

**About:** Advocacy and systems change is best achieved with strong data to support your position. Engaging consumers in participatory action research is effective not only in generating such data, but also in fostering consumer leadership and solidarity in advocacy efforts. This workshop will introduce participants to the basic principles of participatory action research and demonstrate how such research can strengthen both advocacy efforts and consumer integration within health center activities. A panel of consumers and advocates will discuss their personal experiences incorporating participatory research into advocacy efforts to preserve safety net programs and expand employment for people experiencing homelessness.

### Workplace Safety

**Presenters:** Brian Colangelo, LICSW; James G. Comstock, LICSW

**Room:** CONGRESSIONAL C/D

**About:** The workshop format will be speaker presentation with questions/answers. Health Center safety is an important concern for staff members that often can be overlooked. Drawing from the February 2010 Healing Hands, "Workplace Violence" and the HCH Clinician's Network "Sample Safety Guidelines in Homeless Health Service Programs," this workshop will present real-life experiences of how safety situations are handled in a Health Care for the Homeless agency in Camden, NJ. Two social workers will share their experiences of the successes and challenges of implementing safety policies. Participants will learn about the potential risks for both patients and staff, the different types of violence that can occur, steps to identify areas of improvement, how to and who can create safety protocol and procedures in the health center, how to prevent and reduce the risk of an incident and how to respond if an incident occurs.

### Healing the Whole Person through Nutrition & Outreach

**Presenters:** Vincent Jackson; Michael Curtin, MDiv

**Room:** YELLOWSTONE/EVERGLADES

**About:** This workshop will focus on the cycle of food from the farm to the client and how that food is used as a tool to impact the health of the homeless. We will discuss the importance of interdepartmental and agency collaboration with regard to the mental and physical health of the homeless as well as effective advocacy to and for the client for proper health care.

### Vulnerability Assessment for Housing and Shelter Prioritization

**Presenter:** Daniel Malone

**Room:** COLUMBIA B

**About:** Key services for high-needs homeless people, like supportive housing, are in short supply relative to the need. Policy priorities around access to services and housing for homeless people vary widely. Acquiring services may be influenced by date of request, length of homelessness, presence of certain conditions (e.g., HIV), high utilization of expensive crisis services, or other factors. While these approaches may have reasonable rationales behind them, the result can be that some highly fragile people reluctant to enroll in formal care programs are unlikely to be prioritized for housing unless their level of vulnerability is taken into account. DESC developed and uses a Vulnerability Assessment Tool to form

## WORKSHOP DESCRIPTIONS FRIDAY, JUNE 24

an objective sense of a person's vulnerability to continued instability. Assessment scores are used in the allocation of resources such as shelter beds and supportive housing units, so that individuals with the greatest needs are prioritized. The recent emphasis in many communities of prioritizing for limited housing resources the most frequent users of health and criminal justice system resources can leave out many of the most vulnerable homeless people. This session will explore the debate around following a high utilizer or high vulnerability approach, how the two approaches can be combined, and how the DESC Vulnerability Assessment Tool works.

### Consumers as Customers: Learning from the Medical Respite Experience

**Presenters:** Joanne Guarino; Salvador Salas

**Room:** THORNTON

**About:** Many HCH and Medical Respite providers are aware of the importance of the consumer voice and strive to incorporate it through the formation of Consumer Advisory Boards or other avenues. This speaker presentation, aimed towards administrators and board members of any programs serving homeless individuals, will give a first hand account of the San Francisco and Boston Respite programs from the consumer perspective. Consumers of both programs will share their Respite experiences and offer their feedback on what worked in the Respite setting and what they felt needed improvement. This presentation will also include a discussion on how both programs have incorporated these issues and utilized this information in program planning. A question and answer period at the end will address any remaining questions the audience may have.

## FRIDAY, JUNE 24 • 10:30 AM

### Helping Formerly Homeless Individuals Adjust to and Maintain Housing

**Presenters:** Charles J. Preston, PhD; Judith Wentzien, MSW; Katherine Kreil, MSW

**Room:** THORNTON

**About:** This workshop will be presented by the Director of Psychology Services of the Valley Homeless Health Care Program and a case manager with New Directions. They will present information on a group designed to help newly housed clients negotiate the difficulties associated with becoming housed. These clients often have a sense of fear when they are first left alone in their new homes. They may need to learn how to budget their income, deal with utility companies, or even how to cook for themselves. Clients have also reported feeling guilty over those that they left behind on the street. Some clients have reported difficulties with finding purpose to their lives. This group has helped our clients become more independent and also has helped with complex clients maintaining their housing. Besides presenting this model, we will help participants to design and implement their own groups.

### Workin' It: Ensuring Access to Care through Workforce Development

**Presenters:** Louise Treherne, MSW; Dan Rabbitt, Jr., MSW

**Room:** CONCORD

**About:** Health Reform presents both opportunities and challenges for HCH projects. Health Center and HCH expansion under the law will allow for millions more patients to be served but will also place significant demands

## WORKSHOP DESCRIPTIONS FRIDAY, JUNE 24

on projects to provide the resources and staff to meet this growing need. Plans and strategies need to be developed now. Fortunately, there are many opportunities, both in Health Reform and elsewhere, for HCH to develop the workforce needed to ensure access for our patients. Come prepared to learn and discuss the various strategies HCH projects can employ to develop their workforce in these few years ahead of Medicaid expansion. These strategies include working with your local medical schools (and other health professional schools), the National Health Service Corps, volunteers and consumers. This workshop is appropriate for administrators, staff, and consumers.

### The Best of Both Worlds: Collaboration between HCH Projects and Local Health Departments

**Presenters:** Marianne Savarese, RN; David Modersbach

**Room:** CAPITOL A

**About:** This workshop will be a facilitated discussion group addressing the role of local health departments (LHDs) in HCH projects. The discussion will address two areas of focus. The first will be a general discussion about strategies to engage LHDs in HCH programs, the resources they might offer, and the ways in which they can help an HCH project advance its work. The second focus will be on the challenges and opportunities that arise when a LHD is the sponsor of an HCH project. Speakers will include representatives of two HCH programs that are affiliated with local government, plus a representative from the National Association of County and City Health Officials (NACCHO), which is convening a quarterly discussion among FQHCs that are sponsored by their local health authority.

### How Integrative Models of Care Improve Clinical Outcomes and Quality of Care Delivery

**Presenters:** Pia Valvassori, PhD, ARNP; Erin St. Onge, PharmD

**Room:** COLUMBIA C

**About:** Diabetes is endemic in the homeless and underserved population. It is a complicated problem to manage in individuals who have limited resources and limited knowledge of the disease. Achieving successful clinical outcomes is a difficult task without intensive management, empowerment, and follow-up. Successful collaborations among clinicians including primary care providers and clinical pharmacists has been shown to be effective in better managing these individuals. This model of care at the Health Care Center for the Homeless in Orlando is gaining success in improving clinical outcomes in numerous individuals served. This model can be duplicated in other Health Care for the Homeless projects with the hope of reducing costly care, reducing morbidity and mortality, and enhancing patient satisfaction.

### Supporting the Mental Health and Social Competence of Young Children Who are or Have Been Homeless

**Presenters:** Joyce Kinney; Susan Dunn

**Room:** CONGRESSIONAL A

**About:** The format will be a presentation followed by specific discussion questions as well as time for questions and answers. The target audience is family case workers, child care providers for homeless children, homeless families, and pediatric services, anyone who work with the young children in the homeless population. Specific questions for different types of service will be presented as well as the opportunity to go home with at least one strategy that can be used immediately. An extensive list of additional resources which is extensive will be provided

### PATHways to Mental Health Recovery Part 1: HCH and PATH Partnerships

**Presenters:** Rachael Kenney, MA; Jan Caughlan, MSW; Barry Gallagher

**Room:** CAPITOL B

**About:** Projects for Assistance in Transition from Homelessness, or PATH, is a federal program that funds nearly 500 projects across the U.S. designed to assist people with mental illness who are homeless. Utilizing speaker presentation, facilitated discussion, and a longitudinal case study, this two part workshop will provide the learner with a "guided tour" of an individual's experience with homelessness and mental illness. Along the way, PATH and HCH affiliated presenters will introduce basic techniques of outreach, engagement, and treatment targeted towards providers unfamiliar or anxious about working with people with mental illness. This workshop will describe the purpose of the PATH program, and introduce its resources from the technical assistance center and website in an effort to enhance the learner's confidence and capacity to respond to the needs of homeless individuals with mental illness.

### Advanced Skills in Motivational Interviewing: Eliciting and Responding to Change Talk with Persons with Co-occurring Disorders

**Presenters:** Ken Kraybill, MSW; Jeff Olivet, MA

**Room:** BUNKER HILL

**About:** Motivational Interviewing (MI) is an evidence-based practice in working with people with co-occurring substance use and mental health disorders (COD). MI is a compassionate, collaborative, person-centered form of guiding to elicit and strengthen motivation for change. This advanced workshop will focus on furthering MI skills in recognizing, eliciting and responding to change talk, the 3rd and 4th stages of the 8 stages of learning MI. Case examples and practice activities will focus on persons with COD. Workshop participants are expected to have a working knowledge of the core skills (OARS) of MI.

### Trauma Informed Leadership in HCH Programs

**Presenters:** Deborah Borne, MD, MSW; Matthew S. Bennett, MBA, MA; Katie Volk

**Room:** COLUMBIA A

**About:** HCH leaders and providers understand how trauma affects the lives of clients, and how working with trauma affects staff. But how does trauma affect our organizations? Trauma-Informed Care is considered a best practice in mental health and homeless health care. As we move to develop trauma-informed HCH programs, it is important that administrators take a trauma-informed approach to the leadership and care of their programs. This workshop integrates HCH principles with a new, trauma-informed approach to leadership. Participants will leave the workshop with new ideas, as well as new tools and approaches in trauma-informed leadership and operations.

### A Model for Primary Care Management of Alcohol Use Disorders among Homeless Women

**Presenters:** Linda Weinreb, MD; Carole Upshur, EdD; Julia Tyler, ANP-BC

**Room:** YELLOWSTONE/EVERGLADES

**About:** This workshop will combine a speaker presentation and facilitate a discussion on adapting and determining the

effectiveness of the evidence-based collaborative care model (CCM) for homeless women with alcohol use disorders (AUD) and risky drinking. The target audience is clinicians and administrators interested in women's alcohol use problems. We will focus on the benefits of the CCM, which holds promise for individuals with AUD. We will present a review of the CCM and the specific adaptations made to the model for it to be effectively used with homeless women in the primary care setting. We will also present preliminary study findings, including changes in alcohol use and related consequences, mental health, functional status, housing status, and service utilization. Additionally, we will examine the CCM's effectiveness on homeless women's initiation, engagement, and retention in AUD treatment. We will solicit participant ideas and comments about implementation and dissemination of this potentially effective model.

### Hunger & Homelessness: Barriers to Accessing Healthy Food

**Presenters:** Bob Erlenbusch, PhD; Michael Stoops

**Room:** LEXINGTON

**About:** This workshop will present the findings of the Sacramento Hunger Coalition's report: Hunger & Homelessness in Sacramento: 2010 Food Insecurity—a survey of 112 homeless people regarding their ability to access healthy and nutritious food, and includes recommendations of improving this access. In addition, the findings from the National Coalition for the Homeless 2010 report A Place at the Table: Prohibitions on Sharing Food with People Experiencing Homelessness will be explored as another example of ways communities continue to criminalize homeless people.

### Chronic Pain, Homelessness, and Addiction: An Integrative, Recovery-Based Approach

**Presenters:** Rachel Solotaroff, MD; Steve Hardenbergh; Jennifer Theusch

**Room:** CONGRESSIONAL C/D

**About:** Chronic pain is highly prevalent in primary care, and can be difficult to treat among individuals with addiction, homelessness, and co-occurring behavioral health disorders. This session will combine a presentation by a multi-disciplinary chronic pain team with a series of engaging case studies to provide: 1) brief background on the prevalence of chronic pain and addiction in primary care, and the known impact of prescription drug abuse in the US; 2) the evidence base and best practices for treating individuals with chronic pain, addiction and/or behavioral health disorders; and 3) an example of an integrative approach to chronic pain utilizing allopathic and complementary medicine, addictions and recovery support, behavioral health, and occupational therapy. This session is useful for providers in primary care and addictions, as well as health care administrators. Case studies will be interactive, and all materials and tools presented will be available electronically to participants.

**1:30 PM**

### Mental Health Questionnaires for Social Security: Quick and Effective

**Presenters:** Thomas Neill, PhD; Allison Rivera-Guernsey, PsyD

**Room:** CONCORD

**About:** Medical Source Statements are critical to enable clients to qualify for SSI/SSDI. Lack of consistent treatment

histories and co-occurring substance use create barriers to qualifying for disability benefits. Dr. Thomas Neill has developed a SSI advocacy program in the San Francisco Human Service Agency which Social Security has recognized for its effectiveness in providing credible medical evidence. Nested in the county welfare office, the program employs a multidisciplinary team of Physicians, Psychologists, MFTs, Social Workers and Case Managers to document disabilities and complete application materials. In a presentation with questions and answers, Dr. Neill will review the SSA Disability Criteria; identify the keys to providing effective evidence to support mental health disability; show how to demonstrate the prominence and persistence of functional limitations for clients who lack treatment history; and summarize effective strategies to show that mental health symptoms are independent of substance use

### Social Connectedness: Building Community One Person at a Time

**Presenters:** Livia Davis, MSW; Wayne Centrone, MD

**Room:** CAPITOL A

**About:** Social Connectedness is about creating a meaningful number of connections with other people in various social circles of family, friends and acquaintances. The central theorem of Social Connectedness is that the more connections persons have in their lives, the greater the sense of self control and self-determination. Building on a workshop presented at the 2010 HCH Conference, this lecture and case discussion will explore the development of a Social Connectedness Stewardship training program. The curriculum was built on interactive case discussions and emphasizes trainee participation. The training program provides enrollees an opportunity to develop a foundational knowledge of the theoretical and practical tools to develop and support Social Connectedness within their Homelessness Service Programs. This workshop will explore the lessons learned in the development of such a training program and the concrete ways that homelessness service programs and providers can incorporate social connectedness theory and practice into their work.

### Electronic Record Implementation: Getting from Here to thEHR

**Presenter:** Wendy Ring, MD, MPH

**Room:** COLUMBIA C

**About:** This overview of electronic record implementation is for those who are contemplating, shopping for, or in the throes of implementing an EHR. Drawing from the experience of one HCH clinic, the speaker will give participants a 30 minute tour of the Land of Oz; following the yellow brick road of the implementation journey, introducing important team members, skirting hazards, and describing the pot of gold at the rainbow's end. The remainder of the session will be devoted to questions and answers, sharing, and discussion.

### PATHways to Mental Health Recovery Part 2: HCH & PATH Partnerships

**Presenters:** Rachael Kenney, MA; Jan Caughlan, MSW; Barry Gallagher

**Room:** CAPITOL B

**About:** In this second of two workshops, presenters from PATH and HCH projects will describe collaborative efforts, successes, and opportunities that aim to synergize capacity of programs to positively affect the lives of homeless individuals with mental illness. A case study will be utilized to illustrate ways that PATH/HCH programs can work together



## WORKSHOP DESCRIPTIONS FRIDAY, JUNE 24

to share resources, staff, and knowledge to address complex issues such as involuntary hospitalization, stigma busting, disability applications, and personal advocacy. Specific guidance will be provided to help learners start their own collaborative efforts between PATH/HCH back home.

### Developing an Integrated Treatment Team to Address Common Medical/Psychosocial Problems among the Homeless

**Presenters:** Charles Preston, PhD; Cheryl Ho, MD; Elizabeth Echeverria

**Room:** CONGRESSIONAL C/D

**About:** Given the upcoming changes in health care reform, integrated treatment is becoming a priority. This presentation is targeted to all HCH providers who have direct contact with consumers. It will introduce an innovative integrated-multidisciplinary approach to treating medical and psychosocial problems commonly found among homeless persons. This model will be explained through videos and through the experiences of multiple providers. A key component will be how to actively involve consumers in their own treatment. The audience will then participate in an exercise to develop their own integrated team with the resources they currently have available. After the model is presented, the audience will participate in an exercise that will identify a specific medical/psychosocial need of their clinics and then design an integrated multidisciplinary team that will address that need. After the team is designed, the audience will discuss barriers to its implementation and how to overcome those barriers.

### The Realities of Homelessness on the Frontier and in Rural America

**Presenter:** Sherri Downing

**Room:** YELLOWSTONE/EVERGLADES

**About:** Homelessness in rural and frontier areas often equates to living in deeply substandard housing, camping year round or doubling or tripling up. Deep, intergenerational poverty and trauma are pervasive. Barriers to addressing homelessness include a general lack of understanding and awareness, limited access to services and difficulty maintaining confidentiality. Fierce independence and isolation coexist with lack of hope, drug/alcohol abuse/addiction and depression. Additional barriers include poor health, domestic and sexual violence and a deep distrust of systems. Cultural competency is vital to addressing homelessness in these areas. This workshop examines homelessness in the frontier/rural context and offers common-sense, creative collaborations and solutions that are effective in remote communities.

### Walk a Mile in My Shoes: The Value of Community Health Worker Programs

**Presenters:** Dan Rabbitt, Jr, MSW; Joseph Benson; Ulysses Manor; Reginald Hamilton, JD

**Room:** COLUMBIA B

**About:** Looking to improve patient care as well as expand consumer employment opportunities at your site? Interested in taking advantage of new opportunities targeted to Community Health Workers (CHWs)? These positions (alternatively known as outreach workers, promotores(as) de salud, community health representatives, and patient navigators) are key members of treatment teams—recruiting former consumers into these roles only enhances effectiveness. As our health care and social systems continue to get more complex and our communities more diverse, the ability to assist those

experiencing homelessness with staff who have been in their shoes can improve health outcomes, adherence, and patient satisfaction in ways traditional approaches cannot. CHW programs are also cost effective and can be an important tool for empowering consumers and ending the cycle of homelessness. This workshop will feature consumers currently in these roles, outline strategies for developing such programs, and highlight the benefits of this approach to care delivery teams. The material included is appropriate for administrators, consumers, and HCH staff at all levels.

### What Every HCH Leader Should Know: A Conversation with Administrators

**Presenters:** Doreen Fadus, MEd, Heidi Nelson, FAHS; Sharon Brammer; Danielle Robertshaw

**Room:** COLUMBIA A

**About:** This interactive session, designed for HCH Executive Directors, Medical Directors, Finance Directors and others providing leadership in HCH environments, will utilize a panel of “working experts” to discuss the unique competencies and skills for each key leadership role within HCH programs. Attendees will hear examples of various models and learn about resources available for professional development and support.

**3:15 PM**

### Where the Rubber Meets the Road in Homeless Health Care: Integrated Care at Duffy Health Center

**Presenters:** Heidi Nelson, FAHS; Lisa Zandonella-Huhta, MD; Louise Patrick, LICSW; Arlene Crosby, LADC

**Room:** CONCORD

**About:** Intrigued about how an organization can better integrate services to meet client needs? Are you motivated to explore how to improve client outcomes? The Duffy Health Center made a commitment to systems change by implementing an integrated model of care -- through articulation of core values and beliefs, agreement about the ‘three-legged stool’ that supports each consumer; investment in strategic planning, commitment to evidence based practices, trust relationships among key stakeholders, and practical steps to ensure successful roll out of organizational change. The integrated model of care has resulted in better client outcomes as measured through HRSA and other internal performance measures. Clients appreciate a unified team approach.

### New Trends in Office Based Substance Abuse Treatment

**Presenters:** Stacey Conroy, LICSW, MPH; Rita Chapman, RN

**Room:** CAPITOL A

**About:** This seminar will address the growing involvement of the Primary Care Provider in the treatment of substance dependence; the impact substance dependence has on outcomes for various medical conditions, and the treatment options available to providers to treat substance dependence. This seminar will go beyond office based opioid treatment with Suboxone and explore other existing treatment options providers currently have access to which do not require a specialized DEA number. This seminar will seek to link office based medical intervention for substance abuse with existing behavioral interventions demonstrated to improve treatment outcomes when utilized together. Substance abuse impacts

## WORKSHOP DESCRIPTIONS FRIDAY, JUNE 24

health and health outcomes in numerous ways. Having the opportunity to provide treatment concurrently in an outpatient setting has the potential to improve patient outcomes with substance-related cardio- and skeletal myopathy, alcohol induced bone loss, intentional and unintentional injury, tobacco-related cancers, and HIV transmission among drug injectors. This sample is not exhaustive and is presented to stress the importance of increasing treatment options for our patients. Increasing the knowledge base and role of primary care providers is critical to the treatment of substance abuse in the primary care setting.

### The Failure Mode Effects Analysis (FMEA) in Health Care

**Presenters:** Edward Geraty, LICSW; Nicole Kennedy

**Room:** COLUMBIA C

**About:** This presentation focuses on the use of an online proactive risk assessment tool, the Failure Mode Effects Analysis (FMEA), to evaluate organizational processes for possible failures and to prevent them before they occur. The FMEA process—used by Health Care for the Homeless in Baltimore, MD—will be presented for discussion. Participants will also identify a process from within their own organization and apply the FMEA tool, identifying the failure modes (What could go wrong?), failure causes (Why would the failure happen?), and failure effects (What would be the consequences of each failure?). Teams will be able to use the FMEA Tool to “verbally simulate” a change and evaluate its expected impact in a safe environment, prior to testing it in a patient care area. Resources for the development of the FMEA process will be given.

### Suboxone: Not Just a Pill, But a Program

**Presenters:** Erik Garcia, MD; Annie Parkinson, MA

**Room:** COLUMBIA B

**About:** Opiate addiction and successful treatment are an ongoing challenge to HCH providers, and a lifelong struggle for many consumers. Many view Suboxone as the “cure” for addiction, only to learn that a sustained recovery requires more than a pill. Our workshop will take participants of all backgrounds, from consumers to case workers; to primary care and mental health providers and explore opiate addiction and the use of Suboxone in its treatment. The importance of a multidisciplinary team to help people achieve a meaningful recovery will be explored through speaker presentation and question/answer encouraged throughout the workshop.

### Developing and Maintaining Consumer Advisory Boards

**Presenters:** Reginald Hamilton, JD; Tom Rossi, M.Div; Marianne Malott

**Room:** THORNTON

**About:** Are you a provider, administrator, or consumer curious about consumer involvement? This workshop will consist of a panel of consumers presenting how to develop and maintain a Consumer Advisory Board (CAB). The issues to be discussed will include history and background of HCH and CABs, specific examples of existing CABs, personal experience, and questions and answers.

### Medical Home and Meaningful Use

**Presenters:** Seiji Hayashi, MD; Fred Rachman, MD; Nancy Rothman, MSN, EdD, RN; Elaine Fox, MA

**Room:** CAPITOL B

**About:** This proposal addresses a high priority issue within the HCH field. First, how will HCH projects meet the federal government requirements for meaningful use, leading to health provider incentive payments? Second, what will be HRSA's expectations for meeting medical home criteria for HCH programs? Both of these constructs are part of the health reform legislation and it is important that HCH projects not be left behind.

### Are We There Yet? The Opportunities and Challenges of Implementing Health Reform

**Presenter:** Barbara DiPietro, PhD

**Room:** BUNKER HILL

**About:** We've come a long way, but there's still more to go. Health centers are at the core of national goals to extend health care coverage to millions of people by 2014, and this includes HCH projects. There are a number of moving parts and it's easy to lose track. This workshop will keep you up to date on the current policy changes most pertinent to HCH grantees (such as Medicaid expansion, health center funding, workforce issues, new care delivery models, etc.), those opportunities ripe for the picking, and provide some strategies for tackling the challenges that drive you crazy. Administrators, clinicians, consumers, and policy wonks are all invited to get a refresher on the long road trip we call Health Reform and provide input about how their journey is going so far. No, we aren't there yet...but with planning and good decision-making, we'll get there.

### Multi-Family Group Intervention for Homeless and Formerly Homeless Families: An Innovative Approach to Improve Family Functioning and Increase Social Connectedness

**Presenters:** Lara Dicus, LICSW; Sarah Younggren, MSW; Eric Flaa, MA

**Room:** CONGRESSIONAL C/D

**About:** Research suggests that homeless parents and children suffer from decreased family functioning and social isolation which impact a family's ability to achieve long-term stability. Multi-family group therapy allows HCH organizations to serve a greater number of clients through a family-centered approach that utilizes the benefits of the group dynamic to reduce social isolation. This workshop targets administrators, clinicians and service providers of HCH programs and will begin with a speaker presentation to discuss family functioning and social isolation as it relates to homeless and formerly homeless families. Next, the presenters will describe a multi-family group therapy intervention and demonstrate the clinical strategies utilized. The workshop will conclude with a facilitated group discussion to explore techniques to evaluate the efficacy of multi-family group therapy for homeless and formerly homeless families.

### For the Greater Good: The Clinical Benefits of Social Action and Advocacy

**Presenters:** Adam Schneider, MA, MSW; Annick Barker, LCSW-C

**Room:** YELLOWSTONE/EVERGLADES

**About:** Do you or your clients have feelings of worthlessness? Lack a support system and positive social connections?

## WORKSHOP DESCRIPTIONS FRIDAY, JUNE 24

Have a difficult time communicating effectively with others? Feel there's no purpose in life or that things will never change? Looking for a new clinical tool to help address these treatment challenges? Consider prescribing nonviolent social action and advocacy. Not only is this approach an effective tool for promoting positive systems change, but it can also be effective for changing the lives of those who advocate. For the Greater Good: The Clinical Benefits of Social Action and Advocacy will provide participants both the basic elements and real-life examples of social action and advocacy, and will demonstrate the positive clinical benefits through first-hand experiences of HCH providers and consumers.

### How to Increase Co-Occurring Disorders Competence Using a Learning Community/Community of Practice Model

**Presenters:** Sam Catherine Johnston, EdD; Livia Davis, MSW

**Room:** LEXINGTON

**About:** Mental health and substance use issues hinder an individual's ability to maintain stability within their lives, and consequently, nearly 50% of these individuals become homeless. When a person experiences a co-occurring substance abuse and mental health disorder (COD), recovery becomes a multifaceted process that requires specialized interventions. The Behavioral Health and Homelessness Online Learning Community (BHHOC) has been developed in response to this national concern. Through social networking and computer-mediated communication, BHHOC members from across the United States have worked as a community to exchange information regarding evidence-based and promising practices to work more effectively with homeless consumers who live with COD and to create large scale agency change. This workshop will describe the theoretical basis, design, and implementation of BHHOC model; present evidence of its efficacy at promoting expert guidance, peer exchange, and connections with consumers to bring about changes in practice and agency policy.

### Violence in Supportive Housing: Planning for Prevention & Containment

**Presenters:** Josh Bamberger, MD, MPH; Pamela Swedlow, MD; Olivia Perrotta Moreau

**Room:** Columbia A

**About:** For many people who are homeless, past traumatic experiences can manifest into violence. Housing programs across the country experience the ongoing challenge of preserving a client's housing while also protecting the safety and security of other tenants and staff. This workshop will begin with an overview of how violence has been addressed at housing first programs throughout the country, specifically the concept of controlling versus containing violence; creating and employing tiered, personal and proportionate responses to violent incidences; and client and staff-based strategies to prevent and address violence. The workshop will include an interactive discussion of case studies and a discussion of examples supplied by workshop participants. This workshop is intended for both management and front-line staff supportive housing programs and is intended to open a greater dialogue about the reality of violence in supportive housing and constructive responses to the issue.

## WORKSHOP DESCRIPTIONS SATURDAY, JUNE 25

SATURDAY, JUNE 25 • 9:00 AM

### Re-Conceptualizing Quality Management and Improvement: Tools for Equity in Health Care

**Presenters:** Deborah Borne, MSW, MD; Alissa Petrites, BA; Emily Martin, BA

**Room:** CAPITOL A

**About:** Quality management (QM) and improvement (QI) are topics of increasing importance in today's healthcare environment, particularly among HRSA-funded programs. This workshop takes a new approach to quality: rather than seeing it as a top-down mandate, it re-conceptualizes quality improvement initiatives as tools for improving care and decreasing health disparities. Applied to healthcare for the homeless programs, quality improvement reduces health care inequities and supports the delivery of excellent care to those communities who need it most. This workshop, which includes a speaker presentation as well as practical small-group exercises, is geared towards administrators, frontline staff, and consumers. It provides both introductory principles of quality and in-depth, practical exercises that are valuable for individuals at all levels of the QI/QM learning spectrum. In this workshop participants will learn steps to undertake consumer-driven, team-designed and person-centered quality initiatives.

### Spare Some Social Change: Integrating Service and Advocacy to Prevent and End Homelessness

**Presenters:** Kevin Lindamood, MSW; Dan Rabbitt, Jr., MSW

**Room:** COLUMBIA C

**About:** Are there problems with the current system you'd like to change in order to benefit those experiencing homelessness? Are you curious about the different ways you can help make those changes? If so, then this workshop on integrating service and advocacy is for you. Leaving ample time for discussion and an exchange of ideas, this session will review the systemic causes of—and solutions to—homelessness, and the importance and value of HCH administrators, clinicians, front line workers and consumers engaging in advocacy. The discussion will also focus on specific ways to integrate advocacy into the work of HCH projects, and best practices combining advocacy with the knowledge gained through service delivery. This workshop is appropriate for service providers, administrators, consumers, and anyone else interested in making positive changes in our community.

### Social Services for the Severely Mentally Ill: Integration of Clinical Social Work and Intensive Case Management

**Presenter:** Gina Jones, MSW

**Room:** COLUMBIA B

**About:** The purpose of this workshop is to present an integrative model of case management delivery that includes clinical interventions in order to improve client outcomes. This workshop will consist of a speaker presentation with questions/answers and the target audience will be administrators, policy developers, program designers, funders,

mental health clinicians, clinical supervisors, case managers, and case management supervisors. The audience will be able to practice the tools and techniques presented by identifying and differentiating between integrative interventions and standard interventions and will learn more about topics introduced during the workshop through the provision of a handout on motivational interviewing and a handout describing ICM and clinical social work theories.

### Expediting SSDI Claims through Partnership

**Presenters:** Marion Bland, LICSW, MSW; Margaret Flanagan, MSW; Caroline Bolas, MSW, MSc

**Room:** LEXINGTON

**About:** This presenter-led workshop will describe how Maryland is achieving nearly 100% approvals for new SSI/SSDI claims using the SOAR (SSI/SSDI Outreach, Access and Recovery) Initiative. The typical initial approval rate for individuals who are homeless is 10-15%. The session will provide practical information on how to create and sustain effective, collaborative partnerships between the federal, state, local and private agencies. In particular, the session will focus on the success achieved in Baltimore City, where partnerships between HCH, applicants, DDS, SSA and the State have helped a significant number of applicants achieve benefits and obtain much needed housing and health care. Throughout the workshop, participants will be able to ask questions and share their experiences. Additionally, comprehensive resource material, contact information and relevant website details will be provided. The session is aimed at case managers and supervisor/heads of agencies who are interested in learning how to implement SOAR effectively.

### Creating a Respite Alumni Network: Ensuring Consumer-Driven Care

**Presenters:** Jessica M. Brown, ASW; Kenneth Gerner; Shannon Smith

**Room:** BUNKER HILL

**About:** Despite significant benefits from receiving medical respite care, clients are often at risk following discharge to the community. In 2009 San Francisco Medical Respite started a Respite Alumni Network (RAN) to address this concern and to maintain and maximize Respite's relationship with former clients. The RAN promotes self-care, empowers consumers, and teaches effective tools to advance health and wellness in a variety of ways (including monthly groups, recreational outings, and Health Fairs). This workshop will consist of a panel presentation with both HCH providers and alumni for those interested in starting an alumni network. Topics discussed will include: the nuts and bolts of developing an alumni network from scratch; constructing a forum for current and past consumers who are empowered to take ownership and create a group that meets their needs; and discuss what we have done so far, what we can do better, and future plans for the RAN!

### Mission Impossible? Homeless Women with Kids Navigating the Health Care System, an Intervention Model

**Presenters:** Virginia McCarthy, RN, PNP; Jana Curiel

**Room:** CONCORD

**About:** This intervention program was a collaborative effort of YWCA Transitional Housing Program and St Catherine University, both in St Paul MN. Most health outcome initiatives are based on increasing health knowledge to improve health outcomes. This innovative approach focuses on the more foundational phase of health-learning capacity. The interventions target specific health literacy skills which are precursors to health knowledge and health behaviors.

Interested participants include both health care providers who are providing direct service, as well as public health professionals who are responsible for program development. Community health workers who are looking for ways in which to impact health outcomes for limited health literacy populations might find some fresh ideas. Participants of this workshop will participate in the actual activities which are incorporated into this intervention program. This session will also include group reflection/debriefing process. The audience will be both learner and teacher as we all share the ways the knowledge and techniques of this program can be utilized in various settings.

### Youth Experiencing Homelessness and Identifying as a Gender and Sexual Minority

**Presenters:** Wayne Centrone, MD; Rachael Kenney, MA

**Room:** CAPITOL B

**About:** This workshop will discuss a one-year innovative research and review project conducted by the Homelessness Resource Center to better understand the service delivery needs of youth experiencing homelessness who self-identify as gender and sexual minority. The workshop will describe the current evidence and literature supported best practices, review anecdotal promising practices as derived from an Expert Panel meeting, and discuss the data sets generated from a collaborative Listening Tour involving homelessness service programs around the country. This workshop will review the care delivery recommendations that most directly impact homelessness service providers. The methods of instruction will include policy lecture, simulated case discussion, small-group exercises, and video vignettes. The case will allow audience members to participate in a constructive discussion around service delivery and care management. The audience will break into small group discussions to further encourage creative problem solving around service delivery needs.

### Utilizing a Collaborative Team Approach to Treat Diabetes in Homeless Persons

**Presenters:** Nicole Neretin, MD; Lizanne Fontaine, JD, RN; Debbian Fletcher-Blake, APRN, NP

**Room:** COLUMBIA A

**About:** Diabetes is a chronic disease that disproportionately affects underserved populations. It is a chronic progressive disease that affects multiple organs in the body including eyes (retinopathy), kidneys (nephropathy), peripheral nervous systems (neuropathy), and arteries (atherosclerosis). Homeless people have increased risk factors for developing diabetes, and when present, diabetes often progresses rapidly to these organs. The progressive nature of diabetes makes it extremely difficult to control, especially in the homeless population. Therefore, care for the homeless diabetic requires a treatment plan that is targeted to their unique health and psychosocial needs, collaborative, and realistic. It is necessary to utilize a team approach to treat homeless diabetics.

11:00 AM

**Integrating Medical Respite Services into your HCH Program: Getting past start-up limitations**

**Presenter:** Sabrina Edgington, MSW

**Room:** LEXINGTON

**About:** Medical respite programs provide 24-hour residential and post-acute care to people who have no homes in which to recuperate from illness, injury, or surgery. Research demonstrates that the combination of residential, clinical, and enabling services increases primary care visits, reduces hospital utilization, and increases housing retention for program participants. Despite the overall immediate and long-term benefits of medical respite care, many HCH projects do not operate medical respite programs. In this workshop, attendees will learn the role of health centers in developing and operating medical respite programs, discuss HRSA scope of project issues, and hear case examples of those health centers that have used HRSA grants to support their efforts. Reimbursement issues will also be addressed.

**Patient Access to Electronic Health Records: A Health Care for the Homeless Experience**

**Presenters:** Nicole Neretin, MD; Christian G. Sanchez, MPA; Reed Cooley

**Room:** COLUMBIA C

**About:** This workshop provides an introduction to electronic health record-based patient portals in which homeless patients have web-based access to their health records. A panel of speakers from the Institute for Family Health in New York City presents the challenges and benefits of providing patient portals to homeless populations based on their early adoption of this technology. They will present patient perspectives, describe the impact of the portal on patients, providers, and staff, and provide a portal demonstration. The target audience is healthcare providers and administrators at Care for the Homeless sites, advocates for the homeless who seek equal access to health services, and policymakers who are interested in strategies for meaningful and equitable adoption of HIT. As the adoption of HIT accelerates, providers of care to the homeless must ensure that their patients have access to these tools so that health disparities are reduced rather than exacerbated by technological advances.

**Creating a Community Coalition for Traumatic Brain Injury Treatment Strategies in a Homeless Population:**

**Presenters:** Tom Tatlock, MD; Susan Lepore, OTR/L; Deborah Cronmiller

**Room:** CONCORD

**About:** Traumatic Brain Injury is becoming recognized as a major problem in persons who are homeless. How can a local community identify and help the people who are homeless and living in its emergency shelters and its transitional housing programs? This workshop presents the development and planning for creating a community coalition in a northeastern Wisconsin community of 78,000, Appleton, and the project accomplishments to date.

**Bringing America Home and Implementation of the HEARTH Act**

**Presenter:** Sue Watlov Phillips, LICSW, MA

**Room:** COLUMBIA A

**About:** Bringing America Home and the Implementation of the HEARTH Act will be an interactive workshop designed for people who have experienced homelessness, providers, advocates and policy makers. The workshop will identify the key components to Bringing America Home and provide advocacy tools to advocate for the passage of the Bringing America Home Act. It will provide an overview of the HEARTH Act as it amends HUD McKinney Vento Act and provides tools to insure people who have experienced homelessness and providers are primary decision makers at the State and community levels.

**The 100,000 Homes Campaign: A Year of Innovation**

**Presenters:** Linda Kaufman; Catherine Craig

**Room:** COLUMBIA B

**About:** Communities around the country are making significant progress toward finding homes for their most long-term, vulnerable homeless neighbors. The 100,000 homes Campaign Director explains the Vulnerability Index and the campaign's reach—learn how many communities are participating and how many people have been helped back into permanent housing! A handful of communities have nearly-perfect housing retention rates—we will share their innovative practices and one individual's story of hope and restored health. Local examples include how St. Joseph's Center developed a new typology for providing supportive services for the most vulnerable in scatter-site housing and the City of Santa Monica reduced homelessness by 19%. This workshop is designed to help you understand the 100,000 Homes Campaign, the research and mechanics of the Vulnerability Index, and the ways that together we can influence policy to improve health and housing outcomes.

## ➤ POSTER DISPLAYS

Visit the poster sessions showcasing innovative research and work by HCH grantees and related organizations from across the country. Posters will be on display in the Resource Room located in the Columbia Foyer. Representatives are available to discuss their presentations, from **10:00-10:30 am** and **2:45-3:15 pm**, Thursday and Friday.

### **Caring for Sex Offenders Released into Homelessness**

Caitlin Margaret May, MSN, FNP | Providence Community Health Center at Crossroads

### **Sexual Behaviors, Substance Use, and Mood in a Cohort of Homeless Youth: Comparisons between Homeless Heterosexual and Sexual Minority Youth**

Seth D. Ammerman, MD | Lucille Packard Children's Hospital at Stanford

### **Agincourt Community Services Association Medical Clinic: A Prototype for Collaborative Care for Homeless Persons at a Drop-In Center**

Christopher Tam, MD | Ontario Shores Centre for Mental Health Services

### **TB in Persons Experiencing Homelessness — United States, 1994–2009**

Sapna Bamrah, MD | Centers for Disease Control and Prevention

### **The Impact of a Medication Review on Medication-Related Problems among Homeless Persons in a Mental Health Clinic**

Leticia Moczygemba, Ph.D | Associate Professor, School of Pharmacy, Virginia Commonwealth University

### **Factors Associated with Adherence to Behavioral and Psychiatry Visits in a Safety-Net Setting**

Leticia Moczygemba, Ph.D | Associate Professor, School of Pharmacy, Virginia Commonwealth University

### **Transitional Care Services and the Homeless: Development of a Collaborative Care Model**

Aaron Kalinowski, MD, MPH | Associate Medical Director, IUP Medical Group

### **Collaborative Influenza Vaccine Program and Outreach in a Homeless Population**

Jean-Venable Goode, Pharm.D, BCPS, FAPhA, FCCP | Virginia Commonwealth University School of Pharmacy

### **Homeless Narratives & Pretreatment Pathways from Words to Housing**

Jay Levy, LICSW

### **Vaccinations for Homeless and High-Risk Children Via The Center of Hope**

Patti Pagels, PA | UT Southwestern Medical Center

### **Medication Adherence Among People Experiencing Homelessness: A Qualitative Study**

Jodi Mincemoyer, MSW | VCU Health Center

### **Oral HealthCare for the Homeless: Application of the Pankey "Dental Access Days" Model**

Mary Lashley, PhD, APRN, RN, BC | Towson University

### **Training Medical Residents on Homeless Health Care Delivery: A Multidisciplinary Team Approach**

Ginny Estupinian, PhD | Valley Homeless Health Care Program

### **CLIP: Regional Networks for Quality Improvement**

Amy Petersen, MPH | San Francisco Community Clinic Consortium

David Lown, MD | San Francisco Community Clinic Consortium

### **A Systemic Approach to Ending Homelessness: Tools and Framework to Better Understand Dynamics of Health Care & Other Aspects of Homelessness**

John McGah | University of Massachusetts Boston

### **Active Case Finding among Persons with Unstable Housing to Improve Tuberculosis Detection**

Krista Powell, MD, MPH | Centers for Diseases Control and Prevention

### **Assessing the Needs of Women and Their Children at a Homeless Shelter in Dallas, TX**

Patti Pagels, PA | UT Southwestern Medical Center

### **The Impact of a Health Literacy Intervention for Homeless Mothers**

Patti Pagels, PA | UT Southwestern Medical Center

### **Show Me the (UDS) Data: Differences between Homeless & Non-Homeless Health Center Patients**

Barbara DiPietro, PhD | National Health Care for the Homeless Council; Lauren Brinkley-Rubinstein, MA | Vanderbilt University

### **NSU provides HOPE: Homelessness in Osteopathic Pre-doctoral Education**

Charles Blackledge, MPH; Kristi Messer, MPH, MSW; Elliot Sklar, PhD | Nova Southeastern University College of Osteopathic Medicine

### **Managing Chronic Pain in Patients Who Are Homeless: A Survey of Clinicians**

Molly Meinbresse, MPH | National Health Care for the Homeless Council

## › SITE TOURS

### Unity Health Care for the Homeless Clinic at the Federal City Shelter

Unity Health Care, Inc. was founded in 1985 as Health Care for the Homeless Project providing primary health care services to homeless individuals and families that resided in local emergency shelter or on the streets of the District of Columbia. In 1996, the organization expanded when it became the Federal government's emergency grantee for the Community Health Center Programs, which expanded our patient base to include the underserved, uninsured and working poor residents of the city. Unity's mission is to offer a continuum of medical care and human services to homeless and medically underserved people in DC. Unity is currently the largest primary health care agency in the area with a team of more than 850 compassionate, multicultural professionals that include medical providers, nurses, medical and dental assistants, pharmacists, counselors, and social workers. Every year, their staff provides quality care to more than 82,000 patients, through more than 530,000 return visits.



### DC Central Kitchen

DC Central Kitchen turns leftover food into millions of meals for thousands of at-risk individuals while offering nationally recognized culinary job training to once homeless and hungry adults. Their mission is to use food as a tool to strengthen bodies, empower minds, and build communities. Their programs provide a comprehensive continuum of care to the people we serve. First, they provide breakfast, outreach, and counseling services to chronically homeless people living on the streets. Next they recycle 3,000 pounds of food each day, converting it into 4,500 meals distributed to 100 shelters, transitional homes, and rehabilitation clinics throughout the DC area. These partner agencies then refer clients to a Culinary Job Training program, where they receive the tools to start new careers. They complete the empowerment process by employing the graduates in a full-service catering company or by placing them in full-time jobs at restaurants and hotels throughout the region. Today, DC Central Kitchen is expanding operations, partnering with local farmers to procure fresh produce and begin new revenue-generating social enterprises.



## › TOPICAL ROUNDTABLE DISCUSSIONS

THURSDAY, JUNE 23 • 7:30 AM

**OUTDOOR EXERCISE** • Jean Jacques \*Meet at the breakfast roundtable in comfortable clothes and bring two canned food item to be used as weights for an outdoor walk that will end at a nearby shelter.

**PRIMARY CARE AND MEDICAL HOME • STARTING A MEDICAL RESPITE PROGRAM • BUILDING AN ASTHMA CARE HOME: ENGAGING CLINICIANS, PATIENTS, AND CAREGIVERS IN COMPREHENSIVE ASTHMA MANAGEMENT • STAFF SAFETY • SELF-CARE TOPICS • POLICY & ADVOCACY STRATEGIES • CONSUMER-DRIVEN RESEARCH • ADVOCACY: VISITING CAPITOL HILL • PUBLIC HEALTH CENTERS: NEW START ISSUES • WORKING WITH EX-OFFENDERS • OBESITY AND NUTRITION • ENGAGING YOUTH IN CARE • VETERAN SERVICES • COMPLEXITIES OF RURAL HOMELESSNESS**

FRIDAY, JUNE 24 • 7:30 AM

**OUTDOOR EXERCISE** • Jean Jacques \*Meet at the breakfast roundtable in comfortable clothes and bring two canned food item to be used as weights for an outdoor walk that will end at a nearby shelter.

**DEFINING ADVANCED CLINICAL TOPICS • HEALTH CENTER GROWTH AND APPLICATION ISSUES: USING HEALTH REFORM INVESTMENTS WISELY • CREATING A MEDICAL HOME FOR THOSE WITHOUT A HOME • CONSUMER PARTICIPATION IN NATIONAL COUNCIL ACTIVITIES • SPIRITUALITY • PROVIDING CARE TO ELDERLY PATIENTS • BEDBUGS, LICE, AND OTHER PESTS • DISCHARGE PLANNING • DEVELOPING ACADEMIC PARTNERSHIPS • STAFF SAFETY • ACCESS TO SPECIALTY CARE • CONTRACEPTION AND FAMILY PLANNING • PARTNERING WITH RELIGIOUS ORGANIZATIONS FOR OUTREACH • PAIN MANAGEMENT**

## › CONFERENCE ACCREDITATION

This conference is designed by HCH professionals for HCH professionals, including clinicians and their support staff; administrators; board members; and consumers of HCH services. It will also be of value to others who provide health care and support services to homeless people, as well as government officials and advocates. The desired result for this conference is an increased understanding of the health care needs of homeless people and the health care services that should be provided to them.

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

- The 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.

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 School of Medicine and the National Health Care for the Homeless Council. Vanderbilt School of Medicine is accredited by the ACCME to provide continuing medical education for physicians. Vanderbilt School of Medicine designates this live activity for a maximum of 22.5 *AMA PRA Category 1 Credit(s)*<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity. It is the policy of Vanderbilt School of Medicine not to discriminate against any person on the basis of disabilities. If you feel you need services or auxiliary aids mentioned in this act in order to fully participate in this continuing education activity, please contact Wade Munday (615/226-2292 or [wmunday@nhchc.org](mailto:wmunday@nhchc.org)).

It is the policy of Vanderbilt 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 have no financial relationships to disclose with the exception of the following:

- Nancy L. Rothman- Public Health Management Corporation- Consultant; Temple University- Employee- National Nursing Centers Consortium- Research Grant

Vanderbilt CME has determined that there is no conflict of interest.

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

- IQ Solutions
- Rx Assist
- Community Voice Mail
- National Center on Family Homelessness
- UMass Memorial Medical Center
- Association of Clinicians for the Underserved

### **Requirements for Successful Completion**

Attendees wishing to receive credit for workshops must attend the duration of the workshop and complete an online attendance form, which will be part of the conference evaluation. The evaluation will be emailed to attendees at the close of the conference, and also available at [www.nhchc.org/2011conference/index.html](http://www.nhchc.org/2011conference/index.html). To receive credit, attendees must complete the evaluation by July 15, 2011.

### **Off-label Product Use**

Attendees will be notified when a presentation relates to any product used for a purpose other than that for which it was approved by the U.S. Food and Drug Administration.

Attendees who have completed the required online workshop evaluations will receive their CME/CE certificates via email after the July 15 deadline.

Applicants are responsible for checking with certifying authorities in their states in advance of the conference regarding CME/CE reciprocity and for complying with attendance and documentation requirements. For more information, contact Wade Munday, National Health Care for the Homeless Council at 615/226-2292 or [wmunday@nhchc.org](mailto:wmunday@nhchc.org).



## › CONFERENCE PLANNING

### CONFERENCE PLANNING COMMITTEE 2011

Deborah Borne, Chair  
Joseph Benson, Chair  
Lily Catalano  
Wayne Centrone  
Sarah Davidson  
Barbara DiPietro  
Sheri Downing  
Sabrina Edgington  
Amy Grassetto  
Linda Guthrie  
Carol Hall

Reginald Hamilton  
Nancy Hanson  
Darlene Hein  
Juli Hishida  
Jean Hochron  
Margaret Jaco  
Darlene Jenkins  
Timothy Johnson  
John Lozier  
Brooks Ann McKinney  
Molly Meinbresse

Eric Murry  
Wade Munday  
Jill Moore  
Maureen Neal  
Jacqueline Nieves-DeLaPaz  
Dan Rabbitt  
Heather Rippetoe  
Teri Simon  
Jay Tankanow  
Louise Treherne  
Patrina Twilley  
Preston Witt

### JOIN THE NATIONAL HEALTH CARE FOR THE HOMELESS COUNCIL ACROSS AMERICA IN 2012

The 2012 schedule of trainings will again be jointly sponsored by Vanderbilt School of Medicine and the National Health Care for the Homeless Council. Our regional trainings are often provided at no cost and offer approximately 12.5 hours of continuing education credits for a variety of professionals. Join us at the following locations and again at the Annual Conference and Policy & Symposium in Kansas City, MO.

#### REGIONAL TRAININGS

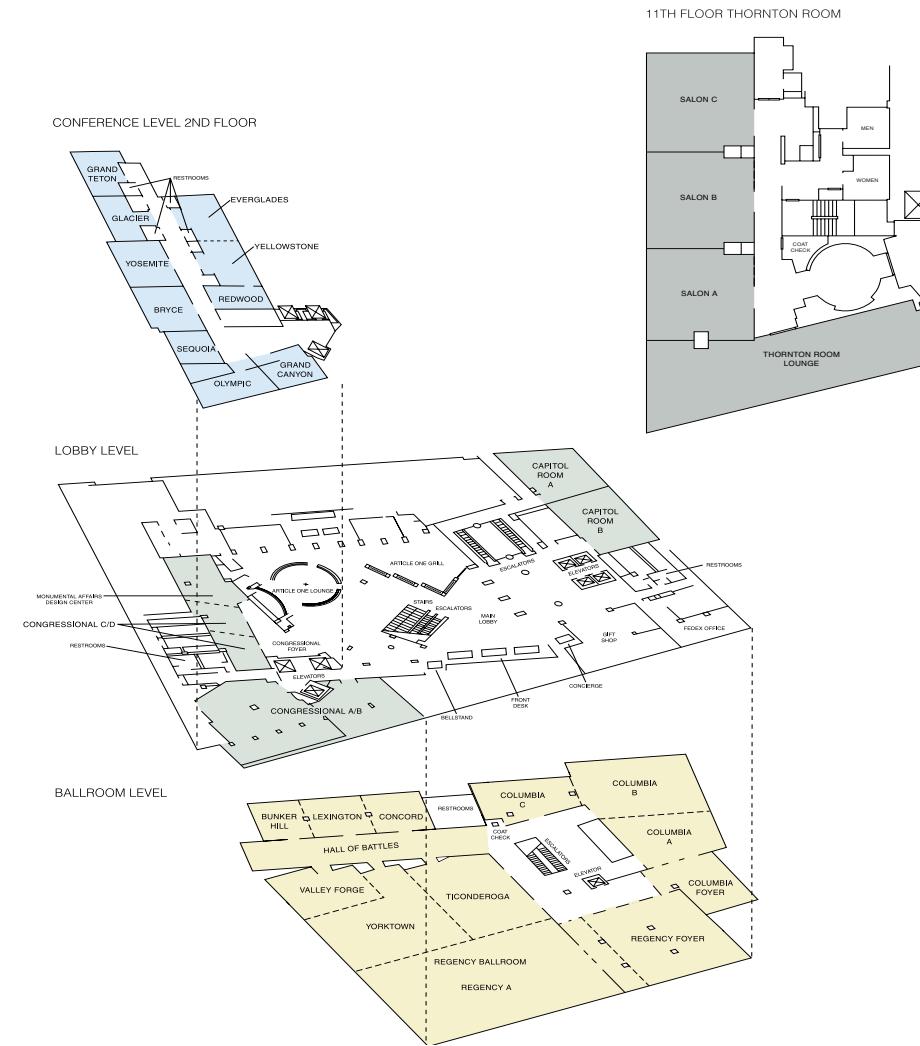
**Detroit, MI**, September 2011  
**Albuquerque, NM**, November 2011  
**Memphis, TN**, March 2012  
**Seattle, WA**, June 2012

#### ANNUAL CONFERENCE & POLICY SYMPOSIUM

**Kansas City, MO**, May 15 - 18, 2012

MARK YOUR CALENDARS AND PLAN TO JOIN US!

## › HOTEL LAYOUT





## ➤ ABOUT THE NATIONAL HEALTH CARE FOR THE HOMELESS COUNCIL

The National Health Care for the Homeless (HCH) Council is a home for those who work to improve the health of homeless people and who seek housing, health care, and adequate incomes for everyone. In the National HCH Council, agencies and individuals, clinicians and advocates, homeless people and housed people come together for mutual support and learning opportunities, and to advance the cause of human rights.

The National Health Care for the Homeless Council began as an element of the 19-project HCH demonstration program of the Robert Wood Johnson Foundation and the Pew Memorial Trust. We are now 105 Organizational Members and over 1000 individual members, most of whom are enrolled in the HCH Clinicians' Network, the National Consumer Advisory Board and/or the Respite Care Providers' Network. Our Organizational Members include grantees and subcontractors of the federal Health Care for the Homeless funding stream, other health care providers, and advocacy organizations. Please visit our table in the Resource Room or visit [www.nhchc.org](http://www.nhchc.org) for membership information, and please join us!

### **Let Us Meet Your Training & Technical Assistance Needs:**

The National Health Care for the Homeless Council is a federally supported, national provider of technical assistance and training for homeless health care providers and other federally qualified health centers. We offer no-cost trainings and technical assistance on a number of topics, including HRSA health center program requirements, the changes being brought about by the Affordable Care Act, medical respite care, and consumer involvement. For more information, please visit our website and view our resources under the Training and Technical Assistance tab, or contact Victoria Raschke, our Director of Technical Assistance and Training at [vraschke@nhchc.org](mailto:vraschke@nhchc.org) or by phone at 615-226-2292 ext 230.



**Tom Andrews, BS  
Atlanta GA  
President  
Board of Directors, 2010-2011**