

Health Connect Project

Health emergencies make and keep people homeless.

No job = no health care = small health problems that balloon into a crisis. Millions of Americans face this dilemma, and hundreds of thousands end up homeless as a result.

Many homeless people come into homelessness with existing health problems which require long-term, consistent care. The inability to treat medical problems often aggravates them, making them both more dangerous and more costly.

Thanks to seed funding from National Health Care for the Homeless Council and HRSA, Springwire worked with Health Care for the Homeless clinics in six U.S. cities to integrate our proven **Community Voice Mail** and **Resource Broadcast** programs into the way these clinics serve their chronically ill homeless and unstably housed patients. Health Connect provided clinic patients with a way to be contacted regarding individualized care and treatment regimens, and with well-designed public health and social service information via voice mail broadcasts.

Health Connect results

The following results were reported by the participating HCH clinics:

- Reduced number of consumers with no reliable way to be reached
- Improved clinic ability to:
 - Plan and manage care
 - Provide self-care support and community resources
- Improved clinic ability to manage medications
- Improved clinic ability to complete medical records

Having the access to Community Voice Mail has saved my life... it helps me get my psychiatric high blood pressure medications. It's a wonderful resource. – San Diego patient

Health Connect partners

We'd like to thank the following clinics for their participation in this demonstration project.

1. Cincinnati Health Network, Cincinnati, OH
2. Community Health of South Florida, Miami, FL
3. Family Health Centers of San Diego, San Diego, CA
4. Grace Hill Neighborhood Health Centers, St. Louis, MO
5. Outreach Community Health Centers, Milwaukee, WA
6. Sulzbacher Center, Jacksonville, FL

The demonstration project ended in December, 2012.



Christy's Story...

"I have a chronic health condition. When I became homeless after being laid off I had no way to manage my condition, get test results, or set up medical appointments.

Before all this, I was doing OK. I worked full time, had a car, and my own place. I never imagined I would end up without a phone or a home base.

When I got Community Voice Mail, one of the first things I did was see a doctor. Then I learned – via voicemail – that my condition required immediate treatment.

Because of that voice mail, I was able to get treatment that saved my life.

Today, I am no longer homeless, and I am still working to recover from that difficult time.

I feel grateful to be alive, all because I had my voice mail lifeline."

- Christy, Springwire participant

Why Springwire Works

Consistently nearly 70% of Springwire participants achieve their goals within eight months.

A consistent, reliable way to communicate is a first step on a path regaining the sense of hope and dignity needed to recover from the trauma of homelessness. It empowers and encourages people to take advantage of services, benefits and opportunities in their communities, and to reach physical and financial safety and stability faster. Resource Broadcasts provide the ongoing “nudge” of encouragement, new opportunity, or new information. It’s the voice of a trusted friend, a “constant in the journey to independence.”



Community Partnerships

Springwire seeks to partner with community based social service and health organizations to bring Community Voice Mail and Resource Broadcasting to new communities.

To find out more about our services and to bring Springwire to your community, contact:

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Or visit us online at www.springwire.us