



2013 National Health Care *for the Homeless*
NORTHEAST REGIONAL TRAINING

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

MAY 9 - 10, 2013 | MORRISTOWN, NJ



TABLE OF CONTENTS

Northeast Regional Training Agenda

Plenary Sessions

Workshop and Poster Descriptions

Continuing Education Information

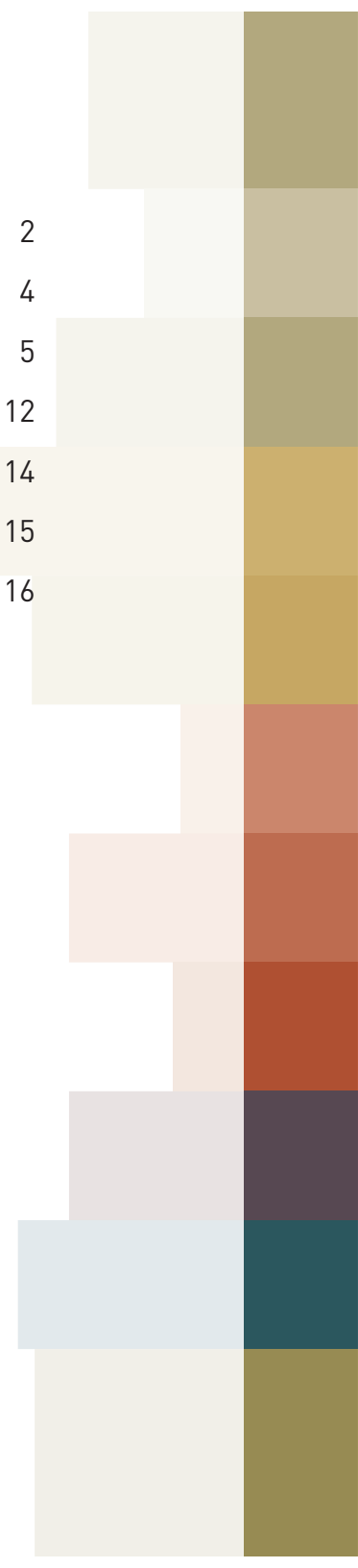
Welcome Reception

Site Tours

Map



2
4
5
12
14
15
16



NORTHEAST REGIONAL TRAINING AGENDA

Thursday, May 9

8 a.m. – 3 p.m.	Registration
8 – 9 a.m.	Continental breakfast <i>Morris Ballroom</i>
9:30 – 11 a.m.	The Role of Health Centers in Meeting Disaster-Related Needs of People Experiencing Homelessness, Part One <i>Manhattan Ballroom</i> Building a Comprehensive Model of Care for LGBT Youth Experiencing Homelessness <i>Boardroom II</i> Undocumented Cognitive Impairment and TBI in the HCH Setting <i>Boardroom I</i>
11:15 a.m.	Lunch service begins <i>Morris Ballroom</i>
11:30 a.m. – 12:30 p.m.	Plenary Session: Innovative Contexts: Community Health Workers and Health Care for the Homeless <i>Manhattan Ballroom</i>
1 – 2:30 p.m.	The Role of Health Centers in Meeting Disaster-Related Needs of People Experiencing Homelessness, Part Two <i>Manhattan Ballroom</i> Forming and Maintaining a Consumer Advisory Board <i>Boardroom I</i> Chronic Pain Management: Providing Safe, Effective, and Compassionate Care <i>Boardroom II</i>
2:30 – 3 p.m.	Coffee break <i>Morris Ballroom</i> Site Tour: Zufall Health Center <i>depart from lobby</i>
3 – 4:30 p.m.	Spare Some Social Change? Integrating Service and Advocacy to Prevent and End Homelessness <i>Boardroom I</i> Tools for Transformation: Meaningful Use of HIT in the Patient-Centered Medical Home <i>Boardroom II</i> Creating Safety in an Unsafe World: Exploring Violence and Homelessness <i>Manhattan Ballroom</i>
4:30 – 6 p.m.	Welcoming Reception <i>outside the Regency Room, lobby level</i>

NORTHEAST REGIONAL TRAINING AGENDA

Friday, May 10

- 
- 8 a.m. – 3 p.m. Registration
- 8 – 9 a.m. Continental breakfast *Morris Ballroom*
- 8:45 – 9:45 a.m. Plenary Session: HCH: On the Road to Realizing Human Rights *Manhattan Ballroom*
- 9:45 – 10 a.m. Coffee break *Morris Ballroom*
- 10 – 11:30 a.m. The Nuts and Bolts of Health Reform:
An Overview of Key Components Important to the HCH Community *Manhattan Ballroom*
HIV Testing and Linkage to Care for Newly Diagnosed Persons *Boardroom II*
Building Relationships by Meeting People in Their Space, Part One *Boardroom I*
- 11:30 a.m. – 12:45 p.m. Lunch and Roundtable Discussions *Morris Ballroom*
Site Tour: Zufall Health Center
- 1 – 2:30 p.m. The Future of Ryan White Funding *Boardroom II*
Improving Quality in the Delivery of Care for Homeless Individuals *Manhattan Ballroom*
Building Relationships by Meeting People in Their Space, Part Two *Boardroom I*
Site Tour: Zufall Health Center *depart from lobby*

PLENARY SESSIONS

THURSDAY, MAY 9 | 11:30 A.M. - 12:30 P.M.

Innovative Contexts: Community Health Workers and Health Care for the Homeless

This special presentation will feature an overview of the Centers for Medicare and Medicaid Innovation (CMMI) Cooperative Agreement awarded to the National Health Care for the Homeless Council in June 2012. Julia Dobbins will discuss the National HCH Council's current collaboration with 12 health center grantees and 16 newly-hired and trained community health workers (CHWs) to connect unstably housed individuals who are high users of the emergency department for non-emergent care into primary care and other health services. Sergio Matos will share how CHWs are utilized in New York City and worldwide. He will also describe how integrating CHW practice may assist an organization in obtaining patient-centered medical home recognition.

Presenters: **Julia Dobbins, MSW;** Project Coordinator, CMS Innovation Grant, National Health Care for the Homeless Council; Nashville, Tennessee; **Sergio Matos, BS;** Director, New York State Community Health Worker Initiative; New York City

Room: Manhattan Ballroom

FRIDAY, MAY 10 | 8:45 - 9:45 A.M.

HCH: On the Road to Realizing Human Rights

John Lozier, executive director of the National Health Care for the Homeless Council, will explore how health care for the homeless fits into the larger framework of human rights and the struggle for social justice. In this context, he will discuss the central relationship between housing and health, the ways providers and advocates can advance the cause of ending mass homelessness, and how the Affordable Care Act will affect people without homes and homeless service agencies.

Morristown Mayor Timothy Dougherty will greet attendees and introduce them to the town, activities, and support services that are available for people experiencing homelessness.

Presenter: **John Lozier, MSSW;** Executive Director, National Health Care for the Homeless Council; Nashville, Tennessee

Room: Manhattan Ballroom

WORKSHOP DESCRIPTIONS

THURSDAY, MAY 9 | 9:30 - 11 A.M.

The Role of Health Centers in Meeting Disaster-Related Needs of People Experiencing Homelessness, Part One

Health centers, particularly health care for the homeless projects, are well positioned to meet many disaster-related needs of people experiencing homelessness. During disasters individuals experiencing homelessness are at increased risk of experiencing adverse events including injury, illness, trauma, substance use relapse, and prescription loss. In the first segment of this two-part workshop series, Sabrina Edgington will describe considerations for disaster planning for people experiencing homelessness based on lessons learned. Attendees will also hear about federal efforts to improve disaster preparedness and response for this population. Andrew Leonard will discuss data collected in an assessment of Sandy's impact on 12 HCH agencies located throughout New York City. Among the issues reported were the displacement of shelter residents and transitionally housed people; the loss of productivity and revenue due to clinic closures; disruptions in care for chronic physical and behavioral health issues; and an increased health burden arising from environmental factors. All of these issues negatively affected consumer health.

Presenters: **Sabrina Edgington, MSSW**; Program and Policy Specialist, National Health Care for the Homeless Council; Nashville, Tennessee; **Andrew Leonard, MPH**; Research Associate, Harlem United; New York City

Room: Manhattan Ballroom

Building a Comprehensive Model of Care for LGBT Youth Experiencing Homelessness

Lesbian, gay, bisexual, and transgender youth must navigate the typical challenges of adolescence while also managing the social stigma associated with their emerging sexual and gender minority identities. As a result, many LGBT youth are at higher risk for certain behavioral and emotional issues, homelessness, bullying, and other forms of victimization. In this session, we will discuss the unique health and developmental challenges of LGBT youth and describe ways that providers can address these issues. Through sensitive, confidential communication with LGBT youth, providers in health care settings and homeless services can become a vital source of support for this vulnerable population.

Presenter: **Heidi Holland, MEd**; Program Manager, National LGBT Health Education Center, The Fenway Institute; Boston

Room: Boardroom II

WORKSHOP DESCRIPTIONS

THURSDAY, MAY 9 | 9:30 - 11 A.M.

Undocumented Cognitive Impairment and TBI in the HCH Setting

This presentation will explain how cognitive impairment and traumatic brain injury are the missing links in many supplemental security income claims and how TBI awareness can explain behaviors of patients in the shelter setting and open doors to treatment. In Raleigh, there have been a high number of chronically homeless patients with IQs of less than 70 undocumented for many years. This research and a new protocol have significantly changed how patients are screened and how their lives are changed. The presentation will discuss research from the Raleigh HCH site and the SOAR data proving the high number of undocumented cases as well as how, once aware, SSI cases were approved quickly and allowed access to insurance and income to improve patients' well being and quality of life. The workshop will also include a case study discussion and question and answer time.

Presenters: **Brooks Ann McKinney, MSW**; Director of Medical Respite and Safety Net Providers, Mission Health and Hospitals; Asheville, North Carolina; **Alexandra Hartfield, BSW**; SOAR Outreach Specialist, Capitol Care Collaborative, Wake County Medical Society; Raleigh, North Carolina

Room: Boardroom I

WORKSHOP DESCRIPTIONS

THURSDAY, MAY 9 | 1 - 2:30 P.M.

The Role of Health Centers in Meeting Disaster-Related Needs of People Experiencing Homelessness, Part Two

Health centers are an important resource for communities during disasters and must be able to fit into the broader community response to ensure access to critical resources, information sharing, and greater resilience to disruptions. The second part of this workshop track will provide context to help illustrate the role of health centers as it relates to the larger emergency management structure at the local, state, and federal level. In addition, Mollie Melbourne will offer guidance for maintaining health center operations in the wake of a disaster to support a coordinated health center response and faster, more complete recovery. She will also discuss HRSA policy specific to emergency management and address concerns around liability, documentation, and resources to meet the demand in services.

Presenter: **Mollie Melbourne, MPH, MEP**; Director, Emergency Management, National Association of Community Health Centers; Bethesda, Maryland

Room: Manhattan Ballroom

Forming and Maintaining a Consumer Advisory Board

This workshop will focus on how a consumer advisory board (CAB) can enhance consumer involvement in governance while advocating on behalf of consumers within an HCH project and in its community. Different models for CABs will be discussed, including their real-life challenges and achievements. Consumers involved in governance at several projects in the region will share their unique experiences developing and maintaining CABs at their local projects.

Presenters: **Brian Zralek, MSSW**; Consumer Advocate, National Health Care for the Homeless Council; Nashville, Tennessee; **David Broxton**, Founding Member, Care for the Homeless Consumer Advisory Board; Peer Counselor, Valley Lodge Transitional Shelter; New York City

Room: Boardroom I

Chronic Pain Management: Providing Safe, Effective, and Compassionate Care

Chronic pain is in research literature, in the news, and on our minds. We've gone from under-treating pain to an epidemic of opioid addiction, overdose, and deaths—and pain is still often not adequately treated. Homelessness increases the risk of chronic pain, exacerbates suffering, and makes pain management more complicated. This workshop will provide a framework and tools for evaluation and management of chronic pain as well as recommendations for practice adaptations for patients experiencing homelessness.

Presenter: **Nancy Elder, MD, MSPH**; Associate Professor, College of Medicine, University of Cincinnati; Cincinnati

Room: Boardroom II

WORKSHOP DESCRIPTIONS

THURSDAY, MAY 9 | 3 - 4:30 P.M.

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

Health care for the homeless staff and consumers possess significant experience with the successes and failures of the homeless services system. This expertise is invaluable in the struggle to improve the public policies that can ultimately prevent and end homelessness. This workshop will explain the connection between public policy and homelessness and will explore strategies to integrate direct service and policy advocacy at the project level. Overcoming barriers to policy advocacy, specific action steps to encourage the integration of service and advocacy, and strategies for successful advocacy campaigns will all be discussed. Examples of successful advocacy from a New York City-based HCH project will be provided, including preparing staff and consumers to provide testimony, organizing mass action, and the importance of broad participation in advocacy.

Presenters: **Dan Rabbitt, MSW**; Health Policy Organizer, National Health Care for the Homeless Council; Baltimore; **Maria Escalera**, Advocacy Director, Lutheran Family Health Centers; New York City; **Denise Jones, CASAC, CNA**; Outreach Specialist, Lutheran Family Health Centers; New York City

Room: Boardroom I

Tools for Transformation: Meaningful Use of HIT in the Patient-Centered Medical Home

This workshop is a panel discussion with a small and a large health center each sharing their practice transformations, tools, and resources used to implement meaningful use of health information technology and the patient-centered medical home model. Topics covered will include engaged leadership, technology, staff training and role changes for team-based care delivery, care coordination, and care management.

Presenters: **Joshua Meyers, MA**; Manager of Development and Information Technology, Project HOPE; Camden, New Jersey; **Eva Turbiner, MA**; CEO, Zufall Health Center; Dover, New Jersey

Room: Boardroom II

Creating Safety in an Unsafe World: Exploring Violence and Homelessness

One cannot miss daily news accounts of violence in our communities. For those experiencing homelessness, the risk of violence increases. The intersection of homelessness and violence in all of its forms, from domestic violence to gun violence, challenges the creation of safety of children and youth experiencing homelessness. This workshop will explore the intersection of trauma, violence, and homelessness. Additionally, the link between violence and health care will be highlighted. This topic will be explored through multiple perspectives. Services, programs, and promising approaches to serve this population will be shared.

Presenter: **Karen Hudson, MSW, LSW**; Community Education Program Coordinator, Children's Hospital of Philadelphia; Lecturer, University of Pennsylvania School of Social Work; Philadelphia

Room: Manhattan Ballroom

WORKSHOP DESCRIPTIONS

FRIDAY, MAY 10 | 10 - 11:30 A.M.

The Nuts and Bolts of Health Reform: An Overview of Key Components Important to the HCH Community

The health reform law creates both opportunities and challenges for health centers. This workshop will discuss the national goals that have been set, those components of the law that will effect HCH operations and consumers, and the changes that should be implemented 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.

Presenter: **Barbara DiPietro, PhD**; Policy Director, National Health Care for the Homeless Council; Baltimore

Room: Manhattan Ballroom

HIV Testing and Linkage to Care for Newly Diagnosed Persons

This workshop will present the lessons learned in ensuring all patients experiencing homelessness or at risk of becoming homeless are offered an HIV test according to New York State law for clinical testing programs. Newly diagnosed or known positive individuals who indicate they have tested preliminarily positive on an OraQuick HIV test are eligible to receive subsequent Confirmatory Testing or Linkage to Care services. The goals of the program include identifying the percentage of confirmed positive clients who receive their confirmatory test results, who are linked to HIV-related medical care and attend their first appointments, and who are referred to partner notification and prevention services.

Presenter: **Julius Powell, MA**; Administrative Manager, Lutheran Family Health Centers; Brooklyn, New York

Room: Boardroom II

Building Relationships by Meeting People in Their Space, Part One

Some of the most vulnerable people experiencing homelessness are those who sleep rough and have also been homeless for a very long time. In Cleveland, some individuals have been on the streets for more than twenty years. The first part of this workshop track will offer practical advice and techniques for interacting with these hard to reach people while addressing outreach to those who may be newly eligible under Medicaid expansion. Topics of discussion will include how to develop unconventional shelters as a way to provide safety, health care, and engagement to those who will not utilize the traditional shelter system. The presenters will also discuss Critical Time Intervention (CTI) as used with those who have been experiencing chronic homelessness and the important role of community health workers in outreach teams.

Presenters: **John Lozier, MSSW**; Executive Director, National Health Care for the Homeless Council; Nashville, Tennessee; **Jim Schlecht, BA**; Outreach Worker, Care Alliance Health Center; Cleveland; Donna Kelly, RN, BSN; Program Manager, Outreach Services, Care Alliance Health Center; Cleveland; **Matt Mlckovsky, LPN**; Outreach Nurse, Bridges to Housing Program, Care Alliance Health Center; Cleveland

Room: Boardroom I

WORKSHOP DESCRIPTIONS

FRIDAY, MAY 10 | 1 - 2:30 P.M.

The Future of Ryan White Funding

The changing environment of health care for vulnerable populations due to the implementation of the Affordable Care Act extends to health centers with Ryan White funding as well. This workshop will assist the administrator and clinician seeking to ensure continuity and coordination of care during a time of change for both Medicaid and Ryan White funding. Hear from administrators and clinicians about the outcome measures that are needed to adequately gauge the health status of individuals and the ongoing needs of individuals and the programs that serve them. Participants will learn about the unanswered questions that remain in this ever-changing policy context and will participate in a lively question and answer session with colleagues from around the region and country.

Presenters: **Ketlen Alsbrook, MPH**; Project Director, City of Newark Health Department; Newark, New Jersey; **Louise Treherne, MSW, LCSW-C**; Vice President of Clinical Affairs, Health Care for the Homeless, Inc.; Baltimore

Room: Boardroom II

Improving Quality in the Delivery of Care for Homeless Individuals

Quality improvement efforts are an important component of health care reform efforts. Much attention is now being placed on value-based health care with enhanced quality and lower costs. Health care for the homeless programs have the particular challenge of improving these quality metrics in the face of the many obstacles to care that our patients face. Improved chronic disease management and preventive health screening remain of paramount concern, yet the challenges of achieving these remain high.

A lecture and facilitated breakout sessions will discuss the current approach to improving chronic disease management and preventive health maintenance. Discussion will then focus on applying what works best and overcoming the barriers to care. Workshop attendees will be able to understand different approaches to assessing quality of health care. Be aware of examples of structure, process, and outcome measures of quality care.

Presenter: **Pooja Bhalla, RN**; Director of Nursing, Boston Health Care for the Homeless Program; Boston

Room: Manhattan Ballroom

WORKSHOP DESCRIPTIONS

FRIDAY, MAY 10 | 1 - 2:30 P.M.

Building Relationships by Meeting People in Their Space, Part Two

Not all programs work for everyone who is sheltered. The second part of the series will offer examples used by the Care Alliance Health Center outreach team to engage sheltered individuals who may need “drawing in” to benefit from the available services. These tools are designed to engage the elderly homeless by offering health literacy opportunities and community through book clubs. The presenters will also look at transitions to housing, especially for those who have been homeless for long periods of time, and at how community health workers support the outreach team and its efforts in meeting the challenges of continued relationships with sheltered and newly housed individuals.

Presenters: **Robin Djulvezan, LPN**, Outreach Nurse; **Melissa Brennan, BA, LPN-IV**, Outreach Nurse; **Donna Kelly, RN, BSN**, Program Manager, Outreach Services; **Matt Mlckovsky, LPN**, Outreach Nurse, Bridges to Housing Program; Care Alliance Health Center, Cleveland

Room: Boardroom I

CONTINUING EDUCATION INFORMATION

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

- The unique elements of the HCH approach to patient care;
- Examples from the HCH community of efforts to maintain clinical quality, consumer participation, and interdisciplinary approaches in clinical care; and
- The systematic realities of barriers to care and methods to remove those barriers at clinic and community levels.

Faculty Disclosure

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

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

Accreditation

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

Designation of Credit

Vanderbilt University School of Medicine designates this live activity for a maximum of *9.75 AMA PRA Category 1 Credit(s)*TM. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

1. To obtain credit for your participation in today's activity, complete the credit claim form at <https://www.surveymonkey.com/s/2013northeast> by May 20, 2013
2. You will receive email notification of online credit availability 1-2 weeks after data is submitted to Vanderbilt CME.
3. You may access your record of participation at anytime by visiting the Division of CME web-site at www.cme.vanderbilt.edu and following the instructions to obtain a transcript.

CONTINUING EDUCATION INFORMATION

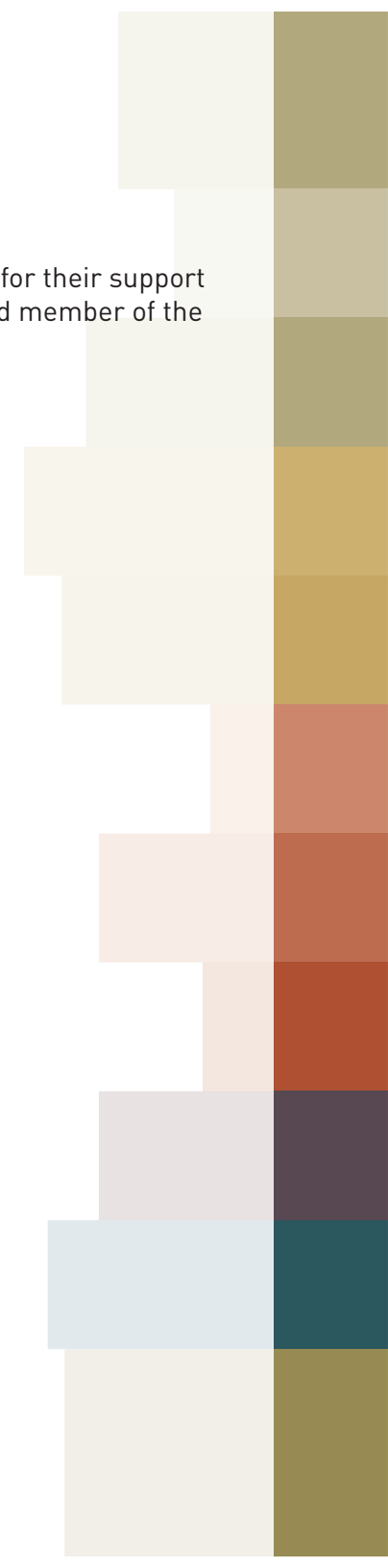
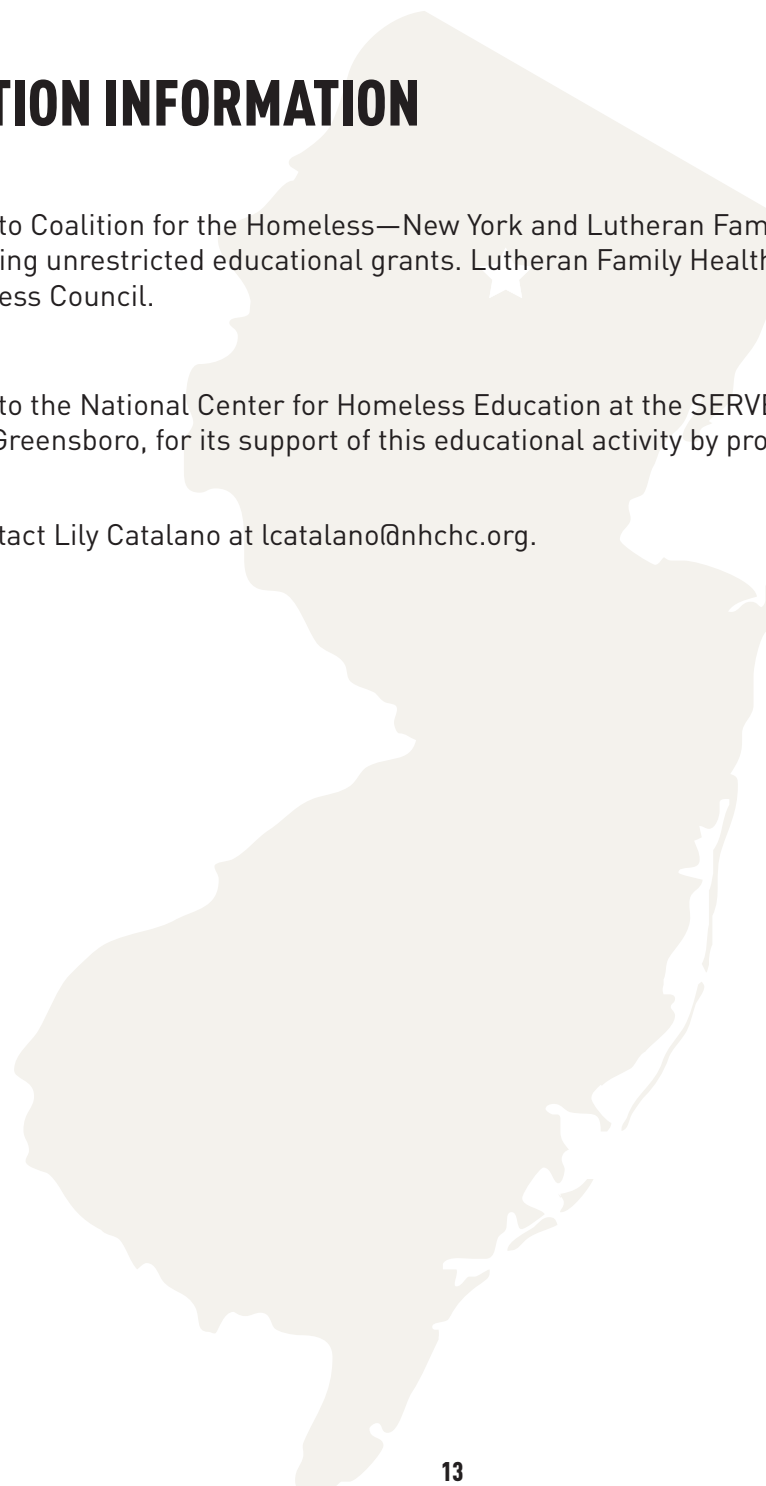
Commercial Support

The sponsors express appreciation to Coalition for the Homeless—New York and Lutheran Family Health Centers for their support of this educational activity by providing unrestricted educational grants. Lutheran Family Health Centers is a proud member of the National Health Care for the Homeless Council.

Exhibits

The sponsors express appreciation to the National Center for Homeless Education at the SERVE Center, the University of North Carolina at Greensboro, for its support of this educational activity by providing exhibit fees.

For questions concerning CME, contact Lily Catalano at lcatalano@nhchc.org.



WELCOMING RECEPTION

Join the National Health Care for the Homeless Council and Move for Hunger for a welcoming reception and food drive to benefit Interfaith Food Pantry. Donations to the National Health Care for the Homeless Council are also welcome.

Admission is \$20 or five nonperishable, canned food items for members of the Morristown community. Attendees of the Northeast Regional Training will receive complementary admission with their name badges.

Location: Patio located off the hotel lobby
Hyatt Morristown at Headquarters Plaza
3 Speedwell Avenue
Morristown, New Jersey

About *Move for Hunger*: Move for Hunger works with relocation companies to help fill the pantries of our nation's food banks. Move for Hunger was established to strengthen the efforts of our communities' food banks, while actively engaging in America's hunger fight. By using our unique knowledge and experience, Move for Hunger will leverage its existing national network of transportation companies to create one of the nation's largest, year-round service programs.

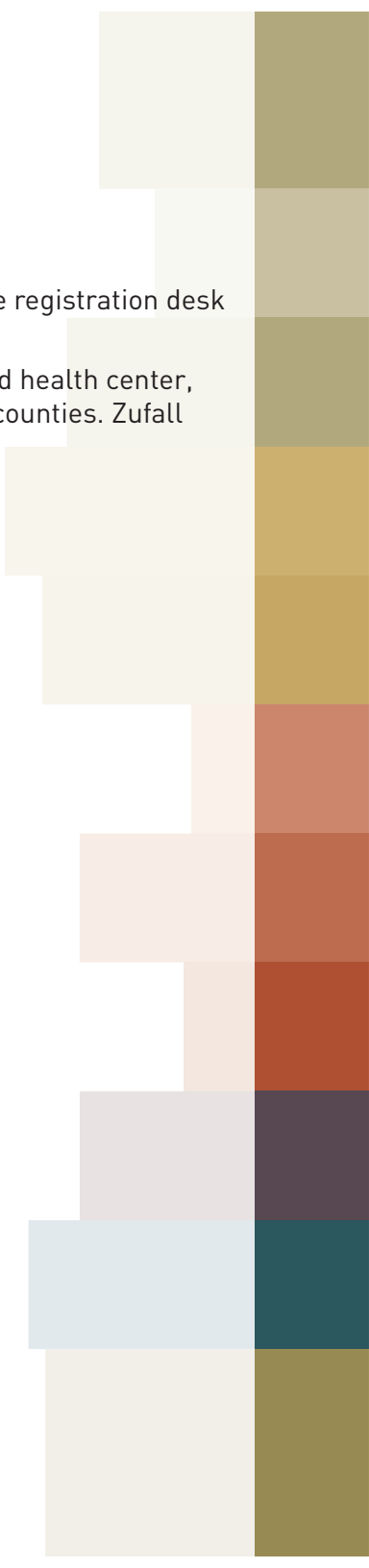
SITE TOURS

THURSDAY, MAY 9, DEPARTING AT 2:30 P.M.; FRIDAY, MAY 10, DEPARTING AT 11:30 A.M. & 1 P.M.

Zufall Health Center is offering site tours to participants in the Northeast Regional Training. Groups will meet at the registration desk and depart by bus from the hotel lobby.

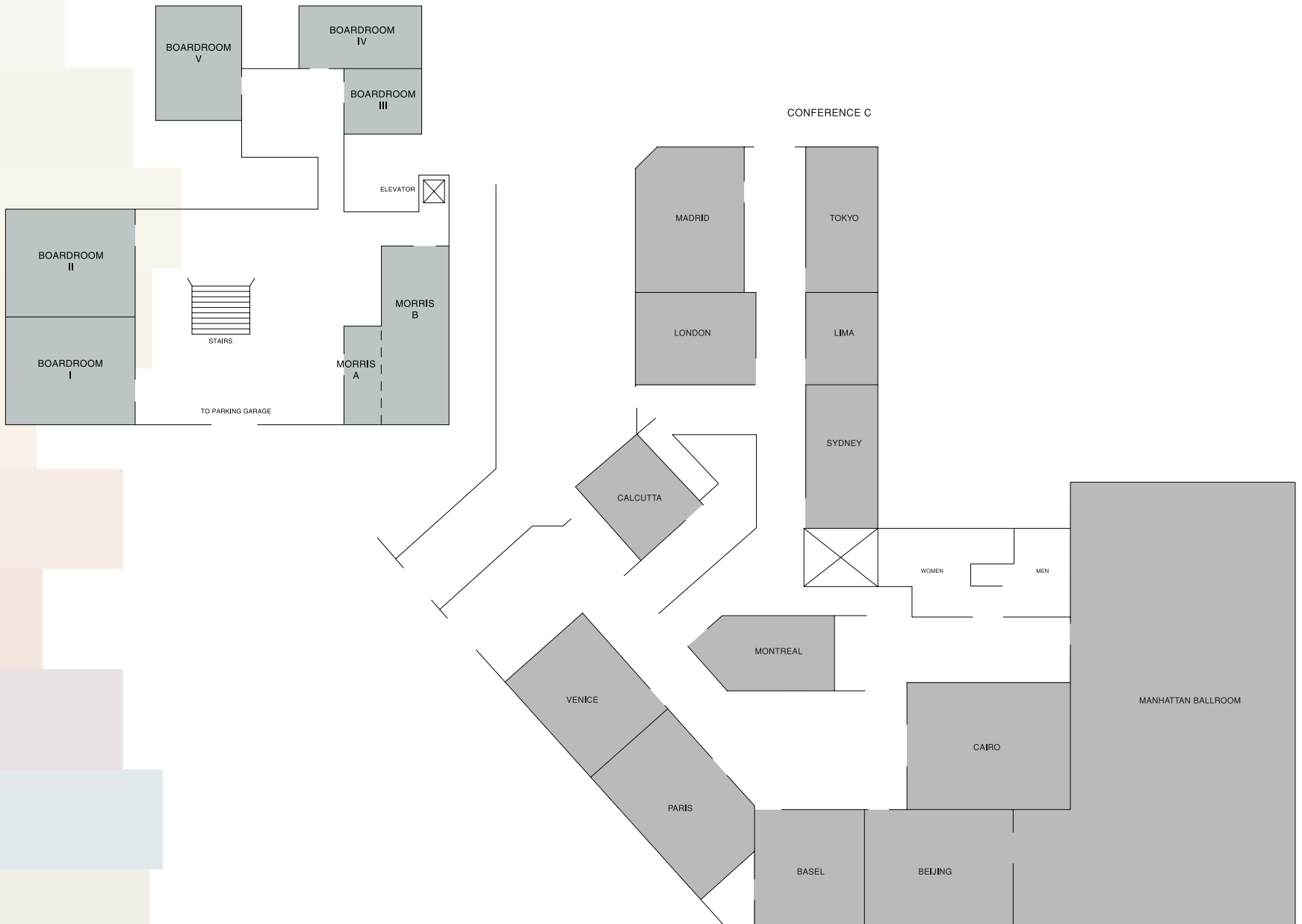
Zufall Health Center is the medical and dental home for northwestern New Jersey's underserved. As a fully licensed health center, it provides high-quality, affordable medical and dental care to residents of Morris, Sussex, Hunterdon, and Warren counties. Zufall Health Center is located at 4 Atno Avenue in Morristown.

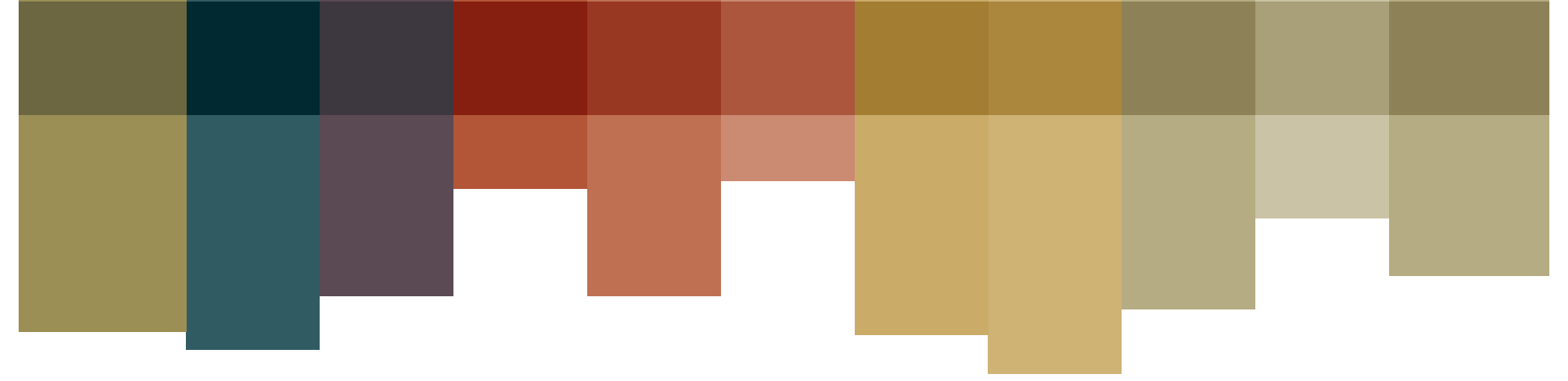
Limited to 15 people per tour. Sign up at the registration desk.



MAP

BOARDROOM LEVEL





NATIONAL
HEALTH CARE
for the
HOMELESS
COUNCIL

www.nhchc.org

This program is supported by grant number NCA U30CS09746 from the Health Resources and Services Administration, Bureau of Primary Health Care. All contents are solely the responsibility of the authors and do not necessarily represent the official views of HRSA.