

2014 NATIONAL HEALTH CARE FOR THE HOMELESS CONFERENCE & POLICY SYMPOSIUM

MAY 28 - 30, 2014 | NEW ORLEANS, LA



JOINTLY SPONSORED BY VANDERBILT UNIVERSITY SCHOOL OF MEDICINE AND
THE NATIONAL HEALTH CARE FOR THE HOMELESS COUNCIL

WELCOME

Welcome to New Orleans and the 2014 National Health Care for the Homeless Conference & Policy Symposium.

You are here because you are part of a vital movement to ensure that people without homes receive the health care and housing that they need to survive. This is challenging work, with great resonance in this city, which is still recovering from the devastation of Hurricane Katrina, and this state, which has not yet expanded Medicaid to its poorest adults.

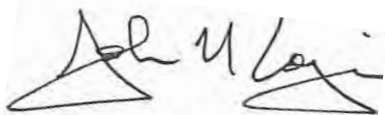
This conference brings fresh ideas and new tools, evidence-based practices, and opportunities to take your work to a higher level. With topics ranging from health care delivery to social media marketing to navigating health reform, the conference connects providers, consumers, and advocates to strengthen and enhance Health Care for the Homeless (HCH) programs.

Here you will meet companions in the struggle for basic human rights. Colleagues from around the country will inspire, challenge, and befriend you. Introduce yourself to people you don't know. Learn their stories, draw on their strengths, and share your own. If you and your agency are not members of the National HCH Council, we invite you to join our amazing, inclusive community.

Together, we will put an end to the great injustice of mass homelessness in our rich country. Together, we will make housing and health care for everyone a reality.

Thank you for being here.

Peace,



John Lozier
Executive Director
National Health Care for the Homeless Council



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CONFERENCE OVERVIEW

TUESDAY, MAY 27

8 a.m.- 5 p.m.	Registration
9 a.m.-4:30 p.m.	Pre-Conference Institutes
10-10:30 a.m.	Refreshment break
11:45 a.m.-1 p.m.	Lunch (on your own)
2:30-3 p.m.	Refreshment break

WEDNESDAY, MAY 28

7-9 a.m.	Breakfast
8 a.m.-5 p.m.	Registration
8:30-10 a.m.	HRSA/CMS Update
9:15-9:45 a.m.	Poster Presentations
10-11:30 a.m.	Opening General Session
11:45 a.m.-1 p.m.	Lunch
	Award Presentations
1-2:30 p.m.	Workshops I
2:30-3 p.m.	Refreshment break
	Poster Presentations
3-4:30 p.m.	Workshops II

THURSDAY, MAY 29

7-8:30 a.m.	Breakfast
8 a.m.-5 p.m.	Registration
8:45-9:45 a.m.	General Session
9:45-10:15 a.m.	Refreshment break
	Poster Presentations
10:15-11:45 a.m.	Workshops III
11:45 a.m.-1 p.m.	Lunch
	Award Presentations
1-2:30 p.m.	Workshops IV
2:30-3 p.m.	Refreshment break
	Poster Presentations
3-4:30 p.m.	Workshops V
5-7 p.m.	Rally for Health Care Justice
8-10 p.m.	Film screening: “@home”

FRIDAY, MAY 30

8 a.m.-12:15 p.m.	Registration
8-9:45 a.m.	Breakfast
10-11:30 a.m.	Workshops VI
11:30 a.m.-12:30 p.m.	Lunch
12:30-2 p.m.	Workshops VII

CONFERENCE SCHEDULE - MAY 27

TUESDAY, MAY 27

8 a.m.-5 p.m.

Registration *Acadia*

9 a.m.-4:30 p.m.

Pre-Conference Institutes (breakfast and lunch not included)

Building a Comprehensive Model for Serving Transgender Populations in Homeless Health Centers *Studio 4*

Engaging Homeless Youth in Services *Studio 3*

The Social Determinants of Health and Homelessness *Studio 6*

Medical Respite Care: Making the Most out of Health Reform *Studio 1*

10-10:30 a.m.

Refreshment break

11:45 am-1 p.m.

Lunch (on your own)

2:30-3 p.m.

Refreshment break

WEDNESDAY, MAY 28

- 7-9 a.m. Breakfast
- 8 a.m.-5 p.m. Registration *Acadia*
- 8:15-9:45 a.m. Roundtable: Implementing the Federal Strategic Plan Locally *Studio 8*
- 8:30-10 a.m. HRSA/ CMS Update Salon D-E**
- 9:15-9:45 a.m. Poster Presentations *Acadia*
- 10-11:30 a.m. Opening General Session:** Susan L. Neibacher Address: Bechara Choucair, MD, Chicago Department of Public Health Keynote Address: Shaun Donovan, Secretary, US Department of Housing and Urban Development; Chair, US Interagency Council on Homelessness *Bissonet/Carondelet*
- 11:45 a.m.-1 p.m. Lunch
Ellen Dailey Consumer Advocate Award Presentation by the National Consumer Advisory Board (NCAB) *Bissonet/Carondelet*
- 1-2:30 p.m. Workshops I**
- Marketing for Good: Even Mother Teresa Had a Marketing Plan *Balcony I*
 - You Don't Need a Home to Vote *Balcony J*
 - Combating Overdose and Opioid Poisoning Death among People Experiencing Homelessness *Studio 1*
 - Putting Trauma at the Heart of Assessment: Using the Life Events Checklist *Studio 2*
 - Housing the Whole Person: Lessons Learned, What Worked, What Didn't *Studio 3*
 - Street Medicine Detroit: Lessons in Providing Interdisciplinary Holistic Care *Studio 4*
 - Implementing Effective HIV Programs for People Experiencing Homelessness *Studio 5*
 - Forming and Maintaining a Consumer Advisory Board *Studio 6*
 - Living in an Expanded World: A Sampling of Four Medicaid Expansion States *Studio 7*
 - How to Achieve Joint Commission Accreditation and National Committee for Quality Assurance (NCQA) Recognition for Your HCH Program *Studio 9*
 - Thinking Outside of the Emergency Room: A Collaborative Response to Overuse of Emergency Rooms in Western Massachusetts Hospitals *Studio 10*

2:30-3 p.m.

Refreshment break
Poster Presentations *Acadia*

3-4:30 p.m.

Workshops II

Building a Community Campaign to House Medically Vulnerable Homeless Individuals *Balcony I*
Hospital Collaboration and Funding Opportunities for Medical Respite and
Other Program Initiatives *Balcony J*
Using Motivational Interviewing to Increase Patients' Commitment to Health
Behavior Change *Studio 1*
Improving Health Care Outcomes through Outreach, Engagement, and Linkage
to Care *Studio 2*
Population Management: Improving the Health of Our Highest-Risk Patients *Studio 3*
Still Striving for an Expanded World: A Sampling of Three Medicaid
Non-Expansion States *Studio 4*
Preventing and Responding to Workplace Violence *Studio 5*
Rumors of the Decline of Homelessness are Greatly Exaggerated *Studio 6*
Housing First: Consumers and Providers Speak Out on Strategies to Support Housing
Stability and Recovery *Studio 7*
Comorbidity and Homelessness – Experiences from the National Canadian at
Home Study *Studio 8*
Risk Strategies for HIPAA HITECH Security and Privacy Vulnerabilities in the
HCH Setting *Studio 9*
Chronic Public Intoxication: Considerations for Implementing and Running a
Sobering Center *Studio 10*

5-6 p.m.

HCH Clinicians' Network Annual Meeting *Balcony L*

5-7 p.m.

National Consumer Advisory Board Orientation and Meeting *Balcony K*



THURSDAY, MAY 29

- 7-8:30 a.m. Breakfast
- 8 a.m.-5 p.m. Registration *Acadia*
- 8:45-9:45 a.m. General Session: Keynote Address Mark Horvath, Founder of InvisiblePeople.tv *Bissonet/Carondelet*
- 9:45-10:15 a.m. Refreshment break
Poster Presentations *Acadia*
- 10:15-11:45 a.m. Workshops III**
- To Tweet or Not to Tweet: Building Community in 140 Characters or Less *Balcony I*
 - Patient-Centered Medical Home that Extends Beyond the Medical Clinic Through Information Technology Innovations *Balcony J*
 - Implementing Peer Support: Learning to Grow, Clarifying Roles, and Getting Out of the Way *Studio 1*
 - House Calls: Multidisciplinary Team Visits to Chronic Rough Sleepers Placed in Low Threshold Supportive Housing, 2005-2014 *Studio 2*
 - A Community Clinic and Local Health Department Partner to Tackle a TB Outbreak among the Homeless in Los Angeles *Studio 3*
 - The VA's Call of Duty: Collaborating with Community Partners to Assist Female Vets and Families *Studio 4*
 - Leveraging Resources through Collaboration: Using Current Assets to Build Bridges *Studio 5*
 - Getting Away from Grants: Developing Sustainable Funding Streams *Studio 6*
 - Red State Medicaid Expansion Strategies: The Utah Experience *Studio 7*
 - LGBTQ Homeless Youth: Stories of Risk and Resilience *Studio 8*
 - Innovative Coordinated Care Models for People Experiencing Homelessness – An Update *Studio 9*
 - Health Insurance Marketplace 101 *Studio 10*
- 11:45 a.m.-1 p.m. Lunch – Medical Respite Award for Excellence and Karen Rotondo Award for Outstanding Service *Bissonet/Carondelet*
- 1-2:30 p.m. Workshops IV**
- Fostering a Resilient Team Culture that Maximizes Staff Retention, Organizational Learning, and Optimal Service Delivery *Balcony I*
 - The Advanced Primary Care Home for Homeless: Principles, Partnerships, and Practice *Balcony J*
 - Understanding High Risk Behaviors and Providing Trauma Informed Care in a Mobile Health Care Setting *Balcony K*
 - Providing Nursing Services in Supportive Housing *Studio 1*

1-2:30 p.m.	<p>Rural Collaboration: A Recovery-Oriented System of Care Addressing Needs of Those with Co-Occurring Disorders, Chronic Conditions, and Recidivism <i>Studio 2</i></p> <p>Using Enhanced Outreach to Increase Access to Mainstream Benefits: SSDI/SSI and Medicaid <i>Studio 3</i></p> <p>Motivational Interviewing with a Twist: Facilitating Communication and Change with Policymakers <i>Studio 4</i></p> <p>Integration of Behavioral Health and the Patient Health Questionnaire-9 in a Patient-Centered Medical Home (PCMH) Primary Care Setting <i>Studio 5</i></p> <p>Protecting the Civil Rights of People Experiencing Homelessness and Promoting Alternatives to Criminalization <i>Studio 6</i></p> <p>Listening to Portland's Homeless and Recovering Community: The Housing, Employment, and Recovery Together for Health (HEARTH) Project <i>Studio 7</i></p> <p>Research in Action: Using Data to Fuel Changes in the Clinical Care of People Experiencing Homelessness and Addiction <i>Studio 8</i></p> <p>How to Leverage Community-Based Partnerships to Launch a Medical Respite Program <i>Studio 9</i></p>
2:30-3 p.m.	<p>Refreshment break</p> <p>Poster Presentations <i>Acadia</i></p>
3-4:30 p.m.	<p>Workshops V</p> <p>We're Bringing Sexy Back: Putting Fun, Excitement, and Meaning Back into Performance Improvement <i>Balcony I</i></p> <p>Employment Services for People Experiencing Homelessness: Evidence, Principles, and Guidance for Implementation <i>Balcony J</i></p> <p>Developing an Integrated Service Delivery Model for Homeless Families and Individuals in Colorado <i>Balcony K</i></p> <p>The Role of Patient Navigators in Integrating Health Care and Housing Support <i>Studio 1</i></p> <p>Sustaining an Intervention for Homeless High Users <i>Studio 2</i></p> <p>Enhancing Care for People Experiencing Homelessness with Hepatitis C: A Patient-Centered Approach <i>Studio 3</i></p> <p>Spare Some Social Change? Integrating Direct Service and Advocacy to Prevent and End Homelessness <i>Studio 4</i></p> <p>Breaking the Habit of Complacency: Addressing Tobacco Use among Individuals with Severe Mental Illness Who Are Homeless or Vulnerably Housed <i>Studio 6</i></p> <p>Integrated Care Model for Homeless Mothers with Depression: An Intervention in Family Shelter Clinics in New York <i>Studio 7</i></p> <p>Supporting the Education of Unaccompanied Homeless Youth: What Health Providers Need to Know <i>Studio 8</i></p> <p>Homelessness, Racism, and Social Justice <i>Studio 9</i></p> <p>Increased Health Care Utilization as a Result of Peer-Based Services for People Experiencing Chronic Homelessness in an Urban Setting <i>Studio 10</i></p>
5-7 p.m.	<p>Rally for Health Care Justice Duncan Plaza (meet in hotel lobby at 4:45 p.m.)</p>
8-10 p.m.	<p>Film Screening: "@home" Carondelet</p>

FRIDAY, MAY 30

8 a.m.-12:15 p.m. Registration *Acadia*

8-9:45 a.m. Breakfast

8-9:30 a.m. Joint Research Coordinating Committee and NCAB Meeting *Bonaparte*

8:15-9:45 a.m. Council President's Breakfast: Sustaining Employee Morale during Challenging Times *Studio 9*

10-11:30 a.m. Workshops VI

On the Fast Track to Health Access: Transforming Vulnerable Patient Access with Rapid Redesign *Balcony I*

Bringing Providers Together in the Field: Developing a Homeless Health Care Alliance *Balcony J*
Trauma-Informed Care *Studio 1*

Cornerstone: Evidence-Based Supportive Services for Success in Permanent Housing *Studio 2*

Reducing the Need and Cost of Health Care for the Homeless *Studio 3*

Breaking Boundaries: An Innovative Cross-System Collaboration among Police, Prosecutors, and Social Workers *Studio 4*

Advocating for Ourselves: Creating a Client Speakers Bureau *Studio 6*

Bringing the Affordable Care Act to the Streets *Studio 7*

Linking Causes and Gaps in Service for Adults Experiencing Homelessness *Studio 8*

Addressing the Health Needs of Older Adults and Seniors Experiencing Homelessness *Studio 9*

The Use of the Montreal Cognitive Assessment (MOCA) as a Brief Screen for Cognitive Impairment *Studio 10*

11:30 a.m.-12:30 p.m. Lunch



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12:30-2 p.m.

Workshops VII

- Medical Home for People Experiencing Homelessness: Strategies and Lessons Learned During the Patient-Centered Medical Home (PCMH) Transition *Balcony I*
- Psychosocial Rehabilitation – An Integrated Approach to Wellness *Balcony J*
- Transgender Medical Care: Advanced Case Discussion *Studio 1*
- Applying Screening, Brief Intervention, and Referral to Treatment (SBIRT) to a Medical Respite Environment *Studio 2*
- Marketing for Permanent Supportive Housing *Studio 3*
- Building an Effective Advocacy Campaign *Studio 4*
- Chronic Disease Management Strategies in Persons Experiencing Homelessness for Student Providers *Studio 5*
- Who's Next in Line? A Dialogue on Housing Prioritization Practices in the United States *Studio 6*
- Homeless or Not: A Single Universal High Quality Health System for All *Studio 8*

2:30-3:30 p.m.

2015 Conference Planning Session *Balcony K*



PRE-CONFERENCE INSTITUTES

TUESDAY, MAY 27, 2014 9 A.M.-4:30 P.M.

Building a Comprehensive Model for Serving Transgender Populations in Homeless Health Centers

This full-day pre-conference institute (PCI) will provide integrated discussions about how programs can meet the needs of trans-identified clients experiencing homelessness. The PCI will provide an overview of trans-focused health needs; review the epidemiology, risk factors, and care concerns for serving the target population; and discuss ways that HCH programs can better integrate trans-centric cultural and linguistic skills into their service delivery models. The PCI will focus on the incorporation of best practices into HCH services delivery, as well as help HCH programs deliver culturally focused tools for trans-identified young adults and operationalize agency-wide strategies around serving the complex and diverse needs of trans-identified clients experiencing homelessness.

Presenters: **Tom Bardwell, MAEd**, Senior Analyst, Center for Social Innovation; **Tim Cavanaugh, MD**, Medical Director, Transgender Health Program, Fenway Health; **Wayne Centrone, NMD, MD**, Vice President, Design Lab, Center for Social Innovation, and President, Health Bridges International; **JoAnne Keatley, MSW**, Director, Center of Excellence for Transgender Health, UCSF; **Harvey Makadon, MD**, Director, The National LGBT Health Education Center, The Fenway Institute; **Jama Shelton, PhD, LMSW**, Forty to None Project Director, True

Colors Fund

Room: Studio 4

Engaging Homeless Youth in Services

This interactive presentation will describe and discuss the definition of homeless youth (ages 12-24) and why it's important to provide services tailored to this population. The PCI will also examine best practices on engaging homeless youth into health care and other social services both on an administrative and clinical level as well as how to address various barriers to care. Speakers will highlight strategies for housing youth and discuss homeless youth policy and advocacy. This is an introductory course.

Presenters: **Edward Bonin, MN, FNP-BC**, Instructor of Clinical Pediatrics, Tulane University Health Sciences Center, Section of Adolescent Medicine, Drop-In Clinic at Covenant House; **Richard S. Cho, MCP, MPhil**, Policy Director, US Interagency Council on Homelessness; **Eowyn Rieke, MD, MPH**, Physician, Outside In; **Shahera Hyatt, MSW**, Director, California Homeless Youth Project; **Kathleen Ryan, FNP**, Larkin Street Youth Clinic

Facilitators: **Mark Fox, PhD, MD**, Associate Dean for Community Health and Research Development, University of Tulsa School of Community Medicine; **Debbian Fletcher-Blake, APRN, FNP**, Program Director, Care for the Homeless

Room: Studio 3



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The Social Determinants of Health and Homelessness

Access to medical services alone does not create and support optimal health for individuals who are unstably housed. Over the past decade health professionals have begun to discover the link between the “Social Determinants of Health” (SDH) and overall health outcomes. The impact of factors such as housing, socioeconomic status, education, social support, gender and culture have been well documented as key influencers of a patient’s health and response to treatment. In fact, they may have more influence over health outcomes than access to medical services alone. This pre-conference will provide an overview of the SDH, describe how these determinants can be addressed in the clinical setting, and provide a rationale for HCH health providers to be key players in addressing SDH. Case studies and how to identify community issues and apply a particular model to address SDH and homelessness will be part of the workshop.

Presenters: **Barbara DiPietro, PhD**, Director of Policy, National Health Care for the Homeless Council; **Darlene Jenkins, DrPH**, Director of Research and Evaluation, National Health Care for the Homeless Council; **Alex Lehr O’Connell, MPH**, Director, Community Health Partners for Sustainability; **Monica Bharel, MD, MPH**, Chief Medical Officer, Boston Health Care for the Homeless Program; **BJ Lacino**, Vice President of Public Policy and Communications, Colorado Coalition for the Homeless; **Lisa R. Kleiner, JD, MSS**, Director of Assessments, Public Health Management Corporation (PHMC); **Michelle Jester, MA**, Research Project Specialist, National Association of Community Health Centers

Room: Studio 6

Medical Respite Care: Making the Most out of Health Reform

Medical respite programs provide a necessary service for individuals experiencing homelessness who need a safe environment to recuperate from illness or injury. While these programs improve continuity of care for people experiencing homelessness and reduce health system spending, they lack a targeted and stable federal funding stream. In an effort to advance medical respite programs in this new era of health reform, a national advisory committee developed universal standards for medical respite care. These standards offer guidance for delivering quality care and aim to increase recognition and funding opportunities for a wide range of medical respite programs. During the first part of the Institute, attendees will receive an overview of the standards, discuss implementation, and have an opportunity to provide feedback. During the second half of the day, subject matter experts will discuss how health reform efforts can act as a catalyst for forging new partnerships and accessing new funding opportunities.

Presenters: **Sabrina Edgington, MSSW**, Program and Policy Specialist, National Health Care for the Homeless Council; **Barbara DiPietro, PhD**, Director of Policy, National Health Care for the Homeless Council; **Richard S. Cho, MCP, MPhil**, Policy Director, US Interagency Council on Homelessness; **Joanne Guarino**, Consumer, Boston Health Care for the Homeless Program; **Henry Fader, JD, MEd**, Attorney, Pepper Hamilton LLP; **Rhonda Hauff, BA**, COO, Deputy CEO, Yakima Neighborhood Health Services; **Alice Moughamian, RN, CNS**, Nurse Manager, San Francisco Medical Respite and Sobering Center; **Brooks Ann McKinney, MSW**, Director of Medical Respite and Safety Net Provider Relations, Mission Health & Hospitals; **Jessie Gaeta, MD**, Medical Director, Boston Health Care for the Homeless Program; **Ted Amann, MPH, RN**, Director of Clinical Information Systems, Central City Concern; **Paul Gregerson, MD**, Chief Medical Officer, JWCH Institute; **Leslie Enzian, MD**, Medical Director, Edward Thomas Medical Respite

Room: Studio 1



GENERAL SESSIONS

WEDNESDAY, MAY 28, 10-11:30 A.M.



SUSAN L. NEIBACHER ADDRESS

Bechara Choucair, MD, MPH, City of Chicago Public Health Commissioner

Commissioner Choucair, appointed by Chicago Mayor Richard M. Daley in 2009, is re-shaping the department to meet the public health challenges of the 21st century. In 2013, the department became the largest local health department accredited by the Public Health Accreditation Administration. A former chair of the Health Care for the Homeless Clinicians' Network, Dr. Choucair is a past recipient of Forrest Riordan Humanitarian Award, among many others.



KEYNOTE ADDRESS

Shaun Donovan, U.S. Secretary for Housing and Urban Development

Secretary Donovan, the 15th U.S. Secretary for Housing and Urban Development, believes that quality, affordable housing is the foundation for families, safe neighborhoods, good schools, and job creation. He currently serves as the Chair of the U.S. Interagency Council on Homelessness, an Obama Administration initiative tasked with reducing homelessness in America.

THURSDAY, MAY 29, 8:45-9:45 A.M.



KEYNOTE ADDRESS

Mark Horvath, Founder, InvisiblePeople.tv

Filmmaker Mark Horvath developed InvisiblePeople.tv, an online collection of short films that gives a personal face to homelessness. Having personally experienced homelessness, Horvath captures stories that reflect the pain, hardship, and hopelessness that millions face every day. The stories on InvisiblePeople.tv shatter the stereotypes of America's homeless. Mark Horvath is the subject of the new film, "@home," which will be screened at the conference on Thursday evening at 8 p.m. in the Carondelet room. He will speak on the use of media in advancing homeless issues.

AWARD PRESENTATIONS

WEDNESDAY, MAY 28, 12 NOON



Ellen Dailey Consumer Advocate Award Presentation

Bissonet/Carondelet

Ellen Dailey was a founder of the National Consumer Advisory Board. She used her own experience to champion the unique voices of those experiencing homelessness and the right of all people to play a role in the decisions affecting their lives. This award honors her memory and her efforts as an advocate for persons experiencing homelessness.

Ellen Dailey Award winners have experienced homelessness and have found their own voices as advocates for others who face similar challenges. This year's winner, **Amy Grassette**, experienced homelessness with her family after September 11 when their airport shuttle business lost its customer base. With limited options, Amy kept her family together and found housing with help from the Homeless Families Program at the Family Health Center of Worcester, Massachusetts. Later, Amy was able to give back to the Family Health Center, first as a volunteer and eventually as a full-time employee. Amy's compassion and personal experience with family homelessness give her expertise to serve in various capacities. She has served as a SAMHSA Homeless Families Study panelist, a speaker at a joint congressional briefing on family homelessness, and a principal investigator for the 2011 Consumer Participation Outreach survey research project, "Exploring the Experiences of Violence Among Individuals Who are Homeless." Amy has also served as Chair of the National Consumer Advisory Board (NCAB) and as a mentor to the current chair. She is currently the Secretary of the Board of Directors for the National Health Care for the Homeless Council and brings her valuable perspective to several Council committees.

AWARD PRESENTATIONS

THURSDAY, MAY 29, 12 NOON



Photo: Heidi Hoffman

Karen Rotondo Award for Outstanding Service

Bissonet/Carondelet

This year the Health Care for the Homeless Clinicians' Network has named its annual Award for Outstanding Service for Karen Rotondo, the "Founding Mother" of the HCH Clinicians' Network. This award recognizes hands-on caregivers who demonstrate vision and creativity in advancing the goals of ending and preventing homelessness, and who have made a significant contribution to improving the health and quality of life of people experiencing homelessness.

This year's winner, **Rachel Solotaroff, MD**, has served as Medical Director of Central City Concern, a Health Care for the Homeless grantee in Portland, Oregon, since 2006. Dr. Solotaroff has led the development of a nationally-recognized chronic pain program, managed the Old Town Clinic's transition to a patient-centered primary care home model, and developed a fruitful partnership with the Division of General Internal Medicine at Oregon Health and Science University. Dr. Solotaroff remains committed to providing direct patient care, showing deep respect for the population Central City Concern serves and the knowledge they possess as a community in recovery.

THURSDAY, MAY 29, 12 NOON



Respite Care Providers' Network Medical Respite Award for Excellence

Bissonet/Carondelet

The Medical Respite Award for Excellence recognizes outstanding contributions to the field of medical respite care. Award recipients are individuals, teams, or agencies that promote access to medical respite care and quality services through innovative care, advocacy, collaboration building, and research. This year's award is presented to **Toni Harp**, Mayor, New Haven, Connecticut, and **Kelly Doran, MD, MHS**, Department of Emergency Medicine and Population Health, NYU School of Medicine/Bellevue Hospital Center. Through their combined efforts, along with a team from Columbus House, Inc. and Yale-New Haven Hospital, they established Connecticut's first state-funded medical respite program.



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IN MEMORIAM

As we remember each year on Homeless Persons' Memorial Day, deaths within the HCH community are far too common, and come far too early in life. Three leading figures in Health Care for the Homeless have passed away since our last national conference, and we remember them here with gratitude.



PHILIP W. BRICKNER, MD

Dr. Brickner's work with people experiencing homelessness in New York began in 1969. In 1983, he was chosen to direct the Health Care for the Homeless Demonstration Program of the Robert Wood Johnson Foundation, the Pew Memorial Trust and the US Conference of Mayors. With his team from St. Vincent's Hospital, he selected the original nineteen projects and oversaw their implementation, mentoring scores of providers throughout the nation. The National HCH Council was born within the demonstration program, and the federal HCH program was modeled upon Dr. Brickner's work. In 1996, Dr. Brickner received the Lifetime Achievement Award of the Health Care for the Homeless Clinicians' Network.



KAREN ROTONDO, RN

Karen directed the Community Health Program and the HCH Program at Mercy Hospital of Springfield, Massachusetts. She was the founding chair and "Mother" of the HCH Clinicians' Network, setting high standards of quality care and joyful participation. In her retirement, Karen put her extensive knowledge to use as the Technical Assistance Consultant for the National HCH Council. To honor her, the HCH Clinicians' Network has attached her name to its annual Award for Outstanding Service.



JAY TANKENOW, LSW

Jay was a member of the Boston HCH Program's Consumer Advisory Board, and served on the National HCH Council's Policy Committee. Jay was a relentless advocate for making Narcan (Naxolone) universally available for opiate overdose treatment, and spoke widely about his own struggles with addiction. The growing acceptance of Narcan is a welcome tribute to his life.



MEETINGS, ROUNDTABLES, AND SPECIAL EVENTS

Roundtable: Implementing the Federal Strategic Plan Locally

Wednesday, May 28, 8:15-9:45 a.m. *Studio 8*

Program directors, federal officials, and advocates are invited to join fellow conference attendees in an informal discussion with Kate Nagel, MPH, Chief Administrative Officer of the Care Alliance Health Center in Cleveland, Ohio. The discussion focuses on research exploring the local implementation of the federal strategic plan to end homelessness. Please pick up breakfast and coffee on the third floor to bring with you.

HRSA/CMS Update

Wednesday, May 28, 8:30-10 a.m. *Salon D-E*

Prior to the Opening General Session, administrators from the Health Resources & Services Administration (HRSA) and the Centers for Medicaid and Medicare Services (CMS) will discuss funding opportunities and programs that affect HCH programs and their clients. Presenters: **Jim Macrae, MA, MPP**, Associate Administrator for Primary Health Care, Health Resources and Services Administration, U.S. Department of Health and Human Services; **Stephen Cha, MD, MHS**, Chief Medical Officer, Centers for Medicare and Medicaid Services

HCH Clinicians' Network Annual Membership Meeting

Wednesday, May 28, 5-6 p.m. *Balcony L*

All conference attendees are invited to the HCH Clinicians' Network annual meeting, 5-6 p.m. on Wednesday, May 28. Come learn about Network initiatives on addiction, engaging homeless youth, transgender health, and pediatric anticipatory guidance. Guest speaker Kar Woo, Executive Director of Artists Helping the Homeless in Kansas City, will share the inspiring story of his organization. Three clinicians from across the country will be honored with Local Hero Awards for their dedication and commitment to ending homelessness.

National Consumer Advisory Board Orientation and Meeting

Wednesday, May 28, 5-7 p.m. *Balcony K*

The NCAB Orientation invites all HCH consumers to find out more about conference logistics and each other. Attendees also learn about the variety of workshops and networking opportunities available at the conference and will find supportive peers at this meeting. Immediately following will be the NCAB Business Meeting in which members will finalize plans for the Rally for Human Rights and select Steering Committee members and Regional Representatives. All NCAB members attending the conference are expected to attend.



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Rally for Health Care Justice

Thursday, May 29, 5-7 p.m. *Duncan Plaza*

Each year, the National Consumer Advisory Board (NCAB) organizes a Rally for Health Care Justice, taking central messages of this meeting outside the hotels and onto the streets. This year, we will urge Louisiana to expand its Medicaid program and raise other issues of national and local importance. Please join us in the hotel lobby at 4:15 p.m. to make posters, and at 4:45 p.m. to walk together to Duncan Plaza.

Film Screening: "@home"

Thursday, May 29, 8-10 p.m. *Carondelet*

"@Home" is a multiplatform media project that includes this feature-length documentary film and a web campaign that tells the stories of people experiencing homelessness through the eyes of one man, Mark Horvath, as he explores innovative responses to this urgent crisis across the country.

Joint Research Coordinating Committee and NCAB Meeting

Friday, May 30, 8-9:30 a.m. *Bonaparte*

This is the first joint meeting of the Research Coordinating Committee and the National Consumer Advisory Board (NCAB) to talk about how research can be better informed by individuals who have experienced homelessness. We invite members and non-members who are interested in research: researchers, consumers, clinicians, and others.

Council President's Breakfast: Sustaining Employee Morale during Challenging Times

Friday, May 30, 8:15-9:45 a.m. *Studio 9*

Program directors and senior managers are invited to join fellow conference attendees in an informal discussion, chaired by National HCH Council Immediate Past President Bobby Watts, current President Jean Hochron, and President-elect Nic Apostoleris. Pick up coffee and breakfast in the Acadia room on the 3rd floor and bring your thoughts, challenges, successes, and strategies on this important topic to this interactive dialogue.

2015 Conference Planning Session

Friday, May 30, 2:30-3:30 p.m. *Balcony K*

This planning session is open to anyone interested in joining the 2015 Conference Planning Committee or wishing to offer thoughts and advice to improve the next annual conference in Washington, D.C. We constantly strive to deliver innovative and quality conferences and training events. Your insight contributes to our growth and development.

Informal Roundtable Sessions

Wednesday-Thursday, May 28-29 *Acadia*

Conference participants are invited to continue conversations from workshops or to explore new topics by convening roundtable discussions over breakfast or lunch. Conveners should announce the topic and time on the white board in the Acadia Room. A separate white board will stand at the entrance to the dining area, where conveners should post the roundtable topic and table location.



Site Tours

Conference attendees may sign up to tour the New Orleans Health Care for the Homeless program as well as Covenant House. The Public Health Department of New Orleans and Tulane University, respectively, manage these facilities, serving the needs of people, including adolescents and families, experiencing homelessness in the city. More information and a tour schedule and sign up sheet can be found at the New Orleans HCH booth in the exhibit area (Acadia room) on the second floor of the hotel.

Twelve-step Meetings

Wednesday-Friday, May 28-30, 5 p.m. *Napoleon*

Self-directed twelve-step meetings will occur in the Napoleon room at 5 p.m. each day. Interested participants may also schedule a meeting for another time and place using the Roundtable whiteboard located in the Acadia room.

Consumer Hospitality Suite

Wednesday and Thursday, May 28-29, 8 a.m.-5 p.m.

and Friday, May 30, 8 a.m.-12 noon *Napoleon*

The consumer hospitality suite is a place for consumer mentors to meet with mentees and for conference attendees to relax and enjoy the company of their colleagues who have experienced or are currently experiencing homelessness.

Got Medicaid?

Breakfast and lunch, Wednesday and Thursday, May 28-29

Breakfast on Friday, May 30

Politicians and pundits agree that this is a defining question for today. Visit the National HCH Council booth in the exhibitor area to answer the question, "Got Medicaid?" Speak up and speak out by recording your story about how Medicaid expansion has helped you, your clients, or your state. These stories will be shared with national partners to promote our stake in health reform. Living in a state without Medicaid expansion? Get a list of elected officials to call and talking points for how to advocate for healthcare for all.



Owen Bars

Owen Sortwell, a seventh-grader from Boulder, Colorado, took first place at his school's annual science fair with the "Owen Bar," a granola-type bar with one third of a person's daily nutritional and caloric requirements. The idea came to him during a school presentation on homelessness. "It's difficult to get adequate nutrition if you're homeless," Owen observes. "There are people in our community that don't get the services they need, I'm trying to help them out." The bar's wrapper lists resources and contact numbers for local homeless services. Owen's project went on to take second place at Colorado's regional science fair.



MEMBERSHIP

Please join the National Health Care for the Homeless Council to advance the health, housing, and human rights for people experiencing homelessness. In the Council, find like-minded colleagues who are eager to share their expertise, learn from others, and work together for meaningful change. Individuals may join for free and become part of the National Consumer Advisory Board (NCAB), the HCH Clinicians' Network, the Practice-Based Research Network, or the Respite Care Providers' Network. Organizations join for first-year dues of \$500, securing a seat on the Council's Governing Membership, and receiving other valuable membership benefits. Join now to participate in the Council's Fall Summit in Nashville, Tennessee, in October 2014. Visit the Council's table in the Arcadia Room resource area for more information.



Jean Hochron, MPH, Rockville, Maryland

President, National Health Care for the Homeless Council Board of Directors, 2013-2014

TECHNICAL ASSISTANCE AND TRAINING

The National Health Care for the Homeless Council is a federally supported, national provider of technical assistance and training for homeless health care programs, other health centers, and communities seeking to establish health centers. We offer no-cost trainings and technical assistance on a number of topics, including HRSA health center program requirements, the Affordable Care Act, medical respite care, consumer involvement, and service delivery models adapted to individuals experiencing homelessness including mobile medical care, motivational interviewing, and opioid dependence treatment. For more information, please visit our website and view our resources under the Technical Assistance and Training tab, or contact Victoria Raschke, Director of Technical Assistance and Training, vraschke@nhchc.org, (615) 226-2292 ext 230.

SAVE THE DATES

West Coast Regional Training

University of California, Berkeley
Clark Kerr Campus
Berkeley, California
August 14-16, 2014

Northeast Regional Training

New York, New York
March 2015

2015 National Health Care for the Homeless Conference & Policy Symposium

Hyatt Regency, Capitol Hill
Washington, D.C.
May 6-9, 2015



ACCREDITATION AND EVALUATION

OBJECTIVES

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
- 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.



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DESIGNATION OF CREDIT

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

- a. To obtain credit for your participation in this conference, complete the credit claim form at www.surveymonkey.com/s/2014creditclaim by June 16, 2014.
- b. You will receive email notification of online credit availability in late June 2014.
- c. You may access your record of participation at anytime by visiting the Division of CME website at www.cme.vanderbilt.edu and following the instructions to obtain a transcript.

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

COMMERCIAL SUPPORT

This educational activity received no commercial support.

EXHIBITORS

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

- T3
- Social Security Administration
- Centers for Medicaid and Medicare Services
- Children's Hospital of Philadelphia
- Commonwealth Purchasing Group
- Community Health Partners for Sustainability
- Corporation for Supportive Housing
- Foothold Technology
- Louisiana Primary Care Association
- New Orleans Health Care for the Homeless
- Royal District Nursing Services
- Youth on Fire

Exhibits are located in the Acadia room. They are available for viewing on Wednesday, 8-10 a.m., 11:30 a.m.-1 p.m., 2:30-3 p.m.; Thursday, 8-9 a.m., 11:30-1 p.m., 2:30-3 p.m., and Friday 9-10 a.m.



WORKSHOP DESCRIPTIONS

WEDNESDAY, MAY 28, 1-2:30 P.M.

Marketing for Good: Even Mother Teresa Had a Marketing Plan

In the world of health care reform where patients have more choices, partnerships are essential, public policy stakes are higher and competition for donor dollars is growing, it is essential that nonprofit health care organizations have a strategic plan. By integrating marketing and communication strategies into the initial planning stages of program development and strategic planning processes, organizations can better achieve their stated outcomes. Knowing where you want to go, who you need to talk to and what messages to communicate is critical. In this interactive workshop, attendees will view examples and engage in a discovery process to identify these elements. Attendees are encouraged to bring ideas, projects and challenges to the workshop.

Presenters: **Jennifer Hyvonen, MPC**, External Affairs Director, Fourth Street Clinic

Room: *Balcony I*

You Don't Need a Home to Vote

This workshop will answer frequently asked questions regarding registering homeless people to vote, including legal issues and voter rights, how to incorporate voter registration into your clinics or programs intake process, how to conduct a successful homeless voter registration campaign, how to conduct a candidates' forum on homeless and housing issues, how to conduct a "get out the vote" [GOTV] campaign, and learning about state laws regarding homeless voter registration including deadlines, residency, and identification requirements.

Presenters: **Bob Erlenbusch, PhD**, Executive Director, Sacramento Regional Coalition to End Homelessness; **Joseph Benson**, Chair, National Consumer Advisory Board, National Health Care for the Homeless Council

Room: *Balcony J*

Combating Overdose and Opioid Poisoning Death among People Experiencing Homelessness

Drug overdose has become the number-one cause of death among adults experiencing homelessness. Opioids (heroin and prescription pain relievers) are associated with a majority of these potentially preventable deaths. This workshop explores the role of overdose education and naloxone (opioid overdose antidote) distribution in reducing overdose death and discusses ways it has been implemented among homeless groups. The session discusses modifications for various settings, such as in a medical clinic and during outreach. It also presents some examples of Health Care for the Homeless program policy modifications aimed at minimizing overdose risk. Finally, it addresses ethical considerations as well as practical implementation barriers and facilitators.

Presenters: **Maya Doe-Simkins, MPH**, Technical Assistance Manager, Heartland Health Outreach; **James Kowalsky, BA**, Mental Health Worker, Heartland Health Outreach

Room: *Studio 1*



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Putting Trauma at the Heart of Assessment: Using the Life Events Checklist

Trauma and homelessness go hand in hand. Trauma often precedes homelessness and too often homelessness compounds trauma. Through research such as Adverse Childhood Events Study (ACES), there is now evidence of trauma's systemic impact. The Family Support Services clinical staff at the Colorado Coalition participated in a peer-review project to implement the use of the Life Events Checklist (LEC) in order to improve treatment. This session will be a dynamic, hands-on training where participants will learn how to use the Life Events Checklist in their own practices. It will also present data from homeless families' trauma experiences; this data will provide context for other clinicians to better understand the nature and frequency of traumas that homeless families routinely survive. It concludes with an active discussion sharing approaches and challenges to adopting trauma-informed care and highlighting the benefits of putting trauma awareness at the center of care practices.

Presenters: **Petra Ulrych, MA, LPC**, Program Manager Veteran and Native American

Services; **Sarah Parker, MSW**, Family Resources Coordinator and Clinical Case Manager; **Jessica Warren, MEd, EdS**, Clinical Case Manager, Colorado Coalition for the Homeless

Room: *Studio 2*

Housing the Whole Person: Lessons Learned, What Worked, What Didn't

With the primary goals of long-term housing stability and community linkages, a pilot housing program utilizes the Tiered Level of Need Model to identify the needs of clients while they were homeless and systematically address those needs. An integral aspect of the program is providing mental and physical health care assessments and appropriate health care linkages while clients are homeless and providing on going support to those at greatest risk once they are housed. At the end of one year, 100% of the clients housed remained housed. In the process of developing the program, intra- and interagency barriers became apparent, as did the propensity toward operating in silos.

Presenter: **Regina Shasha, APN, MS, FNP-BC, PMHNP-BC**, Family and Psychiatric Nurse Practitioner, ANCHORS, Sarah's Circle; **Elizabeth A. Dunn, BA**, Development Manager, Sarah's Circle

Room: *Studio 3*



Street Medicine Detroit: Lessons in Providing Interdisciplinary Holistic Care

In Detroit, there exists a segment of the population experiencing homelessness that remains unreached and resistant to service. The need for direct, consistent, and holistic outreach for this niche cannot be understated. It is this target population that Detroit's model of street medicine aims to engage. This presentation discusses how this innovative model is effective through an interdisciplinary approach that combines mental and physical health, peer support, and housing services to intervene in the health decline of these hard-to-reach individuals. This session will review cases in which our model was effective and where it required modification. We will use step-wise prompts that will require problem solving and critical thinking to create assessments and plans for the cases in question. Key topics include substance abuse, mental health and disease management for a transient population, assistance navigating the health and social service systems, access to housing, and working with limited resources.

Presenters: **Jonathan Wong, MD Candidate**, Founder, Street Medicine Detroit; **Dean Carpenter, FNP-BC**, Clinical Preceptor, Street Medicine Detroit; **Philip Ramsey**, Certified Peer Support Specialist, Neighborhood Service Organization; **Lydia Adkins**, Certified Peer Support Specialist, Neighborhood Service Organization **Lucas Brown**, Outreach Case Manager, Neighborhood Service Organization.

Room: *Studio 4*

Implementing Effective HIV Programs for People Experiencing Homelessness

Providing clinical care to patients with HIV/AIDS is challenging. HIV/AIDS was once considered to be a terminal condition, but significant advances in treatment of the disease allow it to be now classified as a chronic condition. HIV/AIDS patients are living longer and face a lifetime of managing multiple long-term diseases. Consequently, these patients receive care from a growing number of providers. Health centers that serve homeless HIV-positive patients recognize the need to provide more sensitive and effective care to people living with HIV/AIDS. The homeless population is unique in that it is affected by many social determinants of health in addition to clinical diagnoses of HIV/AIDS and other STIs. This session provides an overview of recent and emerging trends in HIV infection and prevalence rates. The session also explores elements of effective HIV prevention and care and discusses the barriers to and strategies for developing effective HIV programs.

Presenter: Harvey Makadon, MD, Director, National LGBT Health Education Center, the Fenway Institute and Clinical Professor of Medicine, Harvard Medical School

Room: *Studio 5*



Forming and Maintaining a Consumer Advisory Board

This workshop will explore the activities of National Consumer Advisory Board (NCAB), including collaboration around consumer concerns and honoring those who advocate for the needs of their fellow consumers. The workshop will define the Consumer Advisory Board (CAB) concept and examine the purpose of CABs, exploring the following questions: How do HCH projects recruit CAB members? What sorts of ethical standards should CAB members uphold? How do they manage conflict? What role do relationships play in a CAB's ability to operate effectively? What does a CAB meeting look like? Finally, how do CAB members engage in advocacy and what are some examples of advocacy activities endorsed by NCAB? Consumers will lead this workshop, demonstrating to consumers and others in attendance the potential life-changing impact of the HCH model of care.

Presenters: **Derek Winbush**, Consumer, Boston Health Care for the Homeless; **James Crawford**, Health Care for the Homeless-Baltimore Consumer Advisory Board; **Raymond Burks**, Chair, Heartland Health Outreach Consumer Advisory Board

Room: *Studio 6*

Living in an Expanded World: A Sampling of Four Medicaid Expansion States

Nearly six months after implementation, the Medicaid expansion affiliated with the Affordable Care Act has decreased the number of people without insurance, but the impact of that expansion has varied from state to state. This workshop will feature a panel of HCH leaders from four states (Colorado, Maryland, New Mexico and Oregon) with each presenting a brief description of how the Medicaid expansion has unfolded to date. Topics will include changes in insurance status, initial and ongoing challenges with the process, and the next steps needed in order to make the health care system work for people experiencing homelessness.

Moderator: **Barbara DiPietro, PhD**, Policy Director, National Health Care for the Homeless Council

Presenters: **Kevin Lindamood, MSW**, President and CEO, Health Care for the Homeless-Baltimore; **BJ Iacino**, Vice President of Public Policy and Communications, Colorado Coalition for the Homeless; **Rachel Post, LCSW**, Public Policy Director, Central City Concern; **Jennifer Metzler**, Executive Director of ABQ Health Care for the Homeless

Room: *Studio 7*

How to Achieve Joint Commission Accreditation and NCQA Recognition for Your HCH Program

This session will highlight the experience of the Public Health Management Corporation (PHMC) HCH program in Philadelphia as it becomes the first nurse-managed Federally Qualified Health Center (FQHC) in the country to achieve both a Joint Commission Accreditation in Ambulatory Care and Patient-Centered Medical Home (PCMH) designation. The program also is recognized by NCQA (National Committee for Quality Assurance) as a Level II PCMH. The presentation focuses on how HCH programs can begin what can appear to be a daunting process and keep key internal stakeholders informed and engaged. The presentation will also include key tools and methods used by the HCH program to help ensure successful completion of the pursuit of accreditation.

Presenters: **Alex O'Connell, MPH**, Community Health Partners for Sustainability; **Melissa Fox**, Managing Director of Health Services, Public Health Management Corporation; **Nancy Rothman, RN, EdD**, Director of Community-Based Practices, Department of Nursing, CHP&SW, Temple University; Consultant Public Health Management Corporation

Room: *Studio 9*



Thinking Outside of the Emergency Room: A Collaborative Response to Overuse of Emergency Rooms in Western Massachusetts Hospitals

This workshop will present an interactive conversation regarding the over use of emergency rooms for primary care and the experiences of five western Massachusetts hospitals over the past two years. Massachusetts is in its seventh year of health care reform and many Emergency Departments (EDs) in the western part of the state have seen volume double. Through a private foundation grant, Mercy Medical Center and the University of Massachusetts Amherst have partnered to provide hands-on case management services and program evaluation of services to 120 homeless high-end utilizers (HEUs) over a three-year period. Data from year two of the grant period indicates strong outcomes in reducing ED utilization and program costs, and demonstrates the basis of a model program for the reduction of ED usage in a hospital setting. This community response to ED usage will address case management strategies, community wide ED clinical staff meetings, shelter involvement and monthly meetings of homeless service providers.

Presenters: **Doreen Fadus, MEd**, Executive Director, Community Health, Mercy Medical Center; **Sheila Mammen, PhD**, Professor, Department of Economic Resources, University of Massachusetts Amherst

Room: *Studio 10*

WEDNESDAY, MAY 28, 3-4:30 P.M.

Building a Community Campaign to House Medically Vulnerable Homeless Individuals – Moving from the Impossible to the Possible

A panel of three community leaders from the Santa Cruz County 180/180 Campaign (part of the National 100K Homes Campaign), including the Campaign Director, an HCH Project Director and the Director of a Homeless Services Organization will use a panel presentation and discussion to share the story of a local campaign to change the minds and hearts of a local community and find a path and resources to house 180 of its most medically vulnerable community members. Panelists will share practical aspects and lessons learned from their effort. Even the most significant challenges can be overcome. HCH Program clinicians know that many of their patients are at risk for early death on the streets, but don't have the resources or knowledge on their own to create more access to housing in their communities. This workshop will share organizing strategies that can be used even small communities like Santa Cruz, California to re-organize permanent supportive housing systems to house medically vulnerable homeless individuals.

Presenters: **Christine Sippl, MPH**, Project Director, Santa Cruz County Homeless Persons' Health Project; **Phil Kramer**, Project Director, Santa Cruz 180/180; **Monica Martinez, MPA**, Executive Director, Santa Cruz Homeless Health Services

Room: *Balcony I*



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Hospital Collaboration and Funding Opportunities for Medical Respite and Other Program Initiatives

This presentation will demonstrate ways to collaborate with local hospitals to support community initiatives for the homeless population. There will be strategies for how to engage the internal as well as the external environment to gauge how a hospital should be approached, with reference to community health. This approach will explain how the standards of the Affordable Care Act (ACA), Joint Commission (TJC), and Community Benefit can be used justify funding for community projects like medical respite and homeless outreach. The session will also include a discussion of existing projects that hospitals can participate in to assist with data collection to identify high utilizers to support Permanent Supportive Housing (PSH) projects and Project FUSE (Frequent Utilizer Systems Engagement) models, including how consumer stories can prove the need for these programs. Lastly, there will be ways to explain how medical respite is an example of the care-transitions model when approaching hospital administration.

Presenter: **Brooks Ann McKinney, MSW**, Director of Safety Net Provider Relations and Medical Respite, Mission Hospitals

Room: *Balcony J*

Using Motivational Interviewing to Increase Patients' Commitment to Health Behavior Change

Helping patients become committed to health behavior change is a key challenge in health care. There is a growing body of evidence that Motivational Interviewing (MI) is effective in strengthening people's own motivation to change health behaviors related to diet, exercise, substance misuse, smoking, diabetes management, depression management, medication adherence, and HIV/IDS risk reduction. Participants in this workshop will learn about the mindset and core interviewing skills of MI and practical ways to use this approach in relatively brief health care encounters. The workshop will include information, video examples, discussion, and opportunities to practice.

Presenter: **Ken Kraybill, MSW**, Director of Training, t3

Room: *Studio 1*

Improving Health Care Outcomes through Outreach, Engagement, and Linkage to Care

This workshop focuses on developing outreach strategies that respond to the federal government's triple aim objectives: access to care, improved health outcomes and decreased costs. We will describe outreach strategies from working in various settings in New York City that include client engagement and enrollment, linkage to care (including those that are difficult to reach), and client support/follow-up to keep them in care. The workshop will provide details about specific outreach interventions, trainings, staffing patterns, and implementation challenges along with the strategies used to address them. The workshop will conclude with concrete information on ways to maximize resources to develop effective client outreach.

Presenters: **Lesley Moody, CHES**, Manager, Health Education, Care for the Homeless; **Gillian Saunders, CHES**, Senior Health Education Specialist, Care for the Homeless; **Gabriela Gonzalez, BS**, Health Educator, Care for the Homeless

Room: *Studio 2*



Population Management: Improving the Health of Our Highest-Risk Patients

This workshop will consider the results of a systematic review of Medicaid claims and eligibility data set for a group of 6,500 patients of Boston Health Care for the Homeless Program. As part of the evaluation of this dataset, researchers investigated the medical characteristics and utilization patterns of the top ten percent, or “super-users” in this population, revealing a great deal about the burden of medical and behavioral health disorders. The workshop will examine how this data has shaped approaches to super-users, including working with housing programs and local emergency departments.

Presenters: **Monica Bharel, MD, MPH**, Chief Medical Officer, Boston Health Care for the Homeless Program; **Jessie Gaeta, MD**, Medical Director, Boston Health Care for the Homeless Program

Room: *Studio 3*

Still Striving for an Expanded World: A Sampling of Three Medicaid Non-Expansion States

More than four years after the enactment of the Affordable Care Act, the law continues to face opposition and controversy. Medicaid expansion is still opposed in many states, denying health insurance to millions (including many experiencing homelessness) and creating confusion over eligibility. HCH projects in these states have had to develop creative approaches to educating their consumers while also advocating for Medicaid expansion in their states. This workshop will feature a panel of HCH leaders from three non-expansion states presenting brief descriptions of their consumer-education strategies and state Medicaid advocacy campaigns. Topics will include developing messaging, working with coalition partners, and engaging HCH clinicians and consumers in the effort.

Moderator: **Dan Rabbitt, MSW**, Health Policy Organizer, National Health Care for the Homeless Council

Presenters: **Jenn Hyvonen, MPC**, Director of External Affairs, Fourth Street Clinic; **Cathryn Marchman, LCSW, JD**, Legal, Policy and Compliance Officer, St. Joseph’s Health System; **Frances Isbell, MA**, Chief Executive Officer, Healthcare for the Homeless - Houston

Room: *Studio 4*

Preventing and Responding to Workplace Violence

Workplace violence is often seen when working with traumatized populations. This workshop presents a trauma-informed approach to understanding, preventing, and working with escalating clients and patients. Participants will learn strategies for each phase in escalation with a goal to help prevent and minimize situations from becoming dangerous. Strategies will also be presented in how to de-escalate clients and patients who have become dangerous and keep everyone involved as safe as possible. Finally, this workshop will examine approaches to reconnect with clients after violence has occurred and find opportunities to reestablish trust and safety.

Presenter: **Matthew Bennett, MBA, MA**, Chief Innovation Officer, Coldspring Center for Social & Health Innovation

Room: *Studio 5*



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Rumors of the Decline of Homelessness Are Greatly Exaggerated

Contemporary homelessness has grown for three decades. Federal policies—from the McKinney Act to the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act—have had only a modest impact. Even so, federal officials and their supporters claim that the latest programs are effective and homelessness is declining, citing Point-in-Time counts as evidence. However, the U.S. Conference of Mayors, homeless coalitions, and crowded HCH waiting rooms attest to the persistence of this unnatural phenomenon. The two billion dollars spent annually for federal homelessness programs cannot end homelessness because the fundamental problems of the lack of affordable housing and widespread poverty are not being addressed. Through a facilitated discussion led by consumers and experienced HCH staff, the fallacy of declining homelessness and the limits of Point-in-Time counts will be addressed. Participants will learn about policies that can end homelessness and discover how to advocate effectively for this goal.

Presenters: **Kevin Lindamood, MSW**, President and CEO, Health Care for the Homeless of Maryland; **Damien Haussling, BS, MA**, Word on the Street Newspaper; **Jeff Olivet, MA**, President and CEO, Center for Social Innovation

Room: *Studio 6*

Housing First: Consumers and Providers Speak Out on Strategies to Support Housing Stability and Recovery

This workshop explores Toronto's experience as part of a national, randomized controlled trial of Housing First, an intervention that provides immediate, non-contingent access to permanent independent housing for individuals experiencing homelessness and mental illness. Specifically, we share findings from qualitative interviews and focus groups with providers and consumers about factors associated with aberrations in housing tenure that occurred en route to housing stability and recovery.

Presenter: **Suzanne Zerger, PhD**, Research Coordinator, Centre for Research on Inner City Health

Room: *Studio 7*

Comorbidity and Homelessness: Experiences from the National Canadian at Home Study

This workshop will report on Canada's four-year, \$110-million research project, "At Home/Chez Soi" (conducted from November 2009 to April 2013). The "At Home" study is the largest study of its kind in the world. Clients receive good quality, no-barrier housing (with housing subsidies) plus mental health services provided by intervention teams or brokered to community agencies. The workshop will identify current issues and practices related to treatment and services for multiple co-morbidities, as well as strategic directions and discuss possible opportunities for collaboration around housing-first initiatives.

Presenters: **James Frankish, PhD**, Professor, School of Population & Public Health, University of British Columbia

Room: *Studio 8*



Risk Strategies for HIPAA HITECH Security and Privacy Vulnerabilities in the HCH Setting

Health Care for the Homeless organizations experience significant vulnerabilities and risks for Health Insurance Portability and Accountability Act (HIPAA) Health Information Technology for Economic and Clinical Health Act (HITECH) privacy and security breaches. Environmental and natural threats related to poor locations, older debilitated facilities, shelter-based clinics, and locations in areas of high crime and violence can contribute to increased risks. Meeting HIPAA HITECH compliance is challenging due to fewer financial, information technology, and personnel resources. Mobile technologies are increasingly used in street outreach, shelters, and rural communities to provide patient care and patient engagement but require added security and privacy strategies. This discussion will explore HIPAA security and privacy vulnerabilities and strategies with action plans to mitigate risk of audit and potential costly breaches. The presentation will address approaches, personnel, training and tools needed to simply, affordably and rapidly perform a risk analysis, identify critical risks and gaps, and complete risk mitigation.

Presenters: **Anna Gard, FNP-BC**, Health IT and Quality Consultant; **Henry Fader, JD, MEd**, Attorney, Pepper Hamilton LLP; **Robert Zimmerman**, Chief Technology Officer, Managing Director, QiP Solutions

Room: *Studio 9*

Chronic Public Intoxication: Considerations for Implementing and Running a Sobering Center

After years of providing costly care within jails and emergency departments to individuals who are chronically intoxicated in public, many cities and counties have implemented sobering centers as safe, non-punitive, and economical alternatives to traditional care. Existing programs in cities such as San Francisco, Portland, Cambridge (MA), San Diego, Houston, and Seattle have successfully provided care to thousands of alcohol-intoxicated individuals. This presentation will provide details on some of the different models used throughout the country, with focuses including relieving emergency department utilization, jail and legal system overcrowding, and improving access within homeless shelters. A facilitated discussion will further develop primary concerns for the implementation and utilization of sobering services as a part of the continuum of care focused on alcohol use and abuse. This presentation will provide guidance to individuals interested in opening a sobering center.

Presenter: **Shannon Smith-Bernardin, MSN, RN, CNL, PHN**, Deputy Director, San Francisco Sobering Center

Room: *Studio 10*



THURSDAY, MAY 29, 10:15-11:45 A.M.**To Tweet or Not to Tweet: Building Community in 140 Characters or Less**

Just as email and the internet changed communication patterns for individuals and organizations, so, too, are Twitter and other emerging media changing the community landscape. Twitter provides new venues to stay apprised of local, national, and international news and policy developments; establish and maintain relationships with donors, policy makers, and clients; and connect with nonprofit leaders doing similar work in local communities and across the globe. This workshop is facilitated by a national technology and marketing leader with the former experience of homelessness, Mark Horvath, along with the president and CEO of a Health Care for the Homeless project, Kevin Lindamood. They discuss effectively using Twitter and other social media to advance public awareness of homelessness and to improve organizational relationships.

Presenters: **Mark Horvath**, Founder, Invisible People TV; **Kevin Lindamood, MSW**, President and CEO, Health Care for the Homeless Baltimore

Room: *Balcony I*

Patient-Centered Medical Home that Extends Beyond the Medical Clinic Through Information Technology Innovations

Albuquerque Health Care for the Homeless (AHCH) took innovation at multiple levels and brought them together in a way that best highlights AHCH's proven practices. Innovations in electronic health records, best practices, and quality/performance improvement allow improved ability to address the health-related causes and consequences of homelessness. AHCH has more than 28 years of experience in providing high-quality and integrated care with wrap-around social support services aimed at helping people exit homelessness while facilitating a culture of care. Information technology has made it possible for trans-disciplinary teams to communicate across settings, to take the information to the field, and to support client self-care and follow-up activities in non-traditional settings and delivery mechanisms.

Presenters: **Anita Cordova, MA**, Director of Development, Planning, and Evaluation, Albuquerque Health Care for the Homeless; **Debbie Hussey, BS**, Director of Health Systems Management; **Paige Bowman**, Computer Support Specialist

Room: *Balcony J*



Implementing Peer Support: Learning to Grow, Clarifying Roles, and Getting Out of the Way

This workshop will present a practical, replicable and collaborative model to implement Peer Support services, highlighting the benefits and challenges of starting a Peer Support program. Participants will learn the importance of clarifying roles when implementing Peer Support in their program, including a Peer Support Job Description and Code of Ethics that were developed by our project while working collaboratively with our consumers, Peer Support Specialists, clinical staff and partner agencies. Attendees will also gain tools and guidelines necessary to implement a successful and vibrant Peer Support group.

Presenter: **Andy Patterson, MSW, PhD**, Director, Health Care for the Homeless, Family Health Center-Phoenix Health Care for the Homeless; **William Woodard, CPSS**, Certified Peer Support Specialist, Family Health Center-Phoenix Health Care for the Homeless; **Nolan Nelson, MDiv**, Health Care for the Homeless Supervisor, Family Health Center-Phoenix Health Care for the Homeless

Room: *Studio 1*

House Calls: Multidisciplinary Team Visits to Chronic Rough Sleepers Placed in Low Threshold Supportive Housing, 2005-2014

The Boston Health Care for the Homeless Program (BHCHP) began delivering direct care to rough sleepers in 1985. A multidisciplinary "Street Team" ventures to the streets in a van at night as well as walking rounds during the day. A weekly clinic designed to accommodate the street folks began at Massachusetts General Hospital (MGH) in 2003. With the advent of Housing First programs in Boston in 2005, the team incorporated home visits five days a week to provide continuity of care and supportive services for chronic rough sleepers who were placed in scattered site housing throughout metropolitan Boston. Composed of two internists, two psychiatrists, a nurse practitioner, a physician assistant and two community support workers, the team provides integrated medical, behavioral, and supportive health care to over 250 chronic rough sleepers who have been housed since 2005.

Presenters: **Romeena Lee, MPH**, Street Team Case Manager, Boston Health Care for the Homeless Program; **David Munson, MD**, Boston Health Care for the Homeless Program; **Jim O'Connell, MD**, President, Boston Health Care for the Homeless Program; **Jill Roncarati, PA-C, MPH**, Physician Assistant, Boston Health Care for the Homeless Program; **Samantha Siskind, BA**, Street Team Outreach Coordinator, Boston Health Care for the Homeless Program

Room: *Studio 2*



A Community Clinic and Local Health Department Partner to Tackle a TB Outbreak among the Homeless in Los Angeles

Los Angeles has experienced an ongoing outbreak of tuberculosis (TB) concentrated among the homeless in the Skid Row area. Since 2007, 96 genotypically linked cases (PCR08263/G11610) of TB have been reported in Los Angeles; approximately 80% have been among the homeless population. The UCLA School of Nursing is the medical provider for the Union Rescue Mission (URM), one of the largest providers of homeless services in Los Angeles. In May 2013, UCLA/URM entered into a Memorandum of Understanding with the Los Angeles County Department of Public Health to develop strategies to (1) implement shelter guidelines including a cough alert protocol, (2) establish a liaison to public health, (3) conduct targeted screening of known contacts, and (4) implement TB screening and treatment programs using the newly CDC-approved 12-week-once/weekly regimen of INH/Rifapentine. This workshop will discuss lessons learned, and a "toolkit" of shelter guidelines for TB control will be provided to the attendees.

Presenters: **Mary Marfisee, MD, MPH**, Medical Director, UCLA School of Nursing Health Center at the Union Rescue Mission; **Cristin Mondy, RN, MSN, MPH**, Acting Area Health Officer, Los Angeles County-Department of Public Health; **JoKay Chan, MPH**, Epidemiologist, Tuberculosis Control Program, Los Angeles County Department of Public Health; **Peter R. Kerndt, MD, MPH**, Acting Director, Tuberculosis Control Program, Los Angeles County Department of Public Health

Room: *Studio 3*

The VA's Call of Duty: Collaborating with Community Partners to Assist Female Vets and Families

This workshop seeks to answer the questions, "Who is a veteran?" and "How do individual needs and service delivery differ for veterans than in years prior?" Female-led veteran families struggling with housing challenges have changed the way the military conceptualizes providing care for veterans. The Department of Veterans Affairs says it recognizes the unique problems female veterans face, and that it's working to provide more housing and health care support. Homelessness among female veterans is on the rise in the United States, even as the overall rate of homelessness among veterans is going down. This workshop addresses three key topics: female with family: the "new" vet; explanation of project-based housing; and the importance of community collaboration. No prior knowledge of military culture or familiarity with the Department of Veteran Affairs is required.

Presenters: **Adrianne Atwater, LCSW**, U.S. Department of Veteran Affairs; **Jemima Anglade, LCSW**, U.S. Department of Veteran Affairs

Room: *Studio 4*



Leveraging Resources through Collaboration: Using Current Assets to Build Bridges

During times of dwindling resources and increased demand for comprehensive services, organizations are challenged with providing more programs and more services with fewer resources. For many organizations, collaborating with other agencies allows them to expand the array of services needed to meet increasing needs. This workshop will help participants think strategically about using collaborative partnerships to enhance care coordination, maximize community assets, and prevent service duplication in their communities. Participants will explore the benefits of working collaboratively to increase the reach, efficiency, and impact of their services, as well as identify current assets and potential resources in their local communities and explore methods to build sustainable, mutually beneficial relationships with potential community partners.

Presenters: **Andrea Brooks**, JBM Solutions, Inc. and **Sabine Eustache, DrPH, MPH, MBA**, SEJ Associates, Inc.

Room: *Studio 5*

Getting Away from Grants: Developing Sustainable Funding Streams

This workshop will highlight the experience of the Public Health Management Corporation (PHMC) HCH program in Philadelphia to explore how the centers have intentionally moved away from reliance on grant funding to support services and toward a contract-driven funding base. In so doing, the centers ensure better sustainability of services that are no longer subject to the shifting tides of grant funding. Participants will discuss their own financial models along with existing or planned innovative service models and how to secure reimbursement for them.

Presenters: **Alex Lehr O'Connell, MPH**, Director, Community Health Partners for Sustainability; **Melissa Fox**, Managing Director of Health Services, PHMC

Room: *Studio 6*

Red State Medicaid Expansion Strategies: The Utah Experience

Although around 30 states are moving forward with Medicaid Expansion (ME), 20 states are still either undecided or in the “no” category. Utah, a deeply red state, is currently undecided but considering moving forward with ME or a hybrid thereof. This workshop provides a forum to discuss coalition building, communications, and legislative strategies around ME. Kristy Chambers will focus on the somewhat apolitical strategies that relate to social and health care realities of homelessness and others marginalized by society. Her presentation will discuss evoking the consumer voice in messaging and communications strategies. Matt Slonaker, as co-chair of the Utahns for the Medicaid Expansion Coalition, will discuss collaborative approaches to policy advocacy for ME. As Executive Director of the lead navigator hub grantee organization, he will also focus on messaging around how ME is critical to successful health reform implementation and filling the coverage gap.

Presenters: **Kristy Chambers, CPA, CEO**, Fourth Street Clinic; **Matt Slonaker, BA, JD**, Executive Director, Utah Health Policy Project

Room: *Studio 7*



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LGBTQ Homeless Youth: Stories of Risk and Resilience

In this workshop, Youth on Fire staff will describe the unique set of challenges faced by LGBTQ homeless youth, including increased rates of violence and victimization when compared to heterosexual peers. The workshop will screen the 30-minute documentary, "No Place Like Home," and Youth on Fire Peer Leaders will discuss their specific life experiences, focusing on how providers can best work with this population to provide appropriate support, services, and interventions.

Presenters: **Mandy Lussier**, Safe Spaces Coordinator, Youth on Fire/AIDS Action Committee; **Ayala Livny, MEd**, Youth on Fire Program Manager/AIDS Action Committee; **Cassanova McKenzie**, Youth on Fire Peer Leader; **Britany Goldberg**, Youth on Fire Peer Leader

Room: *Studio 8*

Innovative Coordinated Care Models for People Experiencing Homelessness – An Update

Using the examples of two HCH programs, Heartland Health Outreach (Chicago) and Central City Concern (Portland, Oregon), this workshop will provide updated information about the clinical models and lessons learned of care coordination networks for homeless and vulnerable populations. Best practice examples of health center design promoting outreach and enrollment onto Medicaid, integration of primary care, mental health, substance treatment, oral health, housing and social services will be presented. Additionally, each of the two organizations will provide updates on how health care transformation is unfolding in their communities as well as their contributions to the Coordinated Care Organizations assuming the risk of their patient populations.

Presenters: **Karen Batia, PhD**, Executive Director, Heartland Health Outreach, CEO, Together4Health; **Stephanie Luther, MD**, Chief Medical Officer, Heartland Health Outreach, Medical Director, T4H; **Rachel Post, LCSW**, Public Policy Director, Central City Concern; **Rachel Solotaroff, MD**, Medical Director, Central City Concern

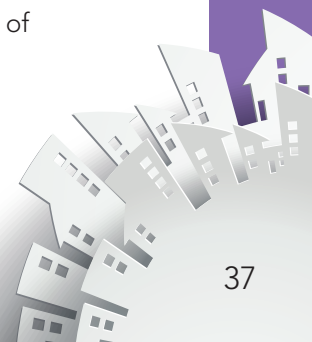
Room: *Studio 9*

Health Insurance Marketplace 101

The Patient Protection and Affordable Care Act of 2010, and the Health Care and Education Reconciliation Act of 2010, are referred to collectively as the "Affordable Care Act." For the purposes of this presentation, we will refer to them collectively as the "health care law." The session focuses on the Health Insurance Marketplace (sometimes called "Marketplace" or "Exchange") and other provisions of the health care law. The presentation will explain the Health Insurance Marketplace, define who might be eligible, explain the enrollment process, define options for those with limited income, and provide access information to locate resources

Presenter: **Gaye Humphrey**, Health Insurance Specialist, Centers for Medicare & Medicaid Services, Dallas Regional Office of External Affairs

Room: *Studio 10*



THURSDAY, MAY 29, 1-2:30 P.M.

Fostering a Resilient Team Culture that Maximizes Staff Retention, Organizational Learning, and Optimal Service Delivery

Organizational vitality is key for effective service delivery. From hiring and retaining the right staff to the use of open space technology, this session shows how one program is creating a strengths-based team culture and providing sustainable, high quality services. The presenters have managed a street-based outreach and case management program serving clients experiencing homelessness and co-occurring addiction, mental illness, and chronic medical conditions for the past 17 years. Through case examples and facilitated discussion, this workshop will present practical strategies that foster the team cohesion and resilience necessary for ongoing program development and provision of effective, client-centered services.

Presenters: **Kelley Craig, MNPL, CDP**, and **Chloe Gale, MSW**, Co-Directors of REACH Program, Evergreen Treatment Services
Room: *Balcony I*

The Advanced Primary Care Home for Homeless: Principles, Partnerships, and Practice

While primary care is the centerpiece of many aspects of health reform—including being the landing place after hospitalization, the hub for complex care coordination, and the medical home for most patients—primary care infrastructure lacks a coordinated, anticipatory approach to management of its most complex patients, particularly those who are homeless. This workshop describes elements of an advanced primary care home for the homeless that was developed in partnership between an HCH site and a large academic medical center. These elements include proactive care coordination and population-level care, advanced medication management, comprehensive needs assessment and care plan, innovative hospital-to-home care transitions, engagement of peers, and robust integration with behavioral health, housing, and other services.

Participants will also describe team workforce models of the primary care home, as well as how this advanced model aligns with health reform efforts.

Presenters: **Honora Englander, MD, FACP**, Hospitalist, Oregon Health & Science University, Medical and Co-Principal Investigator, C-Traln; **Rachel Solotaroff, MD, MCR**, Medical Director, Central City Concern
Room: *Balcony J*



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Understanding High Risk Behaviors and Providing Trauma-Informed Care in a Mobile Health Care Setting

This workshop will introduce the Adverse Childhood Experiences (ACE) study and explore how ACEs can lead to the adoption of high-risk behaviors and poor health outcomes. The discussion will explore how homelessness itself is traumatizing, how relationships within the context of homelessness can re-create and feed the dynamics created in childhood trauma, and introduce the concept of trauma-informed care. The session will discuss important concepts in trauma-informed care and how this would look in providing services to homeless clients seeking medical care.

Presenter: **Jennifer Stout, LICSW, MLADC**, Counselor, Families First

Room: *Balcony K*

Providing Nursing Services in Supportive Housing

Supportive housing has been shown to be a cost effective intervention to improve the quality of life of homeless people living with complex medical and behavioral health conditions. Most supportive housing programs have limited on-site nursing services. The Direct Access to Housing program in San Francisco has on-site nursing in one third of its 1,600 units. High users of the health care system are more likely to be placed in units with on-site nursing, and after being placed in units with nursing services, individuals are much more likely to reduce their health care utilization. Providing nursing services in supportive housing is both an art and a science. This workshop will integrate data with a case-based presentation that will draw on years of experience of providing nursing services in supportive housing. Topics to be covered include adherence support, nursing case management, boundary setting, and self-care strategies.

Presenters: **Jamie Moore, RN**, Nurse Manager, Housing and Urban Health, San Francisco Department of Public Health; **Adrianne Wynacht, RN**, Housing and Urban Health, San Francisco Department of Urban Health; **Sarah Dobbins, MPH**, DART Administrator, Housing and Urban Health, San Francisco Department of Public Health; **Joshua Bamberger, MD, MPH**, Medical Director, Housing and Urban Health, San Francisco Department of Public Health

Room: *Studio 1*

Rural Collaboration: A Recovery-Oriented System of Care Addressing Needs of Those with Co-Occurring Disorders, Chronic Conditions, and Recidivism

This presentation will focus on specific efforts to collaboratively serve those in a vast rural county in Northern California. This workshop will provide details of the initial steps taken to bring multiple providers together, in order to reduce duplication of services and dramatically cut costs of high utilization of emergency services, providing a safety net for those who consistently fall through the cracks of the health care system. The specific program developed within this collaboration addresses the crisis-oriented, cyclic, low-efficacy service provision to those individuals who have been marginalized by inadequate financial and personal resources, and who display a chronic inability to negotiate or appropriately utilize behavioral and medical health care resources. A subset of this population has the highest recidivism rates within the county.

Presenters: **Libby Guthrie, EdD, MA**, Executive Director; **Joann Brewer, AA**, Care Coordinator, Mendocino County AIDS/Viral Hepatitis Network

Room: *Studio 2*



Using Enhanced Outreach to Increase Access to Mainstream Benefits: Social Security Disability Insurance/Supplemental Security Income (SSDI/SSI) and Medicaid

The presentation will provide a greater understanding about how their HCH projects are in a unique position to provide information on Medicaid expansion, state Medicaid program and SSI/SSDI benefits to people experiencing homelessness or at risk of homelessness. The panelists will share how they have effectively utilized outreach tools provided by the National Health Care for the Homeless Council (NHCHC) and the Substance Abuse and Mental Health Services Administration (SAMHSA) SSDI/SSI Outreach, Access, and Recovery (SOAR) Technical Assistance (TA) Center to increase Medicaid enrollment through developing strong collaborations and linkages within the health care delivery system. Panelists will share up to date outreach strategies and results. Post-workshop support and technical assistance will be provided by the SOAR TA Center and the panelist's organizations.

Presenters: **Andy Patterson, MSW, PhD**, Director, Health Care for the Homeless, Family Health Center-Phoenix Health Care for the Homeless; **Kameron Fowler, LMSW**, Program Director, Front Steps; **Tarry Truitt, BA**, Director of Projects and Communication, Mercer Alliance to Ending Homelessness; **Pamela Heine, MSW, LSW, DRCC**, Senior Project Associate, Policy Research Associates, Inc./SOAR Technical Assistance Center

Room: *Studio 3*

Motivational Interviewing with a Twist: Facilitating Communication and Change with Policymakers

This workshop will combine two mainstays of the annual HCH Conference: Motivational Interviewing (MI) and the Integration of Service and Advocacy with an emphasis on talking with policymakers about the solutions needed prevent and end homelessness. MI gives strategies for structuring discussions about change and is effective for defusing tension, identifying mutual goals, and working with a wide range of beliefs. Reframing resistance as ambivalence can work well in both the public policy arena and the clinical one. Participants will learn how to use MI to be effective advocates in the community.

Presenters: **Barbara DiPietro, PhD**, Director of Policy, National Health Care for the Homeless Council; **Matthew Bennett, MBA, MA**, Chief Innovation Officer, Coldspring Center for Social & Health Innovation

Room: *Studio 4*



Integration of Behavioral Health and the Patient Health Questionnaire-9 (PHQ-9) in a Patient-Centered Medical Home (PCMH) Primary Care Setting

The ability to track treatment progress over time is a growing expectation for clinical care of chronic conditions. Registries facilitate the tracking of key information to help improve processes and reach goals in Continuous Quality Improvement (CQI) efforts. The Daily Planet, an HCH program in Richmond, Virginia, participated in a depression-care collaborative sponsored by the National Council for Behavioral Health and led by the Institute for Clinical Systems Improvement in which they implemented a standardized tool (PHQ-9) for measuring treatment response to depression. To support model replication, The Daily Planet will share their workflow algorithm, processes, and strategies for successful implementation. Using facilitated discussion and interactive exercises, attendees will explore the feasibility of this approach and identify specific next steps to implement in their own clinical setting.

Presenters: **David Pullen, MS, CRC, LMHP-E**, The Daily Planet; **Maureen Neal, CFRE**, COO, The Daily Planet; **Pam Pietruszewski, MA**, Director, Institute for Clinical Systems Improvement

Room: *Studio 5*

Protecting the Civil Rights of People Experiencing Homelessness and Promoting Alternatives to Criminalization

People experiencing homelessness suffer violations of their basic civil and human rights simply because of their status. Cities nationwide, overwhelmed by the visibility of homelessness in their communities, sometimes pass ordinances to criminalize basic, life-sustaining activities that homeless people need to do in order to survive. This session will inform participants of relevant policy (including how the criminalization of homelessness runs counter to the directives from the United States Interagency Council on Homelessness (USICH) and the Housing, Employment, and Recovery Together for Health (HEARTH) Act, human rights, and legal considerations related to the criminalization of homelessness and advocate for constructive alternatives to housing homeless people in the county jail. We will discuss ways to protect people experiencing homelessness from violations of the basic freedoms, including promoting homeless bills of rights and homeless hate crimes legislation at the local, state, and federal levels.

Presenters: **Bob Erlenbusch**, Chair, Sacramento Regional Coalition to End Homelessness

Room: *Studio 6*



Listening to Portland's Homeless and Recovering Community: The HEARTH Project

This workshop will describe the process and study results of the Housing, Employment, and Recovery Together for Health (HEARTH) Project in Portland, Oregon. HEARTH is a community-academic partnership between Portland State University, Oregon Health and Science University, National College of Natural Medicine, and Central City Concern (CCC). CCC provides housing, employment, recovery and health-related services. These diverse stakeholders collaborated to co-develop research and better understand the realities of currently and formerly homeless and recovering community members. The presentation will discuss and provide examples of the dilemmas inherent in doing community-based participatory research (CBPR), as well as share the results of 16 in-depth interviews with consumers and discuss from the consumers' perspectives what it means to 'recover' and the programs and services that assist in recovery.

Presenter: **Ted Amann, MPH, RN**, Co-Director, HEARTH, Central City Concern; **Gary Cobb**, Outreach Worker, Central City Concern Health Improvement Project

Room: *Studio 7*

Research in Action: Using Data to Fuel Changes in the Clinical Care of People Experiencing Homelessness and Addiction

The presentation will explore research findings that show that over half of all deaths among homeless adults are attributable to tobacco, alcohol, or drug use, followed by a discussion of the processes by which such data can be translated into meaningful practice change aimed to improve the clinical care and outcomes of patients with substance use disorders at Health Care for the Homeless practices. The workshop will also discuss the early experience of Boston Health Care for the Homeless Program in developing a multidisciplinary addiction-focused primary care team that utilizes a chronic disease management model to provide enhanced care to a select group of homeless patients at highest risk for unintentional drug overdose death.

Presenters: **Travis Baggett, MD, MPH**, Clinician-Investigator, Harvard Medical School; **Jessie Gaeta, MD**, Medical Director, Boston Health Care for the Homeless Program; **Jennifer Brody, MD, MPH**, Staff Physician, Boston Health Care for the Homeless Program

Room: *Studio 8*



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How To Leverage Community-Based Partnerships to Launch a Medical Respite Program

This workshop will highlight the experience of the PHMC HCH program in Philadelphia in leading the development of the first homeless medical respite program in the city. The launch of the initiative required collaboration among several community partners in the areas of housing, behavioral health, hospital management, local government, long-term care, and public health. Each of the associated stakeholders had varied needs and expectations, but worked together to ensure a comprehensive and coordinated care product for the homeless patients. The presentation explores how the communication process evolved and how the HCH program led the strategic development of the initiative as well as ensured all relevant stakeholders were engaged throughout the process.

Presenters: **Melissa Fox**, Managing Director of Health Services, Public Health Management Corporation; **Alex Lehr O'Connell, MPH**, Director, Community Health Partners for Sustainability; **Deborah McMillan**, Director of Homeless and Social Service, Public Health Management Corporation; **Sandra Guillory**, Director, DePaul USA

Room: *Studio 9*

THURSDAY, MAY 29, 3-4:30 P.M.

We're Bringing Sexy Back: Putting Fun, Excitement, and Meaning Back into Performance Improvement

Performance improvement (PI) has the potential to be one of the most dynamic parts of any HCH program. Sadly, though, PI has become a boring drill of scouring incident reports in search of solutions to all problems. However, PI offers a chance to make life better for clients and staff. A panel from Baltimore's HCH program will present replicable Performance Improvement (PI) projects, including how the morning line was replaced by increasing walk-in access, and how the clinic diversified its funding by improving billing processes. The panel will also discuss how "grassroots" PI projects can engage and empower staff, and how PI can succeed amidst severe constraints. Group activities will give participants the chance to think creatively about how PI can make life better at their organization, and how constraints can help create success.

Presenters: **Chuck Amos, MBA**, Director of Performance Improvement, Health Care for the Homeless-Baltimore; **Nilesh Kalyanaraman, MD**, Chief Medical Officer, Health Care for the Homeless-Baltimore; **Fran Bruce, MBA**, Chief Operating Officer, Health Care for the Homeless-Baltimore

Room: *Balcony I*



Employment Services for People Experiencing Homelessness: Evidence, Principles and Guidance for Implementation

Employment and earned income can be critical in helping people experiencing homelessness get and keep stable housing, and health care organizations can play an important role in connecting consumers to employment services. This session, based on the paper, *Work Matters: Employment as a Tool for Preventing Homelessness and Improving Health*, produced by the National Transitional Jobs Network in collaboration with the National Health Care for the Homeless Council (NHCHC), will give a primer on employment services for people experiencing homelessness and offer strategies for service integration, including an overview of the evidence supporting employment programming for people experiencing homelessness, descriptions of the primary evidence-based program models, basic principles of employment service delivery, and core employment program components for individuals experiencing homelessness. Attendees will also receive guidance for short term, low-cost methods for integrating employment services as well as tips for partnering with employment services providers.

Presenters: **Christopher Warland, AM**, Manager, Program Quality & Technical Assistance, National Transitional Jobs Network; **Caitlin Schnur, AM**, Workforce Policy & Research Fellow, National Transitional Job Network

Room: *Balcony J*

Developing an Integrated Service Delivery Model for Homeless Families and Individuals in Colorado

Integration of care is a central goal advanced by federal reform leaders. Improving the U.S. delivery system is thought to require a concurrent pursuit of three aims: improving the experience of care, improving the health of populations, and reducing per capita costs of health care. This session explores the transformational process of one HCH organization committed to these goals. The session will explore how multi-disciplinary providers began to function effectively in shared spaces, as part of one team, working from one care plan, and how creative financing led to a new integrated clinic/housing development property. The workshop will also discuss how policy officials commissioned a report of these processes to inform the state's strategic health care plan. The panel discussion will uncover solutions to probable barriers to integration such as differences in culture and language between clinical domains, lack of training and dedicated funding for interdisciplinary care, and sharing information.

Presenters: **John Parvensky, JD**, President, Colorado Coalition for the Homeless; **David Otto, MD**, Medical Director of Integrated Health Services, Colorado Coalition for the Homeless; **Mary Lea Forington**, Director of Integrated Health Services, Colorado Coalition for the Homeless; **BJ Iacino**, Vice President of Public Policy and Communications, Colorado Coalition for the Homeless

Room: *Balcony K*



The Role of Patient Navigators in Integrating Health Care and Housing Support

This workshop will discuss the role of patient navigators/care coordinators in identifying and finding persons who are in need of HIV medical and housing services and the strategies employed to engage and retain patient in HIV care and obtain stable housing. Specific strategies will be shared on training navigators, how partnerships are formed and how they work with medical, substance use, mental health, and housing providers along with other community partners to address individual client needs. The key role of the patient navigator will be highlighted in terms of connections to the medical home. Presenters will use case studies to illustrate their work.

Presenter: **James Apt, BA**, HIV Case Manager, Boston Health Care for the Homeless Program, MedHEART Project; **Meghan Dalton, LMSW**, Director of Homeless Programs, AIDS Arms, Inc; **Angelica Palmeros, MSW**, Program Coordinator, City of Pasadena Public Health Department; **Mariana Sarango, MPH**, Program Manager, Health and Disability Working Group; **Jodi Davich**, Director, Multnomah County HIV Health Services Center, Multnomah County Health Department

Room: *Studio 1*

Sustaining an Intervention for Homeless High Users

Project 25 is a partnership between St. Vincent de Paul Village, the largest homeless services agency in Southern California, and United Way. Project 25 works with people who are chronically homeless and extremely high utilizers of emergency and hospital care. This presentation will present data on the outcomes from the 36 people enrolled in Project 25, data that details a 60-70% reduction in Emergency Department (ED) and hospital use for participants, and a cost savings of greater than \$2 million per year. An HCH clinic plays a central role in this project. The workshop will also describe current efforts to fund Project 25 in an ongoing and sustainable way by partnering with Medicaid-managed care plans and hospitals and examine the steps taken to develop this partnership, the changes made in the project as it has transitioned from a grant funded program to one funded by insurance companies and hospitals, and the final structure of Project 25.

Presenters: **David Folsom, MD, MPH**, Medical Director, St. Vincent de Paul Village; **Marc Stevenson, MSW**, Director, Project 25; **Kris Kuntz, MA**, Director of Outcomes, Project 25

Room: *Studio 2*

Enhancing Care for People Experiencing Homelessness with Hepatitis C: A Patient-Centered Primary-Care Approach

This lecture presentation will present three elements of a program at Boston Health Care for the Homeless Program (BHCHP) to enhance and expand response to hepatitis C (HCV). HCV is highly prevalent among HCH-program patients, but response to this illness has been historically complicated. Through more integrated models of care delivery, as well as rapidly advancing science, there is now a greater opportunity for HCV treatment within the primary care clinic setting. This workshop will discuss the ways in which BHCHP has worked to apply this opportunity. The presentation includes discussion of a study of patients with HCV that sought to understand existing disease-related knowledge levels, attitudes, and perceived barriers to HCV treatment. The workshop will also discuss an algorithm for homeless primary care management of HCV, including fibrosis assessment, as well as a model for clinic-based, patient-centered HCV treatment.

Presenter: **Marguerite Beiser, ANP-BC**, Boston Health Care for the Homeless Program

Room: *Studio 3*



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

Policy change is needed to address the underlying causes of contemporary homelessness. HCH staff and consumers have direct experience with homelessness and the successes and failures of the homeless service system - experience that is critical to share with policy makers in order to address the root causes of homelessness. This workshop will describe how HCH staff and consumers can efficiently integrate policy advocacy into their work and effectively use their experiences to influence policy decisions. The presentation will provide examples of various advocacy resources and how to conduct specific advocacy actions. Two case examples of successful staff and consumer-led advocacy campaigns will also be described in detail, including the planning, engagement, and actions needed to enact real change that will improve the services available to those experiencing homelessness. The workshop includes time for discussion of local or national policy priorities and issues.

Presenters: **Dan Rabbitt, MSW**, Health Policy Organizer, National Health Care for the Homeless Council; **Lisa Stambolis, NP**, Director of Pediatrics, Health Care for the Homeless; **Samuel Weeks, DDS**, Consumer Advocate, Alameda County Health Care for the Homeless Program

Room: *Studio 4*

Breaking the Habit of Complacency: Addressing Tobacco Use among Individuals with Severe Mental Illness Who Are Homeless or Vulnerably Housed

Tobacco-use remains the number one cause of premature and preventable disease and death in Canada and the United States. This issue is of particular significance among individuals with serious mental illness, those who are homeless or vulnerably housed, and those who have co-occurring substance use disorders. Up to 85% of individuals with a serious mental illness and over 70% of homeless individuals continue to use tobacco products, contributing to an inequitable distribution of negative health outcomes for these populations. Through a case study perspective, we will be discussing our experience in developing and implementing a smoking cessation program at a large community mental health agency that serves individuals with severe mental illness who are homeless or vulnerably housed, including 'lessons learned' on the importance of smoke-free policies for the workplace. Findings from a recently completed randomized control trial that investigated smoking cessation interventions for this clientele will be presented as well as information on the prevalence of tobacco use, the level of nicotine dependence, and clinical implications of specific smoking behaviors. Lecture and discussion format will be used to present highlights from the research and to share recommendations for change.

Presenters: **Donna Pettey, MSW, RSW, PhD candidate**, Director of Operations, Canadian Mental Health Association Ottawa Branch; **Annette Bradfield, RN (EC), MScN**, Nurse Practitioner Manager, Canadian Mental Health Association, Ottawa Branch

Room: *Studio 6*



Integrated Care Model for Homeless Mothers with Depression: An Intervention in Family Shelter Clinics in New York City

The proposed workshop will describe a National Institute of Mental Health (NIMH) funded intervention development study that builds on the well documented, evidence-based, mental health-primary care collaborative approach to meeting the needs of homeless mothers with depression. The workshop describes the adapted intervention model, which includes a specific engagement strategy, inclusion of medical and mental health co-morbidities in treatment planning, combining treatment with addressing basic needs, and offering a feasible self-management approach. The presentation will provide details about the specific intervention components, staffing patterns and training, workflow and delivery system changes, and implementation challenges along with strategies used to address them. The workshop will also share study results, including prevalence rates of depression, associated medical and mental health comorbidities, and other needs of mothers in two family shelter clinics in New York City.

Presenters: **Debbian Fletcher-Blake, FNP**, Assistant Executive Director, Care for the Homeless; **Benigno Rodriguez, MSW**, Senior Case Manager, Care for the Homeless; **Linda Weinreb, MD**, Professor and Vice Chair, Department of Family Medicine and Community Health at the University of Massachusetts Medical School/UMass Memorial Health Care

Room: *Studio 7*

Supporting the Education of Unaccompanied Homeless Youth: What Health Providers Need To Know

Health providers and shelter providers play a critical role in providing a network of support for unaccompanied homeless youth. This session will discuss the rights and supports that educators provide to these youth and ways to collaborate with educators. Attendees will learn about the McKinney-Vento Act and the rights of unaccompanied youth under the law that allows them to remain in school. The workshop will explain how the McKinney-Vento Act defines homelessness and what rights unaccompanied youth have under the law. Attendees will also learn to identify their Homeless Education State Coordinators and the importance of working with the local homeless education liaison in their area so that youth can stay in school. This presentation demonstrates how to help unaccompanied youth remain in school even while experiencing homelessness.

Presenter: **Karen Madrone, MPA**, Program Specialist, National Center for Homeless Education, North Carolina Homeless Education Program

Room: *Studio 8*



Homelessness, Racism, and Social Justice

Homelessness in the U.S. disproportionately affects people of color. While this is often attributed simply to extreme poverty, recent research demonstrates that high rates of minority homelessness go well beyond poverty. In other words, even when poverty rates are considered across races, poor people of color are still more likely to become homeless than poor white people. Many factors contribute to this: housing discrimination, lack of affordable housing stock in communities of color, income disparities, lack of access to primary care and behavioral health care, and others. In communities across the country—north and south, east and west, urban, suburban, and rural—overt and subtle forms of racism contribute to racial inequality in homelessness. This session will explore issues of race and homelessness, including policy changes that would lay the groundwork for racial justice in the fight to end homelessness.

Presenter: **Jeff Olivet, MA**, President and CEO, Center for Social Innovation

Room: *Studio 9*

Increased Health Care Utilization as a Result of Peer-Based Services for People Experiencing Chronic Homelessness in an Urban Setting

Two Substance Abuse and Mental Health Services Administration (SAMHSA)-funded, evidence-based models and practices demonstrate a replicable service that affords advanced consumer participation in making positive health care decisions. The Mental Health Association of Southeastern Pennsylvania Peer AHEAD (Access to Housing through peer-delivered Engagement, Assistance, and Direction) Program consists of certified peer specialists (CPS), people with lived experiences of behavioral health and substance use challenges and some of whom have experienced homelessness. The Peer AHEAD program is providing a solution to permanent housing for the most vulnerable homeless individuals in Philadelphia by integrating two evidenced based practices: Peer Support and Critical Time Intervention (CTI). As a result of these services, program participants are seeing behavioral health care providers on a more regular basis, making increased use of primary health care providers instead of acute care settings, and increasing connections to community resources

Presenters: **Michael Brody, MSSW**, Director of Service Operations, Mental Health Association of Southeastern Pennsylvania; **Michelle Leister, BA**, Supervisor of Peer AHEAD Program, MHASP

Room: *Studio 10*



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

On the Fast Track to Health Access: Transforming Vulnerable Patient Access with Rapid Redesign

Vulnerable populations are heterogeneous, complex, and dynamic. This workshop explores how to craft an access to care system that meets the needs of patients and is responsive to their variable and/or changing needs. Presenters will describe a rapid redesign process focusing on appointment access at a clinic that serves homeless, marginally housed, and impoverished persons followed by a facilitated discussion identifying and describing best practices. We invite clinic administrators and clinic leaders to participate and share ideas for transforming patient care access for vulnerable populations.

Presenters: **Joseph Pace, MD**, Director of Primary Care Homeless Services, Tom Waddell Urban Health Clinic, San Francisco Department of Public Health; **Barbara Wismer, MD, MPH**, Tom Waddell Urban Health Clinic, San Francisco Department of Public Health; **Mark Alstead**, Administrator, Clinical Operations, Tom Waddell Urban Health Clinic, San Francisco Department of Public Health

Room: *Balcony I*

Bringing Providers Together in the Field: Developing a Homeless Health Care Alliance

In health care, increasing emphasis is being placed on reaching across disciplines to provide improved patient outcomes. Funding sources now often ask for specific examples of how agencies are collaborating with neighbor agencies or are asked to form partnerships to carry out service delivery. This Integrated Care Model is not only popular; it is successful. This presentation will show how using this model improves outcomes, decreases duplication of services and keeps some of the most vulnerable from slipping through the cracks.

Presenters: **Ladonya Brady, RN, BSN**, Clinical Manager, Mount Carmel Outreach Mobile Coach and Street Medicine; **Keith McCormish, MPA**, Grants and Evaluations Manager, Southeast, Inc.

Room: *Balcony J*



Trauma-Informed Care

Recent research on the brain and trauma gives those working with homeless consumers a new paradigm to conceptualize their work. Understanding how trauma impacts brain development puts harmful behaviors and destructive thinking patterns in context, and gives helpers a road map for building relationships and promoting healing and growth. This training presents the Trauma-Informed paradigm in a practical context, giving learners both a theoretical basis and tools to apply immediately to their work with consumers. Through the application of this Trauma-Informed paradigm, direct care workers/helpers can minimize re-traumatization while creating an environment for the traumatized individual to regain control of their lives.

Presenter: **Matthew Bennett, MBA, MA**, Chief Innovation Officer, Coldspring Center for Social & Health Innovation

Room: *Studio 1*

Cornerstone: Evidence-Based Supportive Services for Success in Permanent Housing

A presentation and panel discussion will provide information about Montgomery Area Mental Health Authority's (MAMHA) Cornerstone project. MAMHA, a public, non-profit Community Mental Health Center, provides comprehensive residential and outpatient mental health services in Central Alabama. MAMHA operates 60 HUD-funded Permanent Supportive Housing beds and a continuum of other residential options. To assist persons with serious mental illness experiencing homelessness to obtain and remain successfully in permanent housing, MAMHA received a SAMHSA Services in Supportive Housing grant for supportive services for persons in and eligible for permanent supportive housing. The program provides evidence-based Illness Management and Recovery services, evidence-based Wellness/Chronic Disease Self-Management services, medication management, and other mental health services. The program is innovative, collaborative, replicable, and timely in view of current efforts to integrate primary and mental health care.

Presenters: **Henry Parker, MS, LPC-S**, Executive Director, Montgomery Area Mental Health Authority; **Jerusha Burton, MS**, Cornerstone Project Director; **Lendy Holm, MS, ALC**, Mental Health Therapist, Montgomery Area Mental Health Authority; **Donna Leslie, MS, LPC-S**, Director of Residential Services, Montgomery Area Mental Health Authority; **David McIntosh, MBA**, Chief, Operations Officer, Montgomery Area Mental Health Authority; **Donald Bogie, PhD**, Program Evaluator, Cornerstone Project, Montgomery Area Mental Health Authority; **Cynthia Bisbee, PhD**, Consultant, Cornerstone Project, Montgomery Area Mental Health Authority

Room: *Studio 2*



Reducing the Need and Cost of Health Care for the Homeless

This workshop utilizes the development of Kansas City's Be the Change Program to explore methods that successfully involved the homeless, homeless and emergency services, as well as others with a vested interest in addressing a community problem: the need and cost of homeless care. First hand experiences and findings from a study of the program by a team from the Kansas City University of Medicine and Biosciences take participants through a process that drew upon widely diverse organizations. The result was an evidenced-based approach that fosters client engagement and collaboration by improving outcomes and efficiencies for all. The innovative program lowers barriers and improves care for all homeless, especially the high demand, hard-to-contact chronic population, saving hospitals and emergency services millions of dollars.

Presenter: **Kar Woo, MRSS**, President, Artists Helping the Homeless

Room: *Studio 3*

Breaking Boundaries: An Innovative Cross-System Collaboration among Police, Prosecutors, and Social Workers

In October 2011, the Law Enforcement Assisted Diversion (LEAD) project began pilot operations in one Seattle neighborhood. LEAD is a collaborative effort involving the Seattle Police Department, the City Attorney, the King County Prosecutor, case managers at Evergreen Treatment Services, and others to divert individuals arrested for drug offenses or prostitution out of the criminal justice system and into an intensive harm reduction based case management program offering a broad range of services as close to on-demand as possible. To date, 77% of those diverted have been homeless, almost all are chemically dependent, and many have mental health problems. LEAD is generating interest in other areas for its innovative approach. This panel discussion will describe how LEAD came to be, how LEAD has altered the approach of police and prosecutors towards homeless substance users and sex workers, how it can be replicated, and how LEAD has affected the lives of participants.

Presenters: **Kris Nyrop, MA**, LEAD Program Director, Public Defender Association; **Cathy Speelmon, BA, NCACII, CDP**, LEAD Program Director, Evergreen Treatment Services; **Chloe Gale, MSW**, Co-Director, REACH Program, Evergreen Treatment Services

Room: *Studio 4*

Advocating for Ourselves: Creating a Client Speakers Bureau

This presentation will use panel discussion with presentations, power point and video examples. It will be a case study of the development of a Speakers Bureau program in New York City by Care for the Homeless. In this case study, topics include the purpose and need for direct client advocacy, agency concerns and considerations about launching a client speaker program, organizing a Speakers Bureau, promoting the newly organized program, and developing and executing a speaker-training program (Care for the Homeless developed a 10-session training program including videotaping - which will be used as examples in the presentation - leading to "certification" as a "Care for the Homeless Advocate"). Some course training material and a syllabus will be handed out.

Presenters: **Jeff Foreman, MGA, MEd, MA, JD**, Director of Policy, Care for the Homeless; **William Bryant, AA**, Health Care Advocate, Care for the Homeless; **Anthony Williams**, Consumer Advisory Board, Care for the Homeless, **David Broxton**, Consumer Advisory Board Member, Care for the Homeless

Room: *Studio 6*



Bringing the Affordable Care Act to the Streets

This presentation will describe the implementation of an outreach program geared at enrolling individuals experiencing homelessness into the newly expanded Medicaid. The presentation will focus on the development of the outreach program and utilizing assisters with the goal of engaging individuals in on-going care. The presentation will take a critical look at the first seven months of Medicaid open enrollment, and discuss successes and challenges in the engagement and enrollment process. It will focus particularly on the ways in which outreach workers were able to engage clients in on-going care and the relationships necessary to build, grow, and sustain an effective initiative to enroll individuals into Medicaid. In addition, attendees will be privy to on-the-ground successes and challenges of implementing health care reform and will leave with tools and strategies to inform future practice.

Presenters: **Katie League, LCSW-C**, Outreach and Enrollment Manager, Health Care for the Homeless, Baltimore; **Margaret Flanagan, LGSW**, Public Benefits Coordinator, Health Care for the Homeless, Baltimore

Room: *Studio 7*

Linking Causes and Gaps in Service for Adults Experiencing Homelessness

Individuals become and remain homeless due to a vast number of factors. Therefore, the methods used to care for individuals and help lift them out of homelessness must match their diverse needs. This workshop will review findings from a face-to-face survey of more than 500 homeless individuals in the Atlanta metropolitan area. Based upon results of latent class analyses, profiles of self-identified causes of homelessness will be presented and matched to different service modalities. This workshop reviews the empirically-based profiles of causes of homelessness, present differences in the health of individuals based upon the established profiles, and show audience members how to use a brief checklist to determine an individual's unique profile of causes for becoming homeless and subsequently recommend informed care plans.

Presenters: **Josie Parker, PhD**, Project Manager, Research and Data Analysis, Pathways Community Network Institute; **John Barile, PhD**, Assistant Professor, University of Hawai'i at Manoa

Room: *Studio 8*



Addressing the Health Needs of Older Adults and Seniors Experiencing Homelessness

This session will highlight the disturbing trend of increased homelessness and poor health of older adults and seniors. The average age of a person experiencing chronic homelessness is increasing. Today that person is likely over 50 and has multiple chronic health conditions, conditions similar to housed people in their 70s and 80s. However, funding and other policy decisions are often made based on age and targeted to those over 65. In addition, housing programs are often not equipped to handle the end-of-life needs for chronically ill residents. This workshop will present the latest research on this issue and highlight programs that are finding solutions, improving health, and ending homelessness for older adults and seniors.

Presenters: **Peggy Bailey, MPA**, Senior Policy Advisor, Corporation for Supportive Housing; **May Shields, RN**, Chief Operating Officer, Hearth, Inc.; **Rebecca Brown, MD, MPH**, University of California at San Francisco

Room: *Studio 9*

The Use of the MOCA as a Brief Screen for Cognitive Impairment

Valley Homeless Healthcare Program's Medical Respite Program has begun to conduct a Montreal Cognitive Assessment (MOCA) with new clients. In doing so, the program has learned that a number of patients who appeared to be intact cognitively were actually experiencing significant memory, attention, and executive functioning deficits. During this workshop, a MOCA will be administered during which important administration guidelines such as how to conduct a MOCA assessment and how to interpret the score will be highlighted. The presentation will also provide a brief overview of the research comparing the MOCA and the Mini-Mental State Evaluation (MMSE), another commonly used brief cognitive screener. Members of the interdisciplinary health care team will then share how the MOCA has helped them to work with clients. Finally, the workshop will discuss several case studies that will highlight the indications for testing and how utilizing the MOCA positively impacts our working relationship with the clients.

Presenters: **Jonathan Feinberg, MS**, Psychological Trainee, Palo Alto University; **Ciara Mahan, PhD**, Psychologist, Valley Homeless Healthcare Program; **Janet Kohl, RN**, Valley Homeless Health Program

Room: *Studio 10*



FRIDAY, MAY 30, 12:30-2 P.M.

Medical Home for People Experiencing Homelessness: Strategies and Lessons Learned During PCMH Transition

This workshop will highlight how an HCH with a homeless population greater than 60% was able to achieve Patient-Centered Medical Home (PCMH) recognition and will provide strategies for transformation. The workshop will outline Mercy Care's transformation process, recognition application completion, and continued transformation beyond recognition. Facilitated group time will allow attendees an opportunity to learn from one another. The focus of this time will be Access and Continuity (NCQA PCMH 1), Self-care management (4), and Tracking and Coordinating Care (5), which are areas where HCHs might struggle most with the transition.

Presenters: **Kimberly Case, MSN, MPH, CPNP**, Director, Quality and Risk Management, Saint Joseph's Mercy Care Services; **Mae Morgan, MD, MPH**, Medical Director, Saint Joseph's Mercy Care Services

Room: *Balcony I*

Psychosocial Rehabilitation – An Integrated Approach to Wellness

This presentation outlines Psychosocial Rehabilitation (PSR) and evidenced-based techniques, including videography of the homeless women participating in the PSR programming at St. Joseph's Mercy Care Services in Atlanta, Georgia. The presentation will highlight this program's integrated model and outline techniques for utilizing the onsite clinic to assist and engage the participants in focusing on their chronic physical health concerns and treatment. In addition, a peer specialist will describe her role in the program and how she partners with the participants in developing their whole-health perspective. The workshop will provide outcome measures of the program and examples of the tools that were administered.

Presenters: **Anitra Peten Walker, LCSW**, Director of Behavioral Health and Social Services, Saint Joseph's Mercy Care Services, Inc.; **Antoinetta McKay, BA**, Psychosocial Rehabilitation Team Lead, Saint Joseph's Mercy Care Services, Inc.

Room: *Balcony J*



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Transgender Medical Care: Advanced Case Discussion

Transsexual, transgender, and gender-nonconforming individuals are among the most severely discriminated against. Major health risks and health disparities significantly impact this group. Homelessness is common in this population and access to care and quality of care are limited. This workshop will review the risks for homelessness and special challenges in caring for this group. Evidence-based best practices for primary care, hormone therapy, and surgery will be discussed. The workshop will feature a case-based discussion of several of the medical risks, benefits, and complications encountered when providing hormones and/or surgical interventions to transgender patients. Geared towards providers of transgender medical care, the presentation assumes that participants will have, at minimum, a baseline understanding of transgender medical terms and care guidelines. There will be opportunity for discussion and sharing of best practices from our experience.

Presenters: **Barry Zevin, MD**, Physician Specialist, Tom Waddell Urban Health Clinic; **Tim Cavanaugh, MD**, Medical Director, Transgender Health Program, Fenway Health

Room: *Studio 1*

Applying Screening, Brief Intervention, and Referral to Treatment (SBIRT) to a Medical Respite Environment

During the past three years, Valley Homeless Healthcare Program's Medical Respite has integrated team meetings with respite clients who have severe chemical dependency, who were not meeting their individual goals, and were identified by the team as high risk for returning to chronic homelessness. Using motivational interviewing and the SBIRT model as a team has helped many clients move from the Transtheoretical Model's "Precontemplative" stage of change to the "Action" stage. Many of these clients have experienced significant periods of sobriety as a result of these brief interventions and referrals to recovery programs, and as a result, many have been able to maintain stable housing after leaving the Medical Respite Program. The workshop will provide a brief overview of how each individual member of the integrated team can participate in the SBIRT process in the team meetings, which can help clients to see their addictions in new ways.

Presenters: **Audrey Kuang, MD**, Medical Respite Director, Valley Homeless Healthcare Program; **Ciara Mahan, PhD**, Psychologist, Valley Homeless Healthcare Program; **Amber Frymier, RN**, Valley Homeless Healthcare Program; **Lorna Lindo, MSW**, Valley Homeless Healthcare Program

Room: *Studio 2*



Marketing for Permanent Supportive Housing

The Center for Housing and Health (CHH) and the AIDS Foundation of Chicago (AFC) are designing a permanent supportive housing program that is well integrated with the ACA's health homes to serve homeless, high users of Medicaid. Using this as a case study, this workshop explores how to incorporate strategies for managing both the housing and health needs of highly vulnerable participants. CHH and AFC staff members are also monitoring their Medicaid expense costs, with three years of detailed billing information from Illinois' State Medicaid Office showing significant reductions in participant spending. Return-on-investment strategies are creating new opportunities for developing additional Permanent Supportive Housing (PSH) units to serve high users of Medicaid who are homeless. This session looks at this qualitative data to provide insight into participants' patterns of health care usage, changes needed for more effective engagement, and the project's effectiveness.

Presenters: **Arturo Bendixen, MSW**, Executive Director, Center for Housing and Health; **Jessie Beebe, MSW, LSW**, Health Services Specialist; **Peter Toepfer, BA**, Supportive Services Manager

Room: *Studio 3*

Building an Effective Advocacy Campaign

In 2013, housing advocates in Minnesota increased funding for homeless services by more than 40 percent and affordable housing by 25 percent by applying lessons learned from the campaign world to policy advocacy. This session will provide hands-on training to build winning campaigns on a shoestring budget. As federal, state, and local resources shrink and needs increase, advocates will need every tool to turn the tide. This workshop presents a winning model that has worked in Minnesota for housing/homeless funding, health care funding, and welfare-to-work funding and policy change.

Presenters: **Liz Kuoppala, MA**, Executive Director, Minnesota Coalition for the Homeless; **Kenza Hadj-Moussa, MA**, Communications Director, Minnesota Coalition for the Homeless

Room: *Studio 4*

Chronic Disease Management Strategies in Persons Experiencing Homelessness for Student Providers

Homeless individuals suffer disproportionately from chronic disease and are frequent users of the emergency room and other costly medical services. Treating chronic diseases such as diabetes, heart disease, and other infectious diseases can be challenging in this population due to frequent interruptions in therapy and a lack of stable housing. It is imperative that students have an understanding of prevalent diseases and the consequences of delayed and fragmented care among persons experiencing homelessness. In addition, incorporating information in a curriculum that pertains to disease management strategies and preventative health measures will enable students to be more effective primary care providers to this vulnerable population. This presentation will outline the components of a curriculum designed to address chronic disease management in persons experiencing homelessness.

Presenters: **Pia Valvassori, PhD**, Clinical Professor of Medicine, Nova Southeastern University, Project Hope, Health Care for the Homeless-Orlando; **Elliot Sklar, PhD**, Project Director, Project Hope, Assistant Professor, Nova Southeastern University

Room: *Studio 5*

Who's Next in Line? A Dialogue on Housing Prioritization Practices in the United States

This workshop will build on the prior work of several research, evaluation and policy advocacy activities. These projects include the use of the Vulnerability Index in research and evaluation, the development of the Fort Worth Vulnerability Assessment Scale and its use in evaluation and housing prioritization, and a review of national, state and local policies affecting the housing prioritization process. The presentation will include a review of tools utilized as part of the housing prioritization process in communities throughout the United States, identification of key issues affecting vulnerability and self-sufficiency that appear to be under-identified in vulnerability assessments, a discussion about methods to establish a good fit between consumer needs and housing resources, and an open forum to share best practices and consider innovative opportunities.

Presenters: **Emily Spence-Almaguer, MSW, PhD**, Associate Professor, Department of Behavioral and Community Health, University of North Texas Health Science Center; **Vicki Nejtek, PhD**, Associate Professor, Family Medicine, University of North Texas Health Science Center

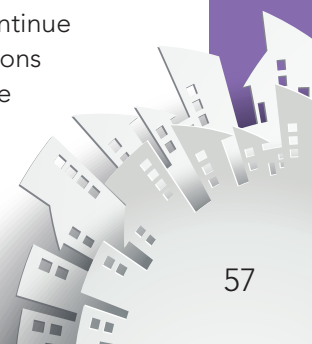
Room: *Studio 6*

Homeless or Not: A Single Universal High-Quality Health System for All

Medicaid expansion in 2014 will extend eligibility to uninsured low-income adults, including the chronically homeless. However, for those homeless patients within the 29 states that have opted in to the expansion, increased access to mental health and substance use programs, case management and care coordination, as well as social support are essential. And for those in states that do not expand Medicaid coverage, poor, uninsured, and homeless adults will remain uninsured and underinsured, and they will continue to face medical debt and other barriers to good health. This workshop will provide a panel and audience discussion on lessons from caring for the homeless to build a universal, accessible, high quality, comprehensive health care system which takes the unfair burden of costs away from the poor and unhealthy.

Presenters: **Mardge Cohen, MD**, Boston Health Care for the Homeless Program; **Gordon Schiff, MD**, Brigham and Women's Hospital; **Elizabeth Frost, MD**, Hennepin County Medical Center

Room: *Studio 8*



POSTERS

Visit the Acadia room, Wednesday-Friday, May 28-30, 8 a.m. to 5 p.m., for more than 30 poster presentations by experts from the homeless health care field. Posters offer a succinct view of programs, practices or research analysis, and presenters are available to discuss their work or answer questions during conference break times on Wednesday and Thursday.

Chronically Homeless Adults: Outcome Indicators and Policy Development in San Francisco

Presenter: **Carol Chapman, MA**, Administrator, Coordinated Care Database and Vulnerable Populations Analyst, San Francisco Department of Public Health

Campus-Community Collaborations to Develop Oral Health Services for Low-income, Inner-city Communities

Presenter: **Laura Elizondo, DDS**, Clinic Director, University of Southern California Dental Clinic at the Union Rescue Mission

Lava Mae: Delivering Dignity One Shower at a Time

Presenter: **Jessica Brown, LCSW**, Medical Social Worker, San Francisco Department of Public Health

Reaching Clients Where They Are: Improving Pediatric Engagement Through Texts, Emails, and Social Media

Presenter: **Chuck Amos, MBA**, Director of Performance Improvement, Health Care for the Homeless, Baltimore

A Multi-Disciplinary Approach to Homeless Medical Respite: Integrating a Clinical Pharmacist into the Team

Presenter: **Amber Altstadt, PharmD**, Ambulatory Care Clinical Pharmacist (PGY-2 Resident), Hennepin County Medical Center and Health Care for the Homeless

H2Home Pathway: Nurse Navigators Creating a Pathway for Hospitalized Homeless Clients to a Medical Home

Presenter: **Emily Heikkala, RN, MN**, Registered Nurse, Harborview Medical Center

Homeless Engagement Addressing Limitations to Healthcare: Project H.E.A.L.T.H., An Integrated Health Care Approach

Presenter: **Ruth Morgan, MD**, Primary Care Physician, Center for Health Care Services

Target Pharmacy Program

Presenter: **Michele Surber, MSc**, Program Administrator, Ventura County Health Care Agency

Hepatitis C Screening Among Durham's Homeless Population

Presenter: **Laura Platt, MD Candidate**, Duke University School of Medicine; **Julia Gamble, MPH, NP**, Duke Outpatient Clinics



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Backpack Homeless Healthcare Program: What knowledge, attitudes, and skills does Backpack Homeless Healthcare Program's multi-disciplinary team believe are critical in order to provide effective patient-centered health care services to the unsheltered homeless population in Santa Clara County, California?

Presenter: **Mercy Egbujor, FNP-BC, DNP**, Family Nurse Practitioner, Santa Clara Valley Health and Hospital System

Mind the Gap! Funding Transportation as a Means of Improving Mental Health Service Connections

Presenter: **Mary Shannon Thomas, LICSW**, PATH Shelter Specialist, Eliot Community Human Services

Building Interprofessional Relationships for Community Health: The Development of the BIRCH Coalition in Lansing, Michigan

Presenter: **Julie Phillips, MD, MPH**, Associate Professor of Family Medicine, Michigan State University College of Human Medicine

Pulmonary Embolism Associated with Sleeping in a Car: A Case Report

Presenter: **Dean Carpenter, RN, MSN, FNP-BC**, Nurse Practitioner

Soul Stories: Homeless Journeys Told Through Feet

Presenter: **Josephine Ensign, DrPH**, Associate Professor, University of Washington

Cantastoria: The Picture-Storytelling, Living Poster. A creative format for telling stories of social change. A History of Homelessness in America: This is a Pickle

Presenter: **Caitlin Margaret May, RN MSN FNP-BC**, Nurse Practitioner, Discovery House

Re-Entry Collaborative Program: Medication-Assisted Treatment for People Addicted to Opiates, Experiencing Homelessness, and Recently Released from Jail/Prison

Presenter: **Anita Cordova, MA**, Director of Development, Planning & Evaluation, Albuquerque Health Care for the Homeless

Homeless Women's Decision Components for Cervical Cancer Screening

Presenter: **Monica Bharel, MD, MPH**, Chief Medical Officer, Boston Health Care for the Homeless Program

Supportive Housing Best Practices in a Mid-sized Urban Community

Presenter: **Brian Greenberg, PhD**, Vice President of Programs and Services, InnVision Shelter Network

Diabetes and Hypertension Prevalence in Homeless Adults in the U.S.: A Systematic Review and Meta-analysis

Presenter: **Rebecca Bernstein, MD**, Instructor/Fellow, Medical College of Wisconsin



Challenges in Managing Chronic Health Problems of Homeless Individuals

Presenter: **Constance Brehm, PhD, RN**, Professor of Nursing, Director of Homeless Healthcare Outreach, Azusa Pacific University

How to Run a Successful Homeless Shelter Clinic: Bridging Together Students with the Homeless

Presenters: **Shital Shah, BS, MD Candidate**, Co-director, Fairmont Homeless Shelter Clinic, New Jersey Medical School; **Eisha Chopra, BS, MD Candidate**, Co-director, Fairmont Homeless Shelter Clinic, New Jersey Medical School; **John Cafaro, BS, MD Candidate**, New Jersey Medical School

The Innovative Role of Peer Care Managers Within a Federally Qualified Health Center

Presenter: **Fannie Rackover, MPH**, Epidemiologist, Genesee Health System

Lost in Transition: Retaining Vulnerable Patients in Primary Care after Closing Two Clinics

Presenters: **Saima Shah, BS**, Americorps Volunteer, Tom Waddell Urban Health Center; **Sarah Dobbins, MPH**, Direct Access to Housing Administrator, San Francisco Department of Public Health; **Josh Bamberger, MD, MPH**, Medical Director, Housing and Urban Health, San Francisco Department of Public Health

Embedding Peer Support Specialists Within an Integrated Behavioral and Physical Health Care Model

Presenter: **Kimberly Goodwin, LMSW, QMHP-CS**, Health Navigator, Center for Health Care Services

Creating an Effective Health Care Delivery Model for Homeless Veterans

Presenters: **Rosemarie Malpaya, RN, BSN, MAED/AET**, Homeless PACT RN, Hampton Veterans Administration Medical Center; **Anita Sager, MD**, Homeless PACT Physician, Hampton Veterans Administration Medical Center

The Creation of a Dental Resource Directory for the Homeless of South Florida

Presenters: **Ashleigh Weyh, BSRT**, Dental and Master of Public Health Student, Nova Southeastern University; **Elliot Sklar, PhD, MSc**, Project Director, Project HOPE; Assistant Professor, Public Health and Family Medicine, Nova Southeastern University College of Osteopathic Medicine

Infectious Disease Prevention Among Homeless Individuals

Presenter: **Mary McManus, PhD, RPh**, Wilkes University; **Katrina Lynn, PharmD Candidate**, Student, Nesbitt College of Pharmacy & Nursing



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Intake Buddy

Presenter: **Mary Cardelli, CARN**, RN Supervisor, Bowery Residents Committee

Criminalization of Homelessness: Adverse Effects on Health

Presenters: **Carole Patman**, Consumer Advisory Board Member, Camillus Health Concern; **David Peery, JD**, Chair, Consumer Advisory Board, Camillus Health Concern

A Survey of Medical School Curricula Addressing Interprofessionalism and the Health Care Needs of Individuals Experiencing Homelessness

Presenters: **Britta Gray, DO/MPH Candidate**, Project HOPE, Nova Southeastern University; **Andrew Garrett, MS, DO/MPH Candidate**, Project HOPE, Nova Southeastern University; **Samantha Berr, DO/MPH Candidate**, Project HOPE, Nova Southeastern University; **Amberly Vogelsang, MPH Candidate**, Project HOPE, Nova Southeastern University; **Marie-Yves Champagne, MPH Candidate**, Project HOPE, Nova Southeastern University; **Elliot Sklar, PhD**, Director, Project HOPE, Assistant Professor, Public Health and Family Medicine, Nova Southeastern University College of Osteopathic Medicine; **Kristi Messer, MSW, MPH**, Executive Director, Project HOPE, Assistant Professor, Master of Public Health Program, Nova Southeastern University College of Osteopathic Medicine

Substantiating the Need for a Homeless Medical Respite: Voices of Key Stakeholders

Presenters: **Donna Biederman, DrPH, MN, RN**, Assistant Professor, Duke University School of Nursing; **Julia Gamble, MPH, NP**, Duke Outpatient Clinics

Survival Sex on the Streets: Results from the Homeless Women's Health and Victimization Study

Presenters: **Gabrianna Saks, MPH, CPH**, Graduate Research Assistant, University of North Texas Health Science Center School of Public Health; **Emily Spence-Almaguer, MSW, PhD**, Associate Professor of Behavioral and Community Health, University of North Texas Health Science Center School of Public Health; **Cindy Crain, MPA**, Executive Director, Tarrant County Homeless Coalition

Reducing Stigma in Health Care and Law Enforcement for Street Level Sex Workers

Presenter: **Kate Bodkin, BA, MD Candidate**, McMaster University; **Alannah Delahunty-Pike, MSc**, Research Associate, McMaster University; **Tim O'Shea, MD, MPH**, Assistant Professor, Department of Medicine, Division of Infectious Diseases, McMaster University

New Opportunities for Homeless Women and Men to Work as Certified Community Health Workers

Presenters: **Marion Scott, MSN, RN, HS-BCP, CHWI**, Adjunct Faculty, Houston Community College; **Elizabeth Kelly, PhD, RN, CNS-CH, HS-BCP, CHWI**, Adjunct Faculty, Houston Community College; **Eboni Scott, MS, HS-BCP, CHW**, Program Coordinator, Harmony House Discover Housing Program; **Preston Witt, BA, CHWI**, Director of Services, Harmony House Respite Center



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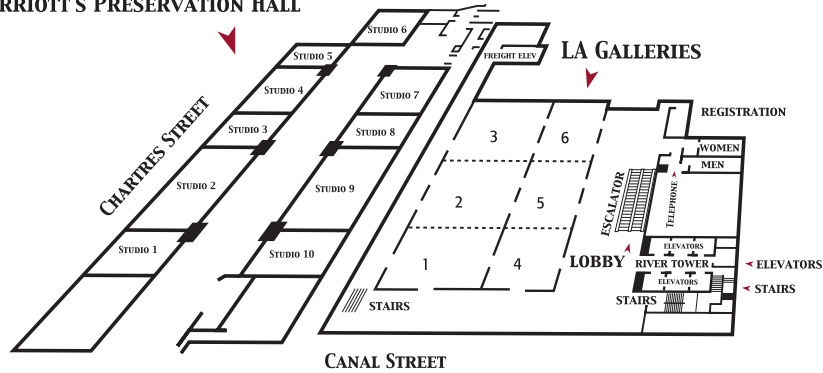
Brian Zralek, MSSW, *Consumer Advocate*



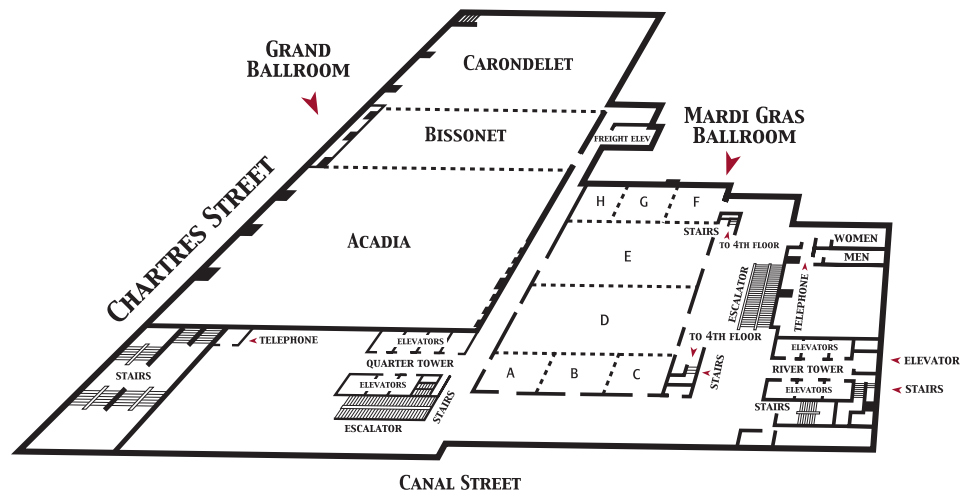
HOTEL LAYOUT

2ND FLOOR

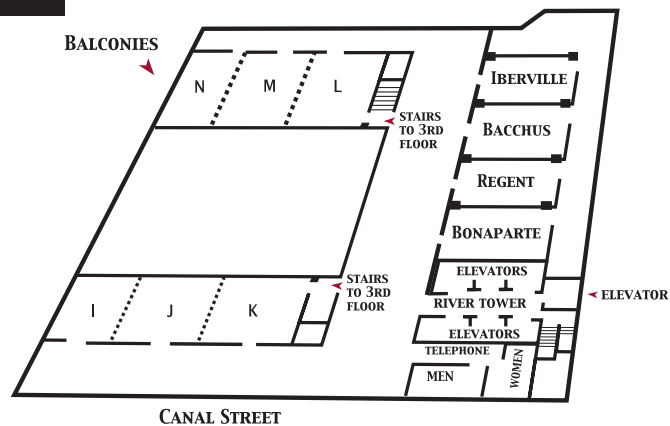
MARRIOTT'S PRESERVATION HALL



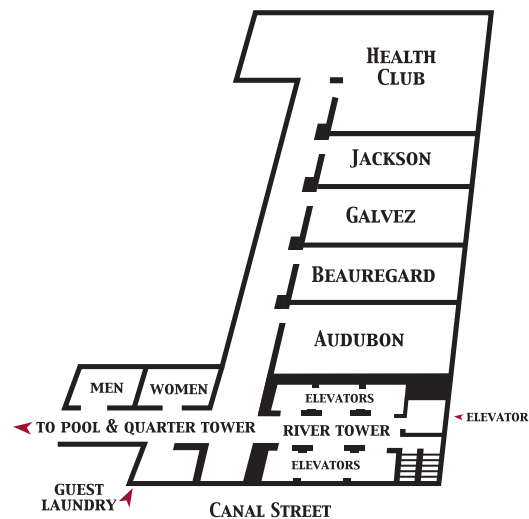
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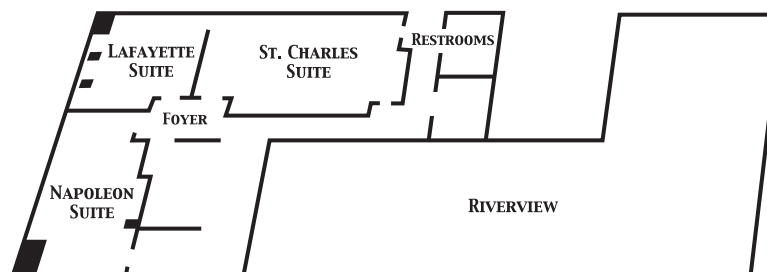
4TH FLOOR



5TH FLOOR



41ST FLOOR





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