

*The National Health Care for the Homeless Council*

# **East Coast Regional Training**

Oberia Dempsey Multi-Service Center  
New York, New York

**March 26-27, 2015**





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## SCHEDULE AT A GLANCE

**Thursday, March 26, 2015**

- 8:30-9 a.m.      **Registration/Check-in** *Auditorium*
- 9-9:30 a.m.      **Welcome** *Auditorium*
- 9:30-10 a.m.      Break
- 10 a.m.-12 p.m.    **Policy Roundtable** (2 hours)  
The Impact of NYC's Delivery System Reform Incentive  
Payment (DSRIP) Program on Homeless Care Providers  
*Room 108*
- 10-11:30 a.m.    **Workshop Sessions** (90 minutes)  
Homeless Policy 101: Introduction to New York Homeless  
Policy and Advocacy *Auditorium*  
Adapting Your Practice: Anticipatory Guidance for Infants and  
Toddlers Experiencing Homelessness *Room 412*
- 11:30 a.m.-1 p.m.   **Lunch** (on your own)
- 1-5 p.m.          **Intensive Training Sessions** (4 hours; break at 2:45 p.m.)  
Improving Our Cultural Competence in the Clinical Setting:  
Introducing and Demystifying LGBTQ Homeless Youth  
*Room 412*  
Effectiveness in Consumer Governance *Room 108*  
Building Healthy Collaborative Relationships: Coordinating  
Access to Local Assets *Auditorium*

## SCHEDULE AT A GLANCE

**Friday, March 27, 2015**

- 8-8:30 a.m.      **General Session** *Auditorium*
- 8:30 a.m.-5 p.m.    **Intensive Full-Day Training Session** (7 hours; breaks at 10:15 a.m. and 2:45 p.m.)  
Implementing an Enabling Services Data Collection Model to Improve Quality and Eliminate Disparities *Room 412*
- 8:30 a.m.-12 p.m.    **Intensive Training Sessions** (3.5 hours; break at 10:15 a.m.)  
Building a Trauma-Informed Organization: The Biopsychosocial Paradigm, Part 1 *Auditorium*  
Practice Transformation: Improving Access to Care and Quality of Care for Unstably Housed Transgender and Gender Non-Conforming Persons *Room 108*
- 12-1:30 p.m.      **Lunch** (on your own)
- 1:30-5 p.m.      **Intensive Training Sessions** (3.5 hours; break at 2:45 p.m.)  
Building a Trauma-Informed Organization: The Biopsychosocial Paradigm, Part 2 *Auditorium*  
Quality Improvement Initiatives for Homeless Patients: Infusing a Culture of Quality *Room 108*

## WORKSHOP DESCRIPTIONS

Thursday, March 26, 2015 | 10 a.m.-12 p.m.

### **Policy Roundtable: The Impact of NYC's Delivery System Reform Incentive Payment (DSRIP) Program on Homeless Care Providers**

New York's Delivery System Reform Incentive Payment (DSRIP) Program aims to fundamentally restructure the health care delivery system by reinvesting in the Medicaid program, with the primary goal of reducing avoidable hospital use by 25% over 5 years. Health Care for the Homeless providers recognize that people experiencing homelessness have high rates of chronic and acute illness, which leads to frequent and lengthy hospital admissions, possibly undermining the long-term statewide goals. Improving health and reducing hospital use for this vulnerable population is possible through information exchanges, expanding and coordinating services, and improving quality of care, but requires some special considerations.

This Roundtable provides a forum where key DSRIP stakeholders can raise issues specific to the health care needs and service patterns of homeless populations, identify current and/or future challenges to meeting DSRIP goals, and strategize solutions and next steps needed to ensure system changes accommodate this population in the statewide planning and implementation. *Room 108*

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

*Note: This session lasts two hours. Please plan your lunch accordingly.*

## WORKSHOP DESCRIPTIONS

**Thursday, March 26, 2015 | 10-11:30 a.m.**

### **Homeless Policy 101: Introduction to New York Homeless Policy and Advocacy**

This workshop will be an introduction to basic homeless policy and will discuss current issues and trends in New York City. A case study will be highlighted as well as a description of different advocacy techniques, including advocacy strategy, advocating to policymakers, and empowering clients to advocate. Participants in this session will learn how to strategize about collaborations and coalition building in their advocacy efforts. *Auditorium*

Presenter: **Jeff Foreman, JD, MEd, MGA, MA**, Policy Director, Care for the Homeless

### **Adapting Your Practice: Anticipatory Guidance for Infants and Toddlers Experiencing Homelessness**

Children experiencing homelessness are significantly more likely to have acute and chronic illnesses and have much higher rates of emotional and behavior problems and developmental delays than housed children. In this workshop we will discuss strategies from a forthcoming Council resource, *Adapted Anticipatory Guidance for Infants and Toddlers Experiencing Homelessness*, which adapts standard guidance for the condition of homelessness and aims to improve social, development, and health outcomes for homeless children. *Room 412*

Presenter: **Sherill Purcell, MD**, Care for the Homeless

## TRAINING DESCRIPTIONS

**Thursday, March 26 | 1-5 p.m.**

### **Improving our Cultural Competence in the Clinical Setting: Introducing and Demystifying LGBTQ Homeless Youth**

This training is meant to help shed light on a growing population of the homeless in NYC, LGBTQ youth. The training will provide statistics on the prevalence of this issue and the specific challenges that this particular population faces in general and with regard to homelessness (including difficulty accessing resources, gaining and sustaining employment and housing, etc.). The training will teach appropriate terminology used within the LGBTQ community, as well as appropriate standards of care that we as providers should work towards in our practice with homeless LGBTQ youth. The training will help clarify and demystify some of the unknowns of this unique, vulnerable and underserved population so that we as providers and advocates can improve the care that we give to its members. *Room 412*

Presenters: **Heather Garber, LCSW-R**, Social Service Manager, Care for the Homeless; **Christine Rodriguez**, LGBTQ Cultural Competency Trainer

## TRAINING DESCRIPTIONS

**Thursday, March 26 | 1-5 p.m.**

### **Effectiveness in Consumer Governance**

Health Centers are required to engage consumers in governance either through participation on the Board of Directors or outreach that solicits contribution such as focus groups, surveys or Consumer Advisory Boards. This involvement provides consumers the opportunity to ensure that homeless persons' health care needs and circumstances are effectively addressed. This workshop will identify best practices in fulfilling this responsibility, including both structural considerations (e.g., how consumer advice is gathered and incorporated into agency decision-making) and practical tips for participating in formal decision-making processes (e.g., how to conduct a meeting and consensus decision making). To maximize the quality of consumer input, consumers should be able to communicate in a variety of settings. This workshop will discuss effective communication in meetings and public speaking including strategic sharing of personal stories. *Room 108*

Presenters: **Katherine Cavanaugh, MSW**, Consumer Advocate, National Health Care for the Homeless Council; **Kendall Clark**, Mary Liza Mahoney Clinic; **Philip Malebranche**, Care for the Homeless; **William Smith**, Harlem United; **Dominique Williams**, Policy Associate, Harlem United

## TRAINING DESCRIPTIONS

Thursday, March 26 | 1-5 p.m.

### **Building Healthy Collaborative Relationships: Coordinating Access to Local Assets**

During times of dwindling resources and increased demand for comprehensive services and care coordination, organizations are challenged with providing patients access to 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 training will help participants think strategically about how to establish collaborative relationships designed to enhance care coordination while preventing service duplication in their local communities.

During this interactive training, participants will utilize illustrative cases and planning tools to identify current assets and potential resources in their local communities. Participants will also explore methods to build sustainable, mutually beneficial relationships with potential community partners. *Auditorium*

Presenters: **Andrea Brooks**, JBM Solutions, Inc.; **Marissa Toussaint, MD, MPH**, Medical Director, Care for the Homeless

## TRAINING DESCRIPTIONS

**Friday, March 27 | 8:30 a.m.-5 p.m.**

### **Implementing an Enabling Services Data Collection Model to Improve Quality and Eliminate Disparities (Full Day)**

The National HCH Council, Health Outreach Partners, and the Association of Asian Pacific Community Health Organizations (AAPCHO) have designed a training to increase health center capacity to implement AAPCHO's standardized enabling services data collection protocol. Enabling services (ES), non-clinical services such as health education and outreach, are integral components of the comprehensive services provided by health centers. AAPCHO developed a nationally-recognized model for collecting and analyzing ES data that has demonstrated the positive impact of ES on health access and outcomes. The capacity to systematically track and evaluate ES is an important tool for health centers to advocate for sustainable funding, improve quality of care, and demonstrate the integral nature of ES as part of a Patient-Centered Medical Home. *Room 412*

Presenters: **Molly Meinbresse, MPH**, Program & Research Specialist, National Health Care for the Homeless Council; **Kristen Stoimenoff, MPH**, Deputy Director, Health Outreach Partners; **Manna Yuen Shan Chan, LCSW**, Charles B. Wang Community Health Center; **Megan O'Brien, MA**, Project Manager, Health Outreach Partners

## TRAINING DESCRIPTIONS

**Friday, March 27 | 8:30 a.m.-5 p.m.**

### **Building a Trauma Informed Organization: The Biopsychosocial Paradigm (Parts 1 and 2, Full Day)**

Recent research in neurobiology, physics, genetics, biology, psychology, sociology, and trauma gives those working with individuals experiencing homelessness a new paradigm within which to conceptualize their role in the healing process. The Coldspring Center's Biopsychosocial Approach to the Trauma Informed Paradigm challenges learners to take a fresh look at what it means to be a provider of homeless services. This training provides learners a theoretical base as well as tools and strategies to apply immediately to their work, their own self-care, and their organizations. Designed in an interactive and experiential format, Building a Trauma Informed Organization lays out a roadmap for the integration of the Trauma Informed paradigm into Health Care for the Homeless settings. This powerful experience provides approaches and strategies that can transform individuals, systems, society, and the overall approach to helping those we serve heal and grow. Part 1 of this full-day training covers the importance of self-care for providers. Part 2 covers important aspects of trauma-informed supervision for administrators concerned with building a trauma-informed organization.

#### *Auditorium*

Presenters: **Matt Bennett BA, MA**, Chief Innovation Officer, Coldspring Center for Social & Health Innovation

*Note: Participants are not required to attend both sessions.*

## TRAINING DESCRIPTIONS

**Friday, March 27 | 8:30 a.m.-12 p.m.**

### **Practice Transformation: Improving Access to Care and Quality of Care for Unstably Housed Transgender and Gender Non-Conforming Persons**

Frequently grouped together with lesbian, gay, bisexual, and sometimes queer/questioning individuals, transgender and gender non-conforming individuals are often considered to be a marginalized part of society. Despite having limited research specifically addressing unstably housed transgender and gender non-conforming individuals, it is clear that a number of persistent service access barriers contribute to a disproportionate risk of housing instability and inequities in health. One of the most prominent issues is cultural sensitivity amongst service providers with transgender and gender-nonconforming clients, staff, and peers.

This training session will build on cultural capacity, awareness, and skills of service providers through interactive and hands-on activities. It was adapted from the “Moving Margins: Training Curriculum for Child Welfare Services with LGBT Youth in Out-of-Home Care,” developed by the National Association of Social Workers and the Lambda Legal Defense & Education. *Room 108*

**Presenter: Jama Shelton, PhD, LMSW**, Deputy Executive Director, True Colors Fund;  
**Finn Brigham**, Program Director, Callen-Lorde Community Health Center

## TRAINING DESCRIPTIONS

**Friday, March 27 | 1-5 p.m.**

### **Quality Improvement Initiatives for Homeless Patients: Infusing a Culture of Quality**

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

In this training, we will describe the evolution of the quality improvement program at the Boston Health Care for the Homeless Program (BHCHP). We will discuss our efforts to create a program-wide culture of quality, including the use of PDSA cycles, progression of transparent reporting, best practices, and practices used to disseminate quality measures data. This includes enhanced communication and awareness through quality “road shows,” quality as a standing agenda item in staff meetings, “stall stats,” centrally displayed quality boards, and presenting our quality program at new staff orientation. *Room 108*

**Presenters: Pooja Bhalla, MSN, RN**, Chief Operating Officer, Boston Health Care for the Homeless Program; **Jessie Gaeta, MD**, Chief Medical Officer, Boston Health Care for the Homeless Program

# CONTINUING EDUCATION INFORMATION

## Objectives

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

- 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 systemic realities of barriers to care and methods to remove those barriers at clinic and community levels

## Faculty Disclosure

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

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



## CONTINUING EDUCATION INFORMATION

### Accreditation

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

### Designation of Credit

Vanderbilt University School of Medicine designates this live activity for a maximum of 12.0 *AMA PRA Category 1 Credit(s)*<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

### Commercial Support

This educational activity received no commercial support.

### Claiming Credit

To receive credit for this training, complete the online form at <https://www.surveymonkey.com/r/2015newyork> by April 10, 2015. You will receive a credit notification email from Vanderbilt School of Medicine in mid-April. If you do not receive your notice or have any questions about continuing education, contact Lily Catalano, [lcatalano@nhchc.org](mailto:lcatalano@nhchc.org).

*Note: 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.*

**NOTES**



East Coast Regional Training

NOTES



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*for the*  
HOMELESS  
COUNCIL

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