Outreaching to our homeless population inside & outside of the city!

HCH Regional Conference
Denver, Colorado

April / 1 / 2016
Go where they are…

See who they are…

Get to know them…

Find out how we can serve them!
Who is our audience today?
Learning Objectives

1. A renewed commitment to the importance of outreach and engagement in HCH

2. Some tips on enhancing the trust building that needs to occur with our homeless patients.

3. Understanding the importance of hiring the right staff to outreach to our homeless patients.
Yellowstone County, Montana
Yellowstone County, Montana

- 2,649 square miles
- Most populous county in Montana
- Cities
  - Billings
  - Laurel
- Towns
  - Broadview, Ballantine, Worden, Custer, Huntley, Shepherd, Lockwood,
Billings, Montana

- 155,634 people in Billings
  - Cleared 100,000 in 2013
- 43.41 square miles
- Rimrocks (cliffs) to the north and east
- Yellowstone River through the south east
- Summer – 80’s – 100 degrees
- Winter – below zero 2-3 weeks each year
- Average snowfall – 55”
Billings area
Our Team

- 3 Providers
- 1 Counselor
- 1 Addiction Counselor
- 1 Case Manager
- 1 Administrative Assistant
- 1 Nurse
Our model

- Hub & Spoke
- Main Clinic
- 3 offsite clinics
  - Men’s Rescue Mission
  - St. Vincent De Paul
  - The HUB
- CHC Dental & Pharmacy
- Outreach
Community Health Center
Main Clinic

- Open 6 days a week
- 10 – 11 providers per session
- Same day appointments available
- HCH patients welcome
- All staff trained to assess patients and sign them up for HCH.
Montana Rescue Mission

- Clinic space
- Available during breakfast times
- 3 morning clinics per week.
- Program based
- Shelter
Saint Vincent De Paul

- Clinic space
- 2 clinics a week
- Low threshold
- Lots of foot traffic
- Resources, Payees, food, clothing
The HUB

- Clinic space
- 1 afternoon per week
- Drop in center
- Mental Health Center Program
- Serves homeless and at risk of becoming homeless population
- Resources
CHC Pharmacy & CHC Dental

- HCH covers medication on our formulary
- Emergent Dental Care paid
- Sliding fee scale for non-emergent needs
Our patients

- 1736 unique patients in 2015
- 56% male & 44% female
- Ages from under 1 to over 85 years
- Majority are 25-65 years old
Where do our patients live?

- 52% report staying at a shelter
- 25% report doubling up
- 23% report staying at motels, cars & outside
Community Partners

- Mayor’s Committee on Homelessness
  - Resource Map
  - Resource Pad
  - Awareness
    - Example: Outta Sight Outta Mind video
Welcome Home Billings
Opening doors to end homelessness.
WelcomeHomeBillings.org

Resource Map
Homeless resources in the downtown Billings area.

This map was developed by the Mayor's Committee on Homelessness, which through community collaboration, is committed to developing innovative ways to impact and eventually end homelessness in Billings.

FACILITATED BY COMMUNITY DEVELOPMENT DIVISION CITY OF BILLINGS

Montana Rescue Mission
Men's Shelter
2601 Minnesota Ave

Montana Rescue Mission
Women's and Family Shelter
2520 North First Ave

Community Crisis Center
704 North 30th St

Family Service
1524 1st Ave North

The HUB
515 North 27th St

St. Vincent de Paul
2560 Montana Ave

Harvest Church - EMT Truck
TRUCK ROUTE

The Salvation Army
Community Table Program
2000 6th Ave North
ROUTE 1 & ROUTE 2

RiverStone Health Care
for the Homeless and WIC
123 South 27th St

Tumbleweed
505 North 24th St

Stevenson
1102 5th Ave North

Yellowstone County Self-Help Law Center
3021 3rd Ave North

Montana Legal Services Association
2442 1st Ave North

HRDC
7 North 31st St

The Housing Authority of Billings
2415 1st Ave North

U.S. Social Security Administration
2900 4th Ave North | Room 100

Office of Public Assistance
111 North 33rd St

Parmly Billings Library
510 North Broadway

Billings Food Bank
212 4th Ave North

SHELTER  BATHROOM  LAUNDRY  HEALTH CARE  LAUNDRY  CLOTHING  FOOD TRUCK  SHOWER  LEGAL SERVICES

EQUITABLE OPPORTUNITIES FOR ALL
Resource Notepad
WelcomeHomeBillings.org
FACILITATED BY COMMUNITY DEVELOPMENT DIVISION CITY OF BILLINGS.

FOOD ASSISTANCE & HOUSEHOLD NEEDS

1 Billings Food Bank
   2112 4th Ave North | 406. 259. 2856
   Food Boxes.

2 Family Service
   1824 1st Ave North | 406. 259. 2269
   Food boxes, clothing, and other household items.

3 Meals on Wheels
   1505 Ave D | 406. 259. 9666
   Food for seniors ages 60 and older.

4 St. Vincent de Paul
   2610 Montana Ave | 406. 252. 1855
   Food and vouchers for clothing and household items.

CHILDREN’S SERVICE

1 Back to School Program – Family Service Inc.
   1824 1st Ave North | 406. 259. 2269
   Free school supplies for low income children.

2 Big Brothers Big Sisters
   2123 2nd Ave North | 406. 248. 2229
   One-on-one mentoring for children.

3 The Center for Children and Families
   3021 3rd Ave North | 406. 294. 5090
   Mental health services for children, youth and families. Foster youth services and parent/child relationship therapy.

4 Child Care Assistance – District 7 HRDC
   7 North 31st St | 406. 247. 4732
   Best Beginnings Childcare Scholarship for low-income families.
Resource ideas from your communities?
Our Outreach & Engagement Efforts

- **HCH Team**
  - Annual Candlelight Vigil on Winter Solstice
  - Annual HCH Breakfast & Health Fair in the Park
  - Community events
    - Health fairs
    - Community Education
    - Homeless Veteran Events
    - Faith Community Events
Candlelight Vigil

December 21, 2015

Music by Pat Reichert

Lighting of the candles by the Health Care for the Homeless Team

Welcome by Clarence Salley, Health Care for the Homeless

Blessings by Pastor Glen Fournier, Montana Rescue Mission

&

Anna De Crane, Indian Education Home/School Coordinator SD2

Proclamation by Commissioner Jim Reno

Guest speaker John Felton, RiverStone Health CEO

The First Noel

Closing by Clarence Salley

RiverStone Health and The Health Care for the Homeless Program would like to thank you for joining us today to honor those who have lost their lives this past year while experiencing homelessness.
Group Sharing of event ideas
Our Outreach & Engagement

Case Manager, Counselor & LAC
- Additional time at our sites outside of clinic hours
- Hospitals
- Community partners
  - Domestic abuse shelter
  - Veteran’s Housing
  - Crisis Center
  - Family Promise
Louie Rivera
HCH Outreach
Outreach
Engage
Build Trust
Tokens from us!

- Hygiene kits
- Packaged snack
- Cold water in the summer
- Gloves, hats & mittens the rest of the year!
- Small pocket planners
Necessities with our message included!
Building an HCH Team

- Hiring the right person
  - Credentials/Licensure
  - Passion for the work we do
  - Situational Interview
  - Staff involvement in interviews

- Training
  - Entire clinic & HCH system
  - Training with Team peers
  - Training with discipline peers
Orientation to HCH includes:

- HCH 101
Online Courses

Experienced clinicians, administrators, and consumers in homeless health care services know that sometimes you need information on your own schedule. This page is your portal to online versions of education opportunities created by HCH professionals for HCH professionals. Certificates of completion are available for all of the online courses.

- Documenting Disability for Medical Providers
- Implementing Harm Reduction Strategies in Your Clinic
- Health Care for the Homeless 101
Learning Objectives

After participating in this activity, participants should be able to:

- Describe root causes, experiences, and definitions of homelessness
- Summarize the history of the HCH Program and the governmental agencies that fund and oversee HCH grantees
- List specific characteristics of the HCH model of care
- Identify resources and potential collaborations in their community to assist people experiencing homelessness
- Identify ways to address common causes of stress in this practice setting and support self and team care
- List membership organizations, networking opportunities, and continuing education options available for the HCH community
- Evaluate HCH 101 training
Safe Travels!