“*Hang out on the street corner*”

HARRISHEALTH SYSTEM

SPNS BUILDING A MEDICAL HOME

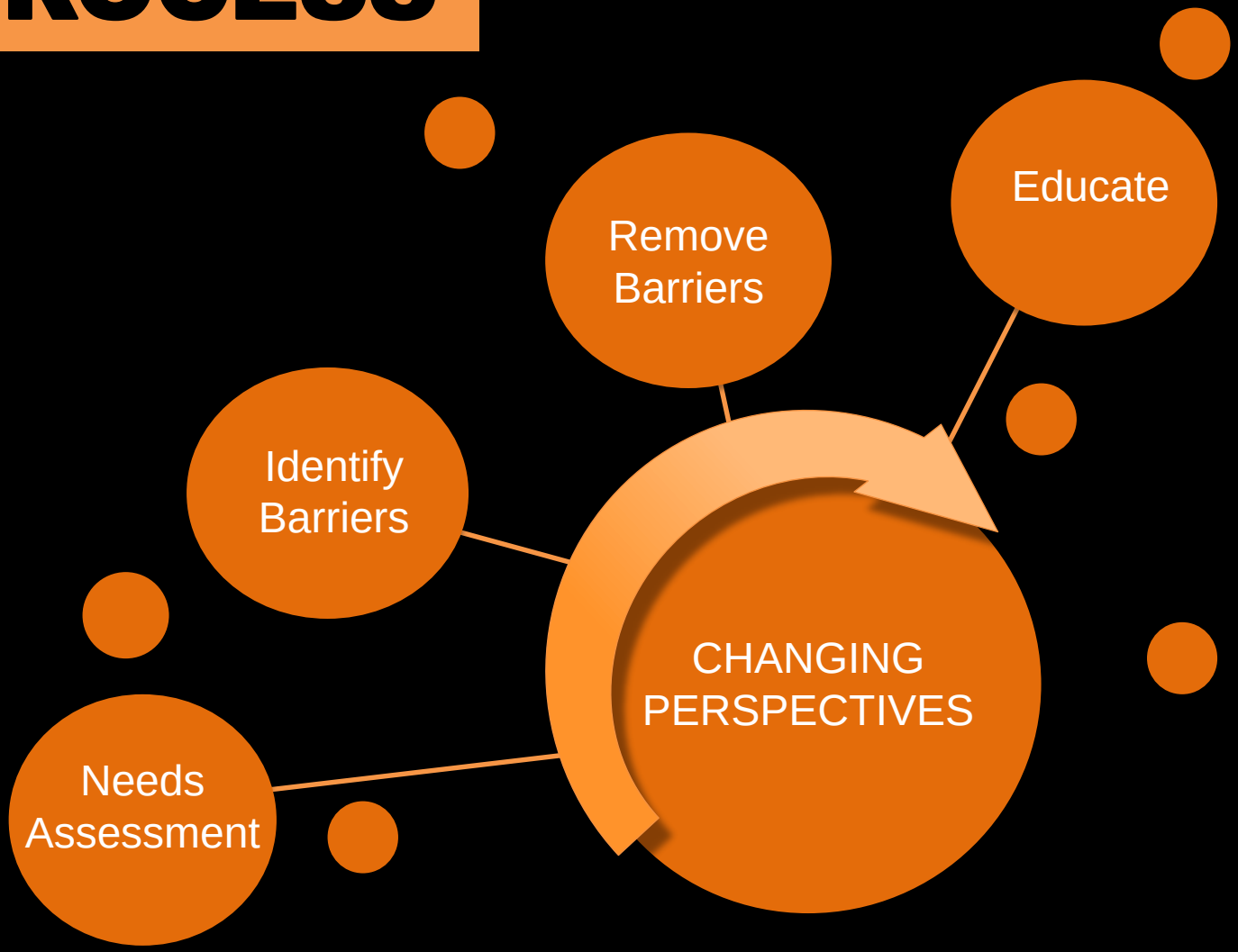
For Multiply Diagnosed HIV-Positive Homeless

Robert Betancourt, LCSW, LCDC Project Coordinator

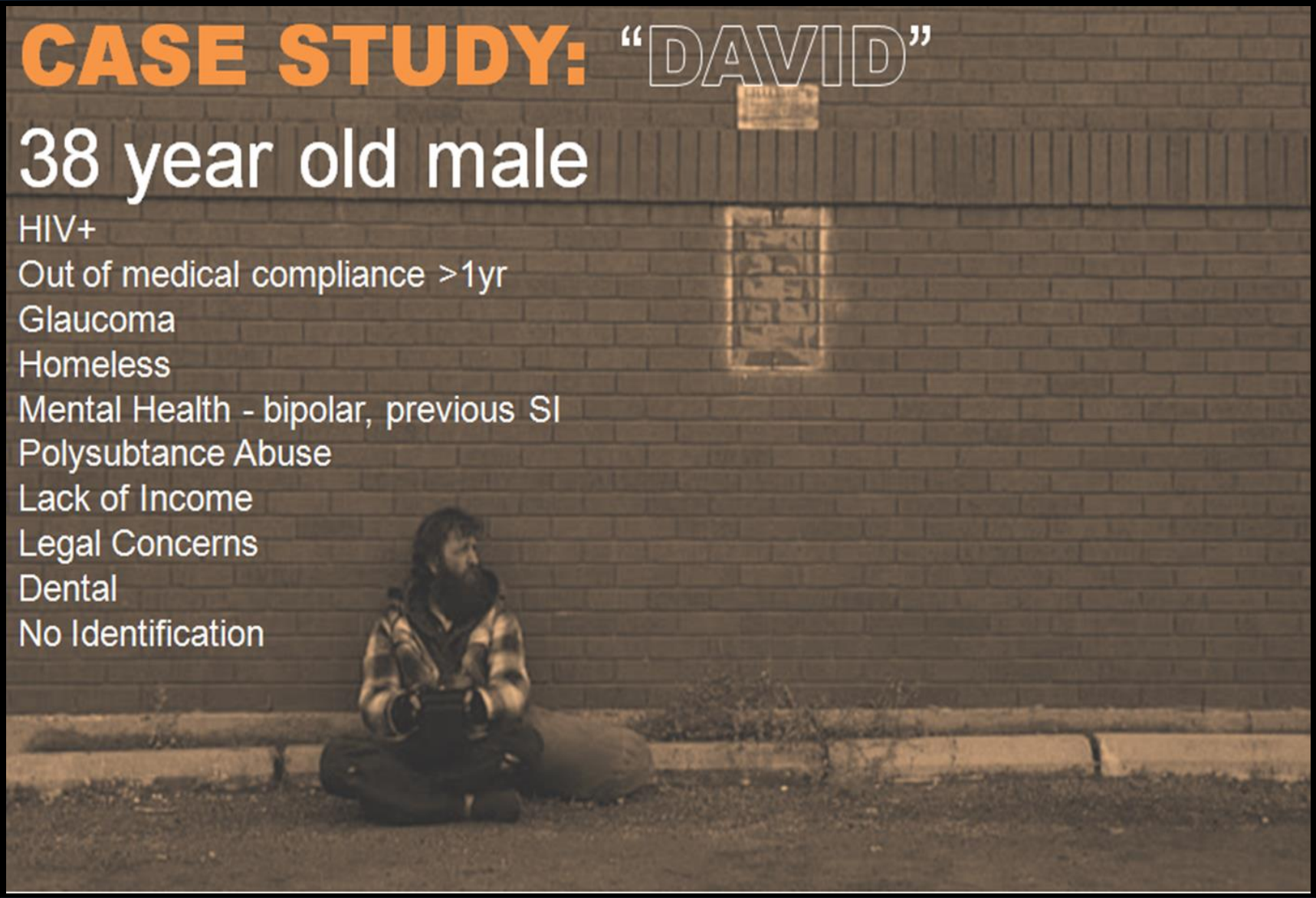
National Healthcare for the Homeless Conference

Portland, Oregon · May 31, 2016

THE PROCESS


Remove Barriers
Educate
Identify Barriers
CHANGING PERSPECTIVES
Needs Assessment

CASE STUDY: "DAVID"



NEEDS ASSESMENT

What do people want?

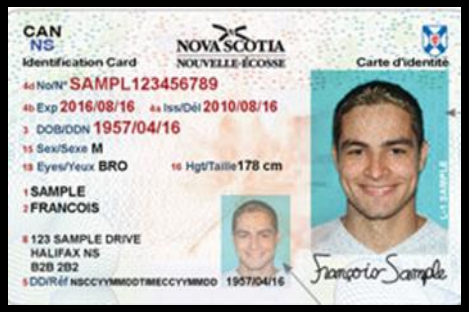
What do they need?

Changing Perspectives

"Everyone has an ID."	**"Patients are usually on time for appointments."**	**"Patients are usually pro-active in their healthcare."**	**"Patients are generally pretty good at taking their medications as prescribed."**
Unfortunately, ID's are often lost or stolen.	*Not when you're homeless.*	*When you're homeless, priorities change.*	*Not when you don't have a safe place to store them.*

BARRIERS

- Identification
- Transportation
- Mental Health
- Eligibility



MENTAL HEALTH

Feeling overwhelmed, depressed, substance abuse

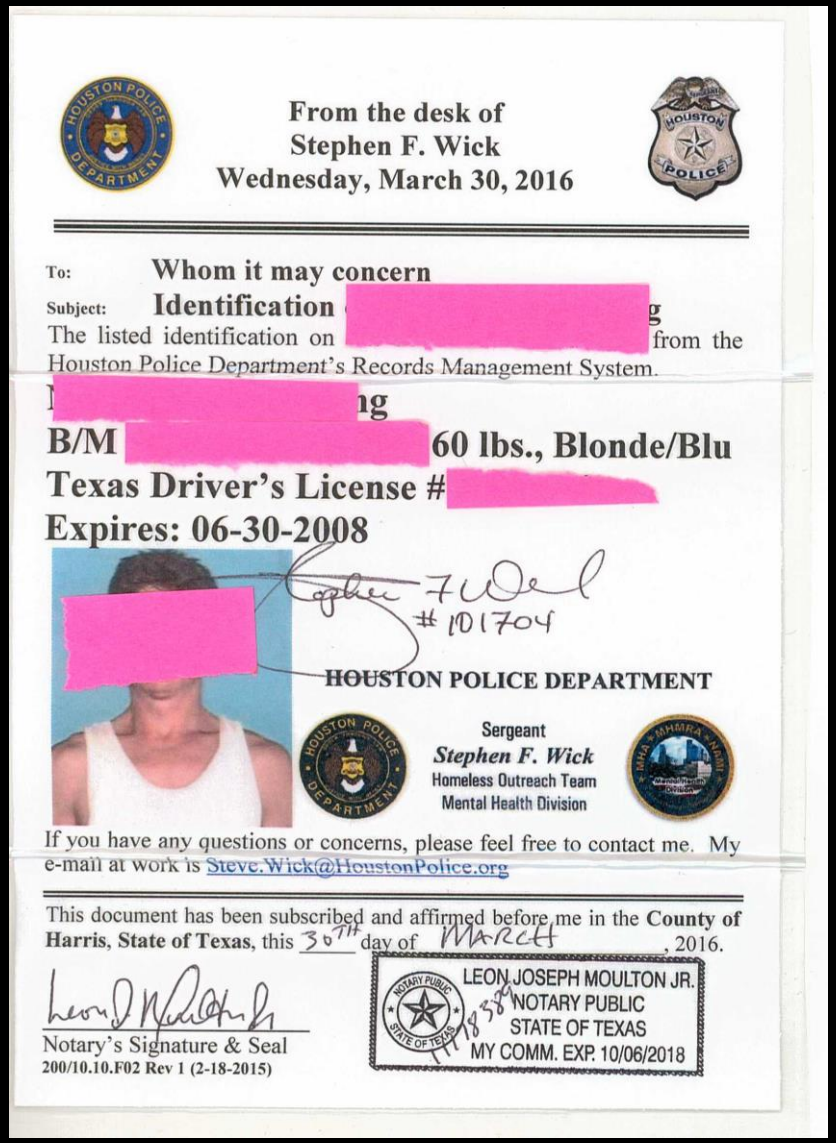
Feeling overwhelmed

Working through barriers

REMOVE BARRIERS

PARTNER with Houston Police Department

- Temporary IDs can be issued in less than a week



From the desk of
Stephen F. Wick
Wednesday, March 30, 2016

To: Whom it may concern

Subject: Identification [redacted]

The listed identification on [redacted] from the Houston Police Department's Records Management System.

[redacted]

B/M [redacted] 60 lbs., Blonde/Blu

Texas Driver's License # [redacted]

Expires: 06-30-2008

[redacted]

#101704

HOUSTON POLICE DEPARTMENT

Sergeant
Stephen F. Wick
Homeless Outreach Team
Mental Health Division

If you have any questions or concerns, please feel free to contact me. My e-mail at work is Steve.Wick@HoustonPolice.org

This document has been subscribed and affirmed before me in the **County of Harris, State of Texas**, this 30TH day of MARCH, 2016.

Notary's Signature & Seal

200/10.10.F02 Rev 1 (2-18-2015)

LEON JOSEPH MOULTON JR.
NOTARY PUBLIC
STATE OF TEXAS
MY COMM. EXP. 10/06/2018

EXPAND existing Healthcare for the Homeless Program to the clinic for homeless eligibility and mental health.

Develop Rapport

EDUCATION

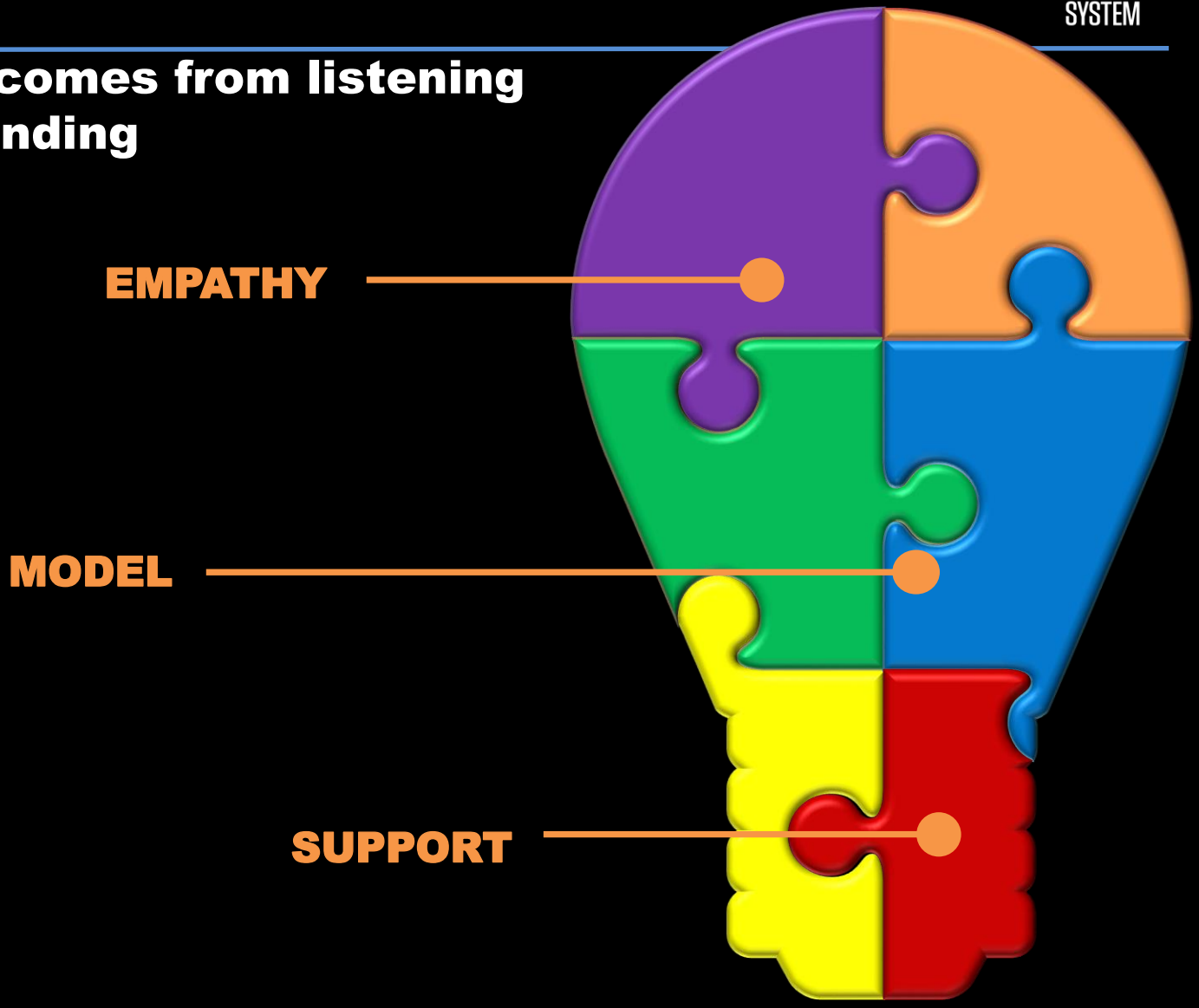
SOCIAL NEUROSCIENCE

"There's a new field in brain science, social neuroscience. This studies the circuitry in two people's brains that activates while they interact. And the new thinking about compassion from social neuroscience is that our default wiring is to help."

Daniel Goleman

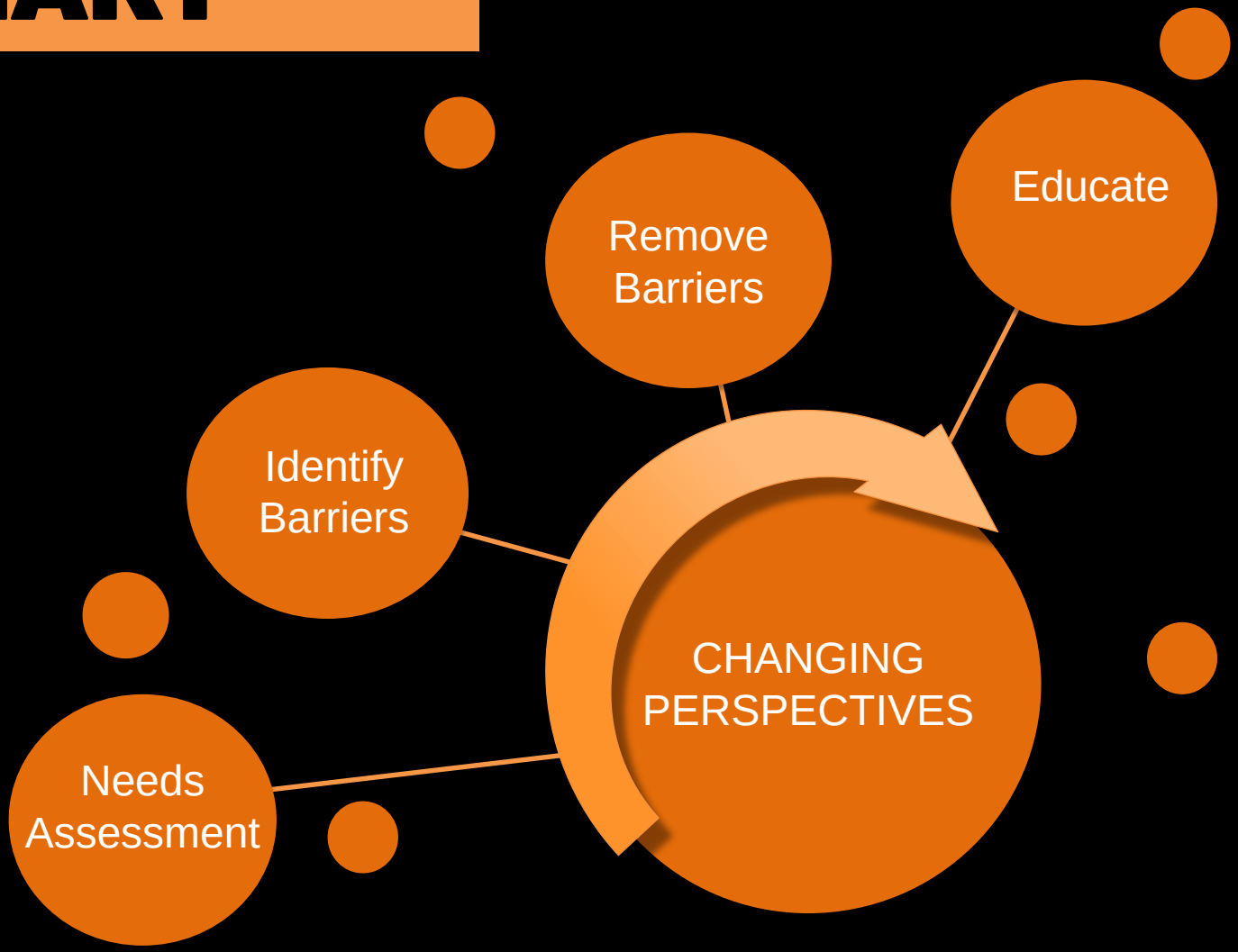
EDUCATE

Compassion comes from listening and understanding



A compassionate difference

SUMMARY


Remove Barriers
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CHANGING PERSPECTIVES
Needs Assessment

Patient-centered care

“The road to compassion starts with pure attention.”

Daniel Goleman

Project Hi5 Staff

HARRISHEALTH SYSTEM

Co-PIs/ Medical Directors	Dr Tom Giordano (HIV Services) Dr. Yasmeen Quadri (HCHP)
Co-Investigators/ Evaluator	Dr Jessica Davilla (Baylor College of Medicine) Dr Charlene Flash (Baylor College of Medicine)
Project Manager	Nancy Miertschin
Data Coordinator	Siavash Pasalar
Program Coordinator/Case Management Supervisor	Robert Betancourt
Medical Case Managers	Kristina Kohn Shannon Terry
Service Linkage Workers	Janese Bustillos Petria Ellis

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