

2012 REGION IX HEALTH CARE FOR THE HOMELESS CONFERENCE

ARIZONA • CALIFORNIA • HAWAII • NEVADA



JOINTLY SPONSORED BY VANDERBILT UNIVERSITY SCHOOL OF MEDICINE &
THE NATIONAL HEALTH CARE FOR THE HOMELESS COUNCIL
IN CONJUNCTION WITH REGION IX HCH

SEPTEMBER 6-8, 2012

HOLIDAY INN ON THE BAY
1355 NORTH HARBOR DRIVE
SAN DIEGO, CA 92101

WELCOME TO SAN DIEGO

On behalf of the Region IX Health Care for the Homeless Advisory Committee and the National Health Care for the Homeless Council, we would like to welcome you to San Diego and the Holiday Inn on the Bay. After months of conference planning, we hope the next couple of days will help you refresh and reinvigorate. The Region IX conference provides an excellent educational opportunity for those working in health care for the homeless and other programs. Our goal is to give you an opportunity to expand your knowledge, renew work relationships, and expand new connections with others who share a passion to better serve the needs of those experiencing homelessness within our communities.

We hope that your San Diego excursion will allow you to take a small break from the day-to-day work and the challenges you encounter. We encourage you to take the time to meet other attendees who represent a diversity of disciplines. This opportunity gives us all a chance to learn about other HCH programs, their services and best practices.

This conference is truly a volunteer effort of many. There are no paid conference staff or professional planners. Everyone who helped represents Health Care for the Homeless programs throughout Region IX. They continued to perform their daily program management duties to provide health care in their communities, while dedicating time to ensuring the success of this conference. We would be remiss if we did not acknowledge the involvement, commitment and support of this committee, including Prudence Oey-Berlin, Ralph Barbosa, Naida Pare-Alanda, David Modersbach, Randy Pinnelli, Darlene Tyler, and Kevin Hamilton. Without this committed group of individuals, this conference would not have occurred. We would also like to acknowledge the National Health Care for the Homeless Council for its invaluable support, as its staff really helped bring this conference to fruition. We thank the consumers who have come to share their experiences here, and we also thank the volunteers who have assisted with the coordination, set up, and registration throughout these two and a half days. A special thank you goes out to all the workshop presenters, plenary and keynote speakers for their time, commitment, and generosity in sharing their knowledge and experiences so unselfishly with us. Please take a moment to meet and thank them as well.

As you make your way through the conference, take the time to learn and absorb new information while giving yourself a moment to rejuvenate and relax. These are all essential keys to professional and personal growth. If our goals are achieved here, then you will leave San Diego feeling inspired and reenergized to continue the arduous efforts in tackling the challenges of your profession.

If you have any questions, please ask any of our committee members or volunteers at the registration desk. To assist us in the planning of future conferences, we would appreciate your comments on the overall conference and the workshop sessions you attend. Your comments are highly valuable to us, as they become the primary tools we use in determining the direction of our events. Please complete the on-line evaluation forms. These workshop seminars are intended to benefit you and your HCH program, and with your assistance, we will strive to work towards satisfying your team so we can all better serve those experiencing homelessness throughout our communities.

Thank you for being here with us at the 2012 Region IX HCH Conference.

Tom Stubberud, MPH
2012 Region IX HCH Conference
Planning Committee Chair

Molly Kennedy
2012 Region IX HCH Conference
Planning Committee Co-Chair

TRAINING SCHEDULE

THURSDAY, SEPTEMBER 6

- 10:00 A.M. REGISTRATION OPENS
Pacific Foyer
- 11:00 A.M. - SENSITIVITY TRAINING AND EFFECTIVE STRATEGIES FOR DISCHARGE
12:30 P.M. PLANNING: A TRAINING MODEL TO PREVENT STREET
 HOMELESSNESS
East Coast
- IMPLEMENTING A STANDARDIZED TRACKING SYSTEM FOR
 DOCUMENTING ENABLING SERVICES: PILOT PROJECT RESULTS
West Coast
- COORDINATION OF CARE IN PARTNERSHIP WITH RECOVERY CENTERS
 FOR HOMELESS INDIVIDUALS IN TRANSITIONAL HOUSING
Pacific D
- 12:30 - 1:45 P.M. LUNCH
- 1:45 - 3:15 P.M. CHANGES TO UDS ADMINISTRATIVE AND CLINICAL TABLES
 FOR HCH PROGRAMS
East Coast
- TAKING IT TO THE STREETS: CASE MANAGEMENT WITHIN
 THE CONTINUUM OF CARE
West Coast
- FIVE WAYS TO IMPROVE YOUR SSI APPLICATION APPROVAL RATES
Pacific D
- 3:30 - 5:00 P.M. CREATING SERVICE PARTNERSHIPS FOR THE LONG HAUL
East Coast
- THE SERIAL INEBRIATE PROGRAM: A COLLABORATIVE APPROACH
 TO WORKING WITH HOMELESS ALCOHOLICS
West Coast
- HRSA/SPECIAL POPULATIONS UPDATE
Pacific D
- 6:00 P.M. OPENING RECEPTION
Porthole

TRAINING SCHEDULE

FRIDAY, SEPTEMBER 7

- 7:30 - 8:30 A.M. REGISTRATION OPENS WITH CONTINENTAL BREAKFAST
Pacific Foyer
- 8:45 - 10:15 A.M. OPENING PLENARY SESSION
HOMELESSNESS AND HEALTH CARE REFORM:
CHARTING THE COURSE
Pacific BC
- 10:30 A.M. - 12:00 P.M. HEALTH CARE REFORM OVERVIEW
East Coast
ENDING HOMELESSNESS IN SAN DIEGO: SOLUTIONS TO CONNECTIONS
West Coast
INTEGRATED TREATMENT PROGRAMS FOR HOMELESS ADULT MEN
& WOMEN WITH CO-OCCURRING DISORDERS IN LOS ANGELES
Pacific D
- 12:00 - 1:45 P.M. KEYNOTE PRESENTATION WITH LUNCH PROVIDED
HERB SCHULTZ, DIRECTOR, REGION IX, HEALTH & HUMAN
SERVICES
Harborside
- 2:00 - 3:30 P.M. A FRAMEWORK FOR TOBACCO CONTROL IN HOMELESS POPULATIONS
East Coast
HEALTH OUTCOMES & FOOD SECURITY IN AFFORDABLE HOUSING
West Coast
MANAGING HCH PROGRAMS HOUSED IN HEALTH DEPARTMENTS
Pacific D
- 3:45 - 5:15 P.M. CONNECTIONS HOUSING TOURS
Lobby
ROUNDTABLE DISCUSSIONS, PART 1
Pacific BC
- 5:30 P.M. REGION IX HCH GRANTEE MEETING
Embarcadero

TRAINING SCHEDULE

SATURDAY, SEPTEMBER 8

- 7:30 A.M. REGISTRATION OPENS WITH CONTINENTAL BREAKFAST
Pacific CD
- 8:45 - 10:15 A.M. RECUPERATIVE CARE/POST-HOSPITALIZATION RESPITE CARE
FOR THE HOMELESS: LITTLE PROGRAM, BIG IMPACT
East Coast
HOUSING FOCUSED OUTREACH: BUILDING A NEW MODEL
OF OUTREACH AND ENGAGEMENT
West Coast
APPLYING THE HEALTH HOME MODEL TO HOMELESS HIGH USERS
OF EMERGENCY SERVICES
Pacific D
- 10:30 A.M. - 12:00 P.M. TRANSLATING THE EVIDENCE: TRAINING SERVICE PROVIDERS
TO BETTER WORK WITH LGBTQ-IDENTIFIED YOUTH
EXPERIENCING HOMELESSNESS
East Coast
THEY'RE CATCHY, PART 1: STD PREVENTION, SCREENING,
AND TREATMENT
West Coast
LET'S TALK ABOUT IT: BRAIN INJURY AWARENESS
Pacific D
- 12:00 - 1:00 P.M. LUNCH PROVIDED
Loma Vista Terrace
- 1:15 - 2:45 P.M. WHAT YOU ALWAYS NEEDED TO KNOW ABOUT ORAL HEALTH BUT
WERE NEVER TAUGHT: ORAL HEALTH ISSUES
FOR THE NON-DENTIST
East Coast
THEY'RE CATCHY, PART 2: INFECTIOUS DISEASE PREVENTION,
SCREENING, AND TREATMENT
West Coast
ROUNDTABLE DISCUSSIONS, PART 2
Pacific D
- 3:00 P.M. CONFERENCE ENDS

WORKSHOP DESCRIPTIONS

APPLYING THE HEALTH HOME MODEL TO HOMELESS HIGH USERS OF EMERGENCY SERVICES

Project 25 is a three-year pilot program funded by the United Way of San Diego County in partnership with St. Vincent de Paul Village, the County of San Diego Health and Human Services, and the City of San Diego. Project 25 will provide permanent housing and supportive services to 35 homeless frequent users of emergency services through special housing vouchers operated by the San Diego Housing Commission and health care from St. Vincent de Paul Village and Telecare Corporation respectively. Services provided include but are not limited to case management, life skills coaching, substance abuse services, mental health services, employment training, benefits advocacy, and medical services provided through the medical clinic at St. Vincent de Paul Village. Along with the housing and services, Project 25 is creating the first comprehensive data set in San Diego County that will compare the utilization and costs of ambulance rides, emergency room visits, days in the hospital, legal and law enforcement services, and substance abuse and mental health services.

***Presenters:** Marc Stevenson, MSW, has been working in social services for the past 17 years in the areas of substance abuse, family services, alternative sentencing, parolee services, mental health case management, transitional housing services, mental health and social services for the homeless. Stevenson has an MSW and is in ASW status preparing for his licensure. At St Vincent de Paul Village, he has been working with the homeless and poverty populations since 2005 and is currently the director of Project 25. Kris Kuntz, MA, is the program analyst for Project 25 at St. Vincent de Paul Village. Along with Project 25, Kuntz is co-leading a local initiative called HOPE San Diego that assists homeless individuals in accessing disability benefits quickly. Before his current role, he managed the clinical and social services at St. Vincent de Paul Village. Kuntz has an undergraduate degree from Chico State University and Master's degree in Sociological Practice from California State University, San Marcos. David Folsom, MD, MPH, is the medical director of St. Vincent de Paul Village Family Health Center and an associate professor of psychiatry and of family and preventive medicine at the University of California, San Diego. Dr. Folsom is also director of the UCSD Combined Family Medicine Psychiatry Residency Training Program. Working at the St. Vincent de Paul Village medical clinic in downtown San Diego, he provides clinical care to people who are homeless. Dr. Folsom's research focuses on integrating medical and psychiatric care. Marilyn Stenoien, MBA, BSN, joined St. Vincent de Paul Village as the director of health services in November 2011. Previously, Stenoien has been in hospital administration for over 15 years with a focus in ambulatory care specialties. She received her BSN from North Park University in Chicago and her MBA from Lake Forest Graduate School of Management in Lake Forest, Illinois.*

WORKSHOP DESCRIPTIONS

CHANGES TO UDS ADMINISTRATIVE AND CLINICAL TABLES FOR HCH PROGRAMS

The Bureau of Primary Health Care (BPHC) has made several changes to the Uniform Data System (UDS) report that will be submitted in February 2013. Some of these changes will involve collecting data that has never been collected before or in forms never before reported. There are also new clinical data with ties to meaningful use that are causing problems for some health care for the homeless programs.

***Presenter: Arthur Stickgold, MA,** is the CEO of Stickgold and Associates and has over 30 years of experience in private consultation practice focused primarily on community health care, in the arena of private, not for profit community, migrant, homeless, and school-based health centers, and with the Bureau of Primary Health Care. Stickgold and Associates focuses on program planning, development, and evaluation in areas associated with primary health care. Major recent efforts have focused on the development and funding of new programs, the design and programming of management information systems for federal and state granting agencies, and the analysis of grantee performance.*

COORDINATION OF CARE IN PARTNERSHIP WITH RECOVERY CENTERS FOR HOMELESS INDIVIDUALS IN TRANSITIONAL HOUSING

Coordinating with local recovery centers, Ravenswood Family Health Center organizes the health care process for individuals who are in the process of drug addiction recovery. For the most part, these individuals are uninsured or underinsured and have no assigned medical home. RFHC helps them obtain medical coverage and enroll them as active patients. This process involves intensive case management and health navigation as essential parts of a redesigned manner to deliver healthcare to special populations.

***Presenters: Ty Deldridge, MA,** is health navigator for Ravenswood Family Health Center. Deldridge has provided case management and health education to persons experiencing homelessness for over ten years. He functions as the point of contact when a new individual is referred by a recovery center to RFHC for health care.*

CREATING SERVICE PARTNERSHIPS FOR THE LONG HAUL

This workshop will assist potential partners in thinking through the collaborative structure and mechanisms necessary to support multi-agency, multi-service projects. These projects often involve housing developers and/or managers as well as a variety of service providers. Beyond the legal memoranda of understanding, it is the operating agreements and practices that make or break these relationships.

***Presenter: Peggy Edwards, MPA,** is an experienced consultant, facilitator, and project manager in areas of strategic planning, organizational development, community and employee engagement, board training and development, and leadership development. Edwards serves as the part-time executive director of both United Homeless Healthcare Partners (UHHP) and Los Angeles Regional Reentry Partnership. These are networks of homeless and reentry services providers and advocates from throughout Los Angeles County with missions that include policy advocacy and service delivery innovation.*

WORKSHOP DESCRIPTIONS

ENDING HOMELESSNESS IN SAN DIEGO: SOLUTIONS TO CONNECTIONS

This panel presentation will examine two projects as they work in conjunction toward the common goal of ending homelessness in downtown San Diego.

In September 2010, Common Ground was invited to San Diego to initiate Registry Week as part of their 100,000 Homes Campaign. Hundreds of volunteers rallied to conduct over 700 Vulnerability Index surveys in Downtown San Diego. With data on the most vulnerable homeless individuals in hand, San Diegans now had the tools and the collective will power to begin work towards ending homelessness in their city. With multiple collaborative partners and housing vouchers on board, the Ending Homeless Campaign has housed 130 individuals since the culmination of Registry Week.

During this time, People Assisting the Homeless (PATH) was awarded a grant from the Centre City Development Corporation to create a one-stop service center and permanent supportive housing in downtown San Diego. PATH won approval for the grant, and with a master developer and community health center as key partners in the project, Connections Housing was born. The building is scheduled to open in December 2012 and will include a one-stop service center for the homeless, an FQHC, 150 interim beds, and 75 permanent supportive housing units.

***Presenters: Robin Madaffer, Esq., JD**, is a partner in the law firm of Schwartz Heidel Sullivan. Madaffer concentrates on representing private and public sector clients in real estate, land use, and environmental regulatory matters. She is also a professor at California Western School of Law where she teaches Land Use and Environmental Regulation. Madaffer chairs the Ending Homelessness Leadership Team, a partnership between business, government, and philanthropy dedicated to ending homelessness in San Diego. **Jessica Wishan, BA**, is the director of PATH San Diego, overseeing the development and management of Connections Housing and serving as chair for the project's Neighborhood Advisory Committee. Wishan is the primary contact for community development, internal and external strategic partnerships, community mobilization, regional planning, and public relations. She has organized campaigns in several cities to place vulnerable homeless neighbors into permanent housing, has led an interfaith alliance of nearly 100 faith groups focusing on ending homelessness, has created community engagement strategies for businesses supporting skid row, and has raised millions in private funds. In San Diego, Wishan has formed more than 25 nonprofit and business community partnerships to help the homeless population at Connections Housing begin to transform their lives.*

WORKSHOP DESCRIPTIONS

FIVE WAYS TO IMPROVE YOUR SSI APPLICATION APPROVAL RATES

This workshop will expand upon the lessons learned from Los Angeles County's Benefit Entitlement Services Team's 87% approval rate on SSI/SSDI applications. UHHP is working to replicate this success through a certification-training program offered in partnership with LA County Department of Health Services and Social Security Administration.

***Presenters:** Elena Fiallo, MTOM, is an independent consultant for community-based organizations in the Los Angeles area and is currently with United Homeless Health Care Partners. For the past 10 years, Fiallo has worked in the fields of domestic violence and homeless services, assisting organizations with program development, grant writing, nonprofit management and contracts, and grant administration in the downtown and South Los Angeles communities. Leepi Shimkhada, MAPP, has worked as a community organizer and case manager in the San Gabriel Valley and in Skid Row while advocating for systems change and co-authoring public policy. Shimkhada has extensive experience in funding and creating permanent affordable housing with supportive services. She has provided technical assistance to the homeless services community on the use of housing subsidies and has worked on coordinating service resources to affordable permanent housing developments throughout Los Angeles County. Elaine Lee has provided both technical expertise and support to community organizations, the Department of Public Social Services, and other agencies for over 25 years. Lee is a member of the DPSS Welfare Advisory Committee, which resolves issues between county agencies and advocates in Los Angeles County. She coordinates procedural and systems training to homeless, low-income agencies and medical facilities, especially to those specializing in mental disorders, to streamline the process for their clientele. Lee conducts ongoing outreach activities to educate community-based organizations, vendors, and the public regarding SSA programs and what benefits are available to them.*

A FRAMEWORK FOR TOBACCO CONTROL IN HOMELESS POPULATIONS

This workshop will provide a summary of tobacco use and cessation in homeless adults using results from a recent Moores UCSD Cancer Center study on a high-risk cohort of homeless and unstably housed adults. It will examine how tobacco control policies might affect homeless individuals using results from another study on the effects of smoke-free policies and cigarette price on low income populations. Using the results of the above studies, this workshop will offer a framework for tobacco control that integrates policy and smoking cessation support while supplying concrete strategies on when and how to intervene in the clinical setting and strategies on how to implement, enforce, and expand smoke-free policies with smoking cessation support in residential environments.

***Presenter:** Maya Vijayaraghavan, MD, is a general internist and researcher with a strong interest in the homeless population. Dr. Vijayaraghavan holds her continuity clinical practice at the Family Health Centers of San Diego where she serves low-income populations that are predominantly homeless or unstably housed. She is a postdoctoral fellow at the Moores UCSD Cancer Center, where she is studying tobacco use in homeless populations. Dr. Vijayaraghavan has recently applied for funding from the National Cancer Institute to conduct a pilot study of a tobacco control intervention in homeless shelters.*

WORKSHOP DESCRIPTIONS

HEALTH CARE REFORM OVERVIEW

The health reform law creates both opportunities and challenges for health centers. This workshop will provide a summary of the national goals that have been set, those components of the law that will most directly have an impact on HCH operations and consumers, and the changes that should be implemented to make the most of funding opportunities and systems changes. This discussion will include actions you can take to better educate policy decision makers to ensure implementation will be responsive to the health needs of individuals experiencing homelessness, and strategies for integrating staff and consumer participation to those efforts.

***Presenter: Barbara DiPietro, PhD,** is the director of policy for the National Health Care for the Homeless Council. DiPietro coordinates policy priorities with national coalition partners and federal agencies while overseeing NHCHC's advocacy activities and conducting policy analysis.*

HEALTH OUTCOMES AND FOOD SECURITY IN AFFORDABLE HOUSING

This workshop will discuss health disparities in the context of affordable and supportive housing while exploring the capacity of residents to meet their own nutrition needs through innovative, low cost program ideas. Participants will define goals and policy barriers around creating health and wellness activities in the critical context of a health and environmental justice frame work. Linkages to green communities and sustainability will be discussed. Workshop participants will be engaged and asked to participate in this hands-on change lab.

***Presenter: Leila Towry Kumar, MA,** began her work in community development and education nearly two decades ago. Working on programs ranging from literacy and reproductive health education to elementary education and violence intervention, Kumar honed her sensitivity to community needs. She has been a part of the national food security movement, piloting a Farmers' Market Salad Bar in LAUSD while working with the Occidental College Urban and Environmental Policy Institute. Kumar developed Urban Mosaic Communities as a response to the affordable housing and nonprofit community need for strategic social services planning that involved innovation, relationship development, and community planning.*

WORKSHOP DESCRIPTIONS

HOUSING FOCUSED OUTREACH: BUILDING A NEW MODEL OF OUTREACH AND ENGAGEMENT

Outreach as a tool to engage people experiencing homelessness has long been a stalwart of homeless services delivery. Homelessness agencies have used outreach to reach clients who are hard to serve or difficult to engage. For the longest time, outreach has focused on bringing basic services and supplies to clients. With the advent of the Housing First movement, homelessness service agencies are moving away from the idea of outreach as a mechanism for serving clients on the streets to outreach as a tool for moving clients off the streets. Using lecture presentation and facilitated discussions, this workshop will investigate the literature, review operating models, and describe methods that HCH programs can use to develop Housing Focused Outreach programs with consumer involvement and evidence-supported examples. Housing Focused Outreach works with a broad complement of partners to bring comprehensive services directly to clients, thereby moving them quickly out of the experience of homelessness. Housing Focused Outreach is about ending homelessness through concerted and collaborative approaches.

***Presenters:** Wayne Centrone, NMD, MPH, is a senior associate in health policy with the Center for Social Innovation and the executive director of Health Bridges International, a U.S.-based nongovernmental organization that builds bridges to resources for areas of need in developing nations. Dr. Centrone was previously the medical director of the Outreach Program at Outside In Medical Clinic, a Portland, Oregon-based social service and healthcare agency dedicated to bringing innovative services to homeless populations. In addition, he helped to develop a model outreach program targeting high-risk homeless populations and was the former medical director of a health care for the homeless program that worked to bring harm reduction education directly to the streets for hard to reach homeless young adults. Dr. Centrone has served on numerous community and national boards, including the National Healthcare for the Homeless Council Clinicians' Network Steering Committee. Steve Samra, MPA, is a deputy project director for SAMHSA's Bringing Recovery Supports to Scale Technical Assistance Center Strategy (BRSS TACS) and senior analyst at the Center for Social Innovation (C4). Samra experienced extended periods of homelessness while suffering from mental health challenges and substance addiction. He entered recovery in 2000, earning his BA and MPA at California State University, Chico, and has since dedicated his life to working with underserved populations. Samra has provided street outreach to persons experiencing homelessness and has overseen a Community Direct Service Center serving veterans experiencing homelessness as well as co-founding The Contributor, a street newspaper produced and sold by individuals experiencing homelessness in and around Nashville, Tennessee.*

WORKSHOP DESCRIPTIONS

HRSA/SPECIAL POPULATIONS UPDATE

The Health Resources & Services Administration provides major support to health care for the homeless projects and other health centers, and HRSA's policies affect much that is done within HCH. Learn about the agency's latest policy directions and funding plans in this workshop presentation.

Presenter: Captain Henry Lopez, Jr., LCSW, MSW, Public Health Service Commissioned Corps, is the director of the Office of Special Population Health in the Health Resources and Services Administration's Bureau of Primary Health Care. Capt. Lopez oversees numerous programs that provide health care to over two million individuals in need of primary health care. He has served as social work consultant for the Coast Guard and chair for the Social Work Professional Advisory Group for the U.S. Public Health Service.

IMPLEMENTING A STANDARDIZED TRACKING SYSTEM FOR DOCUMENTING ENABLING SERVICES: PILOT PROJECT RESULTS

Enabling Services (ES) are non-clinical services that facilitate access to and receipt of medical services (e.g. transportation, case management, and outreach). They play an integral role in health care systems in eliminating barriers to care for underserved populations; however, ES are not always reimbursable because their value has not yet been proven. To demonstrate the value of ES for individuals who are homeless, the National Health Care for the Homeless Council partnered with the Association for Asian Pacific Community Health Organizations (AAPCHO) to pilot a standardized data collection model within Health Center Program grantees that serve homeless populations. The National HCH Council recruited four grantees in different states and trained them on how to implement this ES data collection model. Findings from this four-month ES pilot project will be presented as well as challenges, lessons learned, and suggestions for future ES data collection.

Presenters: Molly Meinbresse, MPH, coordinates the involvement of HCH projects in research activities to facilitate improvement of homeless health care practice and policy. She is the program and research specialist with the National HCH Council. June Kim, MPH, MS, is currently the program director of technical assistance at the Association of Asian Pacific Community Health Organizations (AAPCHO). Kim's role includes overseeing all the organization's technical assistance and training programs for a network of 28 community health centers. Kim facilitates advisory committees of national stakeholders and community partners while implementing innovative training strategies to improve performance of community health centers across the country. Before her current position, she served as the program coordinator for AAPCHO's IMPACT program, a capacity building program funded by the Centers for Disease Control and Prevention. In this role, Kim managed the planning, implementation and evaluation of a five-year national technical assistance program.

WORKSHOP DESCRIPTIONS

INTEGRATED TREATMENT PROGRAMS FOR HOMELESS ADULT MEN AND WOMEN WITH CO-OCCURRING DISORDERS IN LOS ANGELES

This workshop provides a summary of HHCLA's integrated treatment model, the target geographic area, number of clients served, program goal, recruitment and enrollment, program components, activities, and therapeutic model components including program enhancements such as motivational interviewing, client centered or client driven, and harm reduction. Lessons learned will also be discussed.

***Presenter: Dianne V. Jackson, MA, MPH**, is the director of operations at Homeless Health Care Los Angeles, a community-based nonprofit organization dedicated to improving the health and wellbeing of homeless individuals. Jackson has an extensive background in nonprofit capacity building, program design and evaluation, and public health. Her work compliments her education in Nursing, a Masters in Counseling Psychology, and a Masters in Public Health from UCLA and enables her to develop effective strategies for delivering services to underserved populations in underserved communities.*

LET'S TALK ABOUT IT: BRAIN INJURY AWARENESS

Many people experiencing prolonged homelessness are brain injury survivors and face overwhelming obstacles in obtaining appropriate care and regaining lives with dignity, meaning, and purpose. Learn how to remove barriers to care and create clear pathways for accessing healthcare and housing for homeless Traumatic Brain Injury survivors. Discussion will be wide-ranging and touch on many aspects of caring for hTBI survivors, from systems change and health care policy and advocacy to updates on best practices and current advances in the neurosciences and ancient meditation techniques as well as exploring our concepts of self, brain, and mind. This interactive discussion will explore everything from experimental treatments and mechanisms of injury to why people with brain injuries often become homeless and what can be done to improve the quality and conditions of their lives.

***Presenter: Miki Kamins** is dedicated to working within the HCH community to assist in developing clear paths to full access to health care, homes, and community reintegration for survivors of brain injury and other neurological disease processes. Kamins's understanding of homelessness and brain injury come from 30 years personal experience surviving the aftermath of TBI and 17 years of resultant homelessness. She gained knowledge from her own experiences and those of her peers, clinicians, advocates, and other helpers as well as published research. Kamins has a modest background, pre-injury, in research and political activism that remains with her today as she advocates for access to care and healing for everyone who is experiencing homelessness due to neurological impairments.*

WORKSHOP DESCRIPTIONS

MANAGING HCH PROGRAMS HOUSED IN HEALTH DEPARTMENTS

In Region IX, there are currently 10 HCH programs housed in Local Health Departments (LHD). This workshop will provide an overview of the roles these HCH programs play in their LHD, the similarities and differences among current LHD-based HCHs, and the various models and strategies that LHDs are using to form Public Centers. This workshop will examine such issues as sub-recipient relationships, subcontractors and CHCs, CBOs and LHDs, collaborations, governance and co-applicant boards, and sliding scale policies, hospital, clinic, and mobile clinic-based HCH programs. Participants will also discuss the role of HCH in leveraging FQHC funding for LHDs and strategies to leverage program and homeless services or access expansions. The workshop will look at the role of LHDs in developing and ensuring access to persons excluded from Health Reform. Data from a survey of LHD-based HCH programs will be shared, and time will be dedicated to roundtable information sharing and networking.

***Presenters: David Modersbach, BA**, has been director of the Alameda County Health Care for the Homeless Program, a 330(h) HCH program located in the Alameda County Public Health Department, since 2011 and has worked as an HCHP case manager and health worker within the public health department since 1994. Modersbach has worked in homeless support and health care services since 1989. **Naida Pare-Alanda, BA**, is the program coordinator for the San Mateo Medical Center's Health Care for the Homeless and Migrant Health Program, a 330(g)(h) program housed within the San Mateo County Health System. Pare-Alanda has been with San Mateo County since 2004 and previously worked on countywide initiatives to reduce health disparities and managed a tobacco cessation program. She was also a community outreach coordinator for a nonprofit organization in Oakland, California.*

WORKSHOP DESCRIPTIONS

RECUPERATIVE CARE/POST-HOSPITALIZATION RESPITE CARE FOR THE HOMELESS: LITTLE PROGRAM, BIG IMPACT

Recuperative (or respite) care has proven to reduce millions in health care costs and provide continuing health care benefits to homeless persons discharged from hospitals. However, recuperative care is still fairly unknown to most resource providers. Presented by two Southern California respite care programs, the San Diego Rescue Mission Recuperative Care Unit and Illumination Foundation's Recuperative Care Center of Southern California, this workshop will show the impact recuperative care programs have on healthcare costs and improving homeless healthcare, provide an overview of a social model of respite care, compare the different yet similar models of care used, and discuss best practices and lessons learned.

Presenters: *Aiko Tan, MBA, is the Director of the Illumination Foundation Recuperative Care Program in Orange County, California, and a founding board member. As an officer of the Board, Tan serves as the chair of the Governance Committee. She has a background in brain and neuropsychiatric research at the Brain Research Institute at the University of California Los Angeles and at the Opioid Research Center, Neuropsychiatric Institute, also at UCLA. Tan holds a BS in Biology from UCLA, a Certificate in Biotechnology from California State University San Marcos, and a Healthcare Executive Masters in Business Administration from the University of California, Irvine. Tavis Walker, MA, is the program director of the Recuperative Care Unit at the San Diego Rescue Mission and has held that position since 2009. In that capacity, Walker has helped to direct the development and implementation of this new program to serve chronically homeless individuals with acute medical illnesses and injuries. He has been involved in serving the homeless, incarcerated, at-risk, addicted, and mentally ill in a variety of volunteer and professional capacities since 1988. Walker holds an MA in Marriage and Family Therapy from Bethel University and a BA in Psychology from Wheaton College.*

SENSITIVITY TRAINING AND EFFECTIVE STRATEGIES FOR DISCHARGE PLANNING: A TRAINING MODEL TO PREVENT STREET HOMELESSNESS

Homeless Health Care Los Angeles was funded by PacifiCare/United Healthcare to expand implementation of a specialized education and training program for Hospital Discharge Planner throughout Los Angeles, Orange, and Ventura Counties that would provide them with the skills and resources needed to initiate the first steps in a comprehensive process for discharging homeless patients. This workshop will provide an overview of the training goals and objectives, curriculum development and content, program participants, performance indicators, and lessons learned.

Presenter: *Dianne V. Jackson, MA, MPH, is the director of operations at Homeless Health Care Los Angeles, a community-based nonprofit organization dedicated to improving the health and wellbeing of homeless individuals. Jackson has an extensive background in nonprofit capacity building, program design and evaluation, and public health. Her work compliments her education in Nursing, a Masters in Counseling Psychology, and a Masters in Public Health from UCLA and enables her to develop effective strategies for delivering services to underserved populations in underserved communities.*

WORKSHOP DESCRIPTIONS

THE SERIAL INEBRIATE PROGRAM: A COLLABORATIVE APPROACH TO WORKING WITH HOMELESS ALCOHOLICS

This session highlights the Serial Inebriate Program (SIP), a nationally recognized, innovative, and best practices intervention, for chronic homeless inebriates who place a burden on social services and the criminal justice system. SIP works in collaboration with law enforcement, healthcare, and AOD Treatment in providing intervention and case management services through a court mandate. SIP also provides intervention and case management services through a court mandate. This presentation will outline the collaborative effort, structure, and process of the program, along with research outcomes from a comprehensive study by the Institute for Public Health on cost-effectiveness and treatment outcomes.

***Presenter: Deni McLagan, CATC**, is a certified addiction treatment counselor with the California Association of Alcohol and Drug Educators and a program manager for Mental Health Systems, Inc., overseeing the Serial Inebriate Program.*

TAKING IT TO THE STREETS: CASE MANAGEMENT WITHIN THE CONTINUUM OF CARE

This workshop will look at case management within the Continuum of Care system with a focus on individuals with behavioral health disorders. Using interactive techniques and actual event scenarios, this workshop explores practical tips for engaging people experiencing homelessness. Within this context, participants will learn to use strengths-based assessments and tools for making and receiving successful referrals.

***Presenter: Ann V. Denton, MEd**, is an expert on effective systems and interventions for persons with mental illness, substance abuse, and co-occurring disorders. Denton has knowledge of and experience with system change, evidence-based practices, homelessness, and housing issues for people with mental illness and other disabilities. She is the director of the Homeless and Housing Resource Network (HHRN), a SAMHSA-funded initiative that provides coordinated technical assistance to all of SAMHSA's grantees focused on serving people experiencing homelessness. Denton has conducted monitoring site visits for federal HHS programs, including Center for Medicare and Medicaid Services (CMS) and SAMHSA (CSAT and CMHS), and has played a leadership role in the development of SAMHSA's Permanent Supportive Housing Toolkit.*

WORKSHOP DESCRIPTIONS

THEY'RE CATCHY, PART 1: STD PREVENTION, SCREENING, AND TREATMENT

The CDC and U.S. Preventive Service Task Force have recommendations for prevention, screening, and treatment for STDs and infectious diseases. Homeless health care clinicians often see clients with acute care needs that take priority over more general prevention needs. The National Health Care for the Homeless Council Clinicians' Network has recently released a new document to address the unique needs of HCH consumers and programs. In part one of this series, participants will discuss the current prevention, screening, and treatment recommendations from the NHCHC Clinicians' Network, CDC, and USPTF for common STDs: HIV, syphilis, gonorrhea, chlamydia, and human papilloma virus (HPV). Participants will explore best practices for implementing prevention and treatment efforts in their program.

Presenter: Deborah Borne, MD, MSW, is a family physician with the San Francisco Department of Public Health, where she serves as medical coordinator for homeless community-based services in shelters, care-based organizations, street outreach, and behavioral health centers. Dr. Borne's work includes oversight of medical integration into the city-funded behavioral health centers and HIV prevention and treatment quality efforts in safety net health centers while working closely with the Health Promotion and Prevention Department to implement CDC-funded prevention efforts.

THEY'RE CATCHY, PART 2: INFECTIOUS DISEASE PREVENTION, SCREENING, AND TREATMENT

The CDC and U.S. Preventive Service Task Force have recommendations for prevention, screening, and treatment for STDs and infectious diseases. Health Care for the Homeless clinicians often see clients with acute care needs that take priority over more general prevention needs. The National HCH Council Clinicians' Network has recently released a new document to address the unique needs of HCH consumers and programs. In part two of this series, participants will discuss the current prevention, screening, and treatment recommendations from the NHCHC Clinicians' Network, CDC, and USPTF for common infectious diseases such as TB, hepatitis C & B, influenza, and MRSA's. Participants will explore best practices for implementing prevention and treatment efforts in their program. Current adult immunization schedules will also be reviewed.

Presenter: Deborah Borne, MD, MSW, is a family physician with the San Francisco Department of Public Health, where she serves as medical coordinator for homeless community-based services in shelters, care-based organizations, street outreach, and behavioral health centers. Dr. Borne's work includes oversight of medical integration into the city-funded behavioral health centers and HIV prevention and treatment quality efforts in safety net health centers while working closely with the Health Promotion and Prevention Department to implement CDC-funded prevention efforts.

WORKSHOP DESCRIPTIONS

TRANSLATING THE EVIDENCE: TRAINING SERVICE PROVIDERS TO BETTER WORK WITH LGBTQ-IDENTIFIED YOUTH EXPERIENCING HOMELESSNESS

Research and studies highlight the vulnerabilities and risks of youth experiencing homelessness. An estimated 20-40% of youth experiencing homelessness self-identify as a sexual or gender minority. Yet very few programs exist that are culturally and linguistically prepared to serve the depth and breadth of needs experienced by this marginalized population. Building from the evidence-based literature and three years of field research conducted under SAMHSA's Homelessness Resource Center technical assistance center, this workshop will offer a presentation developed to better train homelessness service providers. Through case discussion and small group forums, this presentation will explore ways participants can use the Community of Practice model to train staff in their agencies to better acquire the knowledge and skills to serve youth experiencing homelessness who self-identify as LGBTQ. Audience members will be provided with a copy of the presentation and a compendium e-Book of references and resources to use in facilitating their Communities of Practice.

Presenter: Wayne Centrone, NMD, MPH, is a senior associate in health policy with the Center for Social Innovation and the executive director of Health Bridges International, a U.S.-based nongovernmental organization that builds bridges to resources for areas of need in developing nations. Dr. Centrone was previously the medical director of the Outreach Program at Outside In Medical Clinic, a Portland, Oregon-based social service and healthcare agency dedicated to bringing innovative services to homeless populations. In addition, he helped to develop a model outreach program targeting high-risk homeless populations and was the former medical director of a health care for the homeless program that worked to bring harm reduction education directly to the streets for hard to reach homeless young adults. Dr. Centrone has served on numerous community and national boards, including the National Healthcare for the Homeless Council Clinicians' Network Steering Committee.

WHAT YOU ALWAYS NEEDED TO KNOW ABOUT ORAL HEALTH BUT WERE NEVER TAUGHT: ORAL HEALTH ISSUES FOR THE NON-DENTIST

This panel presentation will be provided in nontechnical terms regarding oral medicine and oral health, emphasizing oral health as integral to overall health. Topics and materials will include dentition and tooth development, oral hygiene instruction and non-cariogenic dietary counseling, oral screening techniques, dental caries and common oral diseases, triaging and referral information, and general data on oral health needs and resources.

Presenters: Santosh Sundaesan, DDS, and Laura Elizondo, DDS, are USC School of Dentistry faculty members who have been working with homeless patients at the Dental Clinic at Union Rescue Mission in Skid Row for a number of years. Niel Nathason, MA, MPH, is administrative director of the USC-URM Clinic and involved with collaborative projects to improve and integrate patient care.

VANDERBILT UNIVERSITY SCHOOL OF MEDICINE ACCREDITATION INFORMATION

AFTER PARTICIPATING IN THIS CME ACTIVITY, PARTICIPANTS SHOULD BE ABLE TO DESCRIBE AND DISCUSS:

- CONDITIONS AND ADVERSE REALITIES OF HOMELESSNESS WHICH LEAD TO CHRONIC, LIFE-THREATENING CONDITIONS
- BARRIERS TO PERSONS EXPERIENCING HOMELESSNESS RECEIVING ADEQUATE DIAGNOSIS AND TREATMENT TO CHRONIC, LIFE-THREATENING CONDITIONS
- EFFECTS OF CURRENT HEALTH CARE REFORM LEGISLATION UPON HEALTH CARE PROVIDERS OF INDIVIDUALS EXPERIENCING HOMELESSNESS

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.

VANDERBILT UNIVERSITY SCHOOL OF MEDICINE DESIGNATES THIS LIVE ACTIVITY FOR A MAXIMUM OF *12.0 AMA PRA Category 1 Credit(s)*TM. PHYSICIANS SHOULD CLAIM ONLY THE CREDIT COMMENSURATE WITH THE EXTENT OF THEIR PARTICIPATION IN THE ACTIVITY.

CMES ARE TYPICALLY APPLICABLE AND TRANSFERRABLE FOR A VARIETY OF HEALTH PROFESSIONS, INCLUDING NURSING, SOCIAL WORK, AND ALCOHOL AND DRUG COUNSELING. PLEASE CHECK WITH YOUR CREDENTIALING BODY TO VERIFY.

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 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.

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CONTRIBUTE TO HEALTH CARE FOR THE HOMELESS

PLEASE CONSIDER A TAX DEDUCTIBLE CONTRIBUTION TO THE NATIONAL HEALTH CARE FOR THE HOMELESS COUNCIL TO RAISE AWARENESS OF ISSUES RELATED TO HCH PROGRAMS IN THE UNITED STATES. OUR WORK INCLUDES ADVOCACY ON CAPITOL HILL AND GRASSROOTS MOBILIZATION IN SUPPORT OF POLICY PROPOSALS THAT WILL INCREASE ACCESS TO HEALTH CARE AND HELP END HOMELESSNESS.

PLEASE SEE SOMEONE AT THE REGISTRATION TABLE ABOUT GIVING TO THE NATIONAL HEALTH CARE FOR THE HOMELESS COUNCIL OR MAKE A SECURE ONLINE CONTRIBUTION AT WWW.NHCHC.ORG/DONATE.

ASK US IF YOUR ORGANIZATION IS A MEMBER OF THE NATIONAL HCH COUNCIL AND FIND OUT ABOUT MEMBERSHIP BENEFITS AND FIRST YEAR COSTS. THANK YOU TO THE FOLLOWING ORGANIZATIONAL MEMBERS OF THE NATIONAL HEALTH CARE FOR THE HOMELESS COUNCIL IN REGION IX WHO HELPED WITH THE PLANNING OF THIS EVENT:

- ALAMEDA COUNTY HEALTH CARE FOR THE HOMELESS PROGRAM
- CLINICA SIERRA VISTA
- COMMUNITY MEDICAL CENTERS, CARE LINK HEALTH CARE FOR THE HOMELESS PROGRAM
- COUNTY OF SANTA BARBARA, PUBLIC HEALTH DEPARTMENT, HEALTH CARE FOR THE HOMELESS AND PROBATION MEDICAL SERVICES
- FAMILY HEALTH CENTERS OF SAN DIEGO, HEALTH CARE FOR THE HOMELESS PROGRAM
- NORTHEAST VALLEY HEALTH CORPORATION, COOPERATIVE HEALTH CARE FOR THE HOMELESS NETWORK

GG GREENHOUSE LEADERSHIP AWARD

THE REGION IX HEALTH CARE FOR THE HOMELESS ADVISORY COMMITTEE REPRESENTS THE 32 HCH GRANTEES AND THEIR AFFILIATES IN ARIZONA, CALIFORNIA, HAWAII, AND NEVADA. THE GROUP ENCOURAGES THE SHARING OF INFORMATION, RESOURCES, AND EXPERTISE IN A VARIETY OF AREAS INCLUDING SERVICE DELIVERY, PROGRAM ADMINISTRATION, DATA COLLECTION AND REPORTING, CONTINUOUS QUALITY IMPROVEMENT, AND ASSISTANCE IN NEW PROGRAM DEVELOPMENT.

THE GG GREENHOUSE LEADERSHIP AWARD IS GIVEN ANNUALLY BY REGION IX HCH MEMBERS TO THE PERSON NOMINATED WHO BEST EXEMPLIFIES THE SPIRIT OF LEADERSHIP, CAMARADERIE, INITIATIVE, COMMITMENT, INNOVATIVENESS, AND HUMAN KINDNESS. THESE CHARACTERISTICS WERE VISIBLY DEMONSTRATED BY GG GREENHOUSE WHO PUT THESE VALUES INTO PRACTICE AS THE DIRECTOR OF ALAMEDA COUNTY HEALTH CARE FOR THE HOMELESS PROGRAM FROM 1988 TO 2011. THE ADVISORY COMMITTEE IS PLEASED TO BE ABLE TO ANNUALLY RECOGNIZE OTHER OUTSTANDING INDIVIDUALS IN THE HCH FIELD WHO EXHIBIT THESE SAME QUALITIES.

REGION IX IS GRATEFUL
FOR THE PARTICIPATION
OF WELLS FARGO
IN THIS EVENT

FOR MORE RESOURCES AND TRAINING OPPORTUNITIES, VISIT US AT
WWW.NHCHC.ORG



NATIONAL HEALTH CARE FOR THE HOMELESS COUNCIL
P.O. BOX 60427
NASHVILLE, TN 37206