Transformative care through collaboration

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OPCC Lamp Community
Transformative Care Through Collaboration

• So, how do we do this?
• What are our difficulties?
• And what are our successes?
Learning Objectives

• Attendees will be able to understand how to implement the principals of harm reduction strategies while working with tri morbid patients.
• Attendees will be able to list the various methods of coordinating patient care with mainstream services.
• Attendees will be able to utilize a model of care to stay with a patient from the street into housing.
The City of Santa Monica

How does the City of Santa Monica approach homelessness?

• **Service prioritization** for the most chronic/vulnerable

• **Interagency service coordination** (City departments, regional partners, local service partners, etc.)

• **Significant investment in permanent solutions** (PSH, assertive/integrated services)

• **Alternative programs** (HLP Team, Homeless Court, integrated mobile health/street medicine, Project Homecoming)

• **Housing First & Harm Reduction**
Santa Monica Homeless Count Results
2009-2016

- Street Count
- Shelter & Institution Count
- Homeless Count Total
OPCC Provides 7 Core Integrated Services

Core Services:

- Housing (interim and permanent supportive)
- Medical Care
- Mental Health Care (including psychiatry)
- Domestic Violence Services
- Substance Addiction Treatment
- Income Services
- Wellness and Life Skills Programs
OPCC Clients:

- 95% are living with a mental illness
- 65% have significant physical health problems
- 50% have a substance addiction
- 87% of chronically homeless women are victims of molestation, domestic violence or sexual assault
- 70% of young people who become homeless do so to escape physical or sexual abuse in their home
- 65% of former foster youth end up homeless
Over the next year, OPCC will achieve the following outcomes:

- Over 5,000 individuals will be served.
- Of these 5,000 individuals, at least 2,000 will receive some form of domestic violence services, and at least 3,000 will receive some form of services related to being homeless or indigent.
- OPCC will provide housing (either interim or permanent) to over 1,000 people, along with accompanying supportive services.
- OPCC will permanently house over 275 individuals.
- Over 95% of clients who are permanently housed will retain their housing indefinitely.
- Over 75% of clients who enter programs without benefits and are entitled to benefits will be assisted in acquiring those benefits.
- Over 1,000 clients will receive some form of mental health intervention, and over 750 will receive ongoing psychotherapy.
- Of those receiving mental health interventions, over 75% will show improvement in mental health functioning within 3 months of treatment initiation.
- Over 250 clients will receive street outreach services.
- Over 300 clients will receive onsite healthcare, and countless others will be referred to Venice Family Clinic, which will provide them with healthcare.
- Over 60 clients (without homes) will receive onsite respite care after being discharged from local hospitals for an acute medical condition or injury and will be assisted to obtain housing while in respite care.
Interdisciplinary Street Based Teams

• Multiple interdisciplinary teams that offer wrap around services that incorporate street medicine that ranges from connection and counseling to psychiatry and medical care utilizing whole person care.

• Extends from the streets to interim housing and into permanent housing
Now, how do we reach our clients?
TRUST
Takes years to build, seconds to break and forever to repair.
Connection is why we're here. We are hardwired to connect with others, it's what gives purpose and meaning to our lives, and without it there is suffering. ~Brené Brown
Motivation

• Persistence
  • Show up frequently and consistently
  • What’s our street cred?
  • Be open-minded
  • Plant Seeds
  • Recognize clients fear of change and how do we sell change?
Enforcement

• How do we talk about enforcement?
• And what does this mean?

! POLICE !

• Homeless Liaison Police Team (HLP Team)
• Psychiatric Emergency Response Team (PMRT)
Homeless Court

- Treatment, not custody
- Collaboration between Court, City, and local service providers
- Providing pathways to treatment and housing
Outreach to Housing

OUTREACH

• Whatever it takes, wherever it is.

• Traditional homeless outreach strategies PLUS creativity and consistency.
Outreach to Housing

WITHIN THE COMMUNITY

Connections are maintained through the agency collaborations

• If someone is sick what do we do?
  • Community clinic collaboration and partnership
  • Local hospital connections
  • Social Action Task Force
• If we need City support how do we get that?
  • SMPD
  • SMFD
  • Chronic Homeless Project (CHP)
Outreach to Housing

WITHIN THE COMMUNITY

Connections are maintained through the agency collaborations

• If someone needs mental health care?
  • LPS Licensed clinicians on staff
  • DMH PMRT
  • Exodus
  • Law enforcement
Outreach to Housing

THE INTERIM HOUSING ENVIRONMENT

We have four harm reduction interim housing locations and two domestic violence locations. We asked our residents, “What is it like to be in our interim housing programs?”
Outreach to Housing

PERMANENT SUPPORTIVE HOUSING

• Medical care, mental health treatment, and substance abuse services through home visits

• Even after housing…WHATEVER IT TAKES

• Safety considerations
Whatever It Takes

The role of the RN and the multiple hats we wear when we are meeting people where they are at
Difficulties and Successes

Break Out Session
Case Presentation

55 yr old, AA, FM
Dx: Schizophrenia, Alcohol Dependence
Medical: HTN, Chronic Cellulitis

Homeless in Santa Monica for 8 years.
Agreed to wraparound services in 2012.
Moved into SAMOSHEL in 2014.
Moved into a project based unit in 2015.
Case Presentation

31 yr old, AA, M
Mental Health Dx: PTSD, Depression
Medical: Spinal bifida
Substance use: Crack cocaine, Cannibus
Homeless in Santa Monica 8 years. Entered interim housing in 2015. Agreed to IMHT/wrap around services in 2016. At times nonverbal, guarded, and resistant.
Case Presentation

55yr old, Hispanic, M

Mental Health Dx: Depression
Medical: HTN, Type II Diabetes, wheelchair bound
Substance use: Alcohol

Homeless in Santa Monica 15+yrs. Lived in interim housing on and off for 15yrs. Entered skilled nursing home in 2013. Died due to hypotension and complications to Type II Diabetes in 2013
Mindfulness
In every day, there are 1,440 minutes. That means we have 1,440 daily opportunities to make a positive impact.

Les Brown