HEALTHCARE FOR THE HOMELESS
OUTREACH:
A STRATEGIC APPROACH

June 22, 2017
National Healthcare for the Homeless Conference and Policy Symposium
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WHO IS CIRCLE THE CITY?

In the tradition of our founders, the Sisters of St. Joseph of Carondelet, whose love for God leads them to serve the dear neighbor without distinction, Circle the City continues a mission of compassion and mercy to all who need our care.
"To serve the dear neighbor without distinction,\nContinuing the heritage of the Sisters of St. Joseph of Carondelet\n
1. **The Story of the Shoebox**
   While working as a family physician serving the homeless, Sister Adele identifies significant gaps in the care. She begins to garner support for her patients from the community, stashing donated funds in a shoebox hidden in the medicine closet.

2. **2008**
   Circle the City incorporates as an independent 501c3. A board of directors is assembled to help sister Adele accomplish her mission.

3. **2011**
   Circle the City raises $1.5 million to fund the construction of Arizona’s first homeless medical respite center in a 36,000 square foot building in Central Phoenix.

4. **2012**
   Circle the City launches Arizona’s first Medical Respite Center for people experiencing homelessness. More than 200 men and women are admitted in the first year. 80% of them discharge to housing.

5. **2015**
   Circle the City opens The Parsons Family Health Center and Mobile Medical Clinic, both providing primary and preventative healthcare to individuals and families experiencing homelessness.

6. **Present day**
   Circle the City continues its mission of creating and delivering innovation.
MEET KEVIN

• Chronically homeless
• Survived by working odd jobs until he couldn’t any longer
• Not eligible for shelter care
  • Uninsured
STARTING POINT

Number of Sites
Average Patient/Site
Average Run Rate

Jan-16  20.00  6.00  1.34
Feb-16  20.00  6.75  1.77
Mar-16  19.00  7.71  1.86
Apr-16  22.00  5.78  1.29
May-16  19.00  4.71  1.24
Jun-16  15.00  5.46  1.33
THE RIGHT RESOURCE AT THE RIGHT PLACE

Mobile Medical Unit
Street Outreach Team
Bus Pick Up
STRATEGIC DEPLOYMENT

• Initial site visit to identify appropriate resource
  • Regional, recurring outreach
• Partners assist with referrals and appointment management
• Coordination with other local HCH program
• Collaboration with regional partners and first responders
DIVIDE THE COUNTY
STANDARD SITE EVALUATION

- Type of site
- Services available
- Demographics
- Current medical services
- Number of service recipients
- Medicaid enrollment assistance
- Medical issues reported by staff
- Preferred days of services
- Staff to help with patient sign up and flow management
- Space to park MMU safely
- Pharmacy preference
- Medication storage on site
- Site’s expectations for MMU
MOBILE MEDICAL UNIT

Two exam rooms
Teams of 3 – Provider, MA, Outreach Specialist/Driver
Point of care testing
Limited immunizations
STREET OUTREACH TEAMS

Teams of three – Provider, MA, Outreach Specialist
Difficult to reach sites
DV and Family shelters
CIRCLE THE CITY BUS

14 passenger capacity
Wheelchair lift
Deployed to sites within 10 miles of clinic
**CONSISTENCY IS KEY**

*Same place, same time, each week*

*Communicate, communicate, communicate*

*Create a back up plan with partner buy in*

*Distribute calendar widely*

*Regional referrals from partner sites*
INCREASED ACCESS

[Graph showing increased access with Total Patients, Hours on Outreach, and Linear (Total Patients) trendlines from January 2016 to May 2017.]
INCREASED ACCESS
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<th>Month</th>
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BUS PICK UP

Average of # of Kids (under 18) vs Average of # of Adults at various locations:
- Vista Colina
- University Park
- Steele Commons
- Phoenix Rescue Mission
- North 17
- Family Promises
- Cultural Cup
- Changing Lives Center
- 209 Jackson

The bar chart shows the comparison between the average number of kids (under 18) and adults at each location.
Thoughtful discussion with partner to determine appropriate resource

- Special arrangements to ensure patient safety and privacy
- Consistent scheduling of clinical teams
- Continual assessment of services and opportunities
HEALTH NAVIGATOR

• Full time employee embedded in local ED
• 618 individuals engaged over 12 months
  • 40% received follow up care at CTC
  • 13% received medical respite care
• 28 individuals navigated into housing
WHAT’S IN OUR FUTURE?

• Integrated mobile health
• Coordinated entry
• Expanded outreach hours
• Shelter-based respite care