

# 2019 NATIONAL HEALTH CARE FOR THE HOMELESS Conference & Policy Symposium



May 22 - 25  
Washington, D.C.

WORKING TOGETHER FOR JUSTICE

# Welcome!

Greetings to the 2019 National Health Care for the Homeless (HCH) Conference & Policy Symposium!

The National Health Care for the Homeless Council is privileged each year to host the largest gathering of practitioners of homeless health care, medical respite care, advocates, people with lived experience of homelessness, and researchers about homelessness in the country—and we are glad that you are with us this year! The National HCH Conference is a tremendous opportunity to learn, grow professionally, re-connect with colleagues, and make new connections.

I also hope you will connect to the role of health care as a form of social justice. This year, our conference theme is “Working Together for Justice.” Justice is more than acting in accordance with laws, rules, and policies, because we know some rules and policies are insufficient—and some are even unjust. We look at justice as a sense of what is right and equitable—which involves not only rules and laws, but also compassion and morality that stems from the recognition of the dignity and inherent worth of every person.

On a wall in the Council's office hangs a quotation from Rev. Dr. Martin Luther King, Jr.: “Of all the forms of injustice, injustice in health care seems the most shocking and inhumane.” The Council recently affirmed during our strategic planning process that we want to “revolutionize health care as a means of ending and preventing homelessness.” Our goal is to revolutionize health care so that every individual is deemed worthy of the health care, housing, and holistic services they need—and is able to receive these services where and how they are needed.

We hope you embrace this goal and return to your various communities equipped with new tools, practices, and ideas to deliver services and conduct advocacy better, and that you are recharged, motivated, and inspired to continue to work together for justice!

Welcome to HCH2019!



**In solidarity,**

A handwritten signature in blue ink that reads "Bobby Watts". The signature is stylized with a large, looped "B" and a trailing flourish.

Bobby Watts  
Chief Executive Officer  
National Health Care for the Homeless Council

## Table of Contents

- 1 Conference Overview
- 2-6 Conference Schedule
- 7 Keynote Addresses
- 8-9 Award Winners
- 10-11 Meetings and Special Events
- 12 Site Visits
- 13 Self-Care Strategies / In Memoriam / Recharge Lounge
- 14 TA & Training / Wonder Boards
- 15-16 Continuing Medical Education
- 17-44 Session Descriptions
- 45 Posters
- 46 Conference Planners & Reviewers
- 47 NHCHC Board of Directors
- 48 NHCHC Staff
- Hotel Map

## Let's Connect!



Download the free HCH2019 Conference mobile application on your Apple or Android device!

Create your conference schedule, share notes and pictures, and network with other attendees in the app!



You can tweet us what you are learning and enjoying by using #HCH2019 in your tweets! Follow us on Facebook and Twitter to stay up to date with the latest HCH news!

## Membership

The National HCH Council is the premier national organization working at the nexus of homelessness and health. We unite thousands of health care professionals, people with the lived experience of homelessness, and advocates—and our 225+ Organizational Members include HCH programs, medical respite programs, and housing and social service organizations across the U.S.

Join us as an **Organizational Member** to receive valuable conference discounts and cost-saving opportunities, attend our annual Leadership Summit, and more as part of a collaborative, supportive community of peers working to end homelessness. Dues start as low as \$500.

Join us for free as an **Individual Member** to access our communications, get involved in advocacy and research, help guide our strategic direction, and develop professionally through our three membership networks.

Learn more at [nhchc.org/join](http://nhchc.org/join) or ask someone with a “**Governing Member**” ribbon!

## Potential Photography, Filming, & Recording

Please be aware that by attending the 2019 National HCH Conference and its related events, you consent to be photographed, filmed, and/or otherwise recorded. Your entry constitutes your consent to the capture of your image and/or statements for any purpose by the National HCH Council, whether now known or hereafter devised, in perpetuity. If you do not agree to the foregoing, please register your objection at the conference registration desk so we can try to accommodate your desire.

# Conference Overview

## WEDNESDAY, MAY 22, 2019: PRE-CONFERENCE INSTITUTES

7 a.m.-5 p.m.	Registration and Check-In Open
7-8:30 a.m.	Breakfast
8:30 a.m.-4:30 p.m.	Pre-Conference Institutes
9 a.m.-1 p.m.	NCAB Leadership Meeting (Closed Meeting)
10:30-10:45 a.m.	Break
11:30 a.m.-1 p.m.	Lunch ( <i>off-site, on your own</i> )
2:30-2:45 p.m.	Break
5-7 p.m.	NCAB Orientation Meeting (Closed Meeting)

## THURSDAY, MAY 23, 2019: MAIN CONFERENCE DAY 1

7 a.m.-4:30 p.m.	Registration and Check-in Open
7 a.m.-6 p.m.	Exhibitor Hall Open
7 a.m.	Site Visit Registration Open <i>Registration will be open until slots are filled</i>
7-8:30 a.m.	Breakfast
7:15-8:15 a.m.	Clinicians' Network Membership Breakfast
8:30-9:30 a.m.	Opening Plenary and Keynote Presentation
9:30-10 a.m.	Break
10-11:30 a.m.	Session I: Workshops & Oral Presentations HRSA Update
11:30 a.m.-1 p.m.	Lunch ( <i>off-site, on your own</i> ) Governing Membership Lunch (Closed Meeting) – <i>Cabin John/Roosevelt/Wilson</i>
1-2 p.m.	Session II: Facilitated Discussions
2-2:15 p.m.	Break
2:15-3:45 p.m.	Session III: Workshops & Oral Presentations
3:45-4 p.m.	Break
4-5 p.m.	Session IV: Facilitated Discussions
5-6:30 p.m.	Welcome Reception

## FRIDAY, MAY 24, 2019: MAIN CONFERENCE DAY 2

7 a.m.-4:30 p.m.	Registration and Check-In Open
7 a.m.-5 p.m.	Exhibitor Hall Open
7-8:30 a.m.	Breakfast
7-8:15 a.m.	NCAB Business Meeting (Closed Meeting)
7:15-8:15 a.m.	Clinicians' Network and RCPN Steering Committee Meetings (Closed Meetings)
8:30-9:30 a.m.	Session V: Facilitated Discussions
9:30-10 a.m.	Break
10-11:30 a.m.	Session VI: Workshops & Oral Presentations
11:30 a.m.-12:50 p.m.	Awards Lunch
1-2 p.m.	Session VII: Facilitated Discussions
2-2:15 p.m.	Break
2:15-3:45 p.m.	Session VIII: Workshops & Oral Presentations
3:45-4 p.m.	Break
4-5 p.m.	Susan L. Neibacher Policy Address – Closing Plenary
5:15-6:30 p.m.	Social Justice Rally ( <i>off-site</i> )

## SATURDAY, MAY 25, 2019: LEARNING LABS

7-8:30 a.m.	Breakfast
8:30 a.m.-12:30 p.m.	Learning Labs
10-10:30 a.m.	Break

# Conference Schedule

## PRE-CONFERENCE INSTITUTES | WEDNESDAY – MAY 22, 2019

**7 a.m.-5 p.m.**      **Registration** – *Independence Foyer*

**7-8:30 a.m.**      **Breakfast Buffet** – *Independence Ballroom*

**8:30 a.m.-4:30 p.m.**      **Pre-Conference Institutes** (*lunch not included*)

- Achieving Equity & Justice in Health Care & Housing: Realizing a National Agenda at the Local Level – *Declaration AB*
- Behavioral Health Integration – *Independence FG*
- Overcoming Challenges in Street Medicine: Advanced Topics in Medical Outreach – *Farragut Square/Lafayette Park*
- The Right to Recover: Medical Respite Care from the Perspective of Consumers, Providers, and Funders – *Independence HI*

**9 a.m.-1 p.m.**      **NCAB Leadership Meeting** (*Closed Meeting*) – *Tiber Creek AB*

**10:30-10:45 a.m.**      **Morning Break**

**11:30 a.m.-1 p.m.**      **Lunch** (*off-site, on your own*)

**2:30-2:45 p.m.**      **Afternoon Break**

**5-7 p.m.**      **NCAB Orientation Meeting** (*Closed Meeting*) – *Independence BCDE*

## Guide to Conference Session Types

**Workshops:** A 90-minute workshop is an oral presentation which provides an in-depth exploration of a program innovation, emerging issue, clinical challenge, or findings from a research project or quality improvement initiative.

**Facilitated Discussions:** A facilitated discussion is a 60-minute oral session for presenters who are interested in leading a discussion around an emerging issue or a key question for the HCH community.

**Oral Presentations:** These sessions will combine three oral presentations of 30 minutes each (inclusive of questions and answers) in one 90-minute time block.

## MAIN CONFERENCE DAY I | THURSDAY – MAY 23, 2019

**7 a.m.-4:30 p.m. Registration and Check-In** – *Independence Foyer*

**7 a.m.-6 p.m. Exhibitor Hall and Posters** – *Constitution Ballroom*

**7 a.m.-5 p.m. Selfie Station, Wonder Boards, and PhotoVoice Exhibit** – *Constitution Ballroom*

**7-8:30 a.m. Breakfast** – *Independence Ballroom*

**7:15-8:15 a.m. Clinicians' Network Membership Breakfast** – *Cabin John/Roosevelt/Wilson*

**8:30-9:30 a.m. Opening Plenary and Keynote Presentation** – *Independence Ballroom*

**9:30-10 a.m. Morning Break**

**10-11:30 a.m. Session I: Workshops & Oral Presentations**

- Cultural Humility When Working with LGBTQ Youth – *Independence FG*
- Film Screening: *The Advocates* – *McPherson Square/Franklin Square*
- HCH on the Frontlines: Integrating Harm Reduction Programs into Your Practice – *Penn Quarter AB*
- Housing First: From Pariah to Policy Priority – *Declaration AB*
- HRSA Update – *Independence Ballroom*
- Oral Presentations: Administration – *Independence HI*
  - AN INNOVATIVE APPROACH TO MEET THE HEALTH CARE NEEDS OF AN URBAN AND RURAL HOMELESS POPULATION
  - JUSTIFYING A MEDICAL RESPITE: PUTTING THE PATIENT AND DATA FIRST
  - TRAUMA-INFORMED CARING: LEADING A HEALTH SYSTEM THROUGH CHANGE
- Transitions Clinic Network: Serving Individuals Returning from Incarceration – *Constitution CDE*
- What's New in Homeless Health Care? A No-Jargon Summary of the Latest Research – *Farragut Square/Lafayette Park*

**11:30 a.m.-1 p.m. Lunch** – *(off-site, on your own)*

**11:30 a.m.-1 p.m. Governing Membership Lunch (CLOSED MEETING)** – *Cabin John/Roosevelt/Wilson*

**1-2 p.m. Session II: Facilitated Discussions**

- Care Transitions in Permanent Supportive Housing – *Declaration AB*
- Death with Dignity—Serving Our Dying Homeless – *Independence HI*
- Ending the HIV Epidemic – Exploring the HCH Role – *McPherson Square/Franklin Square*
- Focusing on What Matters Most: Patient-Centered Measures Co-Developed with HCH Consumers – *Independence FG*
- Just DO It—Starting Small in Medical Respite – *Penn Quarter AB*
- Re-Entry... to What? Using SOAR to Promote Successful Re-Entry for People with Serious Mental Illness – *Latrobe/Bulfinch/Renwick*
- Structural Competency: Understanding How Structures Impact the Health of Patients – *Constitution CDE*
- UDS Modernization – *Farragut Square/Lafayette Park*
- Trauma-Informed Organizations Learning Collaborative Meeting (CLOSED MEETING) – *Arlington*

**2-2:15 p.m. Break**

**2:15-3:45 p.m.      Session III: Workshops & Oral Presentations**

- #SafeForMeToo: Creating a Safe & Supportive Space for Women without Homes in the Time of "Me Too" – *Independence HI*
- Caucus on Homelessness: HCH Community Engagement Studio – *Constitution CDE*
- Everyone Poops: A Dialogue about Open Defecation, Human Rights, and Public Policy – *Penn Quarter AB*
- Homeless Deaths Reports: Advocating for Policy Change – San Francisco, Sacramento, and Philadelphia – *Independence FG*
- Housing Is Health Care: An In-Depth Look at Denver HCH's Integrated Model of Care – *Declaration AB*
- Integrating Motivational Interviewing into Neurobiology, Harm Reduction, & Trauma-Informed Paradigms – *Latrobe/Bulfinch/Renwick*
- Oral Presentations: Substance Use Disorders – *Farragut Square/Lafayette Park*
  - ACUPUNCTURE AND OTHER INTEGRATIVE THERAPIES FOR ACUTE WITHDRAWAL AND SUSTAINED RECOVERY
  - ESTABLISHING A MAT CLINIC FOR THE HOMELESS IN NEW ORLEANS
  - OPIATE OVERDOSE EDUCATION AND NALOXONE PRESCRIBING IN AN HCH CLINIC
- Populations of Color and Social Justice – *McPherson Square/Franklin Square*

**3:45-4 p.m.      Break**

**4-5 p.m.      Session IV: Facilitated Discussions**

- Collaborating with Faith-Based Organizations to Develop Medical Respite Programs – *Independence HI*
- Hepatitis A Outbreaks Among Persons Experiencing Homelessness: Creation of a Preventive Coalition – *Penn Quarter AB*
- The Council's Strategic Priorities and You – *Declaration AB*
- Mixing It Up in a Soup Kitchen: Providing Health Care to Immigrant and Homeless Patients – *McPherson Square/Franklin Square*
- New York City Street Medicine—Primary Care Integrated into Outreach to Address Health Disparities – *Independence FG*
- Social Medicine Consultation: Using the Health Care for the Homeless Model to Create Holistic Care – *Latrobe/Bulfinch/Renwick*
- To Fight Burnout, Advocate for Justice! – *Constitution CDE*
- Using Telehealth to Increase Patient Engagement – *Farragut Square/Lafayette Park*

**5-6:30 p.m.      Welcome Reception and Posters – *Constitution Ballroom***



## MAIN CONFERENCE DAY 2 | FRIDAY – MAY 24, 2019

**7 a.m.-4:30 p.m.**     **Registration and Check-In** – *Independence Foyer*

**7 a.m.-5 p.m.**     **Exhibitor Hall and Posters** – *Constitution Ballroom*

**7 a.m.-5 p.m.**     **Selfie Station, Wonder Boards, and PhotoVoice Exhibit** – *Constitution Ballroom*

**7-8:30 a.m.**     **Breakfast** – *Independence Ballroom*

**7-8:15 a.m.**     **NCAB Business Meeting (Closed Meeting)** – *Cabin John/Arlington*

**7-8:15 a.m.**     **Clinicians' Network Steering Committee Meeting (CLOSED MEETING)** – *Latrobe*  
**RCPN Steering Committee Meeting (CLOSED MEETING)** – *Independence E*

### **8:30-9:30 a.m.**     **Session V: Facilitated Discussions**

- Bridging the Gap: Partnerships between CHWs and Medical Providers for Better Patient Care – *McPherson Square/Franklin Square*
- Creating a Safety Net for the Acutely Intoxicated: Systems Collaborate for Sobering Centers – *Declaration AB*
- Equitable Aging in Place: Expanding the Harm-Reduction Model to Higher Levels of Care – *Penn Quarter AB*
- Ethical Dilemmas in Homeless Healthcare: The Gray Zone – *Bulfinch/Renwick*
- Medical Legal Partnerships 2.0: Integrating Legal Justice into your Practice – *Farragut Square/Lafayette Park*
- Opening Access to Wellness: Integrative Health for People Experiencing Homelessness – *Wilson/Roosevelt*
- They Work for US!—Congressional Advocacy 101 for the HCH Community – *Constitution CDE*
- Validation and Psychometric Testing of the Vulnerability Index—Service Prioritization Tool – *Tiber Creek AB*

**9:30-10 a.m.**     **Break**

### **10-11:30 a.m.**     **Session VI: Workshops & Oral Presentations**

- Creating Inclusive Governance: Developing and Supporting Consumer Leadership – *Bulfinch/Renwick*
- Culture Jam: How Integrating Culturally Specific Services Impacts Clients, Staff, and Organizations – *Declaration AB*
- Oral Presentations: Clinical Primary Care – *McPherson Square/Franklin Square*
  - FITs, COLOS, AND PAPS—OH MY! ADDRESSING CANCER SCREENING DISPARITIES IN HOMELESS POPULATIONS
  - SKIN DISEASE IN ADULTS EXPERIENCING HOMELESSNESS: TOWARDS BETTER UNDERSTANDING, ACCESS TO CARE, AND EDUCATION
  - YOU, TOO, CAN TREAT HEPATITIS C
- People Living in Encampments, Streets, and Vehicles: Three Municipal Policies and the Public Response – *Wilson/Roosevelt*
- Promoting Justice in the Primary Care Setting for Transgender Patients Experiencing Homelessness – *Constitution CDE*
- Social Storytelling: Making Homelessness and Homeless Services Real to a Broader Community, Pt. II – *Farragut Square/Lafayette Park*
- Taking Action on Equity: Evaluating Housing, Health Care, and Services for the Homeless – *Penn Quarter AB*
- The Water Is Warm: Sharing Lessons Learned Expanding Medicaid & Bringing More States into the Pool – *Tiber Creek AB*

**11:30 a.m.-1 p.m.**     **Awards Lunch** – *Independence Ballroom*



## **1-2 p.m. Session VII: Facilitated Discussions**

- A Brave New World: How Medicaid ACO Reform Impacts Care Delivery for the Homeless in Massachusetts – *Wilson/Roosevelt*
- Housing Boston's Rough Sleepers: Outcomes From a 10-year Prospective Study – *McPherson Square/Franklin Square*
- How Care Providers Can Participate Meaningfully in Homeless Response Coordinated Entry Systems – *Tiber Creek AB*
- Work and Gain Education and Employment Skills: Partnerships to Improve Re-Entry Services – *Bulfinch/Renwick*
- No Barriers to Care: Different Ways to Test, Treat, and Talk about Care in Our Community – *Farragut Square/Lafayette Park*
- Our Individual and Collective Roles in Addressing the Intersection of Racism and Homelessness – *Penn Quarter AB*
- Reducing Disparities in Addiction Care: Low-Threshold Buprenorphine for Unsheltered Patients – *Constitution CDE*
- Toeing the Line: Creating Healthy, Compassionate Relationships with Youth and Young Adults Without Homes – *Declaration AB*

## **2-2:15 p.m. Break**

## **2:15-3:45 p.m. Session VIII: Workshops & Oral Presentations**

- Building the Pipeline for Community Health Workers – *Bulfinch/Renwick*
- Diversity Gap: The Effects of Systemic Oppression on the Homeless and the Workforce that Serves Them – *Declaration AB*
- Food Justice and Diabetes – *Farragut Square/Lafayette Park*
- Housing, Not Handcuffs: Working Together for Justice and Ending the Criminalization of Homelessness – *Tiber Creek AB*
- Oral Presentations: Subpopulations Experiencing Homelessness – *McPherson Square/Franklin Square*
  - OLDER HOMELESS ADULTS: RESEARCH UPDATES FROM THE HOPE HOME STUDY
  - ORGANWISE FAMILIES: AN INNOVATIVE NUTRITION AND WELLNESS PROGRAM FOR FAMILIES EXPERIENCING HOMELESSNESS
  - SERVING THE RE-ENTRY POPULATION THROUGH PEER NAVIGATION, WORKFORCE DEVELOPMENT, AND POLICY ADVOCACY AS A HOMELESSNESS PREVENTION STRATEGY
- Quick and Dirty Psychiatry 2019: Practical Approaches for Managing Mental Illness – *Wilson/Roosevelt*
- SINGLE PAYER NOW! Achieving the Universal Solution in an Incremental World – *Penn Quarter AB*
- So, You Want to Be Trauma-Informed? Strategic Preparation, Education, and Supervision in Clinics – *Constitution CDE*

## **4-5 p.m. Susan L. Neibacher Policy Address – Closing Plenary – *Independence Ballroom***

## **5:15-6:30 p.m. Social Justice Rally – *LaFayette Square***

## **LEARNING LABS | SATURDAY – MAY 25, 2019**

### **7-8:30 a.m. Breakfast – *Independence Ballroom***

### **8:30 a.m.-12:30 p.m. Learning Labs**

- Diversity, Equity, & Inclusion in Homeless Services: A Journey in Anti-Racism – *Farragut Square/Lafayette Park*
- Focus on the 2019 Diabetes Adapted Clinical Guidelines – *Latrobe/Bulfinch/Renwick*
- Adverse Childhood Experiences (ACEs): Strategies for Prevention – *McPherson Square/Franklin Square*
- Trauma-Informed Storytelling: Perspectives from Consumer Leaders – *Constitution CDE*

### **10-10:30 a.m. Morning Break**

# Keynote Addresses

**Thursday, May 23 | 8:30 a.m. | Independence Ballroom**



**Catherine E. Lhamon**

**CHAIR OF THE U.S. COMMISSION ON CIVIL RIGHTS**

Catherine E. Lhamon is the Chair of the U.S. Commission on Civil Rights. President Obama appointed Lhamon to a six-year term on the Commission on December 15, 2016, and the Commission unanimously confirmed the President's designation of Lhamon to chair the Commission on December 28, 2016. Currently the Legal Affairs Secretary in the cabinet of California Governor Gavin Newsom, Lhamon formerly served as Assistant Secretary for Civil Rights at the U.S. Department of Education and as director of impact litigation at Public Counsel, America's largest pro bono law firm.

Lhamon received her J.D. from Yale Law School, where she was the Outstanding Woman Law Graduate, and she graduated summa cum laude from Amherst College. Honored as one of *Politico's* 50 Thinkers Transforming Politics in 2016, as the Enforcer on the *Chronicle of Higher Education's* Influence List in 2014, and as *California Lawyer's* Attorney of the Year for Civil Rights in 2004, Lhamon is a powerful voice for justice and equity.

**Friday, May 24 | 4 p.m. | Independence Ballroom**



**Leilani Farha**

**UN SPECIAL RAPPORTEUR ON THE RIGHT TO ADEQUATE HOUSING**

In her current role since 2014, Farha has presented reports to the United Nations on homelessness, the connection between housing and life itself, and the treatment of housing as a commodity and its consequences for the poor as well as the middle class. She has traveled extensively to investigate whether governments are meeting their human rights obligations with

respect to housing. Farha launched a new initiative called The Shift, a global movement which calls for everyone to approach housing as a human right, not a commodity.

A lawyer by training, Farha has worked to advance the rights of poor and marginalized groups throughout her career. She is the Executive Director of the NGO Canada Without Poverty and was instrumental in launching a historic constitutional challenge to government inaction in the face of rising homelessness in Canada. She was recently awarded the Barbra Schlifer Award for her commitment to advancing women's rights.

# Award Winners

## Philip W. Brickner National Leadership Award

*Philip W. Brickner, MD (1928-2014), established Health Care for the Homeless (HCH) as a national model of care for severely disadvantaged persons. In 1983, Dr. Brickner was chosen to direct the HCH Demonstration Program of the Robert Wood Johnson Foundation (RWJF), the Pew Charitable Trust, and the U.S. Conference of Mayors. With his team from St. Vincent's Hospital, he selected projects in 19 cities and oversaw their implementation of multidisciplinary primary care efforts that were based upon his own work in New York City. The program was replicated by the 1987 Stewart B. McKinney Homeless Assistance Act and now includes approximately 300 federally-funded HCH programs nationally. In 2015, the Council's Board of Directors established the Brickner Award to honor annually an individual from our field who exemplifies Dr. Brickner's commitment to social justice, compassion, humility, inclusiveness, innovation, intellect, and persistence.*

### Barbara Conan

Barbara Conan is a nurse who has provided national-level leadership to the HCH movement from its earliest days. As the closest associate of Dr. Brickner in the Department of Community Medicine of St. Vincent's Hospital in New York, she was central to the development of the outreach-oriented multidisciplinary approach that distinguishes HCH as the model for all good health care. She mentored nascent HCH projects during the original demonstration program and provided expert technical assistance to grantees as communities across the country duplicated the model with federal funding. As the very existence of her own department was threatened by a series of hospital closures and mergers, she deftly ensured its survival, and it continues to prosper within the NYU Langone/Lutheran Family Health Centers, despite her recent retirement. Much of Barbara's leadership has been provided through the National HCH Council, including two terms as our President (1998-99 and 2003-4) and service on countless committees and work groups. As a bringer of constant good cheer, a focus on client needs, and a commitment to excellence and dogged determination, she has won the respect and hearts of many.



## Ellen Dailey Consumer Advocate Award

*The National Consumer Advisory Board's (NCAB) annual Ellen Dailey Consumer Advocate Award honors the spirit and strength of founding member Ellen Dailey, a passionate champion of consumer voices in the provision of homeless services who was instrumental in starting the Consumer Advisory Board at the Boston HCH Program in Boston, MA, and NCAB.*

### Joseph Benson

Joseph Benson's numerous nominators highlighted the passion, compassion, knowledge, empathy, and love that he brings to this work, transforming not only his own community and health center but also the entire Health Care for the Homeless community. Wearing his signature cowboy hat, Joseph has served on his local CAB for almost 20 years, on NCAB as a Member at Large and Chair, and currently on the Board of Directors for the National HCH Council. He has spearheaded voter registration efforts, helped ensure transportation for people experiencing homelessness in Houston, and most importantly, he engages people in a way in which he truly sees them. One nominator stated that, "Clear, articulate, mischievous, and always endearing, Joseph is a healer who brings people together and celebrates the best in each of us while calling us to never forget the enduring tragedy of homelessness in our society."





## Karen Rotondo Award for Outstanding Service

*The HCH Clinicians' Network's annual award celebrates the memory of the Network's "Founding Mother," Karen Rotondo. This award recognizes hands-on caregivers who demonstrate vision and creativity in advancing the goals of ending and preventing homelessness, and who have made a significant contribution to improving the health and quality of life of people without homes.*

### Deborah Borne

The winner of the Rotondo Award is Deborah Borne, MSW, MD, Medical Director of the Transitions Division at San Francisco Health Network in the San Francisco Department of Public Health. Deb has spent nearly 30 years—first as a social worker and then as a family physician—serving individuals wherever they are with dignity and kindness. She has built collaborations and started programs to innovatively address care for individuals living in encampments, women who are pregnant and experiencing homelessness, and the stigma and paternalism that can prevent people experiencing homelessness from accessing care. Deb's colleagues and clients are grateful for her enthusiasm, hope, humility, humor, and energy, as well as the compassion and holistic perspective she brings to her clinical work and her advocacy.



## Willie J. Mackey National Medical Respite Award



*In tribute of the service and dedication of Council advocate and Respite Care Providers' Network member Willie J. Mackey, this award honors the outstanding contribution to the field of medical respite by a person, team, or agency, as determined by their efforts to improve the health and lives of people without homes.*

### Brooks Ann McKinney

Brooks Ann McKinney, MSW, is currently the Head of Vulnerable Populations at Cone Health System in Greensboro, NC. Brooks Ann started as a case manager in emergency shelters 20 years ago and evolved into administering and developing projects including medical respite care, permanent supportive housing, and a federal grant approval for a new FQHC/HCH clinic with outreach sites in public housing. She is on the Board of Directors for the National HCH Council, National Alliance on 789 Mental Illness, and other efforts to advocate for housing and health care solutions with consumer voices prioritized. Her current role in the Accountable Care Organization (ACO) is to successfully implement coordination of care models including a medical respite program with the ultimate goal of ending homelessness.

## John N. Lozier Scholarship for New Members

*The Lozier Scholarship supports one individual from an Organizational Member to attend the Conference for the first time. Meant to inspire new leaders in the HCH movement, this award honors John Lozier, the Council's founding executive director who shepherded the Council from a single staff and a handful of members to more than 20 staff and 220 members before his retirement in December 2016. We are grateful this scholarship furthers John's mission of broadening the HCH community.*

### Rachel Murphy

Rachel Murphy, a nurse practitioner at First Nations Community HealthSource in Albuquerque, NM, is the recipient of the Lozier Scholarship. Murphy is the medical lead for her organization's Homeless Outreach Program, which provides critical services to vulnerable populations in New Mexico, including Native Americans without homes. Having worked to expand First Nations' homeless outreach team and to implement the use of hepatitis C and suboxone treatment in her clinic, Murphy is a highly respected member of her organization who works to ensure that all her clients have access to excellent care.



# Meetings and Special Events

## PhotoVoice Exhibit

THURSDAY, MAY 23, AND FRIDAY, MAY 24 | 7 A.M.-5 P.M. | CONSTITUTION BALLROOM

Health centers providing services to people experiencing homelessness have tremendous potential to directly affect the health status and influence numerous underlying societal inequities that contribute to health disparities and poor health. In 2017, the National HCH Council's PhotoVoice Learning Collaborative consisting of eight participating health centers was established to address the issue of stigma. Consumers recruited through participating health centers are documenting their lived experiences through photographs and journal entries that are being displayed at this year's conference. Exhibits will also be held in the participating sites' local communities. The goal of these exhibits is to not only increase knowledge and awareness, but also provide an opportunity for participants to share their individual stories. Please visit our exhibit in the Constitution Ballroom available throughout the conference.

## National Consumer Advisory Board Orientation (CLOSED MEETING)

WEDNESDAY, MAY 22 | 5-7 P.M. | INDEPENDENCE BCDE

The National Consumer Advisory Board (NCAB) invites all HCH consumers to come learn more about conference logistics and your fellow attendees. We will discuss the various educational opportunities and the support you will receive while at the conference. We will also describe how to build relationships at the conference and continue engaging with NCAB and the National HCH Council after the conference.

## Clinicians' Network Membership Breakfast

THURSDAY, MAY 23 | 7:15-8:15 A.M. | CABIN JOHN/ROOSEVELT/WILSON

All conference attendees are invited to kick off HCH2019 with a breakfast hosted by the Health Care for the Homeless Clinicians' Network. Join us for roundtable discussions on a variety of topics and connect with others involved in homeless health care across the country. CN leaders will also share about the Network and its work to improve the health and quality of life of people experiencing homelessness.

## Health Resources & Services Administration Update

THURSDAY, MAY 23 | 10-11:30 A.M. | INDEPENDENCE BALLROOM

In this session, senior staff from HRSA's Bureau of Primary Health Care (BPHC) will discuss priority issues, funding opportunities, visions of the ideal health center in 2025, and other issues pertinent to the HCH community. This session will provide a forum for open discussion about programs and issues vital to health center operations. Time will be reserved for Q&A.

Panelists: **Jim Macrae, MA, MPP**, Associate Administrator, BPHC, **Suma Nair, PhD, MS, RD**, Director Office of Quality Improvement, BPHC, **Jennifer Joseph, PhD, MEd**, Director, Office of Policy and Program Development, BPHC, **Judith Steinberg, MD, MPH**, Chief Medical Officer, BPHC

## Film Screening: *The Advocates*

THURSDAY, MAY 23 | 10 A.M.-12 P.M. | MCPHERSON SQUARE/FRANKLIN SQUARE

Please join us for the screening of *The Advocates*, a recent 2018 documentary that provides a sweeping look at the history and causes of Los Angeles' current housing crisis and an intimate view of the tireless work of advocates striving to create better lives for their clients. Following the screening, a moderated discussion will provide an opportunity to discuss these issues with the advocates featured in the film.

Panelists: **Rémi Kessler**, Producer, and **Caroline Schweich**, Executive Producer

Moderator: **Brett Poe**, National Health Care for the Homeless Council, Nashville, TN

## Welcome Reception

THURSDAY, MAY 23 | 5-6:30 P.M. | CONSTITUTION BALLROOM

Join your colleagues for a time of relaxing and networking at the conference reception! The event will feature light appetizers, a cash bar, and an opportunity to view and discuss poster presentations.

## Twelve Step Meetings

WEDNESDAY, MAY 22, THURSDAY, MAY 23, AND FRIDAY, MAY 24 | 5-10 P.M. | BURNHAM

Self-directed twelve step meetings will occur in Burnham at 5 p.m. each day.

## National Consumer Advisory Board Business Meeting (CLOSED MEETING)

FRIDAY, MAY 24 | 7-8:15 A.M. | CABIN JOHN/ARLINGTON

All individual members of the National Consumer Advisory Board (NCAB) attending the conference are welcome. During this meeting one NCAB consumer from each health center will vote for the new NCAB Steering Committee Members and changes to NCAB's Operating Procedures. We will also provide an opportunity to discuss with your Regional Representatives ways all NCAB members may engage in various projects.

## Social Justice Rally

FRIDAY, MAY 24 | 5:15-6:30 P.M. | LAFAYETTE SQUARE

*THIS EVENT IS MADE POSSIBLE THROUGH PRIVATE FUNDS.*

Human rights are the basic rights and freedoms that belong to every person. They are interrelated, interdependent, and indivisible. Yet these rights are not given to us by the government—it is up to us to demand our rights to housing and health care be realized. The National Consumer Advisory Board and Council staff invite you to join us at a rally for human rights. Following the closing plenary, we will gather in the hotel lobby and walk to Lafayette Square at 5:15 p.m. Please join us for this spirited demand for justice!

# Site Visits

*Please note the number of registrations available for site visits are limited according to the host sites' capacity. Registrations will be filled on a first-come, first-served basis.*

## Christ House Medical Respite

THURSDAY, MAY 23 | 2:15-3:45 P.M.

This site visit will tour Christ House, the first 24-hour residential medical facility for people without homes in the U.S. At Christ House, patients are admitted from area hospitals, shelters, clinics, and medical outreach projects. During the site visit, attendees will learn how the current programming at Christ House encompasses a broad array of services and activities that promote complete recovery and how these services are delivered in a comprehensive, holistic manner to not only address the physical problems of each patient, but also the underlying issues that may have led to homelessness.

## Miriam's Kitchen

FRIDAY, MAY 24 | 10-11:30 A.M.

Since 1983, Miriam's Kitchen has provided over 1.8 million meals and helped countless individuals find housing. The mission of Miriam's Kitchen is to end veteran and chronic homelessness in D.C. so that everyone has a safe place to call home. While Miriam's Kitchen began by providing meals and that remains important, staff recognize their mission and their neighbors without homes require them to provide more than a meal. Miriam's Kitchen welcomes neighbors experiencing homelessness and supports them in the journey from meals to housing. Programs offered by Miriam's Kitchen include: healthy meals, case management, street outreach, permanent supportive housing, and advocacy. Site visitors will enjoy learning about the work of an organization recognized as a critical leader helping to make the homeless services delivery system more effective and cost-efficient.

## Unity Health Care at Downtown Day Services Center

FRIDAY, MAY 24 | 10-11:30 A.M.

The Downtown Day Services Center (DDSC), located in the heart of downtown D.C. and newly opened in Feb. 2019, offers much-needed services for people without homes in D.C. Run by the Downtown D.C. Business Improvement District (BID) in partnership with the D.C. Department of Human Services (DHS), Unity Health Care, Pathways to Housing, and HIPS, the DDSC offers access to health care, showers, food, laundry, assistance with vital documents and benefits applications, employment specialists, case management, legal aid, computers, recreational activities, and harm reduction services—all in one place and under a Housing First model with the goal to find a permanent home for every person who comes through the Center's doors. Unity Health Care is thrilled to be part of the day center, offering primary and preventive care as well as urgent care medical services.

## Unity Health Care Clinic at CCNV Federal City Shelter

FRIDAY, MAY 24 | 2:15-3:45 P.M.

Unity Health Care, founded in 1984, is the largest private organization providing primary medical care to District residents who are uninsured, low-income, or experiencing homelessness. Unity operates over 25 health care centers and one mobile outreach program. These sites and services are located throughout the city in areas with large numbers of people living in poverty to ensure maximum accessibility, including the Community for Creative Non-Violence (CCNV) Federal City Shelter, the largest shelter in the nation. CCNV's mission is to ensure that the rights of people experiencing homelessness and impoverishment are not infringed upon and that every person has access to life's essentials.



# Self-Care Strategies

The National HCH Council acknowledges conferences can be stressful for attendees emotionally, mentally, and physically. In addition, we acknowledge that the material discussed in sessions might be emotionally challenging for some attendees. Because of this, we are providing the following self-care strategies:

- **Know Your Limits and Step Away.** Consider your own emotional well-being when choosing which sessions to attend. If at any time you feel increasingly uncomfortable in a session, take a step away from the conference. The Burnham room will serve as a Recharge Lounge for all attendees. The Recharge Lounge has a sign at the entrance and is open between 8 a.m. and 5 p.m. on Thursday, May 23, and Friday, May 24. Please use this room, your hotel room, or other quiet places to help you relax.
- **Eat and Sleep Well.** Maintaining healthy eating and sleeping habits can be difficult when you are in an unfamiliar space. We encourage you to eat well, stay hydrated (drink plenty of water, at least 8 glasses a day), and get enough rest (8 hours or more of sleep). This will give you the chance to be your best self.
- **Stay Active.** Find ways to move your body throughout the conference. If you would like, use the fitness center at your hotel or take a walk with others.
- **See Council Staff or Call if You Need Help.** Council staff are available throughout the venue and specifically at the Registration Desk to help refer you to individuals who can provide assistance. If you need additional help, you may also call the National Suicide Prevention Lifeline at 1-800-273-8255.

## In Memoriam: Carolyn Smith



Carolyn was a founding member of the Boston Health Care for the Homeless Program's (BHCHP) Consumer Advisory Board, where she shared her humor and passion for almost 25 years. When Ellen Dailey passed away Carolyn, along with a couple of other CAB members, took on characteristics of Ellen's drive, leadership, and compassion. She was dedicated to BHCHP and volunteered no matter what the project or event was, including presenting at BHCHP staff orientations educating new staff members on the work the CAB does.

BHCHP was an important part of her life but more important was her family, children, grandchildren, and great grandchild. She spoke of them often and always had a smile on her face when she did. She was funny in that at times she had the most loving way of complaining about something they were doing, as she loved them so much. She has left a void that cannot be filled: she will be missed but never, ever forgotten.

## Recharge Lounge

Stop by the Recharge Lounge in the Burnham room to enjoy a quiet and relaxing space featuring sofas, charging capabilities, and light snacks available from 8 a.m.-5 p.m. on May 23-May 24.

# Technical Assistance and Training

## So You've Learned a Lot at #HCH2019. Now What?

It is a common story. You attend our National Conference and leave inspired and energized. You have met dozens of deeply passionate and intelligent people who can relate to the struggles you experience daily at your own program. You have attended sessions that sparked an epiphany. You may have learned a new skill. You see a way to make changes in your own work to advance the mission of ending homelessness and mitigating its effects in the meantime.

But you return home, and there are fires to put out and emails to address. The inspiration you found at the conference can easily succumb to the pressure of the demands of your day-to-day work.

It does not have to be this way.

The National Health Care for the Homeless Council exists to support organizations like yours to make progress in providing quality health care services to people experiencing homelessness. We can help you turn that inspiration into action by providing the tools, connections, resources, and training you need to move your organization forward. You do not have to wait until the next Council event. Find us year-round at [www.nhchc.org/TA](http://www.nhchc.org/TA). We are here to help.

### WHAT KINDS OF THINGS CAN THE COUNCIL HELP WITH?

- Medical Respite Care Start-ups
- Sliding Fee Scales
- Trauma-Informed Care & Systems
- Consumer Advisory Boards & Patient Engagement
- Definitions of Homelessness & Eligibility for Services
- UDS Data on Homelessness
- Housing and Hospital Partnerships
- Medication-Assisted Treatment & Opioid Use Disorder
- Outreach & Street Medicine
- Community Health Workers
- Social Determinants of Health & Causes of Homelessness
- Services in Permanent Supportive Housing
- Harm Reduction & Housing First
- Storytelling & Advocacy
- Enabling Services
- Clinical Practice Transformation
- **And much more!**

## Wonder Boards

The Wonder Boards are designed as a “low touch” way to solicit input from our community and attendees at the 2019 National HCH Conference to help inform our work, influence future directions, and access promising practices. The Wonder Boards are a series of three poster boards on which you can anonymously share your thoughts regarding general questions to guide our workplan and strategic approach to our overall mission. Council staff will collect the input and integrate the ideas and suggestions into our work. While we at the Council strive to conduct our work intentionally, we need and value your experiences to assist us in this endeavor.

# Continuing Medical Education Information



## Objectives

After participating in this CME-accredited activity, participants should be able to describe and discuss:

1. Unique elements of the HCH approach to patient care.
2. Examples of effort from the HCH community to maintain clinical quality, consumer participation, and interdisciplinary approaches in clinical care.
3. The systemic realities of barriers to care and methods to remove these barriers at both the health center or medical respite program and community levels.

## 2019 NHCHC Conference & Policy Symposium

**VANDERBILT UNIVERSITY MEDICAL CENTER AND THE NATIONAL HEALTH CARE FOR THE HOMELESS COUNCIL**

**Date:** May 22-25, 2019

**Location:** Washington, D.C.

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education through the joint providership of Vanderbilt University Medical Center and the National Health Care for the Homeless Council. Vanderbilt University Medical Center is accredited by the ACCME to provide continuing medical education for physicians.

Vanderbilt University Medical Center designates this live activity for a maximum 21.5 AMA PRA Category 1 Credit(s)<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

For additional information, including a list of faculty and their disclosures, visit [vumc.cloud-cme.com](http://vumc.cloud-cme.com), select "Courses" in the blue bar, then enter 2019 NHCHC Conference & Policy Symposium in the search field.

## TO CLAIM CREDIT/ATTENDANCE AND COMPLETE THE COURSE EVALUATION:

- Sign In or Sign Up at **vumc.cloud-cme.com**.
- In the blue bar at the top of the page, click on the orange My CE button then Claim Credit.
- Enter **Event ID 21900** then attest and sign. Click Done and then click Submit.
- Click on the orange My CE button then Evaluations & Certificates.
- Complete the evaluation to finish the credit claim and create your certificate.
  - Note: credit will not appear on your transcript until the evaluation is complete.

Participants should claim credit based on their participation time in 15 minute or .25 credit increments and should round to the nearest quarter hour (see guide below).

## Guide to Conference Event CME Credits

PCI: 6 credits

Keynote Speech: 1 credit

Workshop: 1.5 credits

Learning Lab: 3.5 credits

Facilitated Discussion: 1 credit

Oral Presentation: 0.5 credits

*\*POSTERS ARE NOT ACCREDITED, AND FACULTY MAY NOT CLAIM CREDIT AS A PARTICIPANT FOR THEIR OWN PRESENTATION.*

**Credit must be claimed online before June 25, 2019.**

## TO GET STARTED SETTING UP A NEW ACCOUNT:

- For Non-Vanderbilt learners: visit **vumc.cloud-cme.com** and select Sign In, then Non-Vanderbilt University Medical Center, and Don't have an account?
- For Vanderbilt learners: visit **vumc.cloud-cme.com** and select Sign In, then VUMC Faculty and Staff

For more information on getting started, visit **vumc.cloud-cme.com/default.aspx?P=2000B**

## HAVING TROUBLE?

Be sure you are using Chrome; there are known issues with Internet Explorer. If you have additional questions or concerns, please contact [cteichert@nhchc.org](mailto:cteichert@nhchc.org) or visit the Help page on the CME site to submit a ticket.

## COURSE FACULTY

Course faculty indicated they have no financial relationships related to the content of this activity to disclose.

## COMMERCIAL SUPPORT

This educational activity received no commercial support.

# Session Descriptions

## Pre-Conference Institutes | Wednesday, May 22: 8:30 a.m.-4:30 p.m.

### Achieving Equity & Justice in Health Care & Housing: Realizing a National Agenda at the Local Level | Declaration AB

In recent years, there has been tremendous progress made in recognizing the connection between housing and health. Unfortunately, widespread barriers still exist that prevent access to these critical services. These barriers reflect systemic injustices, not individual failures, and point to a need to create true systems of care that meet basic human needs for vulnerable people in our communities. This day-long symposium will feature a series of conversations with national leaders on the following issues that are priorities at the federal, state, and local level:

- **Equity and Justice in housing:** Recognizing that housing is a solution to homelessness, increase housing opportunities by addressing state and local policy barriers, and leveraging a variety of potential partners.
- **Equity and Justice in health care:** Achieving better health outcomes through criminal justice reform, increased capacity for integrated mental health and substance use disorder treatment, and access to Medicaid and other health coverage.
- **Equity and Justice in public policy:** Understanding that poverty and homelessness stem from structural inequity across a broad range of issues, connect the most significant national and local policy issues impacting the HCH community to the role of local service providers.

While each community has unique circumstances, this event will ensure an open discussion focused on achieving equity for underserved populations, replicating best practices at home, and pursuing justice through better health care and housing.

**Lindsey Browning**, National Association of Medicaid Directors, Washington, D.C., **Brian Rahmer**, Enterprise Community Partners, Columbia, MD, **Peggy Bailey**, Center on Budget Policies and Priorities, Washington, D.C., **Stephen Lucas**, Council of Large Public Housing Authorities, Washington, D.C., **Mike Koprowski**, Opportunity Starts at Home Campaign, Washington, D.C., **Andy McMahon**, UnitedHealthcare Community & State, Minneapolis, MN, **Shannon McMahon**, Kaiser Permanente, Washington, D.C., **Liz Buck**, Council of State Governments Justice Center, New York, NY, **Joshua Bamberger, MD, MPH**, Non-Profit Housing Association of Northern California, San Francisco, CA

**Moderator: Barbara DiPietro, PhD**, National Health Care for the Homeless Council, Baltimore, MD

### Behavioral Health Integration | Independence FG

Integrated behavioral health services—a hallmark of the Health Care for the Homeless model—can facilitate better and more accessible care for clients. In providing integrated care, organizations serving people without homes may grapple with limited resources, workforce shortages, and the differing emphases and perspectives of behavioral health and medical providers. This Pre-Conference Institute will address these challenges by building medical providers' skills at providing behavioral health care, as well as exploring organizational best practices for integrated care.

**Alex Keuroghlian, MD, MPH**, Fenway Institute, Boston, MA, **Pia Valvassori, PhD, ARNP**, Health Care for the Homeless, Orlando, FL, **Nadra Tyus, DrPH, MPH**, HRSA Bureau of Primary Care, Washington, D.C., **Allison Abayasekara**, Association of Clinicians for the Underserved, Tysons Corner, VA, **David Guggenheim, PsyD**, Callen-Lorde Community Health Center, New York, NY, **Dewey Wooden, MA, NCC, LMHC**, HCH, Orlando, FL, **Ken Kraybill, MSW**, Center for Social Innovation, Seattle, WA

## Overcoming Challenges in Street Medicine: Advanced Topics in Medical Outreach | Farragut Square/Lafayette Park

As homelessness has increased across the United States in the last two years, unsheltered homelessness has spiked disproportionately. Housing unaffordability, in particular, leaves many to seek safety in encampments, under bridges, in their cars, and in other unsheltered locations. And no community in the US has sufficient shelter beds for all their neighbors without homes. Consequently, the health of these individuals suffers. Enter street medicine: a distinct discipline that suspends the provider-patient power dynamic and meets clients in their own reality, on their own terms. Street medicine targets people who cannot or will not engage in traditional care to ensure no one is left behind.

This full-day session will provide an intermediate-to-advanced dive into common obstacles to street medicine programming, whether you belong to a health center or another agency. Speakers from the HCH community and the Street Medicine Institute will provide attendees with the insight and resources needed to tackle the challenges of growing and strengthening a street medicine program.

**Brett J. Feldman, MSPAS, PA-C**, University of Southern California, Los Angeles, CA, **Kevin Sullivan, MD**, Boston Health Care for the Homeless Program, Boston, MA, **Joel Hunt, PA-C**, JPS Health Network, Fort Worth, TX, **Patrick J. Perri, MD**, Center for Inclusion Health, Allegheny Health Network, Ingomar, PA, **Jim Withers, MD**, Operation Safety Net, Pittsburgh, PA, **Jim O'Connell, MD**, Boston Health Care for the Homeless Program, Boston, MA, **Elizabeth Frye, MD**, Street Medicine Institute, Atlanta, GA

## The Right to Recover: Medical Respite Care from the Perspective of Consumers, Providers, and Funders | Independence HI

Medical respite care fills a gap in the continuum of health care for people experiencing homelessness who need a safe environment to recuperate from illness or injury. The Respite Care Providers' Network (RCPN) has organized a full-day training that will be of interest to administrators, clinicians, consumers, and advocates at every learning level. Through panel presentations and interactive discussions, national experts will share information on consumer engagement, integration of psychology milieu therapy, and payers' perspectives on the benefits of investing in medical respite. Additionally, information will be provided on identifying outcome measures, policy implications for medical respite, and new resources available for communities as they build their medical respite programs. Participants will also have the opportunity to engage in information sharing and networking with providers from across the country.

**Chauna Brocht, LCSW-C**, Health Care for the Homeless, Baltimore, MD, **Aleksandra Cepnic, MS**, Valley Homeless Healthcare Program, Santa Clara, CA, **Julia Dobbins, MSW**, National Health Care for the Homeless Council, Nashville, TN, **Joseph Funn**, Baltimore, MD, **Rhonda Hauff, MA**, Yakima Neighborhood Health, Yakima, WA, **Sara Jeevanjee, MD**, Valley Homeless Healthcare Program, Santa Clara, CA, **Regina Reed, MPH**, National Health Care for the Homeless Council, Baltimore, MD, **Katherine Cavanaugh, MSW**, National Health Care for the Homeless Council, Baltimore, MD, **Matthew Lund, JD, MPA**, UW Medicine, Seattle, WA, **Benjamin Miksch**, UnitedHealthcare Community Plan, Seattle, WA, **Yavar Moghimi, MD**, AmeriHealth Caritas DC, Washington, D.C., **Greg Morris, PA-C**, Ascending to Health Respite Care, Colorado Springs, CO, **Catherine Stapleton, MS**, Quantified Ventures, Washington, D.C.



# Session Descriptions

## Workshops & Oral Presentations | Thursday, May 23: 10-11:30 a.m.

### Cultural Humility When Working with LGBTQ Youth | Independence FG

Youth experiencing homelessness face significant health disparities and higher rates of mental health and substance use conditions. Additionally, they are at risk of underutilizing services compared to their housed counterparts. This session will focus on recommendations for health centers to better serve youth and young adults experiencing homelessness. The True Colors Fund, along with the Fenway Institute, will highlight the need for young adult and youth led-leadership to create safe and affirmative spaces for LGBTQ youth and the need for training medical providers and health care professionals on cultural humility for LGBTQ persons.

**Sue Augustus, JD**, CSH, Chicago, IL, **Dee Balliet, AS, BSHM, CPI**, True Colors Fund, New York, NY, **Alex Keuroghlian, MD, MPH**, Fenway Institute, Boston, MA

### HCH on the Frontlines: Integrating Harm Reduction Programs into Your Practice | Penn Quarter AB

This panel discussion will feature national leaders in harm reduction and use examples from health centers that have implemented needle exchange services and a "Supportive Place for Observation and Treatment" (SPOT) program to prevent opioid overdoses. This workshop aims to promote and expand harm reduction programs in our communities. The discussion will include a background to harm reduction as an approach to care, the national landscape, navigating community relations and partnerships, integrating these types of programs with other staff and services, and outlining what's allowable in a health center setting. The HCH community has always been on the front lines of harm reduction—let's do more to expand this work further.

**Barbara DiPietro, PhD**, National Health Care for the Homeless Council, Baltimore, MD, **Jessie Gaeta, MD**, Boston Health Care for the Homeless Program, Boston, MA, **Kiefer Paterson**, National Harm Reduction Coalition, Washington, D.C., **Kevin Santry**, Albuquerque Health Care for the Homeless, Albuquerque, NM

### Housing First: From Pariah to Policy Priority | Declaration AB

Housing First is a paradigm-shifting, evidence-based approach to ending homelessness that has seen widespread adoption and acceptance across the nation and the world as the most effective solution for the problem of homelessness. This workshop brings together the Corporation for Supportive Housing (CSH), one of the national leaders on the implementation of Supportive Housing, and Central City Concern, a nationally recognized HCH agency that serves thousands of participants experiencing homelessness every year. Participants will take a deep dive into the policy issues surrounding Housing First and the impact of rapid expansion on fidelity to the model.

**Mike Savara, LCSW, CADC III**, Central City Concern, Portland, OR, **Colleen Velez**, Corporation for Supportive Housing, Trenton, NJ



### **AN INNOVATIVE APPROACH TO MEET THE HEALTH CARE NEEDS OF AN URBAN AND RURAL HOMELESS POPULATION**

People experiencing homelessness face many barriers to accessing basic needs, including access to primary health care, leading to inequities in health, safety, and wellbeing. Innovative solutions, collaborative partnerships, and alternative models of care are needed to increase accessibility of primary care for underserved populations. Guided by shared values of service, compassion, and dignity, this workshop will focus on how the University of Portland, Blanchet House, and Providence Express Care Virtual have partnered to establish a nurse-led clinic to provide accessible, approachable high-quality primary care, health, wellness, and telemedicine services to people experiencing homelessness in the community.

**Erica Bailey, MS, RN, CNE**, University of Portland, Portland, OR

### **JUSTIFYING A MEDICAL RESPITE: PUTTING THE PATIENT AND DATA FIRST**

Schenectady, New York, was once the home of General Electric and a booming middle class. Over the last 20 years, the city has attempted to reinvent itself in the post-industrial era, which includes attempts to improve health care through community collaboration and Medicaid redesign. We will discuss the community's effort to plan and implement a Homeless Respite Program. We will focus on our initial failures, the importance of data and personal accounts, and what unique partnerships are needed for success.

**Erin M. Simao, MPH**, Empower Health, Schenectady, NY, **Alexander Simao, DO, MPH, PGY3**, Ellis Medicine, Schenectady, NY

### **TRAUMA-INFORMED CARING: LEADING A HEALTH SYSTEM THROUGH CHANGE**

Quality improvement projects, while daunting, are essential components of maintaining up-to-date and evidence-based practice. Trauma-informed care is an evidence-based approach to care that has gained increasing attention over the years; it is particularly relevant in the care of individuals who are homeless because they have often experienced a great deal of trauma. This session will focus on how one organization implemented trauma-informed care principles into primary care. The presenter will discuss key principles of trauma-informed care and adult learning theory pertinent to quality improvement projects. The role of formative evaluation in implementing practice changes will also be discussed.

**Joy Fernandez de Narayan, FNP-C**, Mercy Care, Atlanta, GA

## Transitions Clinic Network: Serving Individuals Returning from Incarceration | Constitution CDE

The Transitions Clinic Network (TCN) supports health system transformation to address the complex needs of individuals with chronic behavioral and physical health conditions at high risk of homelessness returning to the community from incarceration. This workshop will provide background on the innovative TCN model, demonstrate the importance of employing individuals with a personal history of incarceration as community health workers, and illustrate how health systems can partner with communities impacted by the criminal justice system to improve the health and well-being of individuals returning from incarceration. This session will highlight two unique TCN programs in California and North Carolina.

**Marce Abare, MD**, Valley Homeless Healthcare Program Mobile Reentry Clinic, San Jose, CA, **Tressa Hillman**, CHW, Santa Clara Valley Homeless Health Care Program, Santa Clara, CA, **Anna Steiner, MPH**, Transitions Clinic Network, San Francisco, CA

## What's New in Homeless Health Care? A No-Jargon Summary of the Latest Research | Farragut Square/Lafayette Park

Staying up-to-date on the growing field of homelessness research presents a considerable challenge for the busy clinician or administrator. This workshop will present a plain-language summary of selected scientific studies on the health of people experiencing homelessness that have been published since January 1, 2018. The presentation will focus on scientific contributions in the following domains of homeless health: 1) health status, 2) health care access and delivery, and 3) housing. The presenters will highlight the practical implications of each study and provide attendees with an annotated bibliography containing take-home points. No expertise in research methods is required.

**Travis P. Baggett, MD, MPH**, Boston Health Care for the Homeless Program, Boston, MA, **Stefan Kertesz, MD, MSc**, Birmingham VA Medical Center/University of Alabama, Birmingham, Birmingham, AL, and **Katherine D. Vickery, MD, MSc**, Hennepin County Health Care for the Homeless, Minneapolis, MN

# Session Descriptions

## Session II: Facilitated Discussions | Thursday, May 23: 1-2 p.m.

### Care Transitions in Permanent Supportive Housing | Declaration AB

It is a known fact that housing is health care, and yet, as clinicians, many are consumed with treating the immediate medical needs of clients. Advocating for housing on clients' behalf is oftentimes not feasible, and as a result, clients can be easily lost when transitioning from homelessness to housing. Clinicians often witness the disruption in care that takes place when housing transitions occur. Although housing is health care, clients' health will decline and their respective morbidity and mortality rates will escalate if medical continuity is not preserved. This facilitated discussion will focus on how clinicians may advocate for clients in order to strengthen continuity in care.

**Catherine Crosland, MD**, Unity Health Care, Washington, D.C., **Pia Valvassori, PhD, ARNP**, Health Care for the Homeless Orlando, FL

### Death with Dignity – Serving Our Dying Homeless | Independence HI

How do health care providers assist and manage those that may be unable or unwilling to face their diagnosis? How do health care providers assist in managing the pain in someone that has had a substance abuse issue? How do health care providers involve family to facilitate closure and peace? These are all questions that will be explored further in this workshop. The INN Between staff will share how they are addressing these issues with volunteer chaplains and end-of-life doulas to ensure those who are dying experience a more peaceful transition with dignity.

**Tim Keffer**, Salt Lake City Police Department, Salt Lake City, UT, **Matilda Lindgren**, The INN Between, Salt Lake City, UT

### Ending the HIV Epidemic – Exploring the HCH Role | McPherson Square/Franklin Sq.

The national HIV epidemic has continued despite innovations in prevention and treatment. With renewed interest in drastic reductions in HIV rates from the federal level, HCHs are in a position to ensure that this movement includes people without homes. This facilitated discussion will be a space to discuss promising practices, learn more about national initiatives to address HIV prevention and treatment, and brainstorm how to bring this back to your community. We hope that you walk away ready to drive your health center towards ending the HIV epidemic among the people you serve.

**Laura Cheever, MD, ScM**, Health Resources and Services Administration, Baltimore, MD, **Celeste Roell, LCSW**, Catholic Charities of New Orleans, New Orleans, LA

### Focusing on What Matters Most: Patient-Centered Measures Co-Developed with HCH Consumers | Independence FG

It is possible to identify patient-informed quality measures to both measure patient experience/satisfaction and build patient engagement. Developing patient-informed quality measures can be very helpful for vulnerable or marginalized health care consumers whose engagement can be heavily influenced by past experience. This workshop will describe how Alameda County HCH co-developed measures with patients using a non-prescriptive "What matters most?" framework and produced questions to get at the heart of what patients value. After collaboratively evaluating current surveys, Alameda staff developed, tested, and implemented patient-defined experience surveys in various settings to help ensure that patient feedback informs meaningful improvement.

**Jeannette Johnigan**, Alameda County Health Care for the Homeless, Oakland, CA, **Brightstar Ohlson, MS**, Bright Research Group, Inc., Oakland, CA, **Jeffrey Seal, MD**, Alameda County Health Care for the Homeless, Oakland, CA

## Just DO It – Starting Small in Medical Respite | Penn Quarter AB

Three models for medical respite care will be presented during this session: scattered sites, apartment-style, and shelter-based programs. Participants will have the opportunity to identify the model most suitable to their organizations. This session will be interactive and provide time to discuss how these models started and evolved, the basics of starting each model, why the specific model was chosen, the pros and cons of each model, programming and funding issues, and lessons learned.

**Donna J. Biederman, DrPH, MN, RN**, Duke University, Durham, NC, **Rhonda Hauff**, Yakima Neighborhood Health Services, Yakima, WA, **Randy Pinnelli, PA**, Gleason House Medical Clinic, Stockton, CA

## Re-Entry...to What? Using SOAR to Promote Successful Re-Entry for People with Serious Mental Illness | Latrobe/Bulfinch/Renwick

The SSI/SSDI Outreach, Access, and Recovery (SOAR) model is designed to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for people who are experiencing or at risk of homelessness. Integration of the SOAR model into the criminal justice arena has shown promise in promoting post-release success and reducing recidivism among those involved in the criminal justice system who are experiencing symptoms of mental illness. This presentation will discuss the specific challenges faced by people with disabling conditions who are justice-involved and will feature outcome results from SOAR collaborations with entities that serve this population.

**Georgi Fisher, QMHP**, Department of Behavioral Health and Developmental Services, Richmond, VA, **Dazara Ware, MPC**, Policy Research Associates, Inc., Delmar, NY

## Structural Competency: Understanding How Structures Impact the Health of Patients | Constitution CDE

This facilitated discussion will focus on the Structural Competency framework. The framework aims to strengthen the capacity of all health center staff, including administrators, clinicians, and outreach workers, to identify, analyze, and address patient health and illness not solely as the outcome of individual actions or cultural factors, but rather as the product of social, political, and economic structures. When health center staff are trained in structural competency—when they analyze and respond to health disparities as the results of harmful social structures—this can (1) improve the work experience of health center staff; (2) improve patient health outcomes; and (3) empower health center staff to advocate for systemic change.

**Kristina Wharton, MPA, MPH**, and **Sonia Lee, MPH**, Health Outreach Partners, Oakland, CA

## UDS Modernization | Farragut Square/Lafayette Park

The Uniform Data System (UDS) is an online resource health centers may use to better understand the health status and health care needs of national, regional, and local populations. Recently the Health Resources and Services Administration's Office of Quality Control in the Bureau of Primary Care Health Care launched an effort to modernize UDS. This session will highlight the upgrades to the resource including improved data quality and reduced reporting burden. During this interactive session attendees will have the opportunity to ask questions and discuss how the UDS platform is currently being used, as well as how UDS data may be better used to identify and address the health care needs of patients being served at Health Care for the Homeless health centers.

**Suma Nair, PhD, MS, RD**, and **Jennifer Joseph, PhD, MEd**, Bureau of Primary Health Care, Health Resources and Services Administration, Washington, D.C.

# Session Descriptions

## Session III: Workshops & Oral Presentations

Thursday, May 23: 2:15-3:45 p.m.

### **#SafeForMeToo: Creating a Safe & Supportive Space for Women without Homes in the Time of “Me Too”** | Independence HI

Women who are experiencing homelessness face staggering levels of violence, in shelters and homeless housing as well as on the streets. Often, the women do not report the incidents or are not believed when they disclose the sexual and physical abuse they experience. #SafeForMeToo is an initiative borne out of Boston Health Care for the Homeless Program's HER Saturday women-only clinic. The initiative gives voice, support, and empowerment to women experiencing homelessness in the movement against sexual violence and assault. This workshop will provide an overview of the development of #SafeForMeToo as well as provide attendees with tools and resources to bring the initiative to their own communities.

**Melinda Thomas, PA-C**, Boston Health Care for the Homeless Program, Boston, MA, **Joanne Guarino**, NCAB Member at Large, Boston Health Care for the Homeless Program, Boston, MA

### **Caucus on Homelessness: HCH Community Engagement Studio** | Constitution CDE

Community input increases the quality and relevance of research, but public participation is one of the central challenges that clinical researchers face. Participants in this workshop will serve as experts to provide feedback on various aspects of a proposed or on-going research program on specific areas of concern before the next stage of the project is implemented. Feedback will be sought on the design of a new program that aims to support people with type 2 diabetes experiencing homelessness. HCH Community Experts are the most important resources available to directly guide a research project or program that will impact its intended community. This workshop aims to assure that research or program activities meet the needs of people experiencing homelessness and those providing direct services in the field. We invite and encourage participants of this workshop to offer honest feedback and constructive criticism and serve as an advocate for your community.

**Jen Elder, MSc**, Policy Research Associates, Inc., Delmar, NY, **Tiffany Israel, MSSW**, Vanderbilt University Medical Center, Nashville, TN, **Katherine Vickery, MD, MSc**, Hennepin County Medical Center, Minneapolis, MN

### **Everyone Poops: A Dialogue about Open Defecation, Human Rights, and Public Policy** | Penn Quarter AB

Open defecation is common in many U.S. cities. Without sanitation when and where it is needed, the human right to sanitation for people experiencing homelessness has not been realized; infectious disease transmission affects the health of people with and without housing alike. Homeless service agencies often find discarded human feces within feet of their doorsteps, and workers can feel helpless to improve conditions with limited resources. In this workshop, attendees will brainstorm new policies within shelters and service agencies as well as local, state, and national policies to reduce open defecation and improve dignity for people experiencing homelessness.

**Drew Capone, Ph.D. Researcher**, Georgia Institute of Technology, Atlanta, GA, **Liz Frye, MD, MPH**, Street Medicine Institute, Atlanta, GA, **Jim Withers, MD**, Operation Safety Net, Pittsburgh, PA

## **Homeless Deaths Reports: Advocating for Policy Change—San Francisco, Sacramento, and Philadelphia | Independence FG**

This workshop will review the results of reports on homeless deaths in San Francisco, Sacramento, and Philadelphia. Presenters will compare results impacted by gender, age, ethnicity and manner of deaths (natural, accident, homicide, suicide and unknown) between various cities including Los Angeles, Seattle, Denver, and New Orleans. Finally, examples will be provided on how these results were used to advocate for policy change in order to prevent homeless deaths in the future.

**Barry Zevin, MD**, San Francisco Department of Public Health, San Francisco, CA, **Caroline Cawley, MPH**, University of California San Francisco, San Francisco, CA, **Bob Erlenbusch, PhD**, Sacramento Regional Coalition to End Homelessness, Sacramento, CA, **Roberta Cancellier, MSW**, Office of Homelessness Services, City of Philadelphia, PA

## **Housing Is Health Care: An In-Depth Look at Denver HCH's Integrated Model of Care | Declaration AB**

This workshop will discuss how the Colorado Coalition for the Homeless finances its capital development, how the organization plans, designs, and manages multiple projects simultaneously, how they integrate housing and health care services, and how they include property management staff in a coordinated approach to care.

**Matt Mollica, MBA**, **John Parvensky, JD**, **Lisa Thompson, DNP, PMHNP-BC**, and **Bill Windsor**, Colorado Coalition for the Homeless, Denver, CO

## **Integrating Motivational Interviewing into Neurobiology, Harm Reduction, & Trauma-Informed Paradigms | Latrobe/Bulfinch/Renwick**

Health Care for the Homeless providers work in a time of rapidly evolving science and emerging best practices. Without strategic thinking, all the information can be overwhelming and difficult to implement as congruent programming for patients. This workshop will focus on how the Connecting Paradigms model helps to turn information overload into a workable model for providing high-quality, integrated services.

**Matthew Bennett, MBA, MA**, Bennett Innovation Group, Denver, CO, **Deb Borne, MSW, MD**, The San Francisco Department of Public Health, San Francisco, CA



### **ACUPUNCTURE AND OTHER INTEGRATIVE THERAPIES FOR ACUTE WITHDRAWAL AND SUSTAINED RECOVERY**

This session will examine the conflicting evidence about acupuncture, hypnosis, and homeopathy as stand-alone and adjunctive treatments in substance use disorder (SUD). The history of acupuncture detoxes from the South Bronx to its recent spread to South African cities will be highlighted. Emphasis will be on integrative therapies provided on the streets from San Francisco to Boston. Interactive brainstorming on access to such wholistic therapies for uninsured, reticent, or medically homeless patients will conclude this session.

**Marcia Tanur, MD**, Harbor Homes and Wellness Center, Lawrence, MA

### **ESTABLISHING A MAT CLINIC FOR THE HOMELESS IN NEW ORLEANS**

A report on the first year of experience starting a MAT program at a homelessness-focused clinic in New Orleans will be shared in this session. This effort was supported by participation in the 2018 National Health Care for the Homeless Council's Behavioral Health Integration Learning Collaborative.

**Neil Nixdorff, MD, MA, MS, MPH**, **Celeste Roell, LCSW**, and **Verella Morris, MPH**, City of New Orleans Healthcare for the Homeless, New Orleans, LA

### **OPIATE OVERDOSE EDUCATION AND NALOXONE PRESCRIBING IN AN HCH CLINIC**

This presentation will describe the prevalence of opiate overdose in homeless populations in the U.S. It will cover the components of an opiate overdose and naloxone prescribing program in a homeless shelter. The program was created and run by a registered nurse. The presentation will describe the results of the overdose education and prescription fill rates of the naloxone, with time allocated for questions and answers.

**Lisa Pietrusza, CRNP**, Central Outreach Wellness Center, Pittsburgh, PA

## **Populations of Color and Social Justice | McPherson Square/Franklin Square**

People of color in America are impacted by structural and institutional systems not created by or for them. Drawing on personal experience, panelists will have an open dialogue about their perspectives on social justice – what has been accomplished, what remains as challenges, and what others need to know to promote and facilitate social justice. This workshop will delve into issues that exist for different populations of color in America and what justice movements look like for these communities. Larger cultural and systemic issues relating to the social determinants of health and ensuring all people have access to high-quality, culturally appropriate care will also be explored.

**Emily Chatterjee, JD**, The Leadership Conference on Civil and Human Rights and The Leadership Conference Education Fund, Washington, D.C., **Stacy A. Bohlen, MA**, National Indian Health Board Washington, D.C., **Paulina Sosa, BA, MPH**, American Journal for Public Health, APHA, Washington, D.C.

**Moderator: Lauryn Berner, MPH, MSW**, National Health Care for the Homeless Council, Nashville, TN



# Session Descriptions

## Session IV: Facilitated Discussions | Thursday, May 23: 4-5 p.m.

### **Collaborating with Faith-Based Organizations to Develop Medical Respite Programs | Independence HI**

The gap in collaboration between health care and faith-based organizations is a missed opportunity for data collection, available beds for medical respite, funding, and solutions for issues in the health care and housing systems. This workshop will review the benefits of partnership, including how organizations can work together for an individual's right to receive health care and housing. The presenters will also outline strategies for building community networks and demonstrating the value of HCH programs nationally. This innovative approach of collaboration between health centers, hospitals, and faith-based organizations is critical in the fight to end homelessness.

**Brooks Ann McKinney, MSW**, Cone Health System, Greensboro, NC, **Micheal Woods**, Western Carolina Rescue Ministries, Asheville, NC

### **Hepatitis A Outbreaks Among Persons Experiencing Homelessness: Creation of a Preventive Coalition | Penn Quarter AB**

Hepatitis A infections and community outbreaks disproportionately affect persons experiencing homelessness and those reporting drug use. This session will talk about the current outbreaks that have affected at least 12 states and thousands of people. As a result of the person-to-person transmission of this infection and the increased risk of spreading it when living in community, the Advisory Committee on Immunization Practice unanimously voted to list homelessness as a risk-factor indicating the need for vaccination. In an effort to improve vaccination coverage, outreach coordinators from West Virginia will talk about the innovative coalition building that helped to prevent infections among those most at risk.

**Janet Briscoe, MBA, BSN, RN, CIC**, Kanawha County Health Department, Charleston, WV, **Sapna Bamrah Morris, MD, MBA**, Centers for Disease Control, Atlanta, GA, **Traci Strickland, BA**, Presteria Center for Mental Health, Huntington, WV

### **The Council's Strategic Priorities and You | Declaration AB**

The first results of the Council's strategic planning process are in! They are a reaffirmation of our identity, our approach to our work, and the identification of three strategic priorities. We started with an analysis of the Council's unique strengths and received input from our membership and many others about challenges facing the Council and those we serve. This session will answer questions related to our strategic planning process, the next steps, and discuss and brainstorm ways the Council can achieve these priorities in the next 3-4 years. If you have questions or suggestions, this session is for you!

**Jenny Metzler**, Albuquerque Health Care for the Homeless, Albuquerque, NM, and **Bobby Watts, MPH, MS, CPH**, National Health Care for the Homeless Council, Nashville, TN

## **Mixing It Up in a Soup Kitchen: Providing Health Care to Immigrant and Homeless Patients** | McPherson Square/Franklin Square

A nurse, a pastor, a doctor, and a lawyer walk into a preschool room in a church basement preschool room in May 2017 and see possibilities. This facilitated discussion will recount how a core group of individuals started a free immigrant clinic in a state where almost 97 percent of residents are insured. A patient carry-your-own-record system was developed as if practicing at a national border ravaged by war. Most of the operations of the clinic were covert with the exception of advocating for school physicals in the town. "Home visits" to church-housed sanctuary families were held and helped to grow the health system for the "medically homeless." Health services were expanded into an abandoned clinic room four miles away within a soup kitchen open year-round in late 2018. This session will recount the wins, losses, and aspirations of a two-year-old free clinic.

**Marcia Tanur, MD**, Harbor Homes and Wellness Center, Lawrence, MA

## **New York City Street Medicine—Primary Care Integrated into Outreach to Address Health Disparities** | Independence FG

Unsheltered people experiencing homelessness face even more health and health care disparities than those staying in shelters, including higher levels of trauma, lower access to entitlements, and more barriers to accessing care. Utilizing and expanding on a model developed by Jim Withers and others, the New York City Department of Homeless Services has funded a street medicine team to integrate the Street Psychiatry and social services operations of the Manhattan Outreach Consortium. The session will discuss how this street medicine team not only provides access to primary care outside but also addresses other barriers to effective health care engagement, including addressing people's negative experiences and attitudes about providers and feelings of discrimination.

**Bonnie Coover, Van Yu, MD**, and **Joanna Fried, MD**, Janian Medical Care, New York, NY

## **Social Medicine Consultation: Using the Health Care for the Homeless Model to Create Holistic Care** | Latrobe/Bulfinch/Renwick

HCH clinicians advocate for patients with providers in Community-Based Organizations (CBOs), hospitals, and treatment centers. The discussion for this session will focus on how to support and communicate with consumers to decrease stigma, access resources, and address the social determinants of health. Today's system of care polices consumers, tells them what to do, and demands cures without decreasing suffering. This philosophy, the opposite of the HCH model, leaves the medical system ill-equipped to handle the physical, social, emotional, and spiritual distress of people who are experiencing homelessness. Please join a panel of clinicians, administrators, and consumers in an important conversation about how to use HCH tools and skills to decrease stigma, improve health outcomes, and catalyze system change.

**Daniel Aldridge**, Tom Waddell Urban Health Center, San Francisco, CA, **Deborah Borne, MSW, MD**, San Francisco Department of Public Health, San Francisco, CA, **Mark Franczek**, Tom Waddell Urban Health Center, San Francisco, CA, **Rebecca Pfeifer-Rosenblum**, San Francisco Department of Public Health, San Francisco, CA, **Barry Zevin, MD**, San Francisco Department of Public Health, San Francisco, CA, **Jason Albertson**, SF HOT Encampment Resolution Team, San Francisco, CA, **Brenda Meskan**, SF Homeless Outreach Team, San Francisco, CA

## **To Fight Burnout, Advocate for Justice! | Constitution CDE**

Provider burnout not only compromises patient quality of care and leads to recruitment and retention challenges, but it feels terrible, too! Burnout robs one of the joy found in their work as healers and has direct impacts on one's professional and personal life. Providers are taking on more duties in their normal routine, but their care is undermined by unjust public policies that limit access to basic needs. Seeing clients marginalized—even vilified—in the political discourse only adds to the frustration. Advocating for justice can be a powerful boost to morale and a needed measure of self-care—and it works to create needed change. This discussion will focus on the basics of burnout and the benefits of advocacy and talk about how to integrate service and advocacy.

**Matthew Bennett, MBA, MA**, Bennett Innovation Group, Denver, CO, and **Barbara DiPietro, PhD**, National Health Care for the Homeless Council, Baltimore, MD

## **Using Telehealth to Increase Patient Engagement | Farragut Square/Lafayette Park**

Telehealth has great potential as a health care delivery platform, and Health Care for the Homeless health centers could really lead the way with innovative use of this powerful technology. This facilitated discussion will be led by a representative from one of HRSA-funded National Consortium of Telehealth Resource Centers that provide telehealth training and consultation to health care providers and programs. This session will be helpful to anyone interested in learning more about implementing, evaluating, and enhancing all types of telehealth service, and available resources.

**Jonathan Neufeld, PhD**, Great Plains Telehealth Resource and Assistance Center, Minneapolis, MN

# Session Descriptions

## Session V: Facilitated Discussions

Friday, May 24 | 8:30-9:30 a.m.

### **Bridging the Gap: Partnerships between CHWs and Medical Providers for Better Patient Care** | McPherson Square/Franklin Square

In caring for an underserved and marginalized population, one of our primary goals is to identify the barriers that prevent access to care and optimize the supports needed to overcome them. These obstacles are variable and complex, and understanding them well is difficult. By introducing Community Health Workers (CHWs) to care teams and developing a partnership with medical providers, we gain the ability to tailor unique care plans for each client more effectively. After briefly defining the role of a CHW and some of the evidence supporting CHWs' involvement in care, the facilitators of this session will engage in a case-based discussion of how the collaboration between medical providers and CHWs offers an opportunity to deliver high-quality health care and better understand clients' needs.

**Alia Bodnar, MD**, and **Gregory Rogers**, Health Care for the Homeless, Baltimore, MD

### **Creating a Safety Net for the Acutely Intoxicated: Systems Collaborate for Sobering Centers** | Declaration AB

This presentation will focus on the care delivery and policy implications of utilizing sobering centers as an alternative to the ED and jail for acute intoxication. With nearly 40 sobering centers now in operation, emerging research has shown the benefits of sobering centers as a critical piece in the safety net for those with substance use disorders, yet their safety and success are still under debate. A facilitated discussion will delve into the policy and political aspects of sobering care as an alternative to the jail and emergency department. Additionally, the role of sobering services as part of the continuum of care focused on alcohol use disorders, homeless health care, and as an alternative site for primary care will be considered.

**Shannon Smith-Bernardin, PhD, RN, CNL**, National Sobering Collaborative, San Francisco, CA

### **Equitable Aging in Place: Expanding the Harm-Reduction Model to Higher Levels of Care** | Penn Quarter AB

People with the lived experience of homelessness are at greater risk of developing gerontological conditions at much younger ages than the general population, while also being at high risk for experiencing substance use disorders and mental illness. This session will focus on how half of this population is age 50 or older, creating a growing need for access to higher levels of care that are low-barrier, harm-reduction, and trauma-informed. Housing and health care partners working together with state and local agencies have been unable to resolve this dilemma, as the answers to questions regarding patient autonomy and decisional capacity in the context of mental illness and substance use disorder are not always clearly prescribed.

**Sarah Marris-Swann, RN**, Neighborcare Health, Seattle, WA

## Ethical Dilemmas in Homeless Healthcare: The Gray Zone | Bulfinch/Renwick

Caring for patients living without homes often poses ethical dilemmas unique to this population. This discussion will review particular ethical dilemmas that have caused discomfort in the past and how to apply medical ethics and the principle of “do no harm” in these challenging situations. This will generate a discussion with other programs about situations that have led to ethical gray zones.

**Heather Cedermaz, FNP**, and **Mariel Lougee, MD**, Contra Costa Health Care for the Homeless, Martinez, CA, **Sue Dickerson, RN**, Contra Costa Health Services, Martinez, CA

## Medical Legal Partnerships 2.0: Integrating Legal Justice into your Practice | Farragut Square/Lafayette Park

Medical Legal Partnerships (MLPs) are an effective tool for advancing justice for patients who are homeless. The presenters, from an established MLP, will illustrate how health care providers address legal barriers by testifying at social security hearings and assisting in other cases, such as eviction and criminal cases. Attendees will have an opportunity to roleplay using several scenarios to screen for legal barriers. By the end, attendees will have concrete ideas on how to start an MLP and will learn what specific barriers have a direct relationship to causing and worsening housing status and health. Attendees will also come away with knowledge of the specific and effective tools they have to bear in bringing a patient's case to justice. Attendees will also be asked to complete a short action plan for developing an MLP.

**Ellen Lawton, JD**, The National Center for Medical-Legal Partnership, Washington, D.C., **Cheryl Ho**, Valley Homeless Healthcare Program, Santa Clara, CA, **Molly Brennan, MSW, JD**, Law Foundation of Silicon Valley, San Jose, CA, **Meghan Piano, JD**, Santa Clara County Government, Santa Clara, CA, **Darlene Jenkins, DrPH, RD, CHES**, National Health Care for the Homeless Council, Nashville, TN

## Opening Access to Wellness: Integrative Health for People Experiencing Homelessness | Wilson/Roosevelt

One of Baltimore Health Care for the Homeless's strategic goals for 2018-2021 is for the health outcomes of our clients experiencing homelessness to rival the health outcomes of a stable population. Conventional western medicine practices alone have proven insufficient in addressing the complex needs of HCH clients who have significant experiences of untreated pain and trauma. By implementing holistic healing practices such as herbal medicine, acupuncture, massage, biofeedback, stress reduction techniques, meditation, and yoga, providers can hope to alleviate human suffering and heal the whole person—mind, body, and spirit. Through collaboration, HCH agencies can replicate ways of bringing these practices into service delivery and share strategies to combat potential obstacles. Discussion will include impact on public policies and reimbursements for the uninsured, Medicaid and Medicare beneficiaries.

**Deirdre Hoey, LCSW-C, RYT200**, and **Albert Miller**, Consumer, Health Care for the Homeless, Baltimore, MD

## They Work for US! – Congressional Advocacy 101 for the HCH Community | Constitution CDE

*This session is made possible through private funds.*

Are there problems with the current system you'd like to change in order to end poverty and homelessness? Are you curious about how Congress impacts our lives and how we can help them do better? If so, then this session is for you! With time for discussion, this session will cover the basics of how Congress works and how their decisions impact the Health Care for the Homeless community. The session will share insider tips and tricks from congressional staff members and experts in the advocacy field. Attendees will leave with specific action steps for engaging with Congress and a greater understanding of our important role in government decision making!

**Regina Reed, MPH**, National Health Care for the Homeless Council, Baltimore, MD, and congressional staff person to be announced (please check the app for the latest update)

## Validation and Psychometric Testing of the Vulnerability Index-Service Prioritization Tool | Tiber Creek AB

The VI-SPDAT is the most popular vulnerability measurement tool in use for prioritizing housing services through coordinated assessment. However, there has been little evaluation of the measurement and performance characteristics of self-reported vulnerability assessments such as the VI-SPDAT being used. Communities should be also able to evaluate the success of their coordinated assessment and identify any red flags such as demographic inequities. The tests with which a community may evaluate their own coordinated assessment tools will be described in detail. The results of a comprehensive evaluation of the VI-SPDAT in one community will be quickly presented and several red flags identified will be highlighted and discussed.

**Ben King, PhD, MPH**, University of Texas Dell Medical School, Austin, TX, **Jeffrey Olivet, MA**, jo consulting, Boston, MA



# Session Descriptions

## Session VI: Workshops & Oral Presentations

Friday, May 24 | 10-11:30 a.m.

### **Creating Inclusive Governance: Developing and Supporting Consumer Leadership | Bulfinch/Renwick**

Engaging people with the lived experience is critical to providing access to quality health care services and promoting dignity and respect. But how can consumers be engaged at health centers given the numerous barriers that exist? This workshop will explore strategies and lessons learned from a diverse range of health centers around consumer recruitment and retention. Volunteer management strategies that can be used in developing consumer engagement, how to maximize the use of Consumer Advisory Boards (CABs), and methods of creating intentional structures and spaces for partnership will be discussed.

**Katherine Cavanaugh, MSW**, National Health Care for the Homeless Council, Baltimore, MD, **Rodney Dawkins**, Immediate Past Chair, National Consumer Advisory Board, Chicago, IL, **Paul Tunison**, Regional Representative 9&10, National Consumer Advisory Board, Los Altos, CA

### **Culture Jam: How Integrating Culturally Specific Services Impacts Clients, Staff and Organizations | Declaration AB**

Portland is experiencing a homelessness crisis which is exacerbated for racial and ethnic minorities, particularly those affected by substance use and mental illness. Latinx and African American communities suffer from a disproportionately high rate of homelessness and scarce resources for culturally competent services. This workshop will focus on how Central City Concern's Imani Center and Puentes offer a trauma-informed and culturally-focused approach that is meaningful to the communities they serve, and strive for a stronger community of recovery and self-sufficiency, by using culturally specific treatment models, hiring people from the Latinx and African American communities, and examining agency practices and policies.

**Daniel Garcia, MSW**, and **Linda Hudson, CSWA, QMHP, CADC III**, Central City Concern, Portland, OR

### **Oral Presentations: Clinical Primary Care | McPherson Square/Franklin Square**

#### **FITs, COLOS, AND PAPS – OH MY! ADDRESSING CANCER SCREENING DISPARITIES IN HOMELESS POPULATIONS**

Since 2016, HCH Baltimore has improved its Colorectal and Cervical Cancer Screening rates in an effort to eliminate disparities for people experiencing homelessness. This session will share the organization's improvement journey—the work that has led to improved outcomes, lessons learned, and continuing challenges. The goal of this session is to give attendees insights into their own work to improve cancer screening and prevention for homeless populations in their communities.

**Laura Garcia, CRNP**, **Tracy Russell, MS, BSN, RN**, and **Jennifer Tate, MBA**, Health Care for the Homeless, Baltimore, MD



## **SKIN DISEASE IN ADULTS EXPERIENCING HOMELESSNESS: TOWARDS BETTER UNDERSTANDING, ACCESS TO CARE, AND EDUCATION**

This session will include a closer look at qualitative patient data from an IRB-approved retrospective chart review investigating dermatological disease in patients experiencing homelessness and common diagnoses observed in this population. In addition, it will offer practical tips for diagnosis and management. During this oral presentation, the presenter will explore the vital interdisciplinary effort that resulted in the creation of the BHCHP-Harvard Dermatology collaboration. Finally, the presenter will discuss the role of dermatologists in homeless medicine and emphasize the need for partnership between primary care and specialty providers to ensure the highest quality of care for our patients.

**Jennifer Tan, MD**, Boston Health Care for the Homeless Program and Massachusetts General Hospital Dept of Dermatology, Boston, MA

## **YOU, TOO, CAN TREAT HEPATITIS C**

This workshop will focus on how hepatitis C is prevalent in patients experiencing homelessness and those struggling with substance use disorders; and how the treatment of hepatitis C results in decreased morbidity, mortality, and can decrease transmission. Although access to hepatitis C treatment for patients experiencing homelessness or substance use disorders is limited, treatment of hepatitis C can be readily accomplished in primary care settings and can decrease the disparity of treatment access for patients served by HCH clinics.

**Leslie Enzian, MD**, Harborview Medical Center, Seattle, WA

## **People Living in Encampments, Streets, and Vehicles: Three Municipal Policies and the Public Response | Wilson/Roosevelt**

As efforts are being made toward housing and health access for all, there is a need to immediately decrease the suffering of people living on the streets, in encampments, and vehicles. To do so, public and population health issues regardless of the political and social landscape in municipalities must be addressed. This presentation outlines three cities' policies on people living outside or in vehicles. A review of consumer barriers to accessing care, maintaining safety and health, as well as the public health approaches designed to address these issues will be provided. Attendees are encouraged to share the policies and public health efforts in their areas, and work toward establishing best public health practices given political and social ecologies of different regions.

**Jason Albertson**, SF HOT Encampment Resolution Team, San Francisco, CA, **Mark Franczek**, Tom Waddell Urban Health Center, San Francisco, CA, **Deborah Borne, MSW, MD**, San Francisco Department of Public Health, San Francisco, CA, **John Gilvar**, Seattle & King County Department of Public Health, Seattle, WA, **Eileen Loughran**, SF Community Health Equity & Promotion, San Francisco, CA

## **Promoting Justice in the Primary Care Setting for Transgender Patients Experiencing Homelessness** | Constitution CDE

The transgender and gender expansive (TGE) community faces transphobia and structural violence within the health care, legal, and housing system. The session will focus on social injustices that lead to health care disparities among TGE people experiencing homelessness. Presenters will lead group discussions to encourage critical thinking and problem-solving around TGE-specific institutional injustices. Participants will work through clinical case studies to identify 1) health care disparities, 2) trauma-informed and gender-affirming services to address those disparities, and 3) advocacy strategies to reduce institutional and social barriers to care. Methods on how to weave the patient voice into health care service programming and delivery will also be highlighted.

**Lindsay Cross, MSW, Irene Guerra, PhD, and Jackie Newton, MD, MPH**, Valley Homeless Healthcare Program, San Jose, CA

## **Social Storytelling: Making Homelessness and Homeless Services Real to a Broader Community, Pt. II** | Farragut Square/Lafayette Park

Social media is powerful, direct, and immediate—and if you aren't already involved, you're missing a crucial opportunity to tell the story of your programs and consumers and help destigmatize homelessness. Building on last year's primer for entities in the HCH field seeking to build or improve their communications through social media storytelling, this presentation will teach participants how to design and implement basic communications initiatives to visualize data on homelessness or homeless services, highlight consumer stories, and more to better reach a broader community for advocacy, development, and awareness.

**Rick Brown, MA, and Jennifer Dix, BBA**, National Health Care for the Homeless Council, Nashville, TN

## **Taking Action on Equity: Evaluating Housing, Health Care, and Services for the Homeless** | Penn Quarter AB

This workshop will provide attendees with the tools to understand homelessness as a racial equity issue and begin to identify and quantify racial inequity among systems of care. Attendees will learn about the intersection of homelessness, health care, and racial equity from subject matter experts and will share their own questions and challenges. Attendees will participate in an activity to identify and consider distinct racial equity issues and incorporate this equity-focused thinking into day-to-day activities in a collaborative manner. The goal is for attendees to take practical tools and knowledge for working together to tackle racial inequity in their homeless, health care, and housing systems back to their communities.

**Gillian Morshedi, JD**, HomeBase, San Francisco, CA, **LaMont Green, MSW**, All Home King County, Seattle, WA, and **Melissa Jones, MPA**, Bay Area Regional Health Inequities Initiative, Oakland, CA

## The Water Is Warm: Sharing Lessons Learned Expanding Medicaid & Bringing More States into the Pool | Tiber Creek AB

Several states are newly expanding Medicaid to single adults, which will drastically expand access to care for people experiencing homelessness. While this presents exciting opportunities for growth at Health Care for the Homeless (HCH) health centers, it also brings unique challenges for HCH programs. This workshop will feature several HCH leaders who have struggled through the difficulties and benefits of Medicaid expansion, share lessons learned, offer advice for those new to expansion, and facilitate conversation around the administrative, clinical, and policy issues that come with serving a predominately insured population. Please bring questions or personal experiences with Medicaid expansion to add to the discussion.

**Barbara DiPietro, PhD**, National Health Care for the Homeless Council, Baltimore, MD, **Trish Grand**, Albuquerque Health Care for the Homeless, Albuquerque, NM, **Rhonda Hauff**, Yakima Neighborhood Health Services, Yakima, WA, **Kevin Lindamood, MSW**, Health Care for the Homeless, Baltimore, MD, **Maureen Neal, CFRE**, Daily Planet Health Services, Richmond, VA

# Session Descriptions

## Session VII: Facilitated Discussions

Friday, May 24 | 1-2 p.m.

### **A Brave New World: How Medicaid ACO Reform Impacts Care Delivery for the Homeless in Massachusetts** | Wilson/Roosevelt

Medicaid ACOs are one approach states are taking to redesign their health care delivery systems. To date, 12 states have active Medicaid ACO programs, and at least 10 more are pursuing them, including Massachusetts. To support the ACO rollout, Massachusetts has created its own version of "Health Homes," a state-driven Medicaid program. Boston Health Care for the Homeless Program, in partnership with eight homeless service providers in Boston, has formed its own Community Partner program known as the Boston Coordinated Care Hub. The "Hub" now has contracts with 10 ACOs/MCOs to provide care coordination for approximately 1,000 Medicaid enrollees in the greater Boston area. This panel will discuss the formation of the Hub: the model, front line care delivery, and outcomes.

**Sophie Lazar, BA**, Boston Health Care for the Homeless Program, Boston, MA, **Dan Moss, BA**, Victory Programs, Inc., Boston, MA, **Mary Takach, MPH, RN**, Boston HCH Program, Boston, MA

### **Housing Boston's Rough Sleepers: Outcomes From a 10-year Prospective Study** | McPherson Square/Franklin Square

People who experience homelessness and sleep outside, rough sleepers, are vulnerable. Literature shows that rough sleepers have worse outcomes than the general population and sheltered counterparts. Housing should improve outcomes, yet little information exists. Boston Health Care for the Homeless Program and a housing agency housed 73 rough sleepers directly from the streets over 10 years. Their retention rate is about 55%, which is lower than rates reported by other housing programs. Obtaining housing is an important component of care for every person without a home. Individuals living on the streets who move into housing need comprehensive support services to ensure success and a continuum of housing options with a range from independent living to nursing homes.

**Jim O'Connell, MD**, Boston Health Care for the Homeless Program, Boston, MA, **Jill Roncarati, ScD, MPH, PA-C**, Harvard T.H. Chan School of Public Health, Boston, MA, **Beckie Tachick**, Boston Health Care for the Homeless Program, Boston, MA

### **How Care Providers Can Participate Meaningfully in Homeless Response Coordinated Entry Systems** | Tiber Creek AB

This discussion, facilitated by subject matter experts in both coordinated entry and housing-health care system integration, will focus on the benefits to Health Care for the Homeless (HCH) consumers of connecting to homeless assistance Coordinated Entry Systems. Presenters will provide a brief overview of Coordinated Entry and the opportunities for HCH providers and other health system stakeholders to participate. Using a combination of prompts, community examples, and group work, the facilitated discussion will result in participants exploring how best to participate in and partner with Coordinated Entry Systems to better connect consumers to needed housing and supportive services.

**Gillian Morshedi, JD**, and **Nora Lally, MSW**, HomeBase, San Francisco, CA

## **Work and Gain Education and Employment Skills: Partnerships to Improve Re-Entry Services | Bulfinch/Renwick**

Persons who are released from incarceration face daunting challenges. These include conditions of probation, parole, or community corrections; establishing housing; gaining employment (very difficult for most persons who have felony charges); family re-unification; engaging in prosocial activities and demonstrating prosocial behaviors; and having comprehensive health care. These challenges are worsened by homelessness. Previously incarcerated persons are at risk of homelessness and all too often become people without homes. This facilitated discussion will present a unique project that is a collaboration between the Colorado Department of Corrections and community partners including a Federally Qualified Health Center to improve the health care and re-entry outcomes for justice-involved women.

**Rolli Oden, MD, MPH, and Linda Nobles**, Colorado Coalition for the Homeless, Denver, CO, **Julie Kiehl, JD**, The Empowerment Program, Denver, CO

## **No Barriers to Care: Different Ways to Test, Treat, and Talk about Care in Our Community | Farragut Square/Lafayette Park**

The goal of this talk is to encourage Health Care for the Homeless (HCH) teams to share innovative practices and problem-solve situations with the HCH community to highlight practices that build bridges to care and break down barriers imposed by traditional models of care. The discussion will look at an innovative way to approach cervical cancer screening that empowers women and present data that has potential to transform screening beyond the HCH community. The discussion will also highlight hepatitis C point-of-care testing that streamlines hepatitis C treatment and breaks down rather than creates barriers to care. A brief case study will be presented that explores the difficult conversation around terminal diagnosis and the decision-making process that allows individuals to live and die as they choose.

**Heather Cedermaz, NP**, Contra Costa County Health Care for the Homeless, Martinez, CA

## **Our Individual and Collective Roles in Addressing the Intersection of Racism and Homelessness | Penn Quarter AB**

Addressing the underlying issues that cause high rates of homelessness among people of color requires a multi-prong approach. To achieve immediate and long-term goals in achieving racial equity, supporting Partnerships for Anti-Racist Communities (SPARC) published recommendations which grew out of their 2017 mixed-methods study exploring racial disparities in housing and homelessness. This facilitated discussion will guide participants to consider, at the individual level, how one can become agents of change and what barriers exist in creating more equitable practices; and at the organizational level, what policies best support people of color in various communities. Participants will be able to share experiences, brainstorm with peers, and learn about current practices in the realm of health care and housing from other service providers.

**Facilitator: Stacy A. Bohlen, MA**, National Indian Health Board, Washington, D.C.

## **Reducing Disparities in Addiction Care: Low-Threshold Buprenorphine for Unsheltered Patients** | Constitution CDE

For the past year, the team at Contra Costa PHCS has been prescribing buprenorphine on the spot for any patient seen by the medical outreach van meeting DSM-V criteria for opioid use disorder (OUD). This session will focus on the outcomes of this low-threshold buprenorphine trial as well as review the harm reduction approach towards treating OUD. Additionally, the discussion will review details of the pharmacology, safety profile, and mortality benefit of buprenorphine as a treatment for OUD. It is the hope of the presenters that this talk will generate a discussion about how programs can change their approach towards treating OUD with buprenorphine and increase access to this life-saving medication.

**Mariel Lougee, MD,** and **Beth Gaines, RN, PHN,** Contra Costa Public Health Clinic Services, Martinez, CA

## **Toeing the Line: Creating Healthy, Compassionate Relationships with Youth and Young Adults Without Homes** | Declaration AB

Forming professional, productive relationships with youth and young adults (YYA) who are experiencing homelessness is a complex dance sometimes. So much informs and complicates these relationships: being/having been a consumer, power differentials, both primary and secondary trauma, and past experiences with services. For everyone, balancing being approachable with being professional can be hard. Sometimes, we care so much that the line between a friend and a YYA becomes blurred. Other times, we get so caught up in being professional that we become cold or forget to show empathy with the YYA. In this workshop, we will discuss these issues, why they happen, and what we can do to find a balance between them, together.

**Katie Schneier, BA,** and **Dean Williams,** Neighborcare Health, Seattle, WA



# Session Descriptions

## Session VIII: Workshops & Oral Presentations

Friday, May 24 | 2:15-3:45 p.m.

### **Building the Pipeline for Community Health Workers** | Bulfinch/Renwick

Engaging Community Health Workers (CHWs) provides the opportunity to strengthen one's understanding and connections for health centers and vulnerable populations. Coming from the community where they work, CHWs have unique skills, insight, and experience with the communities they serve. Their ability to build relationships and bridge the gap between providers and consumers is invaluable to health centers looking to increase engagement and provide high-quality care. This workshop will explore the roles of CHWs and how health centers can support peer workers recruited from the communities they serve.

**Esly Reyes, MPH**, MHP Salud, McAllen, TX

### **Diversity Gap: The Effects of Systemic Oppression on the Homeless and the Workforce that Serves Them** | Declaration AB

Disparities between the workforce and the population served causes much tension in HCH organizations striving to work for justice. Systemic racial and ethnic inequalities add to the layers of factors creating homelessness. If health care delivery organizations want to foster systems of justice and not charity, hiring a workforce that matches the served population builds trust and fosters health. This 90-minute workshop will include an overview and discussion of national health disparity and workforce data. Presenters will discuss the importance of having a representative workforce in order to impact health outcomes and build trust with community members. The majority of this workshop will be spent in small groups with leaders facilitating discussions about how organizations can face systemic barriers and create internal workflows to recruit, promote, and retain a more inclusive and representative workforce in order to improve the health of their community.

**Kaylanne Chandler, RN, BSN, Jenna Hickman, and Renata Robinson, Ed. D.**, The Colorado Coalition for the Homeless, Denver, CO

### **Food Justice and Diabetes** | Farragut Square/Lafayette Park

Food justice is a movement in response to food insecurity and economic pressures that prevent access to healthy, nutritious, and culturally appropriate foods. The direct correlation between housing instability and the association of type 2 diabetes and obesity with food insecurity has been well documented. Therefore, it is important to view the management of diabetes for people experiencing homelessness through a food justice lens. Registered Dietitians serving in health centers located in both urban and rural communities will share strategies to assess for food insecurity and assist patients with diabetes to make better food choices. The document titled "Nutrition and Diabetes" recently published by the National HCH Council will be highlighted.

**Christina Watts, MS, RD, LD**, Foothills Health and Wellness Center, Clay City, KY, **Kelsey Doll, MA, RDN, CD**, Eskenazi Health Services, Indianapolis, IN, **Kimaya Joshi, RD, LDN**, Veterans Health Administration of Greater Los Angeles, CA, **Elizabeth Murphy, RDN, LDN**, Heartland Health Alliance, Chicago, IL

## **Housing, Not Handcuffs: Working Together for Justice and Ending the Criminalization of Homelessness** | Tiber Creek AB

In communities across the nation, harmless, unavoidable behaviors like sleeping and sitting are criminalized for people experiencing homelessness, often forcing them into health-threatening situations and imposing fines and arrest records that put further barriers between these individuals and the access to housing and services they need. This session will be a discussion on the impacts of criminalization of homelessness from the consumer, legal, and policy perspectives. Attendees will learn about federal laws and policies, economic impacts, best practices, and other tools to help stop criminalization and promote the human right to housing. Additionally, participants will discuss opportunities for how they may join with others and get involved locally and nationally to promote justice in their communities.

**Bob Erlenbusch, PhD**, Sacramento Regional Coalition to End Homelessness, Sacramento, CA, **David Peery, JD**, Camillus Health Concern, Miami, FL, **Eric Tars, JD**, National Law Center on Homelessness & Poverty, Washington, D.C.

## **Oral Presentations: Subpopulations Experiencing Homelessness** | McPherson Square/ Franklin Square

### **OLDER HOMELESS ADULTS: RESEARCH UPDATES FROM THE HOPE HOME STUDY**

This oral presentation will review data from the HOPE HOME Study, an NIH-funded longitudinal study of older adults without homes. The research is informed by a community advisory board, with active participation by consumers. The data shared will show how the role of overt and structural racism perpetuates homelessness, affects the rates of and factors associated with victimization, and impacts the rates of and changes in functional and cognitive impairment in this population. Data on housing outcomes and mortality will be shared. All results will be framed in terms of the clinical, programmatic, and policy implications of findings from the study.

**Margot Kushel, MD**, University of California, San Francisco, CA

### **ORGANWISE FAMILIES: AN INNOVATIVE NUTRITION AND WELLNESS PROGRAM FOR FAMILIES EXPERIENCING HOMELESSNESS**

OrganWise Families is an innovative health promotion program focused on healthy eating and exercise for families with 3-to-5-year-old children who are experiencing homelessness. This session will explore nutrition- and wellness-related challenges that families experiencing homelessness face and provide an overview of the OrganWise Families curriculum.

**Amy White, MA**, Bassuk Center on Homeless and Vulnerable Children & Youth, Needham, MA

### **SERVING THE RE-ENTRY POPULATION THROUGH PEER NAVIGATION, WORKFORCE DEVELOPMENT, AND POLICY ADVOCACY AS A HOMELESSNESS PREVENTION STRATEGY**

People being released from incarceration experience homelessness and housing instability at very high rates. This presentation will explore Roots Community Health Center's model for engaging with re-entry communities, including peer navigation, workforce development, barrier removal, policy, and advocacy. Attendees will learn best practices for hiring from the community, strategies for barrier removal at health centers without a formal medical-legal partnership, and how to advocate for criminal justice reform in your home communities.

**Noha Aboelata, MD**, Roots Community Health Center, Oakland, CA

## **Quick and Dirty Psychiatry 2019: Practical Approaches for Managing Mental Illness | Wilson/Roosevelt**

The care of the mentally ill patient experiencing homelessness takes a great deal of flexibility and often requires creative approaches. This workshop aims to provide a down-to-earth discussion regarding general treatment approaches to psychiatric illnesses and practical interventions that address the needs specific to this population.

**Kathryn Johnson, DO, MA, and Christian Neal, MD, MPA**, Centra Health, Lynchburg, VA

## **SINGLE PAYER NOW! Achieving the Universal Solution in an Incremental World | Penn Quarter AB**

*This session is made possible through private funds.*

As a community that provides health care for the most vulnerable, it is our duty and moral responsibility to lead the charge towards health care justice and a single-payer solution. This session will equip the audience with information and tools they need to become leaders in the movement towards universal health care. The audience will hear from a range of activists and experts on their varied success with national and local campaigns and leave empowered to act with tangible strategies to engage in single-payer advocacy.

**Regina Reed, MPH**, National Health Care for the Homeless Council, Baltimore, MD, and staff representative from Congresswoman Jayapal's office and other policy experts to be announced (please check the app for the latest update)

## **So, You Want to Be Trauma-Informed? Strategic Preparation, Education, and Supervision in Clinics | Constitution CDE**

Trauma-informed care is everywhere! HCH providers were early adapters in learning and applying trauma-informed concepts, philosophies, and approaches. While many are at the point of integrating trauma-informed practices into patient care, this workshop challenges participants to focus on another crucial and often overlooked step of any trauma-informed journey: staff supervision. The delivery of quality care depends on a healthy and motivated workforce. Secondary/vicarious trauma, burnout, team dynamics, and other challenges of working with traumatized patients and modern health care forces us to take a new look at how we grow and support staff.

**Matthew Bennett, MBA, MA**, Bennett Innovation Group, Denver, CO, and **Brenda Cibulas, APRN, BC, CGP**, Mercy Care, Atlanta, GA

# Session Descriptions

## Learning Labs | Saturday, May 25: 8:30 a.m.-12:30 p.m.

### **Diversity, Equity, & Inclusion in Homeless Services: A Journey in Anti-Racism** | Farragut Square/Lafayette Park

Racism is a principal driver of homelessness in the United States, and in fact, organizations who serve people without homes can be complicit in perpetuating it. Moreover, it is vital that we embrace the racial diversification of the workplace and overcome the challenges of adopting anti-racist policies within our own institutions. In this context, the National HCH Council initiated a learning collaborative of HCH community health centers and other agencies to address the intersection of racism and homelessness. This project is still ongoing, but at the time of this conference, the Collaborative will have addressed topics such as: an overview of the intersection of racism and homelessness, HR and hiring practices, programming to target clients of underrepresented races, and training staff in anti-racist values. This Learning Lab will report on the learning collaborative's progress to-date and will equip attendees with tools to advance the dialogue within their own organizations and elicit meaningful change.

**Sonia Lee, MPH**, Health Outreach Partners, Oakland, CA, **Renata Robinson, EdD**, Colorado Coalition for the Homeless, Denver, CO, **Sonja M. Spears, JD**, Boston Health Care for the Homeless Program, Boston, MA, **D. Michael Durham, MTS**, National Health Care for the Homeless Council, Ashburn, VA

### **Focus on the 2019 Diabetes Adapted Clinical Guidelines** | Latrobe/Bulfinch/Renwick

The three goals of the Health Center Program Diabetes Quality Improvement Initiative are:

- Improve diabetes treatment and management,
- Increase diabetes prevention efforts, and
- Reduce health disparities.

This Learning Lab will be an interactive, skill-building session focused on improving diabetes management, a HRSA priority. The Council's newly released *Adapting Your Practice: Treatment And Recommendations for Patients Experiencing Homelessness With Diabetes Mellitus* will be highlighted. Please note: pre-work for this Learning Lab will be required.

**Amber Richert, DNP**, Baltimore Health Care for the Homeless, Baltimore, MD, **Dedra Blanchard**, Atlanta, GA, **Darlene Jenkins, DrPH, RD, CHES**, National Health Care for the Homeless Council, Nashville, TN

## **Adverse Childhood Experiences (ACEs): Strategies for Prevention | McPherson Square/Franklin Square**

Childhood trauma compromises neurological development and increases risks for immediate and long-term adverse health outcomes, including clinical depression, substance use disorders, suicidality, and numerous chronic health conditions such as diabetes, cancer, cardiovascular, and respiratory diseases, compared to people with no ACEs. Children living in poverty, including those experiencing homelessness, are more likely to carry high ACE scores, increasing their risk of developmental challenges and poor health and functioning. Organizations and clinicians serving people without homes have a unique opportunity to prevent and address ACEs by providing interventions that mitigate the potential negative impact of trauma. Through interventions like Cognitive Behavioral Therapy, parenting classes, resilience education, and the identification of soft-cognitive disabilities, they can work to reduce the likelihood of obesity, depression, and other ACE-related health issues. This Learning Lab session will explore the correlation between poverty, homelessness, ACEs, and health outcomes, and discuss evidence-based prevention and treatment interventions for childhood trauma.

**Regina Olatin, DO, FAAP, FACP**, Care for the Homeless, New York, NY, **Karen Hudson, PhD, MSW, LSW**, Homeless Health Initiative, Children's Hospital of Philadelphia, Philadelphia, PA, **Stephanie Krauthamer Ewing, PhD, MPH**, Drexel University, Philadelphia, PA

## **Trauma-Informed Storytelling: Perspectives from Consumer Leaders | Constitution CDE**

Everyone has a story. Sharing those stories has the power to build empathy, connect people, and change perspectives. Storytelling allows us to share our personal experiences to move discussions of homelessness and health care from a focus on individual failures towards discussions aimed at solutions to the larger root causes of poverty and illness. However, storytelling often involves processing and sharing trauma, which has the potential to re-traumatize the audience or the storyteller. This consumer-led workshop will explain the basics of trauma and storytelling, share lessons of how to practice trauma-informed storytelling, and give attendees the chance to develop and practice telling their stories.

**David Peery, JD**, Member, NCAB, Camillus Health Concern, Miami, FL, **Katherine Cavanaugh, MSW**, Consumer Advocate, National Health Care for the Homeless Council, Baltimore, MD, **Art Rios Sr.**, Chair, NCAB, Portland, OR, **Keith Belton**, Regional Representative 5&7, NCAB, Chicago, IL, **Amy Grassette**, Past Chair, NCAB, Worcester, MA, **Carmon Ryals**, Member at Large, NCAB, Albuquerque, NM, **Valarie Dowell**, Peer Advocate, NCAB, Cincinnati, OH, **Joanne Guarino**, Member at Large, NCAB, Boston, MA, **Sukari Finley**, Co-Chair, NCAB, Los Angeles, CA

# Posters

## **APRNs for Community Practice (A4CP): Lessons Learned in Training the Advanced Practice Nursing Workforce to Meet the Needs of Underserved Communities**

**Kimberly Strauch, RN, MSN, ANP-BC**, and **Julie Sochalski**, The University of Pennsylvania School of Nursing, Philadelphia, PA

## **Clinicians Leading Systems Change for Justice**

**Julia Gamble, NP**, Duke Outpatient Clinic, Durham, NC; **Charita McCollers, MSW, LCSW**, Lincoln Community Health Center, Durham, NC, **Cierra Hamlet, MPH**, Durham Homeless Care Transitions Program, Durham, NC, **Donna J. Biederman, DrPH, MN, RN**, Duke School of Nursing, Durham, NC

## **Developing a Performance-Management Data Dashboard**

**Shanese Baylor**, and **Stephen Rader, MS**, Unity Health Care, Washington, D.C.

## **Harris Health Health Care for the Homeless Program Consumer Advisory Board: A Bridge Over Troubled Waters**

**Marion Scott, RN, MSN, HS-BCP, CHWI**, Harris Health HCHP CAB; **John Oxley**

## **Increasing Buprenorphine Utilization Using a Collaborative Pharmacist-MAT Model**

**Seth Gomez, PharmD**, Alameda County Behavioral Health Care Services, Oakland, CA; **Jeffrey Seal, MD**, Alameda County Health Care for the Homeless, Oakland, CA, **Emily Seck, BA, PMHNP-candidate**, Yale University, New Haven, CT, **Ruiqi Tang, BA, MD-candidate**, University of Michigan, Ann Arbor, MI, **Julie Nguyen**, University of California, San Francisco, CA

## **Mobile App-based Access to Better Care by a Los Angeles FQHC Street Medicine Program**

**Wendy Cervantes, BA**, **Laura Garcia, BS**, **Margarita Loeza, MD**, and **Coley King, DO**, Venice Family Clinic, Venice, CA

## **Parking Lots, Underpasses and Back-alleys: Addressing a Hepatitis A Outbreak in One Community**

**Nancy Kern, EdD, MSN, APRN, FNP/AGNP-C**, Spalding University, Louisville, KY; **Paul Kern, MS-SSEM, MBA**, Louisville Metro Public Health and Wellness, Louisville, KY

## **Perspectives of Homeless Service Providers Toward Persons Experiencing Homelessness**

**Cindy Wu, MD Candidate**, Northwestern University Feinberg School of Medicine, Chicago, IL, **Joshua Houser**, Northwestern University Feinberg School of Medicine, Chicago, IL



# Conference Planners and Reviewers

Angela Aidala	Libby Guthrie	Amber Richert
Jemma Alarcon	Bobby Hansford	Eowyn Rieke
Cathy Alderman	Nancy Hanson	Art Rios
Marian Bacon	Kasey Harding-Wheeler	Danielle Robertshaw
Ralph Barbosa	Emily Harris Shears	Amber Roth
Anita Beaty	Sarah Hills	Caitlin Ruppel
Joseph Benson	Diamond Jenkins	Msabah Sange
Brian Bickford	Priscilla Johnson	Mary Sawyer
Donna Biederman	Nadine Juste	Kishore Shetty
Deborah Borne	Ben King	Elliot Sklar
Sharon Brammer	Joyce Lavery	Aaron Strehlow
Andrea Brooks	Susan Lee	Mollie Sullivan
Cindy Cabales	Karyn London	Wendy Sykes
Wayne Centrone	Barbara Lutey	Leslie Tallyn
Nancy Citarella	Monica McCurdy	Jason Turi
Eric Colchamiro	Brooks Ann McKinney	Deidre Young
Eileen Connelly	Jill Misra	
Brandon Cook	David Modersbach	
Courtney Cronley	Madaline Morcelle	
Rodney Dawkins	Luis Moreno	
Valarie Dowell	David Munson	
Patricia Duboise	Christine Neal	
Patricia Dunn	Laurel Nelson	
Ron Fitzherbert	Annie Nicol	
Debbian	Megan Partch	
Fletcher-Blake	Traci Patton	
Jeff Foreman	David Peery	
Bill Friskics-Warren	Randy Pinnelli	
Holle Garvey	Ramesh Poluru	
Lillian Gelberg	Tara Radke	
Amy Grassette	Farhan Rauf	
Joanne Guarino		

# 2018-2019 Board of Directors

**Frances Isbell, President**

Health Care for the Homeless  
Houston  
Houston, TX

**Dana Gamble, President-Elect**

Santa Barbara County  
Department of Public Health  
Santa Barbara, CA

**Jennifer Metzler, Immediate  
Past President**

Albuquerque Health Care for  
the Homeless  
Albuquerque, NM

**Amy Sparks, Secretary**

Alabama Regional Medical  
Services (ARMS)  
Birmingham, AL

**Brandon Cook, Treasurer**

New Horizon Family Health  
Services, Inc.  
Greer, SC

**Joseph Benson**

Health Care for the Homeless  
Houston  
Houston, TX

**Jeff Foreman**

Bluffton, SC

**Jessie Gaeta**

Boston Health Care for the  
Homeless Program  
Boston, MA

**Paul Gregerson**

John Wesley Community  
Health Institute, Inc.  
Los Angeles, CA

**Joanne Guarino**

Boston Health Care for the  
Homeless Program  
Boston, MA

**Rhonda Hauff**

Yakima Neighborhood Health  
Yakima, WA

**Nilesh Kalyanaraman**

Health Care for the Homeless  
Baltimore, MD

**Julie Kozminski**

Unity Health Care  
Washington, D.C.

**Brooks Ann McKinney**

Cone Health System  
Greensboro, NC

**Tamisha McPherson**

Upper Room AIDS Ministry  
(URAM)/Harlem United  
New York, NY

**David Modersbach**

Alameda County Health Care  
for the Homeless Program  
San Leandro, CA

**Gregory Morris**

Ascending to Health Respite  
Care, Inc.  
Colorado Springs, CO

**Maureen Neal**

The Daily Planet Health Care  
for the Homeless  
Richmond, VA

**Heidi Nelson**

Duffy Health Center  
Hyannis, MA

**Annie Nicol**

Petaluma Health Center  
Petaluma, CA

**David Peery**

Camillus Health Concern  
Miami, FL

**Art Rios, Sr.**

NCAB Chair  
Portland, OR

**Danielle Robertshaw**

Hennepin County HCH  
Minneapolis, MN

**Martin Sabol**

Nasson Health Care, YCCAC  
Sanford, ME

**Jonathan Santos-Ramos**

Callen-Lorde Community  
Health Center  
New York, NY

**Linda Son-Stone**

First Nations Community  
HealthSource  
Albuquerque, NM

**Edward Stellan**

Heartland Alliance  
Chicago, IL

**Mollie Sullivan**

Mercy Medical Center Health  
Care for the Homeless Program  
Springfield, MA

**Lisa Thompson**

Colorado Coalition for the  
Homeless  
Denver, CO

**Lawanda Williams**

Health Care for the Homeless  
Baltimore, MD

# National HCH Council Staff

**Bobby Watts, MPH, MS, CPH**  
CEO

**Lauryn Berner, MSW, MPH**  
PROJECT MANAGER

**Alaina Boyer, PhD**  
DIRECTOR OF RESEARCH

**Rick Brown, MA**  
COMMUNICATIONS MANAGER

**Polly Bullock, BS**  
EXECUTIVE MANAGER

**Lily Catalano, BA**  
PROJECT MANAGER

**Katherine Cavanaugh, MSW**  
CONSUMER ADVOCATE

**Barbara DiPietro, PhD**  
SR. DIRECTOR OF POLICY

**Jennifer Dix, BBA**  
COMMUNICATIONS ASSISTANT

**Julia Dobbins, MSW**  
PROJECT MANAGER

**D. Michael Durham, MTS**  
TECHNICAL ASSISTANCE MANAGER

**Caroline Gumpenberger, MPH**  
DIRECTOR OF EDUCATION

**Juli Hishida, MS**  
PROJECT MANAGER

**Darlene Jenkins, DrPH, RD, CHES**  
SR. DIRECTOR OF PROGRAMS

**Cindy Manginelli, BS**  
TENNCARE SHELTER ENROLLMENT  
PROJECT COORDINATOR

**Krista Myatt, MMN**  
DATABASE & MEMBERSHIP MANAGER

**Brett W. Poe, BS**  
RESEARCH ASSOCIATE

**Regina Reed, MPH**  
NATIONAL HEALTH POLICY ORGANIZER

**Marita Rice, MA**  
SR. DIRECTOR OF ADMINISTRATION

**Hannah Sadler, BA**  
TECHNICAL EDUCATION COORDINATOR

**Cecilia Teichert, BA**  
TRAINING COORDINATOR

**Brenda Wright, BS**  
EXECUTIVE ASSISTANT

## Save the Date

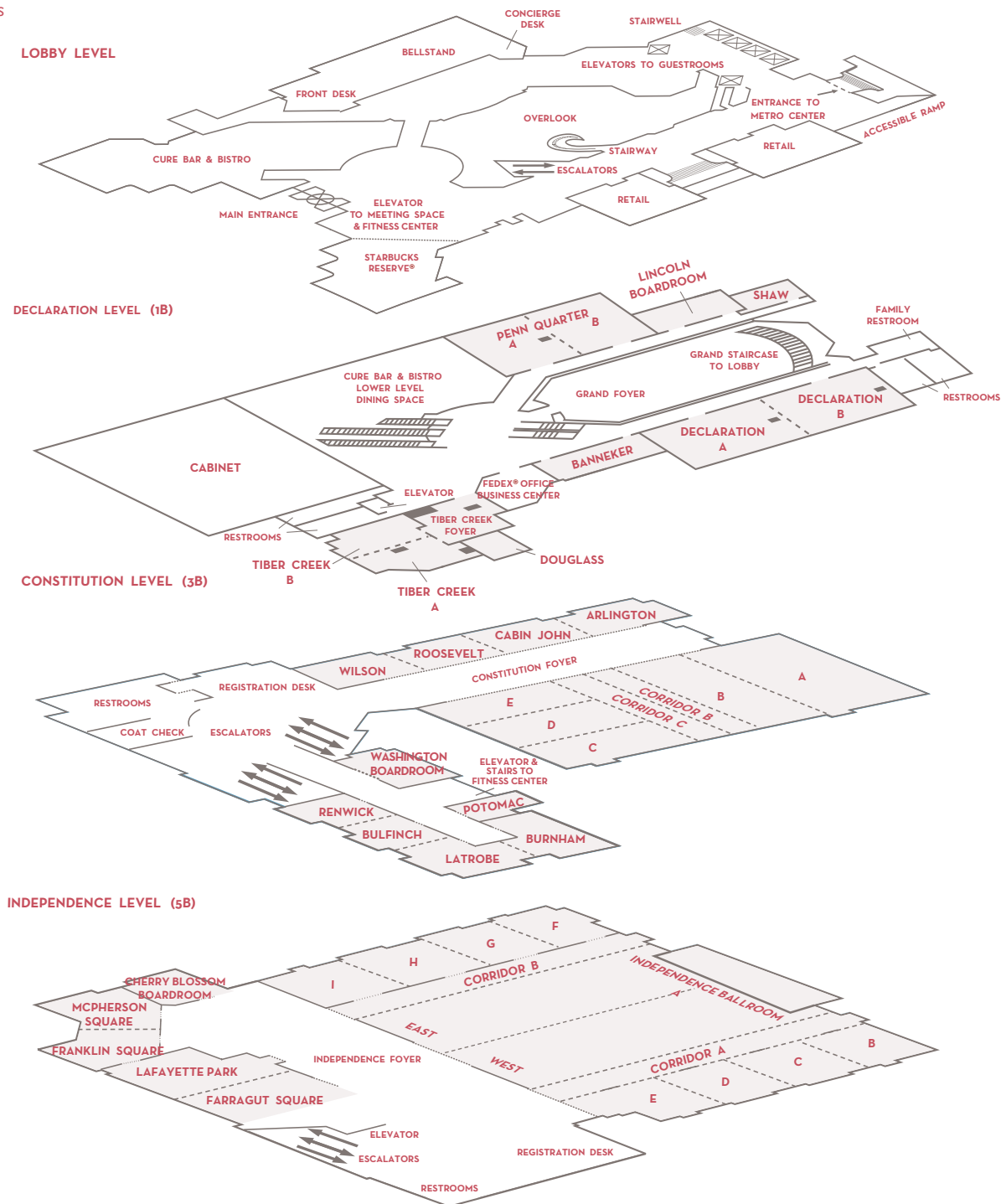
**2019 Medication-  
Assisted Treatment &  
Recovery Symposium**  
**September 16-17, 2019**  
**Portland, OR**

**2020 National HCH  
Conference & Policy  
Symposium**  
**May 11-14, 2020**  
**Phoenix, AZ**

# Grand Hyatt Washington

## FLOOR PLAN

All Floors



NATIONAL  
HEALTH CARE  
for the  
HOMELESS  
COUNCIL

This project is supported by the Health Resources & Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U30CS09746, a National Training and Technical Assistance Cooperative Agreement for \$1,625,741, with 0% match from nongovernmental sources. This information or content and conclusions are those of the presenters and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government. NHCHC is a nonpartisan, noncommercial organization. Conference speaker presentations may not necessarily reflect the views of NHCHC, and the presence of vendors does not constitute endorsement of vendor products or services.