



2018 NATIONAL HEALTH CARE FOR THE HOMELESS

CONFERENCE & POLICY SYMPOSIUM

MAY 15 - 18 | MINNEAPOLIS, MN

Welcome!

I'm honored, on behalf of the entire National Health Care for the Homeless Council, to welcome you to this year's National Health Care for the Homeless Conference & Policy Symposium. Each year's conference is transformational because of the learning that takes place, the connections that are made and rekindled, and the recharging of our spirits that comes from meeting with other people who are working and living at the intersection of health care and homelessness.

The theme for this year's conference is Community, which is one of the Council's four core values, along with Quality, Access, and Justice. If this is your first time at our conference, you will be reminded over the next few days what a special community you have joined. The dictionary defines community as "a feeling of fellowship with others, as a result of sharing common attitudes, interests, and goals." The root of the word is "common"—an emphasis on what we share. Whether you are a person who has previously or is now experiencing homelessness, a nurse practitioner, doctor, nurse, social worker, health educator, community health worker, administrator, or advocate, what you share with everyone else at the conference is a commitment and determination to meet the needs of people experiencing homelessness and to eliminate homelessness in our country. Operating from a Human Rights framework, we know we are bound to our neighbors without homes, because as Rev. Dr. Martin Luther King, Jr., said, "all life is interrelated. We are all caught in an inescapable network of mutuality, tied into a single garment of destiny."

These common experiences, perspectives, and goals of those in the HCH community engender our strong sense of fellowship. This fellowship is a special bond because not everyone in society or in the health care system has experienced, seen, or lived what we have—and, unfortunately, not all share the same commitment to ending homelessness.

My strong desire is that your time at the conference will leave you refreshed, informed, and invigorated. We hope you will reap the benefits of being at the conference—not only now, but throughout the entire year after we have each returned to our respective communities to continue our work.



In solidarity,

A handwritten signature in blue ink that reads "Bobby Watts". The signature is fluid and cursive.

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

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Let's Connect!



Download the free HCH 2018 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're learning and enjoying by using #HCH2018 in your tweets! Like us on Facebook and follow us on Twitter to stay up to date with the latest HCH news!

Membership

The National Health Care for the Homeless Council is the premier national organization working at the nexus of homelessness and health. We unite thousands of health care professionals, people with 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, or ask someone with a "Governing Member" ribbon!

Potential Photography, Filming, & Recording

Please be aware that by entering the 2018 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 or in the future. If you do not agree, please register your objection at the conference registration desk so that we can try to accommodate your desire.

Conference Overview

Tuesday, May 15, 2018: Pre-Conference Day

7 a.m.–4:30 p.m.	Registration and Check-In
7–8:30 a.m.	Breakfast
8:30 a.m.–4 p.m.	Pre-Conference Institutes
10–10:15 a.m.	Break
8:30 a.m.–12:30 p.m.	NCAB Leadership Meeting (Closed Meeting)
11:30 a.m.–12:30 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)

Wednesday, May 16, 2018: Main Conference Day 1

7 a.m.–4:30 p.m.	Registration and Check-in
7 a.m.–5 p.m.	PhotoVoice Exhibit
7 a.m.–6 p.m.	Exhibitor Hall
7 a.m.	Site Visit and Mile in My Shoes Registration <i>Registration will be open until slots are filled.</i>
7–8:30 a.m.	Breakfast
7:30–8:30 a.m.	Clinicians' Network and RCPN Steering Committee Meetings (Closed Meetings)
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
11:30 a.m.–12:30 p.m.	Lunch
	Governing Membership Meeting (Closed Meeting)
12:30–1:30 p.m.	Session II: Facilitated Discussions
1:30–1:45 p.m.	Break
1:45–3:15 p.m.	Session III: Workshops & Oral Presentations HRSA Update
3:15–3:30 p.m.	Break
3:30–4:30 p.m.	Session IV: Facilitated Discussions
4:30–6 p.m.	Welcome Reception
5–7 p.m.	NCAB Business Meeting (Closed Meeting)

Thursday, May 17, 2018: Main Conference Day 2

7 a.m.–4:30 p.m.	Registration and Check-In
7 a.m.–5 p.m.	PhotoVoice Exhibit
7 a.m.–5 p.m.	Exhibitor Hall
7–8:30 a.m.	Breakfast
8:30–10 a.m.	Session V: Workshops & Oral Presentations
10–10:15 a.m.	Break
10:15–11:15 a.m.	Session VI: Facilitated Discussions
11:15 a.m.–12:45 p.m.	Awards Lunch
1–2:30 p.m.	Session VII: Workshops & Oral Presentations
2:30–2:45 p.m.	Break
2:45–3:45 p.m.	Session VIII: Facilitated Discussions
4–5 p.m.	Closing Plenary and Keynote Presentation
5:15–6:30 p.m.	Rally for Health, Housing, & Humanity (<i>Loring Park</i>)

Friday, May 18, 2018: 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 Institute Day | Tuesday - May 15, 2018

- 7 a.m.–4:30 p.m. **Registration** – *Nicollet Promenade*
- 7–8:30 a.m. **Breakfast Buffet** – *Nicollet Ballroom*
- 8:30 a.m.–4 p.m. **NCAB Steering Committee Meeting** – *St. Croix*
- 8:30 a.m.–4 p.m. **Pre-Conference Institutes** (*lunch not included*)
- **Come Together: Community Collaborations for Better Outcomes** - *Greenway AJ*
 - **Expanding Access to Housing & Health Care Through Policy & Community Collaborations** - *Greenway BC/HI*
 - **Medical Respite Care: Engaging your Community** - *Greenway D-G*
 - **Building Community Coalitions to Address the Opioid Crisis** - *Regency Room*
- 10-10:15 a.m. **Morning Break**
- 11:30 a.m.-12:30 p.m. **Lunch** (*on your own*)
- 2:30–2:45 p.m. **Afternoon Break**
- 5–7 p.m. **NCAB Orientation Meeting (Closed Meeting)** – *Greenway AJ*

Idea to Implementation Project

Special Opportunity! The Idea to Implementation Project (ITIP) is a new initiative by the National HCH Council to help you take what you learn at this conference and make it happen in your own organization. Select applicants will receive in-depth coaching from Council consultants over one year to help you successfully implement whatever project you gleaned from the HCH Conference in your program back home. So watch out for new ideas while you're here in Minneapolis, and learn more at nhchc.org/ITIP.



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 1 | Wednesday – May 16, 2018

- 7 a.m.–4:30 p.m. **Registration and Check-In** – *Nicollet Promenade*
- 7 a.m.–5 p.m. **Exhibitor Hall and Posters** – *Nicollet Promenade*
- 7 a.m.–5 p.m. **PhotoVoice Exhibit** – *Greenway Promenade*
- 7-8:30 a.m. **Breakfast** – *Nicollet Ballroom*
- 7:30-8:30 a.m. **Clinicians' Network Steering Committee Meeting (Closed Meeting)** – *Skyway Suite A*
RCPN Steering Committee Meetings (Closed Meeting) – *Skyway Suite B*
- 8:30–9:30 a.m. **Opening Plenary and Keynote Presentation** – *Nicollet Ballroom*
- 9:30–10 a.m. **Morning Break**
- 10–11:30 a.m. **Session I: Workshops**
- **Addiction Medicine: Update 2018** - *Regency Room*
 - **Beyond the Emergency of Homelessness: Planning and Responding Strategically to Disasters & Emergencies** - *Greenway D-G*
 - **Demonstrating the Value and Impact of Health Care for the Homeless through Data Trends** - *Lakeshore C*
 - **Developing Medical-Legal Partnerships in Health Care for the Homeless Programs** - *Greenway BC/HI*
 - **Expanding Medical Respite Services: Program Development and Implementation** - *Greenway AJ*
 - **Housing, Not Handcuffs: Working Together to End the Criminalization of Homelessness and Protect the Human Rights of Persons Experiencing Homelessness** - *Lakeshore B*
 - **Interdisciplinary Implementation of an Early Childhood Screening Tool in a Healthcare for the Homeless Clinic System** - *Skyway AB*
 - **Social Storytelling: Making Homelessness and Homeless Services Real to a Broader Community** - *Lakeshore A*
- 11:30 a.m.-12:30 p.m. **Lunch** – *Nicollet Ballroom*
- Governing Membership Meeting (Closed Meeting)** – *Northstar A*
Behavioral Health Integration Learning Collaborative Meeting (Closed Meeting) - *Loring*
- 12:30–1:30 p.m. **Session II: Facilitated Discussions**
- **Best Practices for Shelter-Based Care** - *Regency Room*
 - **Beyond Outreach: Why Your HCH Needs Street Medicine** - *Skyway AB*
 - **Building Hospital and Supportive Housing Partnerships** - *Lakeshore A*
 - **Building Inclusive Communities Begins at Home** - *Greenway D-G*
 - **"New Place, New Problems"** - *Greenway BC/HI*
 - **Treating Opiate Addiction across Walls: Reaching Homeless People and Inmates from Europe to North America** - *Lakeshore B*
 - **What Is an Ideal Health System Partner? A Health System's Journey to Create and Implement a Healthcare for the Homeless Scorecard** - *Lakeshore B*
- 1:30–1:45 p.m. **Break**

1:45–3:15 p.m. Session III: Workshops

- HRSA Update – *Nicollet Ballroom*
- Beyond the Medical Model: Managing Diabetes and Chronic Disease through a Social Determinants Lens - *Skyway AB*
- Collaborative Office-Based Opioid Treatment for Homeless and High-Risk Populations - *Greenway AJ*
- Film Screening - *Mirage Room*
- If You Build It, Will They Come? Strategies for Recruitment and Retention in Consumer Engagement - *Greenway D-G*
- Integrated Care Anywhere: Utilizing Interdisciplinary Visits and Shared Decision-Making to Engage Reticent Consumers - *Regency Room*
- Planning in Uncertain Times: Flexible Strategies, Risk Management, and Financial Modeling - *Greenway BC/HI*
- Racism and Homelessness: A Research Update from the SPARC Initiative - *Lakeshore B*
- There is No Magic Wand: Creating a Culture of Advocacy, One Step at a Time - *Lakeshore A*
- Research Oral Presentations - *Lakeshore C*
 - Health Service Use by People Experiencing Homelessness: A Comparison of Sheltered and Unsheltered populations
 - Substance Use and Social Networks after Moving into Permanent Supportive Housing
 - Non-residential Fathers' Contributions to the Health & Well-being of their Children in Shelters: A Phenomenological Study

3:15–3:30 p.m. Break

3:30–4:30 p.m. Session IV: Facilitated Discussions

- Are We Doing Enough to End Homelessness? Part IV - *Greenway D-G*
- Challenges in Integrated Care: Recognizing and Resolving Staff Splits - *Greenway BC/HI*
- Development of an Integrated Vivitrol Group Visit for Current and Former Medical Respite Clients with a History of Alcohol Use Disorder - *Greenway AJ*
- Hardcore Advocacy: What Does Good Care Mean for the Homeless - *Regency Room*
- Hep C: Working Towards a Cure as a Community - *Skyway Suite AB*
- Single Payer NOW! Achieving the Universal Solution in an Incremental World - *Lakeshore A*
- What Should HCHs and the National HCH Council Do to Address Racial Inequity? - *Lakeshore B*
- New HCH Learning Collaborative Meeting (Closed Meeting) - *Lakeshore C*

4:30–6 p.m. Welcome Reception and Posters - *Nicollet Promenade*

5–7 p.m. NCAB Business Meeting (Closed Meeting) - *Greenway AJ*

Main Conference Day 2 | Thursday – May 17, 2018

5:30–7 a.m. **Run with Mile in My Shoes** (*pre-registration required*)

7 a.m.–4:30 p.m. **Registration and Check-In** - *Nicollet Promenade*

7 a.m.–5 p.m. **Exhibitor Hall and Posters** - *Nicollet Promenade*

7 a.m.–5 p.m. **PhotoVoice Exhibit** - *Greenway Promenade*

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

8:30–10 a.m. **Session V: Workshops**

- **Activating your Inner Aesop: Developing and Sharing Passionate Stories with Impact** - *Greenway BC/HI*
- **Medicaid Accountable Care Organizations: A Fancy New Care Model Tries to Improve Health** - *Lakeshore A*
- **Partnership between Health Plan, Hospitals and Homeless Service Agency to House the Most Vulnerable** - *Lakeshore B*
- **Quick and Dirty Psychiatry: Practical Approaches for Managing Mental Illness** - *Greenway AJ*
- **Slowing the Revolving Door: Hospitals and Homeless Services Collaboration to Disrupt the Hospital-Homeless Cycle** - *Greenway D-G*
- **The Best (and Worst) of Both Worlds - Public Entity HCH Programs** - *Skyway Suite AB*
- **The Learning Curve of Medication-Assisted Treatment in Primary Care** - *Regency Room*
- **Clinical & Hands-On Care Oral Presentations** - *Lakeshore C*
 - **Advance Care Planning in Homeless Healthcare**
 - **Caring for Homeless Patients to SEE a Better Future: Collaborative Initiative to Increase Access of Optometry Services**
 - **Developing and Implementing a Homeless Youth Healthcare Initiative**

10–10:15 a.m. **Break**

10:15–11:15 a.m. **Session VI: Facilitated Discussions**

- **Best Foot Forward: Engaging Reticent Consumers with Holistic Podiatric Care** - *Greenway BC/HI*
- **How to Move Your Health Center Toward Becoming an LGBTQ Health Care Leader** - *Greenway D-G*
- **Implications of Practicing Harm Reduction in Supportive Housing** - *Greenway AJ*
- **Incorporating Community Health Paramedics into Your Homeless Healthcare Program** - *Lakeshore B*
- **Milieu Mastery at Medical Respite—Strategies to Maximize Patient Success** - *Regency Room*
- **Quality Measures and Population Health Management Learning Collaborative Meeting (Closed Meeting)** - *St. Croix*
- **The Art of Community of Practice as a Strategy: Transforming Medical Education and Clinical Practice to Address Homelessness** - *Lakeshore C*
- **The Future of MH/SUD Policy and Homelessness: Emerging Issues** - *Lakeshore A*
- **They Work for US! Congressional Advocacy 101 for the HCH Community** - *Skyway Suite AB*

11:15 a.m.–12:45 p.m. **Awards Lunch** - *Nicollet Ballroom*

1–2:30 p.m. **Session VII: Workshops & Oral Presentations**

- **Collective Investing for Greater Community Impact: The Oregon Experience** - *Regency Room*
- **Mapping the Road to Healthcare for Vulnerable Populations** - *Skyway Suite AB*
- **Overcoming Health and Housing Challenges for Justice-Involved Populations** - *Lakeshore B*
- **Real World Immigration and Other Legal Enforcement Issues at HCH Health Centers** - *Greenway AJ*
- **The Road to Meeting the National Medical Respite Standards** - *Greenway D-G*
- **Trauma-Informed Organizations Learning Collaborative Meeting (Closed Meeting)** - *Lakeshore A*

1–2:30 p.m. Session VII: Workshops & Oral Presentations (con.)

- What's New in Homeless Health Care? A No-Jargon Summary of the Latest Research - *Greenway BC/HI*
- Administrative Oral Presentations - *Lakeshore C*
 - Trauma-Informed Community Behavioral Assessment & Intervention Teams
 - Recipe for Success: Cooking Up a Quality Collaboration to Address Chronic Homelessness
 - Are You Ready?! A Medical Respite and Sobering Center's Role in Emergency Response

2:30–2:45 p.m. Break

2:45–3:45 p.m. Session VIII: Facilitated Discussions

- #MeToo - Women who are Homeless say 'Me Too,' But No One Listens! - *Lakeshore B*
- If You're Not at the Table, You're on the Menu - Voter Registration and Engagement for People Experiencing Homelessness - *Lakeshore A*
- If You've Got Five Minutes: Conversations that Make a Difference - *Regency Room*
- Navigating Clinical, Administrative, and Ethical Tensions of Medication-Assisted Treatment in a Housing First Context - *Greenway BC/HI*
- Not So Trivial Pursuit: PCMH Edition - *Greenway D-G*
- Point-of-Care Ultrasound in Homeless Medicine: A Practice-Changing, Patient-Centered Tool - *Greenway AJ*
- Using Telehealth to Deliver Health Care to Individuals Experiencing Homelessness - *Skyway Suite AB*
- What's Trending: A Space for Administrators to Vent about HCH Issues - *Lakeshore C*

4–5 p.m. Closing Plenary and Keynote Presentation – *Nicollet Ballroom*

5:15–6:30 p.m. Social Justice Rally – *Loring Park*

Learning Lab Day | Friday – May 18, 2018

7–8:30 a.m. Breakfast – *Nicollet Ballroom*

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

- Fostering Trauma-Informed Leadership Skills for Consumers - *Greenway AJ*
- Advocacy 101 for the HCH Community - *Greenway BC/HI*
- Oral Health Care for Diabetic Patients Without Homes - *Regency Room*
- Utilizing Data to Illustrate Health Center Value - *Greenway D-G*

10–10:30 a.m. Morning Break

Keynote Addresses

Wednesday, May 16 | 8:30 a.m. | Nicollet Ballroom



Dr. Howard Pinderhughes

Howard Pinderhughes, PhD, is a social and behavioral scientist and associate professor at the University of California, San Francisco. He has conducted research and program development in the areas of violence prevention and intervention, community trauma, and the relationships between race, structural inequality, and trauma on the health outcomes of adolescents. Dr. Pinderhughes views communities as the vital piece in overcoming health care challenges, building resilient citizens, and healing historical trauma. He serves on the Board of Directors at the Prevention Institute and is the author of the book *Race in the Hood: Conflict and Violence Among Urban Youth*.

Thursday, May 17 | 4 p.m. | Nicollet Ballroom



Mario Arnauz Bonds

After losing his sight and his parents, Mario Arnauz Bonds experienced abandonment and homelessness before overcoming these setbacks to pursue higher education. Having become a technology expert to provide computer guidance to individuals in need of support, Bonds won the prestigious Imagination Award in 2012 for his work with students and the arts and became famous the same year with his appearance on *The Glee Project*.

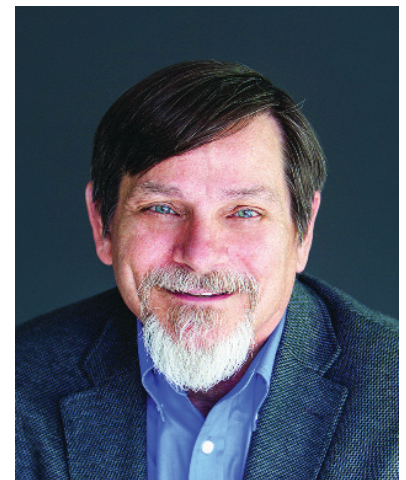
Award Presentations

Philip W. Brickner National Leadership Award

Philip W. Brickner, MD (1928-2014), established Health Care for the Homeless 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 multi-disciplinary 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 Board of Directors of the National HCH Council established the Philip W. Brickner National Leadership Award to honor annually an individual from our field who exemplifies Dr. Brickner's characteristics of commitment to social justice, compassion, humility, inclusiveness, innovation, intellect, and persistence.

John Parvensky is the President and CEO of the Colorado Coalition for the Homeless (CCH)—one of the original RWJF Health Care for the Homeless grantees. Under his leadership, CCH's Stout Street Clinic grew from a primary care clinic serving 200 individuals into an integrated health center serving more than 13,000 unique patients annually. John was an early champion of the proposition that "Housing Is Health Care," developing more than 2,000 supportive housing units and administering 600 housing vouchers for families and individuals without homes. Over his more than 30 years at CCH, John has focused on the intersection of advocacy for social justice, integrated health-care, and housing for those most in need. John continues working toward the day when everyone has a home.



Ellen Daily 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.

A passionate voice for people, **Jacqueline Hardy** can usually be found on the streets of Birmingham, the chambers of the city council, or the halls of the Alabama state legislators. As someone in supportive housing and recovery, Jackie knew that her community needed love, support, and better public policy. She formed an organization, Action Changes Things (ACT), and began advocating in the state of Alabama. Jackie organized bus trips and spoke before members during sessions to ensure that people convicted of felonies could receive food stamps. Thanks to her work, that law is now in effect. As the founder of ACT, she continues to provide education, resources, and support to her community. Jackie is also now working to "Ban the Box" in Alabama and continuing to provide support as a board member with Alabama Regional Medical Services.



Karen Rotondo Award for Outstanding Service

The Health Care for the Homeless Clinicians' Network's annual Award for Outstanding Service 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 experiencing homelessness.



The 2018 winner of the Karen Rotondo Award for Outstanding Service is **Asma Inge-Hanif, RN, CNM, ANP**, Executive Director and Founder of Muslimat Al Nisaa Shelter in Baltimore, MD. For more than 30 years Ms. Inge-Hanif has worked tirelessly caring and advocating for people experiencing homelessness, refugees, trafficking victims, and victims of domestic violence. She demonstrates creativity, vision, and collaboration to create change in her community.

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 care by a person, team, or agency, as determined by their efforts to improve the health and lives of people without homes.

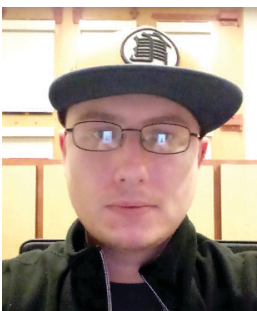


The **Fargo-Moorhead Medical Respite Planning Committee** is the 2018 winner of the Willie J. Mackey National Medical Respite Award. A 2012 community assessment identified the need for medical respite, and the program launched in 2015 through the commitment of diverse members representing health systems, the housing authority, emergency shelters, the state and public health, as well as other community agencies. Lack of space forced the program to offer medical respite beds at scattered sites, but all clients have consistent community-based case management, and all sites have the common goal of ensuring clients achieve both medical and housing stability. This

group showed determination in meeting unmet needs by going all the way to Washington to get permission to allow medical respite in federally funded apartments without typical lease agreements. As a result, over 2,500 nights of care have been offered with an estimated savings of more than \$3 million Medicaid dollars.

John N. Lozier Scholarship for New Members

The John N. Lozier Scholarship for New Members supports one individual from a Council Organizational Member to attend the National HCH Conference & Policy Symposium for the first time. The scholarship is meant to inspire new leaders in the HCH movement, a sentiment dear to the heart of the award's namesake. John Lozier was the Council's founding executive director who shepherded the organization from a single staffer and a handful of members to more than 20 staff and 220 members before his retirement in December 2016. We are grateful that this scholarship furthers John's mission of broadening the HCH community.



Dean Williams, a community health worker with Neighborcare Health Homeless Youth Clinic in Seattle, WA, is the recipient of the 2018 John N. Lozier Scholarship for New Members. Having experienced homelessness himself in Seattle, Williams now conducts street and community outreach to help youth without homes connect with vital services. He also works on projects to improve patients' experience in his clinic, in addition to tabling at drop-ins. Known locally as the "Dragon Ball Z guy" or "the guy with the orange hat," Williams works every day to build relationships with youth and give back to his community.

Meetings and Special Events

PhotoVoice Exhibit

Wednesday, May 16, and Thursday, May 17 | 7 a.m.–5 p.m. | Greenway Promenade

Health centers providing services to people experiencing homelessness have tremendous potential to directly affect health status and influence numerous underlying societal inequities that contribute to health disparities and poor health. Last year 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 in 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 that will be available throughout the conference.

National Consumer Advisory Board Orientation

Tuesday, May 15 | 5–7 p.m. | Greenway AJ

The National Consumer Advisory Board (NCAB) invites all HCH consumers to find out more about conference logistics and your fellow attendees. We will discuss the various opportunities for learning and support at the conference. We will also describe how to build relationships at the conference and continue engagement with NCAB and the National HCH Council after the conference.

Health Resources & Services Administration Update

Wednesday, May 16 | 1:45–3:15 p.m. | Nicollet Ballroom

In this session, senior staff from HRSA's Bureau of Primary Health Care (BPHC) will discuss priority issues, upcoming funding opportunities, and other issues that affect 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.

Speaker: **Jennifer Joseph, PhD, MEd**, Director, Policy and Program Development, BPHC

Film Screening: *Lost Angels: Skid Row is My Home*

Wednesday, May 16 | 1:45–3:15 p.m. | Mirage Room

Please join us for the screening of *Lost Angels: Skid Row is My Home*, narrated by Catherine Keener. This documentary takes an uncompromising yet life-affirming look at the lives of eight remarkable individuals, people who have found a way to make a life for themselves within the community of homelessness. The film shows how their experiences have been exacerbated by the forces of gentrification and the increasing criminalization of homelessness, while exposing the outdated approaches to the mental health care system that have brought us here. A moderated discussion will provide an opportunity to discuss these issues and more as led by the participants at the session.

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

Welcome Reception

Wednesday, May 16 | 4:30–6 p.m. | Nicollet Promenade and 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 16, and Thursday, May 17 | 5–10 p.m. | Minnehaha

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

National Consumer Advisory Board Business Meeting

Wednesday, May 16 | 5–7 p.m. | Greenway AJ

All individual members of the National Consumer Advisory Board (NCAB) attending the conference are welcome to this meeting. 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 discuss our upcoming projects for the year, and provide an opportunity to talk with your Regional Representatives about ways for all NCAB members to engage in these projects.

Group Run: Mile in My Shoes

Thursday, May 17 | 5:30–7 a.m.

The mission of Mile in My Shoes (MiMS) is to run together to change perceptions and change lives. By bringing the power of running to people experiencing homelessness, MiMS teams build bonds, boost health and wellness, inspire one another, and spark social action. Morning runs are the backbone of the MiMS program, and the goal is twofold: to introduce people to a regular fitness routine, with the intention of creating life-long runners who are happier, healthier, and more confident, and to bridge the gap between homeless and non-homeless communities by building meaningful relationships. Join MiMS's Team Higher Ground Minneapolis for their morning run on Thursday, May 17th. The group will meet at 5:30 a.m. and travel to the MiMS starting site together. The run will begin at 6 a.m. with a group warm-up and finish by 7 a.m. The run will be between 2-3 miles and ALL paces are welcome.

Space is limited; preregistration for this free event is required. Registration for the Mile in My Shoes group run will open at 7 a.m. on Wednesday, May 16, in the conference registration area. Slots will be filled on a first-come, first-served basis.

Rally for Health, Housing, & Humanity

Thursday, May 17 | 5:15–6:30 p.m. | Loring Park

This event is made possible through private (not government) funds.

Housing ensures stability, living with dignity, and increases wellbeing and health outcomes. While in the midst of a national affordable housing crisis, we must continue to fight for the Housing First model and long-term solutions. The National Consumer Advisory Board and Council staff invite you to join us at a rally for housing justice. Following the closing plenary, we will gather in the Hyatt lobby and go to Loring Park at 5:15 p.m. Please join us for this spirited expression to demand justice!

Site Visits

Join us as we tour a number of Health Care for the Homeless sites and homeless resource centers, each dedicated to providing care, respite, and assistance to people experiencing homelessness. The site visits have limited space, so please sign up at the designated table near registration.

People Serving People | Wednesday, May 16 | 10-11:30 a.m.

People Serving People is the largest family-focused shelter in Minnesota. Their downtown Minneapolis facility has 99 hotel-style emergency shelter housing units and 10 two-bedroom supportive housing units for children and families experiencing homelessness. All units include a bathroom, beds, basic furniture, and a door that families can lock behind them to feel safe. Three nutritious meals are served daily, and diapers and other basic necessities are provided free of charge. Other services that are available include health care, employment services (such as culinary arts training), early childhood development programs, weekly family activities, and a Technology Resource Center. Every day, People Serving People helps unstably housed and at-risk children and their families manage crisis situations and build a strong foundation for their long-term success.

Higher Ground | Wednesday, May 16 | 1:45-3:15 p.m.

Higher Ground opened in 2012 as a shelter and long-term housing facility. Run by Catholic Charities of St. Paul and Minneapolis, the two floors of shelter can bed up to 251 adult men a night. The first-floor emergency homeless shelter is open 365 days a year near downtown Minneapolis and offers a warm place to sleep. The second-floor Pay-for-Stay shelter offers beds, lockers, and access to employment and housing resources. The money guests pay for shelter is held in trust to be used as rental deposits when they move into permanent housing. Connected to Higher Ground are the Glenwood Residence, a harm reduction housing facility for chronic inebriates, and the Evergreen Residence, a low-income housing facility. Come learn more about how the Higher Ground clinic serves the residents living on the three-building campus.

Salvation Army Harbor Light | Thursday, May 17 | 8:30-10 a.m.

The Salvation Army Harbor Light Center is Minnesota's largest homeless adult outreach facility which offers shelter and housing to both men and women. Located on the edge of downtown Minneapolis, Harbor Light can sleep up to 450 people on any given night in both overnight and 24-hour shelter beds. Shelter clients can enjoy access to basic amenities along with writing classes, a computer lab, chiropractic/acupuncture care, a Health Care for the Homeless clinic, church services, and Narcotics Anonymous meetings. Harbor Light also houses a medical respite program. Learn more about Salvation Army's wide array of housing and shelter options on a tour through Harbor Light.

YouthLink | Thursday, May 17 | 1-2:30 p.m.

YouthLink serves youth experiencing homelessness ages 16-23 by connecting them with a community of resources and support. As part of the Youth Shelter Network, their Minneapolis drop-in center provides youth without homes access to hot showers, meals, assistance with employment or educational goals, accessing mental and physical health resources, and finding supportive housing. Focused on meeting youth where they are, YouthLink has a bilingual staff which creates an inclusive environment regardless of race, ethnicity, gender expression, sexual orientation, and immigration status. Visit them to see their model of service delivery in action.

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:

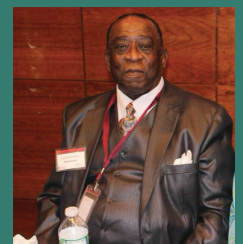
- **Know Your Limits and Step Away.** Consider your own emotional well-being when choosing which sessions to attend. If at any time you feel increasingly uncomfortable in a session, take a step away from the conference. The Minnehaha room will serve as a Quiet Room for all attendees. The Quiet Room has a sign at the entrance and is open from 8 a.m.–5 p.m. on Wednesday, May 16, and Thursday, May 17. 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. By eating well, staying hydrated, and getting enough rest, you are giving yourself a chance to be your best self.
- **Stay Active.** Find ways to move your body throughout the conference. If you'd like, you can take advantage of the fitness center at the hotel or take a walk with others.
- **Create.** Art can be therapeutic for many people. In the Quiet Room (Minnehaha), supplies have been provided that may be useful to help you relax.
- **Call if You Need Help.** Although no one on staff is equipped to be your therapist, the following resources are available in case you need additional assistance:
 - Katherine Cavanaugh, Consumer Advocate: (443) 703-1320
 - National Suicide Prevention Lifeline: 1-800-273-8255
 - Crisis Help Line: 1-800-233-4357

In Memoriam



Theresa M. Brehove, MD: The Council grieves the death of Dr. Theresa (Terri) Brehove, MD, a 2010 recipient of the HCH Clinicians' Network's Local Hero Award, given to exemplary clinicians in the HCH field. Dr. Brehove was an integral part of Venice Family Clinic in Los Angeles, CA, where she served as Director of Homeless Services, led efforts to establish a respite care program, and served as the Clinical Director at the Irma Colen Health Center and Lou Colen Children's Health and Wellness Center. Terri's legacy will be honored in the lives of all she touched.

David Broxton: David Broxton grew up in Brooklyn, New York. For 40 years of his life, he earned a living in sales, working with major retailers and eventually owning his own store. He loved music and sang in a choir. David was a member of the Care for the Homeless Consumer Advisory Board since its inception more than 15 years ago. He served as Chairman of the Board for two terms, working closely with staff to expand the role of consumers in peer education and advocacy. 12 years ago, he was able to save up money to move into a single-room occupancy but returned to the uptown shelter every day to encourage his fellow seniors.



Technical Assistance and Training

The National HCH Council is a federally supported national provider of technical assistance and training for health centers, aspiring health centers, and other agencies serving people experiencing homelessness. We offer no-cost assistance on many topics, including health center administrative issues, medical respite care, consumer leadership, and clinical care for people without homes. For more information, please visit **nhchc.org/ta** or contact Michael Durham, Technical Assistance Manager, at mdurham@nhchc.org or (615) 226-2292.

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 and community levels.

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 School of Medicine and the National HCH Council. Vanderbilt University School of Medicine is accredited by the ACCME to provide continuing medical education for physicians.

Vanderbilt University School of Medicine designates this live activity for a maximum 21.5 *AMA PRA Category 1 Credit(s)™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Recording Attendance and Claiming Credit

Follow the instructions below to evaluate this CME-certified activity and for immediate access to your attendance and credit.

To report attendance and/or claim credit:

- Log in at <https://cme.mc.vanderbilt.edu>
- Visit <https://cme.mc.vanderbilt.edu/nhchc-2018> (you will need to be logged in)
- Unlock the course with the access code: **Minneapolis2018** (access code is case-sensitive)
- Click the green **Take Course** button, follow the steps, and click **Complete** to finish

Participants should claim credit based on their participation time in 15-minute or .25 credit increments and should round to the nearest quarter hour. Faculty may not claim credit as a participant for their own presentation.

Credit must be claimed online before **June 18, 2018**.

For new users: You will need to be **logged in** and have a **completed profile at <https://cme.mc.vanderbilt.edu> in order to claim your credit.**

To set up a new account:

- For non-Vanderbilt learners: <https://cme.mc.vanderbilt.edu/user/register>
- For Vanderbilt learners: <https://cme.mc.vanderbilt.edu> and select Login then VUnetID login

More information on getting started: <http://bit.ly/2b2fRcT>

Having Trouble?

We recommend using the latest version of Firefox or Chrome; there are known issues with Safari and Internet Explorer. If there are additional questions or concerns, please contact heidi.wilson@vumc.edu or click the *Contact Support* button from within the CME site.

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 | Tuesday, May 15 | 8:30 a.m.–4 p.m.

Come Together: Community Collaborations for Better Outcomes | Greenway AJ

Health care and social service systems can be difficult to navigate for patients with complex needs. Siloed service providers can lead to unmanaged conditions, higher no-show rates, and lower quality of life. Community and health care organizations can share resources and collaborate together to streamline services and improve outcomes for their shared population. Building community partnerships gives providers the opportunity to better coordinate care and meet their patients where they are. This session will highlight best practices in community collaborations and give attendees tools for building partnerships to better serve patients experiencing homelessness.

Katie Miller, YouthLink, Minneapolis, MN, **Marney Thomas**, YouthLink, Minneapolis, MN, **Carol Aschbacher**, FNP, Hennepin County, Minneapolis, MN, **Molly A. Hoff**, Hennepin County, Minneapolis, MN, and **Brooks Ann McKinney**, MSW, Mission Health System, Asheville, NC

Expanding Access to Housing & Health Care through Policy & Community Collaborations | Greenway BC/HI

Efforts to transform health systems and further integrate housing with care services continue to be a priority in spite of a dynamic and often-uncertain environment. This pre-conference institute will focus on policies and programs being implemented that expand access to care, achieve better outcomes, and recognize social determinants of health. This day-long symposium will include a focus on a variety of state-level Medicaid waivers that provide expanded health coverage and funding for supportive services in housing, relationships with managed care plans to develop value-based payments and achieve practice transformation, and a discussion with leaders of the nationally recognized Hennepin Health Accountable Care Organization. While each community has unique circumstances, this event will ensure an open discussion about how to bring these practices home and achieve broader implementation across the country.

Barbara DiPietro, PhD, National Health Care for the Homeless Council, Baltimore, MD, **Frances Isbell**, MA, Healthcare for the Homeless Houston, Houston, TX, **Rachel Solotaroff**, MD, MCR, Central City Concern, Portland, OR, **Sean Hubert**, Central City Concern, Portland, OR, **Edward Stellon**, MS, MA, CADC, Heartland Health Outreach, Chicago, IL, **Stephen B. Brown**, LCSW, University of Illinois Hospital and Health Sciences System, Chicago, IL, **Ross Owen**, Hennepin County, Minneapolis, MN, **Marie Zimmerman**, Minnesota Department of Human Services, Minneapolis, MN, **Andy Patterson**, MSW, PhD, Family Health Centers, Inc., Louisville, KY, **John Gilvar**, Seattle King County Department of Public Health, Seattle, WA, **Debbie Thiele**, CSH, Seattle, WA, **Tracy N. Dannen-Grace**, Kaiser Permanente - Community Health, Portland, OR, and **Danielle Robertshaw**, MD, Hennepin County Medical Center, Minneapolis, MN

Medical Respite Care: Engaging your Community | Greenway D-G

Creative community collaboration is an essential element of medical respite care. Each medical respite program and the services they provide are uniquely designed to meet the needs of the community and to maximize community resources. In short, community is at the heart of every medical respite program. The Respite Care Providers' Network (RCPN) has organized a full-day training for both clinicians and administrators interested in medical respite care. Funders' perspectives on medical respite, day-to-day program management, and relationship development are a few of the topics that will be highlighted. Additionally, there will be in-depth discussions on how harm reduction fits into medical respite care and how programs and staff can thrive in a challenging political environment. Participants will have the opportunity to engage in information sharing and networking with providers from across the country.

Chauna R. Brocht, LCSW-C, *Health Care for the Homeless, Baltimore, MD*, **Brandon S. Clark, MBA**, *Circle the City, Phoenix, AZ*, **Kim Despres, DHA, RN**, *Circle the City, Phoenix, AZ*, **Leslie Enzian, MD**, *Harborview Medical Center, Seattle, WA*, **Brooks Ann McKinney, MSW**, *Mission Health System, Asheville, NC*, **David Munson, MD**, *Boston Health Care for the Homeless Program, Boston, MA*, **Katherine Tavitian, JD**, *Anthem Inc, Indianapolis, IN*, **Alice Moughamian, RN, CNS**, *Medical Respite and Sobering Center, San Francisco, CA*, **Julia Dobbins, MSW**, *National Health Care for the Homeless Council, Nashville, TN*, and **Regina Reed, MPH**, *National Health Care for the Homeless Council, Baltimore, MD*

Building Community Coalitions to Address the Opioid Crisis | Regency Room

According to a 2016 policy brief released by the Council on medication-assisted treatment, persons experiencing homelessness have even higher rates of substance use disorders, poorer health, and higher mortality rates by opioid overdose than national averages. Communities are beginning to come together and use "Collective Impact" to address the opioid epidemic.

This full-day session will provide an overview of the opioid epidemic in the United States and the neurobiology of addiction, and explore how "Collective Impact" may be used to address the opioid crisis. Representatives from the state of Ohio, Hennepin County in Minnesota, and the state of Rhode Island will share how their communities are coming together to assess needs, develop partnerships, and build coalitions to prevent and treat opioid use.

Darlene M. Jenkins, DrPH, *National Health Care for the Homeless Council, Nashville, TN*, **Valerie Leach, OCPSI**, *Ohio Department of Mental Health and Addiction Services, Columbus, OH*, **Barry Zevin, MD, SFDPH**, *Street Medicine and Shelter Health, San Francisco, CA*, **Ivan Wolfson, MD, FABFM, FABAM**, *Providence Community Health Centers, Providence, RI*, **Holly Raffle, PhD, MCHES**, *Ohio University, Athens, OH*, **Bill Barberg**, *Insightformation, Inc., Golden Valley, MN*, **Veronica Schulz**, *Hennepin County Public Health, Minneapolis, MN*, **Lexi Holtum**, *Rummler Hope Foundation, Minnetonka, MN*, and **Beckie Tachick**, *Boston Health Care for the Homeless Program, Boston, MA*

Session Descriptions

Workshops | Wednesday, May 16 | 10-11:30 a.m.

Addiction Medicine: Update 2018 | Regency Room

This workshop will review advances and challenges in addiction medicine from an HCH point of view. This workshop will review successes and challenges in addiction medicine with the goal of improving collaboration and outcomes. The training will include a basic review of the neurobiology of substance effects and addiction. Topics will include: the evidence or lack of evidence for various forms of treatment, information about tobacco and nicotine use, drug testing, cannabis and cannabinoids, “new drugs of abuse,” substance use effects in pregnancy, buprenorphine and methadone, and co-occurring disorders such as ADHD, chronic pain, and mental health disorders.

Barry Zevin, MD, SFPDH, *Street Medicine and Shelter Health, San Francisco, CA*, **Ivan Wolfson, MD, FABFM, FABAM**, *Providence Community Health Centers, Providence, RI*, and **Gina Limon, RN**, *Street Medicine and Shelter Health, San Francisco Department of Public Health, San Francisco, CA*

Beyond the Emergency of Homelessness: Planning and Responding Strategically to Disasters & Emergencies | Greenway D-G

HCH programs serving people experiencing homelessness must prepare for an increasing number of natural—and unnatural—disasters and emergencies disproportionately affecting unsheltered and sheltered persons and other vulnerable populations. This workshop will bring together key staff of HCH programs directly impacted by natural disasters, providing accounts and examples of preparation and response, specific to the homeless population served. Participants will learn how to plan strategically for both anticipated natural disasters and unanticipated emergencies, and develop partnerships and strategies to focus response and relief to vulnerable populations.

Lucy Kasdin, LCSW, *Alameda County Health Care for the Homeless, Oakland, CA*, **Frances Isbell, MA**, *Healthcare for the Homeless Houston, Houston, TX* and **David Peery, JD**, *Camillus Health Concern, Miami, FL*

Demonstrating the Value and Impact of Health Care for the Homeless through Data Trends | Lakeshore C

Learn the importance of benchmarking key metrics to identify challenges and opportunities for performance improvement. Review data of key measurements, comparing HCH grantees to national and high-performing health center medians, and Capital Link-recommended benchmarks. Understand the economic impact HCH grantees have on the communities they serve, and hear examples of benchmarking best practices, planning, and community impact from co-presenters from a community health center. Using comparative data, this session will address factors that are driving success in the industry, what strong health centers are doing right, and how to increase access to care through optimized operations and planning.

Jonathan Chapman, MBA, *Capital Link, Windsor, CO*, and **Heidi Nelson, MHSA**, *Duffy Health Center, Hyan-nis, MA*

Developing Medical-Legal Partnerships in Health Care for the Homeless Programs | Greenway BC/HI

This workshop is for medical-legal partnerships (MLPs) at all stages of development, focusing on planning, implementation and sustainability of MLPs in HCH health centers. Participants will hear from a national MLP expert and health center physician who can reinforce the centrality of health care engagement and integration as the key to MLP success. Participants will use the National Center for Medical-Legal Partnership's resources to identify steps to plan a new MLP or expand an existing MLP. Discussion will focus on how the MLP approach identifies legal needs directly associated with health issues with specific attention given to integrating MLP into the health setting.

Sharena Hagins, MPH, CHES, National Center for Medical-Legal Partnership, Washington, DC, and **Tillman Farley, MD**, Salud Family Health Centers, Fort Lupton, CO

Moderator: Darlene M. Jenkins, DrPH, National Health Care for the Homeless Council, Nashville, TN

Expanding Medical Respite Services: Program Development and Implementation | Greenway AJ

In 2015, San Francisco's medical respite program was mandated to expand by 30 beds. The mandate was to expand services to clients in need of respite from the local homeless shelters or the street in an effort to provide services and an opportunity for engagement to those failing to thrive in the shelter setting. This opened the San Francisco medical respite program up to a non-traditional referral source and served as an opportunity to explore new provisions of care in the Respite setting. This workshop will provide an overview of this expansion from start to finish, including sharing initial outcomes.

Alice Moughamian, RN, CNS, Medical Respite and Sobering Center, San Francisco, CA, **Kate Shuton, RN**, San Francisco Department of Public Health, San Francisco, CA, and **Chelsea Moon, ASW**, San Francisco Department of Public Health, San Francisco, CA

Housing, Not Handcuffs: Working Together to End the Criminalization of Homelessness and Protect the Human Rights of People Experiencing Homelessness | Lakeshore B

In communities across the nation, harmless, unavoidable behaviors like sleeping, resting, and eating are treated as criminal activity for persons experiencing homelessness, often forcing them into health-threatening situations and creating arrest records that put further barriers between them and the housing and services they need. Criminalization damages the quality of life of the people we serve and the quality of care that health care providers are able to maintain. Presenters will discuss the negative aspects of criminalization, share positive examples of alternatives, and provide specific steps participants can use to identify and address criminalization in their home communities.

Eric S. Tars, JD, National Law Center on Homelessness & Poverty, Washington, DC, and **Bob Erlenbusch**, Sacramento Regional Coalition to End Homelessness, Sacramento, CA

Interdisciplinary Implementation of an Early Childhood Screening Tool in a Healthcare for the Homeless Clinic System | Skyway Suite AB

In 2016, an HCH clinic implemented a collaborative project between county and community partners, initiating sustainable developmental screening and referral protocols for early childhood patients utilizing the ASQ-3. The clinic partnered with Minneapolis Public Schools to coordinate services for families in need of early intervention. In the first six months of implementation, 94 children were screened and 31 children were referred for further evaluation. Families experiencing homelessness can be difficult to engage in services, thus a community-based primary care clinic is a critical place to offer screening and early intervention so all children can be successful in school.

Delayne Caseman, RN, MPH, Hennepin County Healthcare for the Homeless, Minneapolis, MN, and **Emily Wolfe, MSW, LICSW**, Hennepin County Maternal Child Health, Early Childhood, Minneapolis, MN

Social Storytelling: Making Homelessness and Homeless Services Real to a Broader Community | Lakeshore A

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. This presentation will serve as a "how-to" primer for entities in the HCH field to build or improve their institution's communications through social media storytelling. Learn how to create and incorporate shareable media, multimedia consumer stories, and more in your social media to better reach a broader community for advocacy, development, and awareness.

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

Session Descriptions

Facilitated Discussions | Wednesday, May 16 | 12:30-1:30 p.m.

Best Practices for Shelter-Based Care | Regency Room

HCH providers have a specialized knowledge in providing services to persons experiencing homelessness. One way we break down barriers and increase access to care is by providing coordinated care in the shelter. But this can be a tricky process; at times, the busiest and most crowded shelters can have the poorest productivity. And other shelters have more persons accessing services than the system can handle. This session will tap into the expertise of our community by facilitating a discussion to get answers to the following question: "What are the best practices for coordinated shelter care?"

Annie M. Nicol, FNP, Petaluma Health Center, Petaluma, CA, and **Mary L. Tornabene, FNP**, Heartland Health Outreach, Chicago, IL

Beyond Outreach: Why Your HCH Needs Street Medicine | Skyway AB

Every day, people experiencing homelessness are confronted by survival decisions. Where they can safely eat, sleep, and relieve themselves are unknown necessities, leaving scarce room for health care maintenance. Moreover, many who experience homelessness avoid clinic visits for fear of stigma or that their possessions will be stolen, among many other reasons. And more often than not, their health suffers. This session will feature HCH providers who work to overcome these barriers not just through outreach, but through medical care on the street and in encampments. Presenters will feature two exemplary programs with ample time dedicated to peer discussion and problem-sharing.

Leah Warner, FNP, MPH, Street Medicine and Shelter Health, San Francisco Department of Public Health, San Francisco, CA, and **Beckie Tachick, BA**, Boston Health Care for the Homeless Program, Boston, MA

Building Hospital and Supportive Housing Partnerships | Lakeshore A

This facilitated discussion led by hospital and supportive housing leaders will use a case study from Chicago as an example for how organizations can develop and strengthen cross-sector partnerships. The discussion will help participants explore the benefits of these partnerships by sharing experiences from across the country and creating a plan for overcoming common barriers.

Peter Toepfer, Center for Housing and Health, Chicago, IL, and **Stephen B. Brown, LCSW**, University of Illinois Hospital and Health Sciences System, Chicago, IL

Building Inclusive Communities Begins at Home | Greenway D-G

Health centers are important conveners in the community—through their partnerships and the organizations themselves. Building inclusive communities with consumer presence, perspective, and voice at the center requires thoughtful structures, intentional supports, and the meaningful participation of everyone. Yet consumer participation remains a challenge for many. This interactive learning session will facilitate the exchange of knowledge among consumers, providers, staff and administrators about the imperative of, and barriers to, meaningful consumer participation in organizations and beyond. Participants will explore strategies for creating spaces for meaningful consumer participation and the organizational supports needed to do so.

Vanessa Borotz, LGSW, Health Care for the Homeless, Baltimore, MD, and **Gary Cobb**, Central City Concern, Portland, OR

Encampments: The Expanding Frontline of Homelessness in America Poses Challenges for the HCH Community | Lakeshore C

Encampments are clear evidence of failed housing policies. Yet because so many of those we serve call them “home,” the HCH community fills numerous roles. We balance our relationships with clients with those of our elected officials and community groups. When encampments are forcibly closed, this balance is even more tenuous. How do we assist clients without necessarily endorsing the camp’s existence or closure? How do we advocate for more constructive solutions without jeopardizing political relationships and funding? This session is designed to facilitate discussion about how the HCH community can effectively juggle our roles without alienating clients or partners.

Eric S. Tars, JD, *National Law Center on Homelessness & Poverty, Washington, DC*, **Art Rios**, *Central City Concern, Portland, OR*, and **Brian Bickford, MA, LMHC**, *Eliot CHS, Worcester, MA*

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

“New Place, New Problems” | Greenway BC/HI

The goal of this workshop is to address the many challenges faced by people who were formerly homeless as they moved into housing. It is often assumed that housing is the solution to help people adjust back into society and live a “normal life”. During the session, we will highlight the often-unforeseen difficulties people face and the struggles they have adapting to housing. The discussion will focus on the everyday ongoing challenges that may exist years after one is housed, as well as possible interventions and supports a program such as Boston HCH Program can provide to help one be successfully housed.

Esther Valdez, MD, and **Larry Adams**, *Boston Health Care for the Homeless Program, Boston, MA*

Treating Opiate Addiction across Walls: Reaching People Experiencing Homelessness and Inmates from Europe to North America | Regency Room

Opiate addiction is endemic among incarcerated and homeless populations in the U.S.; many inmates enter incarceration addicted, leave addicted, and return addicted. Most are treated, if at all, just prior to release. Although opiate agonist and antagonist treatments have become more effective and available and have been integrated into many European centers, there are few such efforts in the U.S. This session compares some of those few prevention and rehabilitative programs with each other and with European models, and through small discussion groups will also derive strategies to rehabilitate “in house” treatment and engage local stakeholders in this humane conversation.

Marcia Tanur, MD, *Square Medical Group, Watertown, MA*

What Is an Ideal Health System Partner? A Health System’s Journey to Create and Implement a Healthcare for the Homeless Scorecard | Lakeshore B

People experiencing homelessness have high burdens of illness and injury and can be expensive frequent users of hospital resources. In partnership with the National HCH Council and other HCH leaders, a scorecard was created to guide hospitals through a comprehensive assessment of their current commitment to this population, and identify areas for improvement. The presentation will focus on the development, the implementation, and the outcomes of the scorecard. A review of best practices, how to spread innovation across a health system, experiences, and constructive solutions will be shared.

Tony Beltran, MBA, **Carrie Harnish, LMSW**, and **Micalah Webster, LLMSW, MPH Candidate**, *Trinity Health, Livonia, MI*

Session Descriptions

Workshops & Oral Presentations | Wednesday, May 16 | 1:45-3:15 p.m.

Beyond the Medical Model: Managing Diabetes and Chronic Disease through a Social Determinants Lens | Skyway AB

Individuals experiencing homelessness have a high burden of chronic diseases, including diabetes. Social and environmental factors influence the management of chronic conditions as individuals may not have access to nutritious foods, appropriate medication, and transportation to a health care provider. Additionally, individuals who are homeless may lack a safe, sanitary place to use and store their medication. HCH providers are in the unique position to address these social and environmental factors to help consumers manage their own health. This session will highlight lessons learned from health centers who are emphasizing diabetes self-management among their patients.

Lawanda Williams, *Health Care for the Homeless, Baltimore, MD*, **Eowyn Rieke, MD, MPH**, *Central City Concern, Portland, OR*, and **Derek A. Winbush**, *Boston Health Care for the Homeless Program, Boston, MA*
Moderator: Pascale Leone, MPP, *Corporation for Supportive Housing, New York, NY*

Collaborative Office-Based Opioid Treatment for Homeless and High-Risk Populations | Greenway AJ

Office-based Opioid Treatment (OBOT) programs have been shown to be an effective tool in response to the nationwide opioid epidemic. At Daily Planet Health Services in Richmond, Virginia, we work with individuals who are homeless or are at risk of becoming homeless, and this includes many people with opioid use disorder. Our workshop will explore the scope of the opioid problem, how we utilize our OBOT program to serve our clients, and things we have learned that work (and do not work) in serving our clients and our greater community.

Paul Brasler, LCSW, **Stephen Popovich, MD**, and **Nancy Wallace, FNP**, *Daily Planet Health Services, Richmond, VA*

If You Build It, Will They Come? Strategies for Recruitment and Retention in Consumer Engagement | Greenway D-G

Consumer engagement is critical to providing access to quality health care services, and promoting dignity and respect. But how can we engage consumers 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. We will discuss 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 engagement.

Katherine Cavanaugh, MSW, *National Health Care for the Homeless Council, Baltimore, MD*, **Kendall R. Clark**, *City of Newark Department of Health & Community Wellness, Newark, NJ*, and **Rodney A. Dawkins**, *Heartland Health Outreach, Chicago, IL*

Integrated Care Anywhere: Utilizing Interdisciplinary Visits and Shared Decision-Making to Engage Reticent Consumers | Regency Room

This workshop will focus on integrated care, co-visits, and shared decision-making among four entities: the consumer, the behavioral health care provider, the consumer health navigator, and the primary care provider. Integrated care visits can be an important tool in reducing barriers to consumer health care access, improving communication, decreasing medication errors, and drawing upon the strengths of existing consumer-provider relationships. This model can be translated to a variety of care settings and is a particularly effective tool to engage consumers with more profound behavioral health barriers who have been reticent to engage in health care services in the past.

Kara Cohen, BSN, MSN, CRNP, *Project Home, Philadelphia, PA*, **Kevin Hails, MD**, *Pathways to Housing PA, Philadelphia, PA*, and **Erin Umland, BSN, RN**, *Pathways to Housing PA, Philadelphia, PA*

Planning in Uncertain Times: Flexible Strategies, Risk Management, and Financial Modeling | Greenway BC/HI

This interactive workshop will engage participants in learning about approaches to develop strategies in an uncertain environment to inform successful collaborations, connect to business planning, consider the best way to use resources, and operationalize new priorities. The presenters will draw from their recent work together, sharing principles for strategy development, modeling, using influence-mapping, and risk-analysis tools. This session is ideal for clinic administrators, board members, program directors, and other organizational leaders, and will address how to root work in a clear strategy while retaining the flexibility to respond to emerging threats and opportunities.

Michael Anderson, *La Piana Consulting, Emeryville, CA*, and **Jennifer L. Metzler, MPH**, *Albuquerque Health Care for the Homeless, Inc., Albuquerque, NM*

Racism and Homelessness: A Research Update from the SPARC Initiative | Lakeshore B

The Supporting Partnerships for Anti-Racist Communities (SPARC) Initiative was launched by the Center for Social Innovation in 2016 to explore the intersection between racism and homelessness. The research has documented dramatic overrepresentation of people of color in the homeless population, and has identified potential interventions including preventing evictions, supporting economic mobility, increasing access to affordable housing, and addressing network impoverishment. This workshop will present findings from the SPARC study and will allow participants time to discuss how racial discrimination relates to homelessness in their own communities. Participants will leave reenergized and equipped to become agents of change supporting racial equity.

Jeffrey Olivet, MA, and **Marc Dones, BA**, *Center for Social Innovation, Needham, MA*

There is No Magic Wand: Creating a Culture of Advocacy, One Step at a Time | Lakeshore A

This session is made possible through private (not government) funds.

In the current political environment, it is important for health centers to be strong and effective advocates. In this workshop, we will learn how to create a culture of advocacy in health centers when competing priorities take time and energy away from such efforts, while addressing barriers related to leadership readiness, staff interest, and resources. The second part will discuss how to frame the narrative on homelessness issues so that it bolsters advocacy efforts and expands public understanding in order to attract new allies and build a demand for change.

Nathalie Interiano, MA, *Care for the Homeless, New York, NY*, **Michael Austin**, *Care for the Homeless, New York, NY*, and **Julie Kozminski, MPH, CPH, CHES**, *Unity Health Care, Washington, DC*

Oral Presentations: Research | Lakeshore C

Health Service Use by People Experiencing Homelessness: A Comparison of Sheltered and Unsheltered Populations

This presentation will highlight a study that evaluated demographic characteristics, health service use, and predictors of health service use for a community-based sample of people experiencing unsheltered or sheltered homelessness in Fort Worth, Texas. Findings will be shared that indicate these subpopulations differ on important demographic factors and their use of health services. We will also discuss how the Behavioral Model for Vulnerable Populations and predictors of service use that were identified offer opportunities to understand and improve health service access.

James Petrovich, *Texas Christian University, Fort Worth, TX*, **Joel Hunt, MPAS, PA-C**, *JPS Health Network, Fort Worth, TX*, and **Erin Roark Murphy, LMSW**, *University of Texas at Arlington, Fort Worth, TX*

Substance Use and Social Networks after Moving into Permanent Supportive Housing

This National Institutes of Health-sponsored longitudinal study investigates health and well-being among over 400 people experiencing homelessness transitioning into permanent supportive housing (PSH) in Los Angeles County. While most PSH programs do not require abstinence (i.e., are implemented using a Housing First model), little is known about how substance use changes as persons move from homelessness into housing. This presentation aims to describe substance use and social relationships among persons during their first year in PSH, and subsequently discuss how providers can use these data to inform successful harm reduction programs that incorporate social networks.

Taylor Harris, *University of Southern California, Los Angeles, CA*

Non-Residential Fathers' Contributions to the Health & Well-being of their Children in Shelters: A Phenomenological Study

Homelessness is a social and public health problem in the United States with women and children comprising the fastest growing segment of this population. Often shelter policies separate fathers from their children upon entry into shelters. Little has been written about fathers experiencing homelessness, their parenting contributions to their children's well-being, and specifically about their involvement in the health and health care of their children. Even less has been written about the experience of non-residential fathers parenting and the health contributions they make to their children residing in shelters.

Karen Hudson, MSW, LSW, *CHOP, Philadelphia, PA*

Session Descriptions

Facilitated Discussions | Wednesday, May 16 | 3:30-4:30 p.m.

Are We Doing Enough to End Homelessness? Part IV | Greenway D-G

This session is made possible through private (not government) funds.

A number of mainstream media articles have hit the press proclaiming giant strides in ending homelessness. Yet, at the same time, mayors in major cities have announced “states of emergency” over homelessness. Housing instability has hit an all-time high in some of the largest urban communities in the U.S., and a casual walk through many cities reveals a staggering number of people experiencing homelessness. A great disconnect exists. This popular workshop will explore opportunities to align what we know with the evidence-supported practices designed to end homelessness.

Barbara DiPietro, PhD, National Health Care for the Homeless Council, Baltimore, MD, **Wayne Centrone, NMD, MPH**, Center for Social Innovation, Seattle, WA, **Kevin Lindamood, MSW**, Health Care for the Homeless, Baltimore, MD, **Jim O’Connell, MD**, Boston Health Care for the Homeless Program, Boston, MA, and **Jeffrey Olivet, MA**, Center for Social Innovation, Needham, MA

Challenges in Integrated Care: Recognizing and Resolving Staff Splits | Greenway BC/HI

Splitting behavior is a frequent source of conflict among team members and between teams. Both patients and staff alike may cope with the chaos and stress that accompanies homelessness and trauma by splitting. Recognizing when staff are split and what conflict may lie underneath can lead to authentic repair, team cohesion, and ultimately lead to better patient care. This case-based workshop will teach participants the basic principles of splitting, how to prevent splitting, how to recognize when a split is occurring and how to repair it.

Emily Watters, MD, and **Michael Myette, LCSW**, Contra Costa County Healthcare for the Homeless, Concord, CA

Development of an Integrated Vivitrol Group Visit for Current and Former Medical Respite Clients with a History of Alcohol Use Disorder | Greenway AJ

The Santa Clara Medical Respite Program implemented integrated weekly Vivitrol group visits for clients with alcohol use disorders who are eligible for, or receiving, IM extended release naltrexone (Vivitrol™). The program coordinates interdisciplinary education, care, encourages peer support, provides psychoeducation, skill building, and engages clients following discharge to ensure ongoing receipt of IM naltrexone, and facilitates referrals for substance use treatment. We will discuss the development of the group, client engagement, retention, and referrals. We will provide client perspectives on the group and their motivation to attend. Specific client examples highlighting successes and ongoing barriers of this intervention will be shared.

Sara Jeevanjee, MD, Medical Respite Program, Santa Clara Valley Health and Hospital System, San Jose, CA, **Ciara Mahan, PhD**, Valley Homeless Healthcare Program, San Jose, CA, and **Aleksandra Cernic, PhD candidate**, Santa Clara Medical Respite Program, San Jose, CA

Hardcore Advocacy: What Does Good Care Mean for People Experiencing Homelessness | Registry Room

What does good care look like for adults experiencing homelessness impacted by systemic oppression, structural barriers, and lack of positive provider engagement? Behavioral health can serve as a conduit between providers, patients, and the community. The goal of this presentation is to discuss ways we can work together to reduce the impact of these barriers to care. We will provide three examples from Tom Waddell Health Clinic that address advocacy, community building, and stability. Through this discussion we hope others will be encouraged to adopt these values into how we work with people experiencing chronic homelessness.

Mehera Reiter, MSW, and **Melissa Morelli, LCSW**, Tom Waddell Urban Health Clinic, San Francisco, CA

Hep C: Working Towards a Cure as a Community | Skyway Suite AB

This workshop will discuss ways in which you can identify and work with community partners to address chronic hepatitis C infections in clients. We will provide an overview of hepatitis C, how it impacts people experiencing homelessness, and discuss what treatment entails. We will also talk about how to identify and engage community partners in this work. We will provide sample health center-level and individual-level data pertaining to hepatitis C and utilize small groups to identify and carry out performance improvement initiatives. Participants will learn how to develop their hepatitis C care cascade!

Tyler Gray, MD, Healthcare for the Homeless, Baltimore, MD, **Boatema Ntiri-Reid, JD, MPH**, Maryland Department of Health, Baltimore, MD and **Catherine Fowler, MPH, BSN, RN-BC**, Healthcare for the Homeless, Baltimore, MD

Single Payer NOW! Achieving the Universal Solution in an Incremental World | Lakeshore A

This session is made possible through private (not government) 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 seasoned local activists on their varied success with statewide and national campaigns. Speakers will briefly cover problems in the way we deliver care and demonstrate the actions we must take to make a universal single-payer system a reality. Participants will leave empowered to act with tangible strategies to engage in single-payer advocacy.

Regina Reed, MPH, National Health Policy Organizer, National Health Care for the Homeless Council, **Rose Roach**, Minnesota Nurses Association, Minneapolis, MN, and **Geri Katz**, Minnesota Nurses Association, Minneapolis, MN

What Should HCHs and the National HCH Council Do to Address Racial Inequity | Lakeshore B

Racism is the single-most important historical reason for multi-generational poverty in the U.S., yet it has not been addressed directly by most HCH programs. We will explore the reasons for that avoidance, and ways to successfully (not easily!) address racism and racial inequities in our work. Finally, we will explore what steps the Council can and should take to be a leader in this important area.

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

Session Descriptions

Workshops & Oral Presentations | Thursday, May 17 | 8:30-10 a.m.

Activating your Inner Aesop: Developing and Sharing Passionate Stories with Impact | Greenway BC/HI

Storytelling allows us to move discussions of homelessness and health care towards discussions aimed at humanizing homelessness, building empathy and relationships, and developing solutions to the root causes of poverty and illness. This workshop will begin with a storytelling framework from the National Consumer Advisory Board's Storytelling Guide that teaches how to develop your story. The second part of this workshop will focus on ways to preserve and share those stories. We will cover a health center's partnership with StoryCorps, a nonprofit that archives stories in the Library of Congress, and their use of storytelling via websites and advocacy.

Ari Kriegsman, MD, Valley Homeless Healthcare Program, San Jose, CA, **Amy Grassette**, Family Health Center, Worcester, MA and **Art Rios**, Central City Concern, Portland, OR

Medicaid Accountable Care Organizations: A Fancy New Care Model Tries to Improve Health | Lakeshore A

ACOs are the new kids on the block when it comes to health reform, and more states (or local jurisdictions) are using them to manage cost and improve health outcomes. ACOs also can better incorporate social determinants of health (to include housing) into funding, service structure, and outcome goals. This session will feature two HCH programs at different stages of ACO implementation. We'll walk through what works well, some lessons learned, and how you might replicate the best of an ACO model to help pay for care coordination, housing navigation, and other vital support services.

Danielle Robertshaw, MD, Hennepin County Medical Center, Minneapolis, MN, **Barry Bock, RN**, Boston Health Care for the Homeless Program, Boston, MA, **Ross Owen**, Hennepin County, Minneapolis, MN and **Barbara DiPietro, PhD**, National Health Care for the Homeless Council, Baltimore, MD

Partnership between Health Plan, Hospitals and Homeless Service Agency to House the Most Vulnerable | Lakeshore B

L.A. Care Health Plan has committed \$20 million to fund an initiative aimed at securing permanent supportive housing (PSH) for individuals experiencing homelessness in Los Angeles County. The grant distributed over the next five years will be made to Brilliant Corners, a nonprofit supportive housing agency, to support L.A. County's Housing for Health (HfH) program. HfH is operated by the Department of Health Services (DHS) that features intensive case management, linkage to needed services and a housing subsidy. In partnership with safety-net hospitals, HfH staff enroll eligible individuals without homes and link vulnerable Medi-Cal members with permanent supportive housing.

Cheri Todoroff, MPH, LA County Department of Health Services Housing for Health, Los Angeles, CA, and **Jessica Jew, MPH**, LA Care Health Plan, Los Angeles, CA

Partnership between Health Plan, Hospitals and Homeless Service Agency to House the Most Vulnerable | Lakeshore B

The care of the patient experiencing homelessness with a mental illness diagnosis 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.

Christian Neal, MD, MPA, Centra Medical Group - Piedmont Psychiatric Center/Liberty University College of Osteopathic Medicine, Lynchburg, VA and **Kathryn Johnson, DO, MA**, Virginia Baptist Hospital/Liberty University College of Osteopathic Medicine, Lynchburg, VA

Slowing the Revolving Door: Hospitals and Homeless Services Collaboration to Disrupt the Hospital-Homeless Cycle | Greenway D-G

Representatives from a hospital and a community-based organization (CBO) will present on their work together to pioneer a collaborative and effective relationship to slow the revolving door of the hospital-to-homeless cycle by providing medical, housing case management, and care coordination services to the most vulnerable and medically frail individuals without homes. Facilitators will guide participants through a process similar to one used by the presenting organizations to establish and foster the CBO-hospital relationship in an interactive and fast-paced workshop focused on sharing and developing strategies that participants can begin incorporating into their direct service and administrative work immediately.

John Betts, LMSW, BronxWorks, Bronx, NY, **Juan Rivera, LMSW**, BronxWorks, Bronx, NY, **Lizica Troneci, MD**, SBH Health System, Bronx, NY, **Sarah Zammiello**, BronxWorks, Bronx, NY, and **Noel Concepción**, BronxWorks, Bronx, NY

The Best (and Worst) of Both Worlds: Public Entity HCH Programs | Skyway Suite AB

HCH programs are sometimes housed within larger public entities such as city, state, or county health departments, hospital districts, or other entities. Always unique, these arrangements can provide opportunities for improved patient service and coordination. These arrangements can also bring regulatory challenges. This workshop will bring together representatives from four different types of public entity HCHs for a round table discussion and collaboration between audience and presenters.

David Modersbach, BA, Alameda County Health Care for the Homeless Program, Oakland, CA, **Stephanie Abel, RN**, Hennepin County Public Health, Minneapolis, MN, **Susan H. Spalding, MD**, Dallas County Hospital District, Dallas, TX, and **John Gilvar**, Seattle King County Department of Public Health, Seattle, WA

The Learning Curve of Medication-Assisted Treatment in Primary Care | Regency Room

Starting a MAT program is full of questions: DEA waivers? Reasonable workflows? Capacity issues? Which indicators of success or diversion are most reliable? Case management needs? When do patients need a higher level of care? What happens to the clinic culture with MAT? What is trauma-informed care in MAT? How do you prevent burnout? And how do you get reimbursed for it all? We will share lessons learned from starting our primary care MAT program from the ground up. We will also guide participants through a process of visioning, resourcing, and creating next actions to implement at their home clinics.

Jennifer Smith, LCSW, Project HOME, Stephen Klein Wellness Center, Philadelphia, PA, **Lara Weinstein, MD, MPH, DPH**, Sidney Kimmel Medical College, Thomas Jefferson University, Philadelphia, PA, and **Rae Coleman, BA**, Project HOME Health Services, Stephen Klein Wellness Center, Philadelphia, PA

Oral Presentations: Clinical & Hands-On Care | Lakeshore C

Advance Care Planning in Homeless Healthcare

Discussing and documenting end-of-life wishes in adults experiencing homelessness is a high priority. In this presentation, we will review the results of our research analyzing advance care planning discussions during routine primary care at five outpatient homeless clinics in New York City over a 14-month period. This is the first study performed in a non-research setting demonstrating the feasibility of advance care planning in homeless primary care. We will then discuss best practices in identifying and completing advance care directives and leading advance care planning discussions.

Laura Kaplan-Weisman, MD, *The Institute for Family Health, Care for the Homeless, New York, NY*, and **Sara Sansone, RN**, *Institute for Family Health, New York, NY; The CUNY School of Public Health and Hunter School of Nursing in Urban Public Health, New York, NY*

Caring for Homeless Patients to SEE a Better Future: Collaborative Initiative to Increase Access of Optometry Services

The Health Education Department at Care for the Homeless implements preventive health promotions at multiple health centers in New York City. In 2016, the agency implemented a practice transformation project to increase accessibility of optometry care to fill medical gaps among patients experiencing homelessness and their vision health. We developed a partnership with New York State Lions Clubs and SUNY College of Optometry to make vision screenings and treatment more accessible to patients; focusing on early detection of vision problems. This program aligns with the 2016 Bright Futures-American Academy of Pediatrics Recommendations for Preventive Pediatric Health Care.

Gabriela Gonzalez, BS in Public Health, *Care for the Homeless, New York, NY*

Developing and Implementing a Homeless Youth Healthcare Initiative

The Homeless Youth Healthcare initiative is a collaborative project that aims to bring together health care and homeless service providers across the Houston, TX, community to develop an integrated, comprehensive system of care where youth without homes can easily access a full range of health and mental health services. In YR-1 of this initiative, we have established an interdisciplinary team of health care and social service providers able to inform a strategic plan to tackle physical, mental, social, and emotional wellbeing and gaps in services. We are conducting focus groups, key informant interview, surveys, and a health care service referral and utilization network analysis.

Diane Santa Maria, DrPH, MSN, RN, PHNA-BC, *University of Texas Health Science Center at Houston, School of Nursing, Houston, TX*

Session Descriptions

Facilitated Discussions | Thursday, May 17 | 10:15-11:15 a.m.

Best Foot Forward: Engaging Reticent Consumers with Holistic Podiatric Care | Greenway BC/HI

People experiencing homelessness are particularly susceptible to poor foot health. In addition to the obvious health consequences of poor foot health, there is an emotional and mental health toll. A foot soak may seem simple, but it is a restorative act. This session will focus on how to conduct a holistic foot clinic utilizing volunteers across all health professions and the community to provide a non-threatening avenue to engage people who may normally be reluctant to accept services. We will share how a foot clinic can provide a relaxed and safe space to discuss other health care needs and relevant services, and creates greater awareness about health disparities experienced among individuals experiencing homelessness.

Lydia A Williams, FNP-BC, CWOCN, Public Health Management Corporation, Philadelphia, PA, and **Casey Alrich, MPH, CPHIMS**, National Nurse-Led Care Consortium, Philadelphia, PA; Best Foot Forward Philly, Philadelphia, PA

How to Move Your Health Center Toward Becoming an LGBTQ Health Care Leader | Greenway D-G

In 2017, Boston Health Care for the Homeless Program (BHCHP) considered applying for inclusion in the Healthcare Equality Index (HEI) as a 2018 Leader in LGBTQ Health Care Equality. BHCHP has a Transgender Program and it seemed straightforward to apply for Leader status. However, upon reviewing the application, it became apparent that BHCHP had work to do to become inclusive of the wider LGBTQ population. BHCHP developed an "HEI Taskforce" to facilitate attaining 2019 Leader status. The presenter in this session will discuss why promoting inclusion/equality for LGBTQ patients is important, present the Taskforce's work, and encourage attendees to consider using the HEI application for their institutions.

Pam Klein, RN, MSN, ACRN, and **Dirk Williams, JD**, Boston Health Care for the Homeless Program, Boston, MA

Implications of Practicing Harm Reduction in Supportive Housing | Greenway AJ

Harm reduction is not for the meek. Harm reduction challenges traditional substance use treatment and there are implications for doing it the right way. In the context of supportive housing programs, harm reduction can change the game. Clients bouncing from one failed housing placement to another can learn a new way of understanding their substance use and strategies to find housing stability and wellness. Louisville's first harm reduction group will be profiled during this facilitated discussion, including tools that may be replicated. Implementing harm reduction successfully requires finding and keeping the right clinicians. Strategies to both will be explored.

Tamela Johnson, APSS, and **Nolan Nelson, MSSW**, Family Health Centers, Louisville, KY

Incorporating Community Health Paramedics into Your Homeless Healthcare Program | Lakeshore B

In this workshop, we will describe the evolution of an innovative partnership in Austin, Texas, between our homeless health care program and the county's Community Health Paramedic team. This partnership allows both groups to provide more robust services to individuals who are homeless not using shelter services and those at risk for homelessness coming out of the prison system. We will 1) provide background on each organization, highlighting strengths and weaknesses, 2) describe the benefits resulting from this partnership, 3) share patient stories and data on patient outcomes, and 4) review challenges and logistical issues to consider in developing such a program.

Angela Brubaker, *CommUnityCare, Austin, TX*, **Cory Crouch**, *Austin/Travis County EMS, Austin, TX*, and **Mike Sasser**, *Austin/Travis County EMS, Austin, TX*

Milieu Mastery at Medical Respite: Strategies to Maximize Patient Success | Regency Room

Milieu Management represents one of the greatest challenges in medical respite care. Active substance use disorders, uncompensated mental health symptoms, patient conflicts, and the possession of weapons are commonly encountered concerns in medical respite settings. These issues can compromise patient retention and present safety risks. Administrative discharges can result in medical complications and hospital readmissions. This workshop will review milieu management challenges, program factors contributing to problematic situations to inform prevention strategies, and address the management of disruptive incidents. The workshop's goals are to support respite programs in enhancing safety and optimizing medical respite patients' completion of needed medical care.

Leslie Enzian, MD, *Harborview Medical Center, Seattle, WA*, and **Sarah W. Ciambrone, MS**, *Boston Health Care for the Homeless Program, Boston, MA*

The Art of Community of Practice as a Strategy: Transforming Medical Education and Clinical Practice to Address Homelessness | Lakeshare C

A community of practice is often thought of as an extended focus group of individuals tied together by a common interest or similar ideas to provide feedback. Yet community of practice (CoP) brings together thought leaders who may collaborate around organizational or community change through evaluation exchange. The National Center for Medical Education, Development and Research (NCMEDR) has embraced the community of practice model as a bold strategy for addressing how medical education and medical services are delivered within the context of evidence-based best practices. This workshop offers participants an opportunity to discuss the framework of a community of practice.

Katherine Y. Brown, EdD, *National Center for Medical Education, Development and Research, Meharry Medical College, Dept. of Family and Community Medicine, Nashville, TN*, and **Patricia Matthews-Juarez, PhD**, *Meharry Medical College, Nashville, TN*

The Future of MH/SUD Policy and Homelessness: Emerging Issues | Lakeshore A

In our discussion, we will highlight the broader adoption of policy goals like mental health parity and community-based treatment that reflect best practices long-known to the HCH world; we will discuss ways HCH providers may be able to capitalize on these successes and discuss barriers that prevent continued advancement. We will also discuss some ways to creatively link supportive housing and respite care to health care services, the role of MCOs (in mostly expansion states) in supporting these critical services, and seek audience input on emerging trends from their local communities.

Thomas Hart, JD, *Anthem, Inc., Washington, DC*, and **Nathaniel Counts, JD**, *Mental Health America, Alexandria, VA*

They Work for US! Congressional Advocacy 101 for the HCH Community | Skyway Suite AB

This session is made possible through private (not government) 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 workshop is for you! This session will cover the basics of how Congress works and how their decisions impact the Health Care for the Homeless Community. In this session, you'll learn insider tips and tricks directly from a staff member working in a Congressional office. 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 **Jamie Long**, Office of Congressman Keith Ellison (MN-05), Minneapolis, MN

Session Descriptions

Workshops & Oral Presentations | Thursday, May 17 | 1-2:30 p.m.

Collective Investing for Greater Community Impact: The Oregon Experience | Regency Room

Last year, six health systems in Oregon collaborated with Central City Concern, a CHC program and affordable housing developer, to invest \$21.5 million in 379 units of housing and a new clinic in Portland. This workshop will provide an overview of both the process and outcome of this "Housing Is Health" partnership, detailed by its chief architects. Participants will gain insight into root causes and downstream effects of the homelessness crisis in Portland, coupled with strategies to organize (and move to action) health systems around the idea of collective investment in housing and comprehensive models of care.

Rachel Solotaroff, MD, MCR, Central City Concern, Portland, OR, **Sean Hubert**, Central City Concern, Portland, OR, and **Tracy N. Dannen-Grace**, Kaiser Permanente - Community Health, Portland, OR

Mapping the Road to Healthcare for Vulnerable Populations | Skyway Suite AB

This session will feature two health centers from Wisconsin and Tennessee that both work to engage individuals in a holistic manner through various outreach techniques in order to address barriers to care. For the vulnerable populations served by these health centers, key barriers include transportation, communication, trauma, and past experiences. Through outreach, we establish a relationship with potential patients and educate them on health services offered. This is a crucial step in mapping the road to a patient-centered healthcare "home," where team members are mindful of trauma and accommodate the needs of each individual patient. We will also highlight how patients play a key role on the health care team.

Patricia Sarvela, Partnership Community Health Center, Appleton, WI, **Amber Price**, Partnership Community Health Center, Appleton, WI, **Jana Esden, DNP, APNP, FNP-BC**, Partnership Community Health Center, Appleton, WI, and **Sam R Wolfe, M. Ed.**, City of Chattanooga, Chattanooga, TN

Overcoming Health and Housing Challenges for Justice-Involved Populations | Lakeshore B

People exiting prisons and jails are disproportionately affected by chronic health, mental health, and substance use conditions. They also face tremendous hurdles in accessing health care and medications, and are likely to be turned away from many kinds of housing; these barriers all increase the likelihood of re-offense. Health centers are uniquely positioned to help this population. This session will discuss the health challenges faced by people exiting correctional institutions, and will dive into some of the healthcare and housing policies affecting people with criminal histories. The session will feature examples from health centers that are leading the way.

Darlene M. Jenkins, DrPH, National Health Care for the Homeless Council, Nashville, TN, **Kim Keaton, MPA**, Corporation for Supportive Housing, New York, NY, **Carrie Craig, MSW, LCSW**, Colorado Coalition for the Homeless, Denver, CO, and **Anne Feczko, CRNP**, Unity Health Care, Washington, DC
Moderator: Lauryn Berner, MSW, MPH, National Health Care for the Homeless Council, Nashville, TN

Real World Immigration and Other Legal Enforcement Issues at HCH Health Centers |

Greenway AJ

In light of recent policy and enforcement activities involving immigrants, this discussion will provide background on current immigration policies and practices. Staff from the National Immigration Law Center will share their expertise on providers' rights and responsibilities regarding law enforcement, privacy, and confidentiality of patients' identifying information (as well as personal health information) related to "sensitive locations," and how front desk and other health center staff should respond to immigration authorities onsite. The presentation will include a video of a dramatic real-life situation involving a clinician, real stories from clinicians, and a facilitated discussion.

Joy Favuzza, FNPC, *Care for The Homeless, New York, NY*, and **Alvaro M. Huerta**, *National Immigration Law Center, Los Angeles, CA*

Moderator: Regina Reed, MPH, *National Health Care for the Homeless Council, Baltimore, MD*

The Road to Meeting the National Medical Respite Standards | Greenway D-G

The Santa Clara Medical Respite Program developed a year-long quality improvement project to meet the newly published standards for medical respite programs. During this session, we will describe the redefining of our roles in the process of executing this project and focus on seven categories standard implementation fell into ranging from pre-existing policies and practices to adopting policies developed by other programs. We will discuss the insurmountable challenges, with examples of standards for each category. Additionally, we will highlight the impact of implementing the standards on our program and our clients.

Sara Jeevanjee, MD, *Medical Respite Program, Santa Clara Valley Health and Hospital System, San Jose, CA*, **Lorna Lindo, MSW**, *Valley Homeless Healthcare Program, San Jose, CA*, **Laurie Mello, RN**, *Valley Homeless Healthcare Program/Medical Respite Program, San Jose, CA*, and **Dominga Villagomez, RN**, *Valley Homeless Healthcare Program, San Jose, CA*

What's New in Homeless Health Care? A No-Jargon Summary of the Latest Research |

Greenway BC/HI

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 without homes that have been published since January 1, 2017. 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, *Division of General Internal Medicine, Massachusetts General Hospital; Department of Medicine, Harvard Medical School; Institute for Research, Quality, and Policy in Homeless Health Care, 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**, *Hennepin County Health Care for the Homeless, Minneapolis, MN*

Oral Presentations: Administrative | Lakeshore C

Trauma-Informed Community Behavioral Assessment & Intervention Teams

Trauma-Informed Behavioral Assessment & Intervention Teams can help us take an active role in preventing active shooter events and other workplace violence. Teams can develop and implement trauma-informed policies, procedures, and processes that focus on a caring and preventive approach to creating safety. This work incorporates the collaboration between community agencies, administrators, case managers, law enforcement, families, and other community resources to support safe environments. In this presentation, Dr. Vera will cover the fundamentals of trauma-informed threat assessment and intervention, including steps to take for setting up and operating a community-based trauma-informed team process.

Olga Vera, PhD, Coldspring Center, Denver, CO

Recipe for Success: Cooking Up a Quality Collaboration to Address Chronic Homelessness

Panelists in this workshop will focus on “how” and the nuts and bolts of developing a successful partnership with key stakeholders by identifying the right partners and resources, as well as utilizing best practices and obtaining the input of individuals with the lived experience of homelessness to support their peers as they move into housing.

Thomas Hart, JD, Anthem, Inc., Washington, DC, **Sue Laliberte, MSW**, Anthem, Minneapolis, MN, and **Bradley York, RN**, Anthem Indiana Medicaid, Indianapolis, IN

Are You Ready?! A Medical Respite and Sobering Center’s Role in Emergency Response

In 2017, San Francisco experienced a variety of emergencies: large demonstrations, climate change emergencies, and infectious disease outbreak prevention efforts. The San Francisco Medical Respite and Sobering Center’s expanded services also that year which meant it was suddenly poised as a fundamental player in the city’s disaster preparedness and emergency response in particular for people experiencing homelessness. This workshop will address how medical respite and sobering programs can contribute to the care for people experiencing homelessness before, during, and after an emergency.

Megan Kennel, MSN, RN, PHN, San Francisco Department of Public Health Sobering Center, San Francisco, CA and **Alice Moughamian, RN, CNS**, Medical Respite and Sobering Center, San Francisco, CA

Session Descriptions

Facilitated Discussions | Thursday, May 17 | 2:45-3:45 p.m.

#MeToo - Women who are Homeless say 'Me Too,' But No One Listens! | Lakeshore B

Women who are homeless face staggering levels of violence, in shelters and homeless housing as well as on the streets. Often, the women don't report the incidences or aren't being believed when they disclose the sexual and physical abuse they experience. This facilitated conversation led by a clinician and consumer will explore the different types of assaults women who are homeless experience, and discuss ways health center staff and consumer colleagues may support women who have been assaulted.

Mary L. Tornabene, FNP, Heartland Health Outreach, Chicago, IL, and **Joanne Guarino**, Boston Health Care for the Homeless Program, Boston, MA

If You're Not at the Table, You're on the Menu - Voter Registration and Engagement for People Experiencing Homelessness | Lakeshore A

The central mission of HCH programs is to empower those experiencing homelessness, and few endeavors are more empowering than participating in the democratic process by casting your own vote. This session will be a facilitated discussion with a brief history of voting rights and an overview of state laws regarding voter registration deadlines, residency, and identification requirements. This workshop will answer frequently asked questions on registering people experiencing homelessness to vote, including legal issues and voter rights, and how to incorporate voter registration into your clinic's operations.

Regina Reed, MPH, National Health Care for the Homeless Council, Baltimore, MD, and **Joseph Benson, CHW**, Health Care for the Homeless Houston, Houston, TX

If You've Got Five Minutes: Conversations that Make a Difference | Greenway AJ

Skillful clinical interactions in small doses can have sizeable effects. Time constraints don't have to be a deterrent to having impactful conversations with people you serve. Based on Motivational Interviewing, learn how to facilitate brief, focused, guided conversations that tap into people's intrinsic motivation to make positive changes in their lives. You will learn about, observe, and have the opportunity to practice first-hand how to have conversations that make a difference. Practitioners of all disciplines in health, behavioral health, and social services are invited to participate in this session.

Ken Kraybill, MSW, Center for Social Innovation, Seattle, WA

Navigating Clinical, Administrative, and Ethical Tensions of Medication-Assisted Treatment in a Housing First Context | Greenway BC/BI

Through an embedded primary care clinic, Pathways to Housing PA and Project HOME Health Services partnered to create an opioid use disorder team and internally-housed MAT services. We offer frameworks used to identify and resolve ethical tensions as they have emerged in our collaboration. We will present several case vignettes that highlight values, principles, and policies that both support and present challenges to self-determination and autonomy, risk management, program and resource stewardship, and standards of care. Participants will learn about the creation and structure of our collaboration as well as outcomes and best practices based on our experiences thus far.

Robin DeBates, LCSW, Project HOME Health Services, Philadelphia, PA, and **Matt Tice, LCSW**, Pathways to Housing PA, Philadelphia, PA

Not So Trivial Pursuit: PCMH Edition | Greenway D-G

This interactive session will cover what you need to know about changes to the NCQA PCMH standards and best practices to engage staff and patients. We will explore the new 2017 NCQA PCMH program, and the concepts, competencies, and criteria that bring the best of care to your patients and the benefits of quality improvement to your employees. The session will help attendees make the most of their PCMH transformation by harnessing the power of the NCQA data requirements. Attendees will also receive tips and tools to make their PCMH transformation engaging to staff and patients.

Chris Espersen, MSPH, *Chris Espersen Consulting, Des Moines, IA*, and **Mandy Graves May, MPH**, *Colorado Coalition for the Homeless, Denver, CO*

Point-of-Care Ultrasound in Homeless Medicine: A Practice-Changing, Patient Centered Tool | Greenway AJ

HCH in Contra Costa County, California, and Street Team Outreach Medical Program in Oakland, California, have been using point-of-care ultrasound (POCUS) in clinics and street outreach teams for the past two years. Contra Costa County HCH has trained all providers on POCUS. This workshop will review POCUS, share our experiences and data, and demonstrate that POCUS is a valuable tool for every medical team caring for homeless populations. We will review hands-on techniques to identify several common diagnoses. We encourage attendance from medical providers as well as administrators who might consider adding POCUS to their programs.

Joseph Mega, MD, MPH, *Contra Costa Health Care for the Homeless, Concord, CA*, and **Jason Reinking, MD**, *Oakland STOMP, Oakland, CA*

Using Telehealth to Deliver Health Care to Individuals Experiencing Homelessness | Skyway Suite AB

This facilitated discussion will focus on telehealth and how health centers may use technology to provide patient care and improve the delivery of health care services to homeless populations. Representatives from organizations using telehealth will share their experiences including challenges and lessons learned. The goals of this session are to provide participants the opportunity to network and share promising practices with peers.

Brandon Cook, *New Horizon Family Health Services, Greer, SC*

What's Trending: A Space for Administrators to Vent about HCH Issues | Lakeshore C

What is your health center's biggest struggle? How is your program responding to the rapidly evolving policy environment? What's on the health care horizon? Bring your responses to these questions to your peers in this unique, discussion-only session tailored to those in administrative roles. The time will be dedicated to moderated conversation on topics that emerge from those in attendance, which may include payment reform, workforce retention, or Operational Site Visits, for example. Where applicable, moderators will identify existing resources to support attendees and offer follow-up technical assistance. Come ready to share and learn with your colleagues.

Michael Durham, *National Health Care for the Homeless Council, Nashville, TN*

Session Descriptions

Learning Labs | Friday, May 18 | 8:30 a.m.-12:30 p.m.

Fostering Trauma-Informed Leadership Skills for Consumers | Greenway AJ

Organizations have moved beyond consumer engagement and are now focused on consumer leadership, working to achieve true shared roles within organizations. To support this partnership, we must cultivate and affirm consumers to develop trauma-informed skills to facilitate and create safe, respectful environments. We will walk through the basics of trauma, outline principles and practices behind trauma-informed approaches, and share strategies to maximize leadership skills and engaging atmospheres created by and for consumers. This training is designed for consumers or for staff of organizations desiring to use this model to develop their own training.

Valarie B Dowell, BA, Cincinnati Health Network, Cincinnati, OH, **Joanne Guarino**, Boston Health Care for the Homeless Program, Boston, MA, **Amy Grassette**, Family Health Center, Worcester, MA, **Keith Belton**, Heartland Health Outreach, Chicago, IL, **Terrye Sukari Finley**, Los Angeles Christian Centers, Los Angeles, CA, **Paul L. Tunison**, Santa Clara County Homeless Health Care Patient Family Advisory Team, San Jose, CA, **David Peery, JD**, Camillus Health Concern, Miami, FL, **Deidre Young**, Health Care for the Homeless Houston, Houston, TX, and **Katherine Cavanaugh, MSW**, Consumer Advocate, National Health Care for the Homeless Council, Baltimore, MD

Advocacy 101 for Providers | Greenway BC/HI

This session is made possible through private (not government) funds.

Homelessness is a direct result of failed policies. As health care providers, consumers, and members of the HCH community you have the expertise to affect policy change and the ability to educate lawmakers about the true impact of their policy decisions. This session will provide an introduction to advocacy on the federal, state, and local levels, and detail how you can integrate advocacy into your daily activities. You will be provided with an update on policies that impacts the HCH community, and given tools and resources to strategize and engage in advocacy efforts.

Regina Reed, MPH, National Health Care for the Homeless Council, Baltimore, MD, **Barbara DiPietro, PhD**, National Health Care for the Homeless Council, Baltimore, MD, **Kevin Lindamood, MSW**, Health Care for the Homeless, Baltimore, MD, **Lawanda Williams**, Health Care for the Homeless, Baltimore, MD, **Carrie Craig, MSW, LCSW**, Colorado Coalition for the Homeless, Denver, CO, and **Marcella Maguire, PhD**, Corporation for Supportive Housing, Philadelphia, PA

Oral Health Care for Diabetic Patients Without Homes | Regency Room

Oral diseases and overall poor oral health have been linked to respiratory disease, cardiovascular disease, and diabetes that often lead to deficits in quality of life, general health, and nutrition. A bidirectional relationship between oral health and diabetes puts individuals with gum disease at higher risk for developing diabetes and individuals with diabetes at greater risk for developing oral disease. Access to regular dental visits and proper dental care can be challenging for individuals experiencing homelessness, resulting in neglected oral care. Many patients experiencing homelessness also have co-occurring diabetes that is often uncontrolled. This learning lab will provide technical assistance and training to health centers that serve individuals who are homeless and equip providers with new knowledge and techniques to address the challenges related to providing oral health care oral to patients with diabetes.

Candace Owen, RDH, MS, MPH, NNOHA, Denver, CO, Irene Hilton, DDS, MPH, NNOHA, Denver, CO, Jean-Venable "Kelly" Goode, Pharm.D., BCPS, FAPhA, FCCP, Virginia Commonwealth University, Richmond, VA, Jernice Sarter Giles, DDS, Daily Planet Health Services, Richmond, VA, and Maureen Neal, CFRE, Daily Planet Health Services, Richmond, VA

Utilizing Data to Illustrate Health Center Value | Greenway D-G

With increased pressure, HCH health centers are consistently asked to demonstrate their value and impact in the communities they serve. While describing health center value has always been a pertinent topic, renewed focus on a value-based health system has increased the emphasis on the need to illustrate overall health improvement in the populations they serve. Health centers collect a multitude of information that can be used to track performance and quality, which are valuable data that help to benchmark performance and identify trends. Qualitative data and storytelling can also be powerful tools to illustrate the value and impact our health centers provide. During this session, stakeholders will share how you can develop your own value propositions, offering unique approaches, strategies, and best practices to make your health center data work for you.

Jonathan Chapman, MBA, Capital Link, Windsor, CO, and Jillian Maccini, MBA, HITEQ Center, New York, NY

Posters

Improving Access to the Contraceptive Implant in Women Experiencing Homelessness: A Quality Improvement Project

Martha Trevey, DNP, APRN, Hennepin Health Care for the Homeless; **Jeanne Pfeiffer, DNP, MPH, RN, CIC, FAAN**, University of Minnesota School of Nursing

Improving Colorectal Cancer Screening in the Homeless Population

Nelson Gonzalez, DHA, MPH, Harris Health System - Health Care for the Homeless Program; **Yasmeen Quadri, MD**, Baylor College of Medicine; **Kim Y. Rogers, BSN, RN**, Harris Health System

Working Together: Moving from Evaluation Findings to Program Change

Chithra Adams, PhD, Human Development Institute, University of Kentucky; **Adam Trosper**, Kentucky Department for Behavioral Health, Developmental, and Intellectual Disabilities (DBHDID); **Thomas Beatty**, Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID); **Alex Tanner**, Human Development Institute

Providing Mobile Quality Healthcare to Homeless Individuals in a Competitive Urban Environment.

Kathy Figueroa, CHES, Care for the Homeless

Interdisciplinary Collaborative Outreach: Improving Health Outcomes

Verella A Morris, MPH, City of New Orleans Health Care for the Homeless; **Ragan P. Collins, MPH**, City of New Orleans Health Care for the Homeless

Successful Avenues for Consumer Advisory Board Engagement

Ava Conner, Consumer Advisory Board

Cross-sector Involvement of Medicaid Expansion Enrollees

Peter Bodurtha, MPP, Hennepin County

Integrated Primary and Behavioral Care for People who are Homeless: Community Health Worker Contributions

Maxwell Binstock, MS, UC Berkeley - UCSF Joint Medical Program; **Colette Auerswald, MD, MS**, UC Berkeley - UCSF Joint Medical Program

Respite Care - Moving Patients Toward Primary Care and Away from Non-Acute Emergency Department Utilization

Courtney Watson, MPH, Allegheny Health Network Center for Inclusion Health; **Bruce Ling, MD**, Allegheny Health Network Center for Inclusion Health; **Patrick Perri, MD**, Allegheny Health Network Center for Inclusion Health; **Stuart Fisk, CRNP**, Allegheny Health Network Center for Inclusion Health; **Annette Fetchko**, Allegheny Health Network Center for Inclusion Health; **Heather Richards, MD**, Allegheny Health Network Center for Inclusion Health Medical Respite Program; **Katherine Deutsch, CRNP**, Allegheny Health Network Center for Inclusion Health Medical Respite Program; **Danielle Dipre, PMHNP-BC**, Allegheny Health Network Center for Inclusion Health Medical Respite Program; **Patricia M. Park**, Allegheny Health Network Center for Inclusion Health Medical Respite Program; **Jenna Norton, MSW**, Allegheny Health Network Center for Inclusion Health Medical Respite Program

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2018 Medical
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2018 Medical Respite Training Symposium

October 1-2, 2018 | Phoenix, AZ

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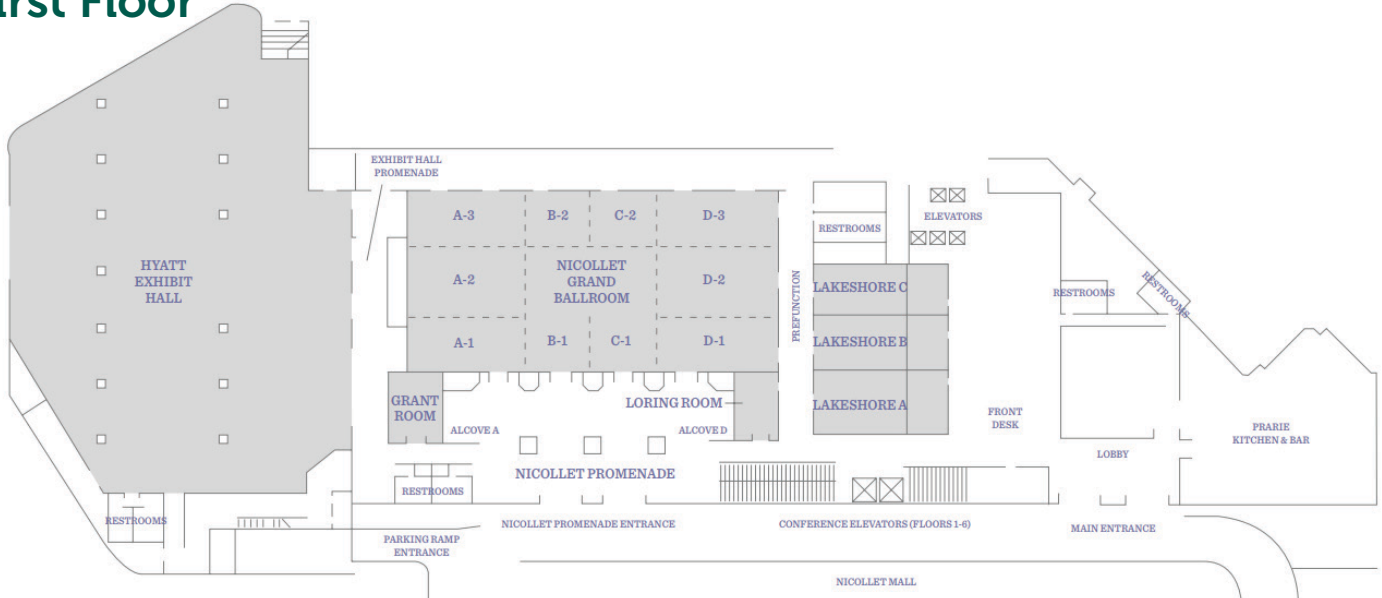
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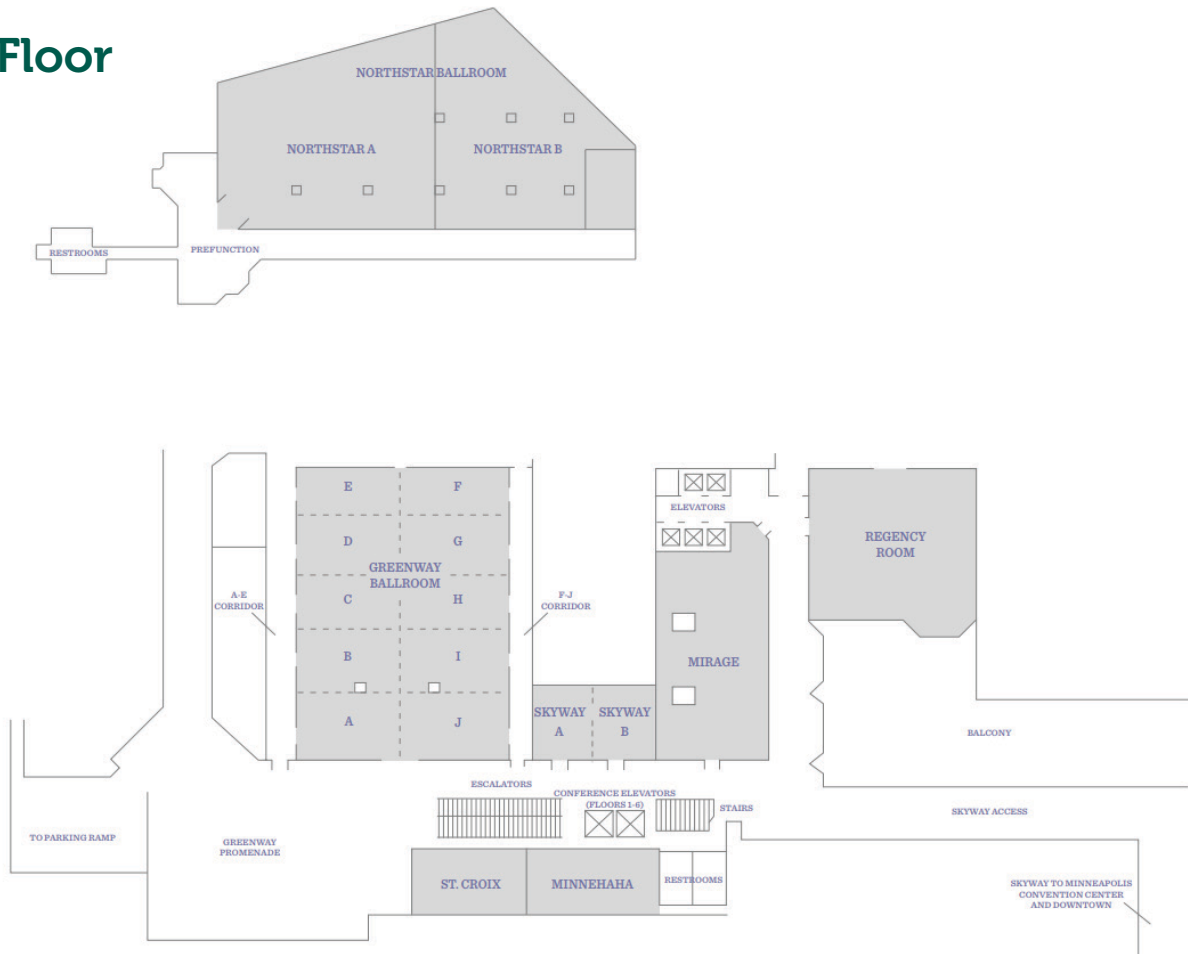
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