

What Every Hospital Discharge Planner Should Know About Homeless Patient Resource Connections



Recuperative
Care Center

Providing post-hospitalization healthcare services to homeless patients



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Learning Objectives

1. Overview of a social model of Recuperative Care (aka Medical Respite)
2. Provide insights on how to ensure successful care transition to a Medical Respite Care facility
3. Discuss the resource connections provided to clients at a Medical Respite including an overview of criteria, costs and timelines
4. Overview of Social Security benefits with respect to disabilities



What is Recuperative Care?

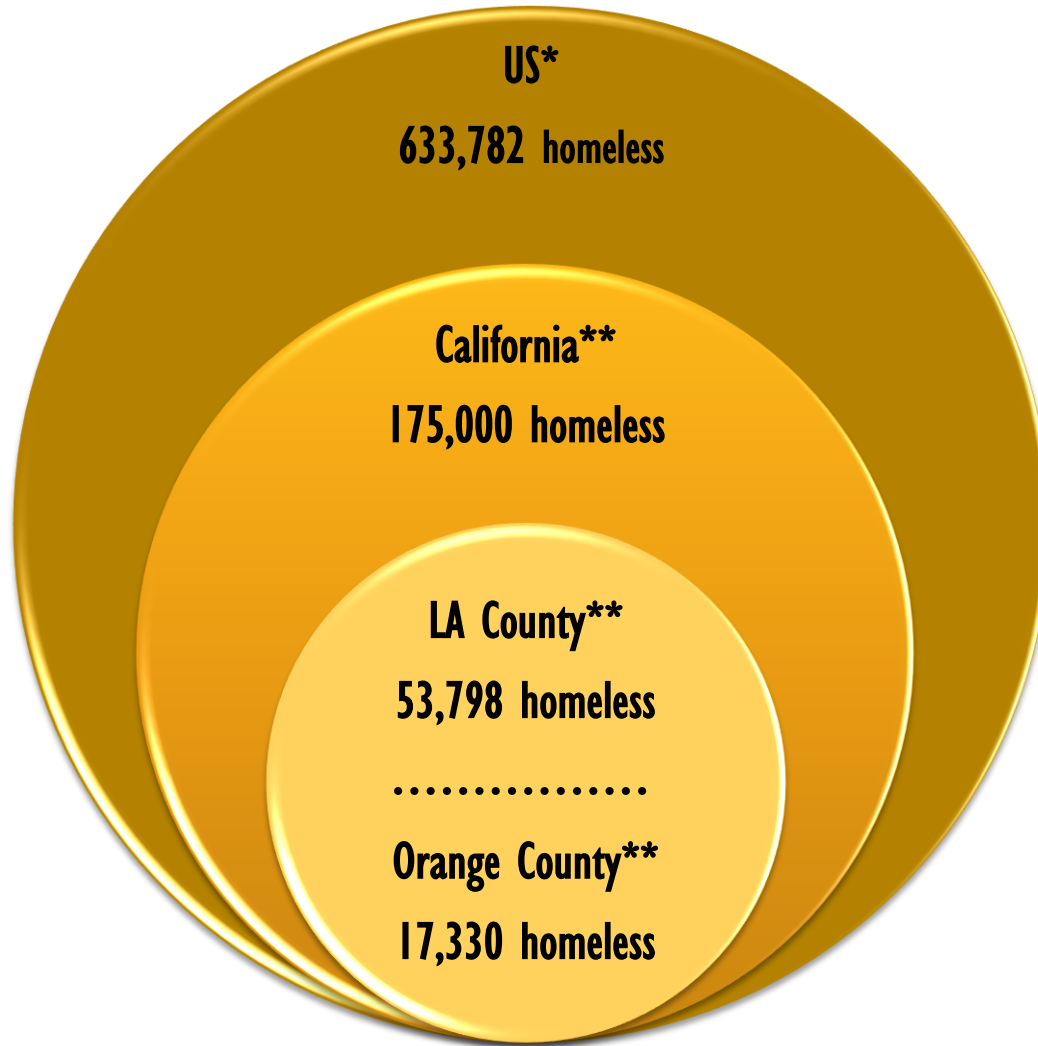
Recuperative Care (aka Medical Respite) provides care to homeless persons recovering from an acute illness or injury, no longer in need of acute care but unable to sustain recovery if living on the street or other unsuitable place.¹

Combined with effective case management and possible housing placement, recuperative care program allows individual with complex medical and psycho-social needs the opportunity to recover in a stable environment while reducing potential health complications and subsequent hospital readmissions.²





Homeless Healthcare Challenges



Estimated 46% of homeless individuals have a chronic substance abuse problem and/or a severe mental illness

Homeless individuals experience 3-4x higher mortality rate than housed counterpart



Homeless Discharge Challenges



Homeless discharged to street disrupts continuity of care started at the hospitals

- **Rest** Mobile lifestyle results inconsistent food/rest
- **Cleanliness** unsanitary conditions
- **Medication compliancy** is compromised. Lack of refrigeration
- **Follow-up Care.** Insurance, NIMBY
- **Lack of understanding** of medical condition



Recidivism

High re-admittance rate to Hospitals

Medical
Medication seeking
Shelter
Social
Safety



The High Cost of Care in LA

\$420M



2008 LA City ordinance made it illegal for hospitals to discharge to downtown LA

Hospitals lack safe and appropriate discharge options for their homeless patients.

Due to this, hospitals keep homeless patients an average of 4 days longer than necessary

Economic Downturn increases homeless population while decreasing available resources

In 2008
LA County's 76 acute care hospitals with EDs treated

- 14,500 homeless inpatients at a cost of **\$420M** averaging \$6.5M per hospital

- Average # of homeless inpatient admissions was 222/hospital; average cost of \$29,000 per inpatient stay

- Inpatient stay is estimated at **\$2676/day**



Bridging the Gap





Medical Respite Programs Nationwide

Respite programs provide safe shelter, Medical and nursing care, and aftercare planning assistance that homeless people need to recover from illness.

Mid 1980's



63 Nationwide

18 CA

9 Emerging

3 Canada



Medical Respite Outcomes



OPTIONS are VALUABLE

Option to discharge to Medical Respite increases primary health care providers ability to meet Health Home criteria for homeless patients

Recuperative Care Programs have expertise in addressing the needs of the Homeless condition. Alternatives (RB, SNF) are not so adept

REDUCED INPATIENT STAY

Average inpatient stay is reduced by 50%

CONTINUITY OF CARE

REDUCED RECIDIVISM

Homeless patients discharged to a medical respite program experience 50% fewer hospital admissions within 90 days of being discharged compared to those discharged to street or shelter



Recuperative Care Centers



Recuperative Care Center of Southern California
A joint project with Illumination Foundation,
National Health Foundation
& HASC



RCC Orange County - Opened January 2012
35 bed capacity
Location: Costa Mesa CA
Served: 23 Hospitals, 740 Clients



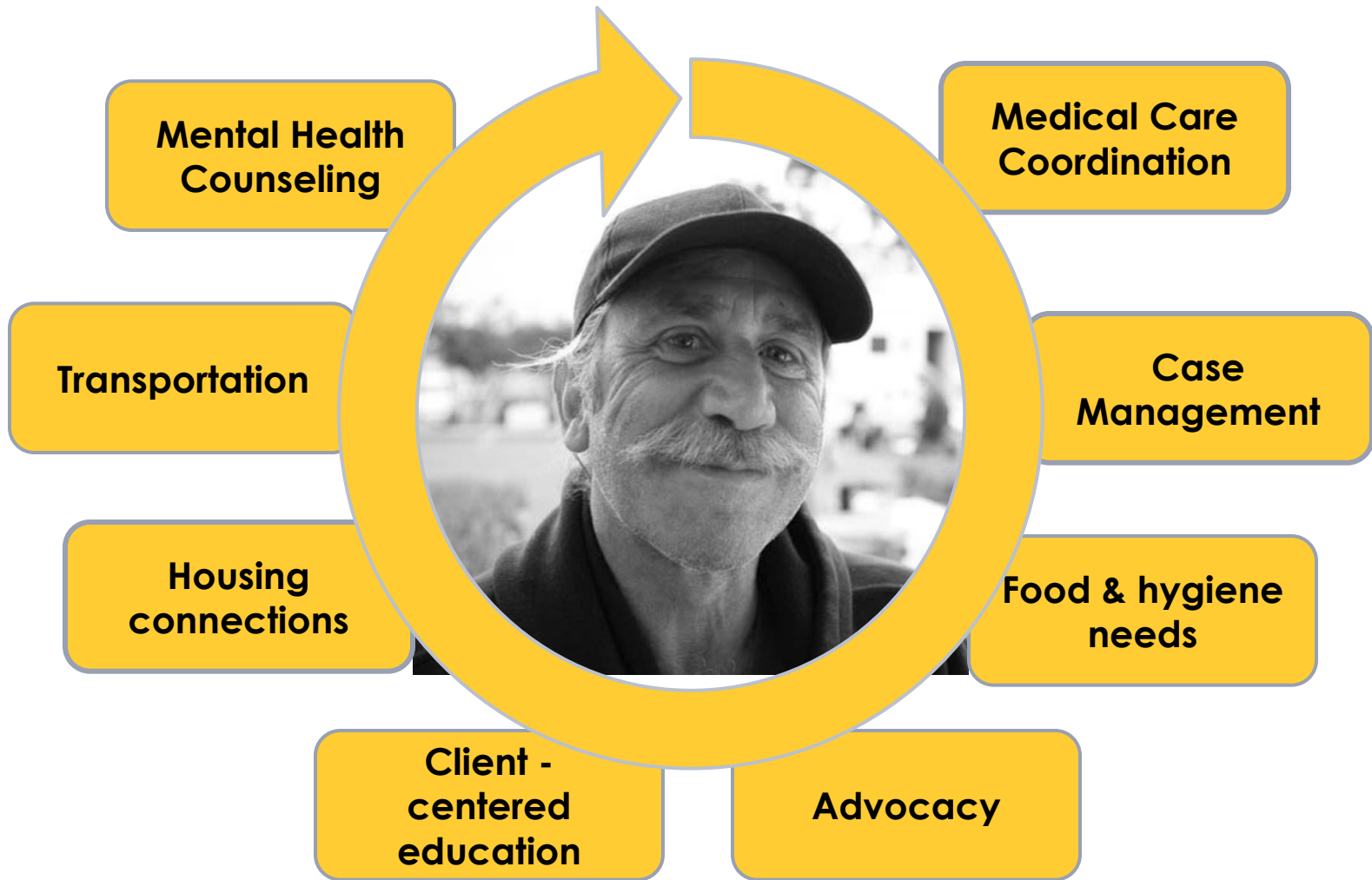
RCC Los Angeles - Opened October 2012
20 bed capacity
Location : Mid-City Los Angeles
Served : 40 Hospitals, 781 clients



RCC-San Gabriel Valley



Coordination of Services



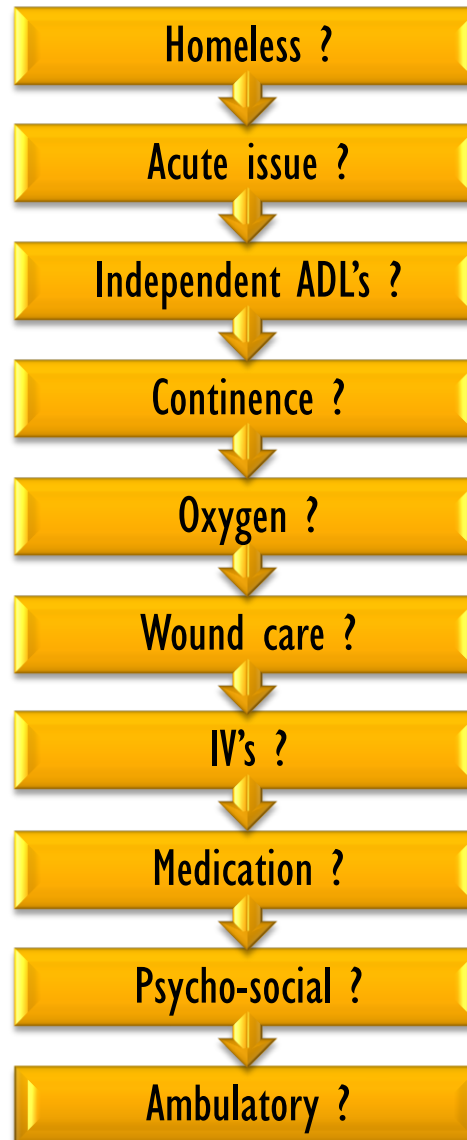
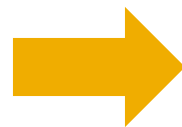


Referral Process

Hospitals



59 hospitals
40 in LA
23 in OC



Recuperative Care



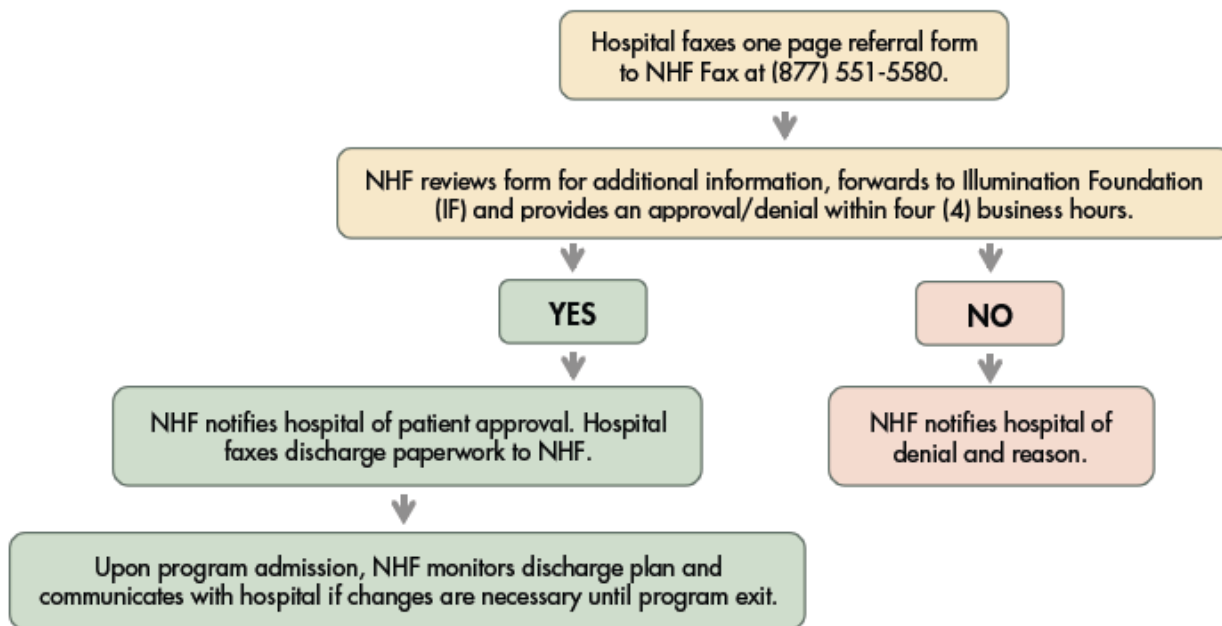
Average LOS
11 in LA
11 in OC



National Health Foundation and Hospital Referral Process

Hospitals participating in the Recuperative Care Center have a signed letter of agreement with National Health Foundation (NHF). NHF provides hospital discharge planners and case managers an in-service training on the referral process, policies and procedures of the program prior to utilization.

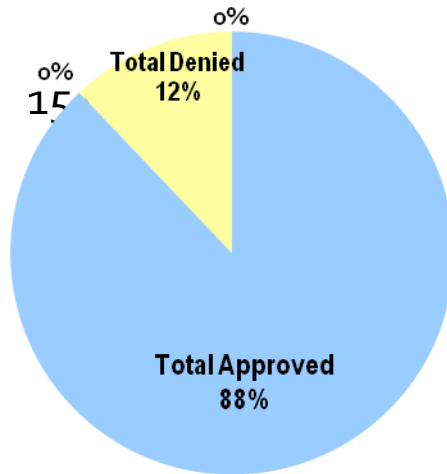
Referral Process Flow Chart



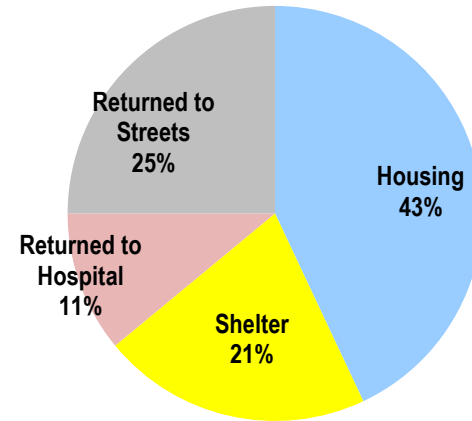


Program To Date Disposition

Combined PTD Referrals



Combined PTD Discharge Destinations



63 Los Angeles and Orange County Hospitals

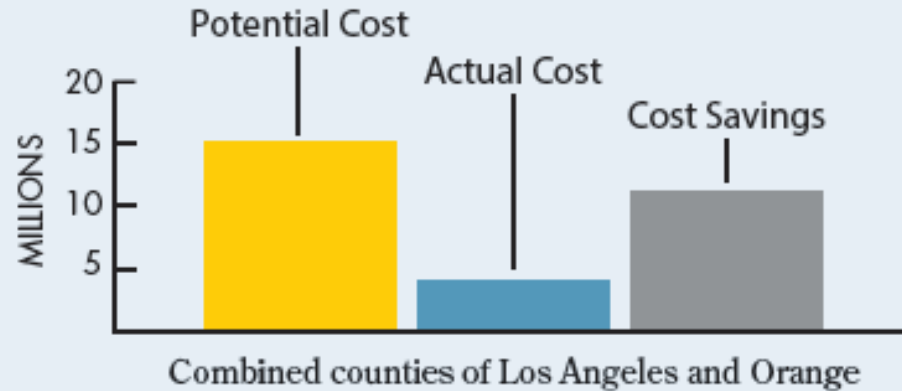
1742 Patient Referrals

17,273 Recuperative Care Days | Average Length of Stay 11 days

Hours of Operation: Monday to Sunday 8:00am-5:00pm

Hospital Cost Savings

Over **11.7M** cost savings



*Potential Cost	Actual Cost	**Estimated Cost Savings
\$15,991,776	\$4,219,750	\$11,772,026

**Potential cost is based on patients staying an average of four days longer than necessary in hospital. **American Hospital Association 2010 Annual Survey estimate inpatient cost at \$2,676/day. This is only an estimate of expenses incurred by the hospital to provide a day of inpatient care.*

Challenges and Lessons Learned





Support Services Offered

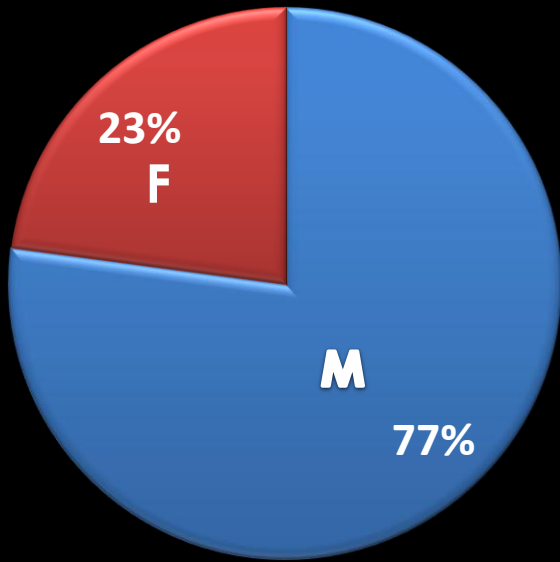
- **Meals**
- **Clothing and hygiene items**
- **Educational Classes**
- **Transportation**
- **Case Management**
- **Counseling**
- **Housing Referrals**
- **Job Training**



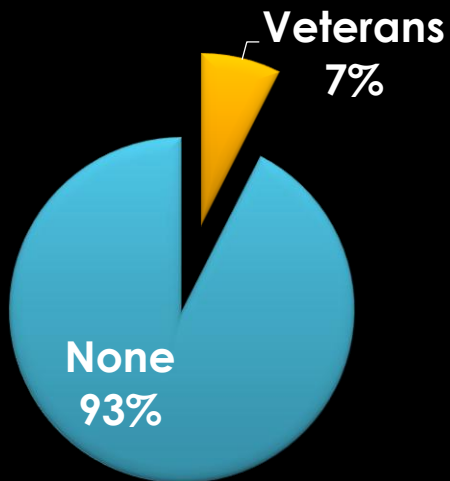
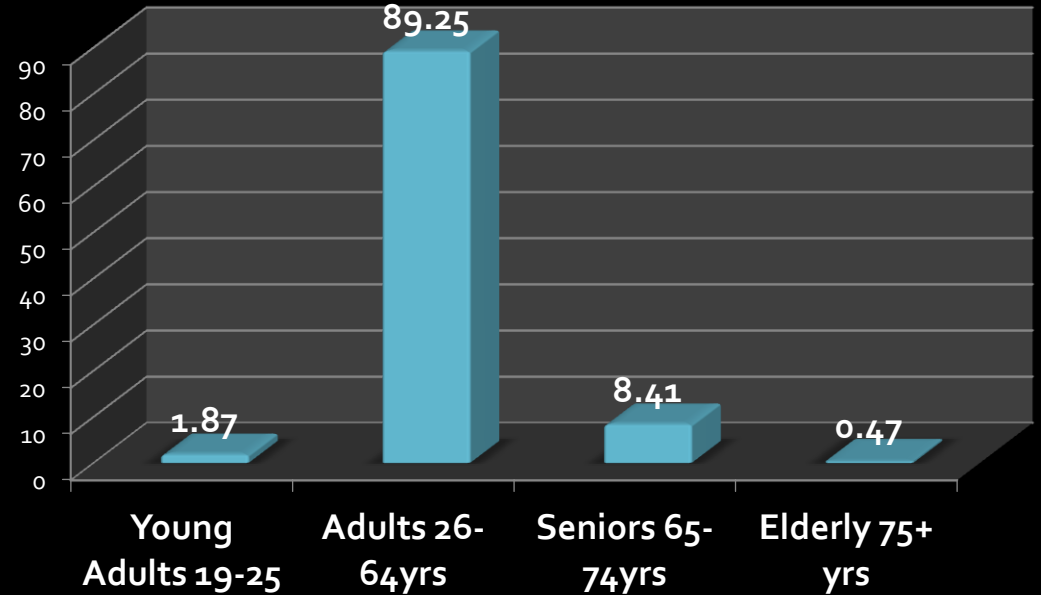


Client Demographics

Gender



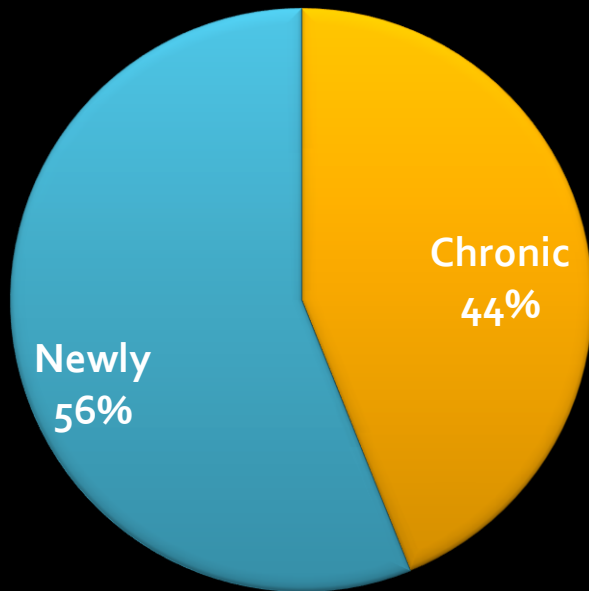
Age



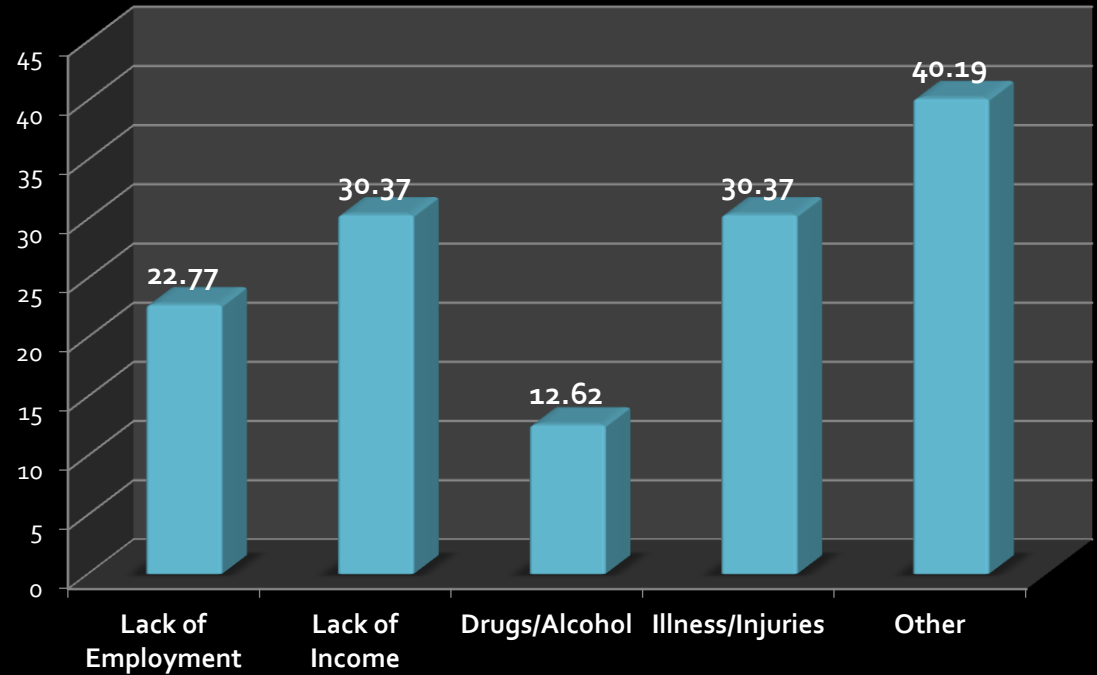


Homeless Demographics

Homeless Status

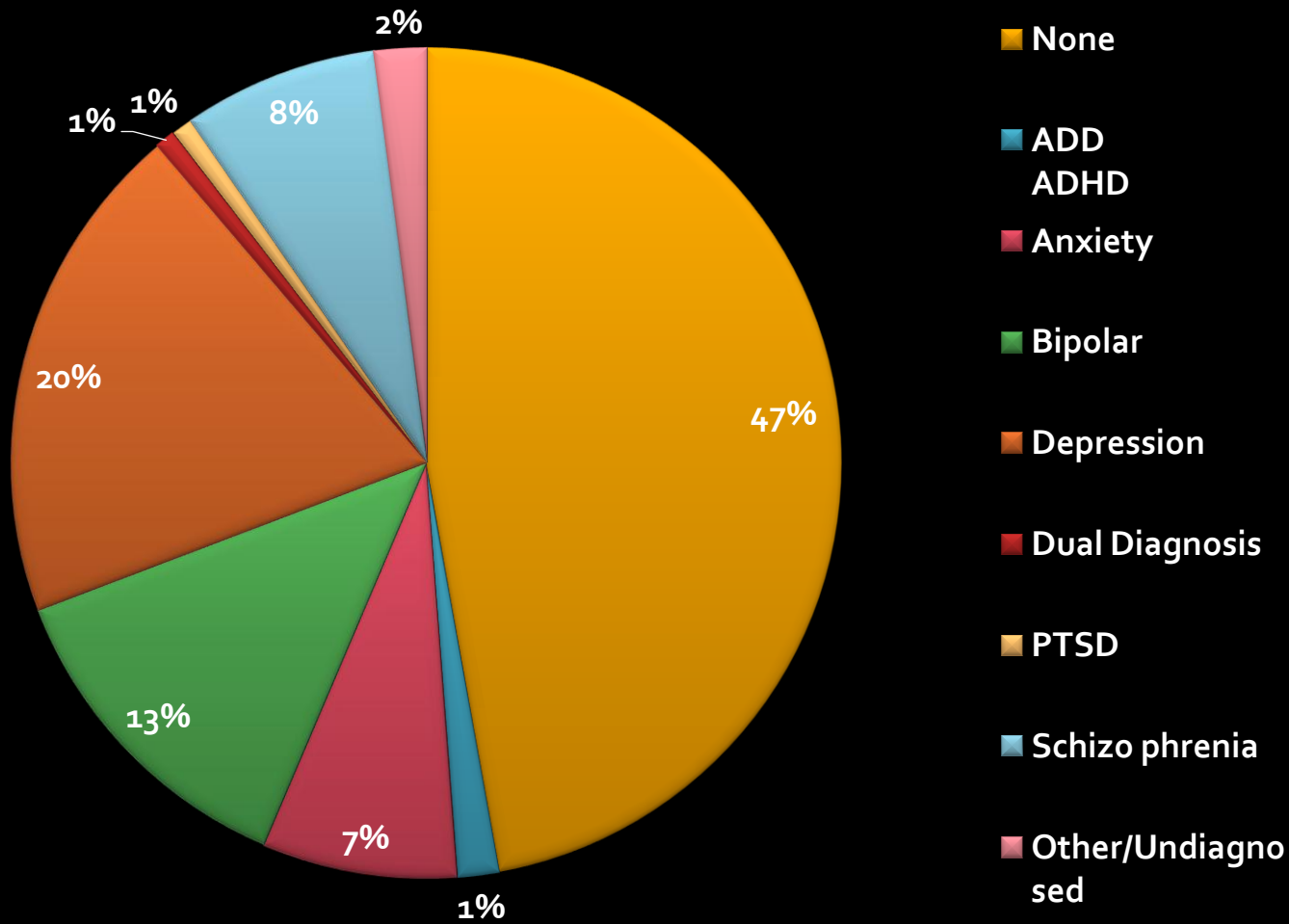


Primary Reason for Homelessness





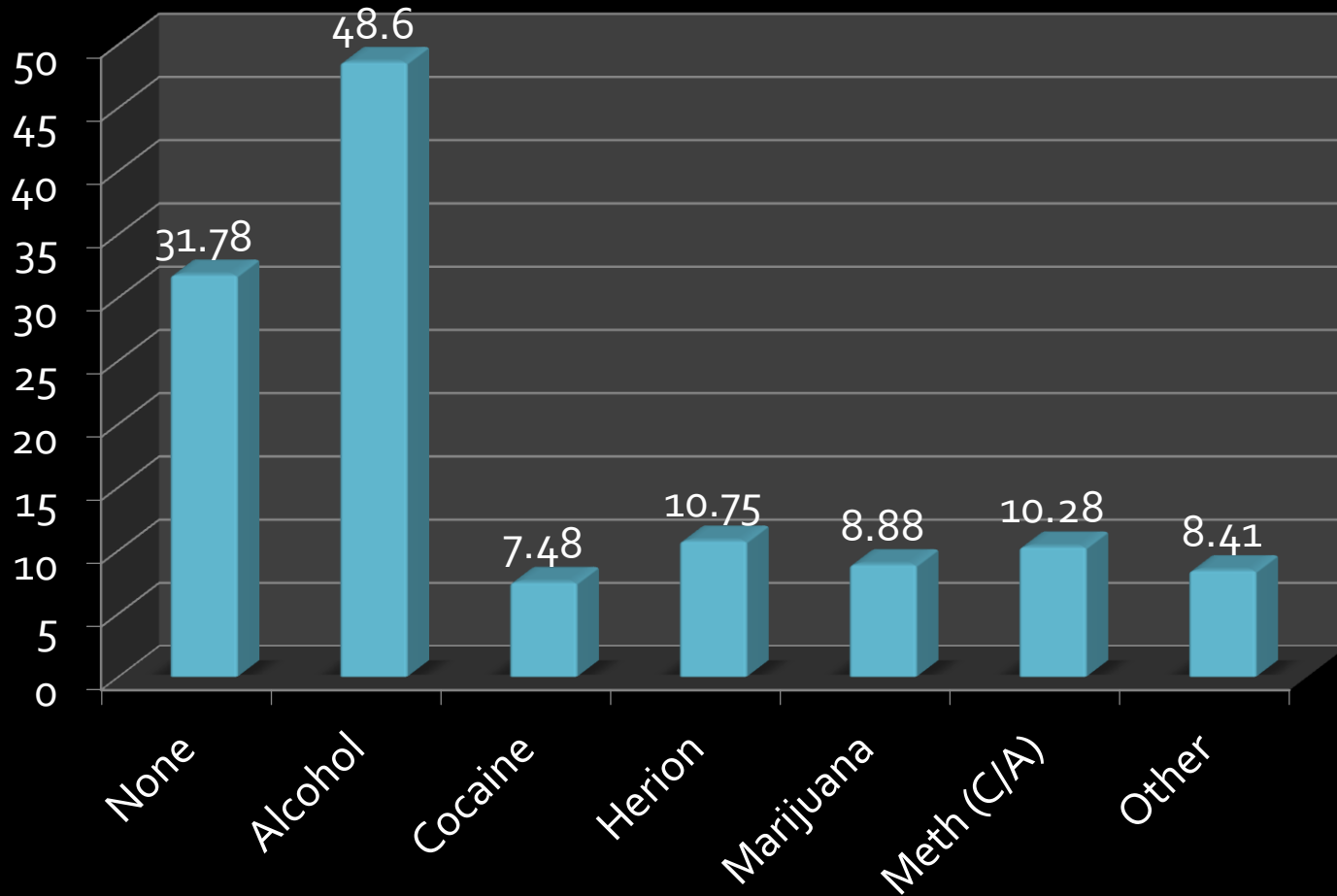
Mental Health Statistics



53% of our clients have a mental health diagnosis!



Substance Abuse Statistics

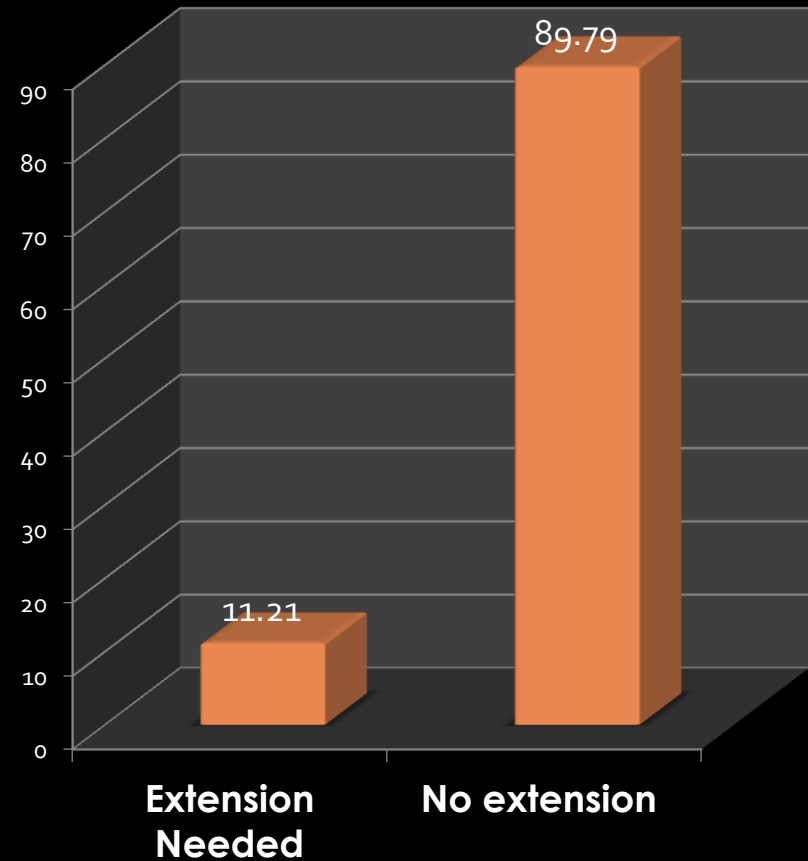
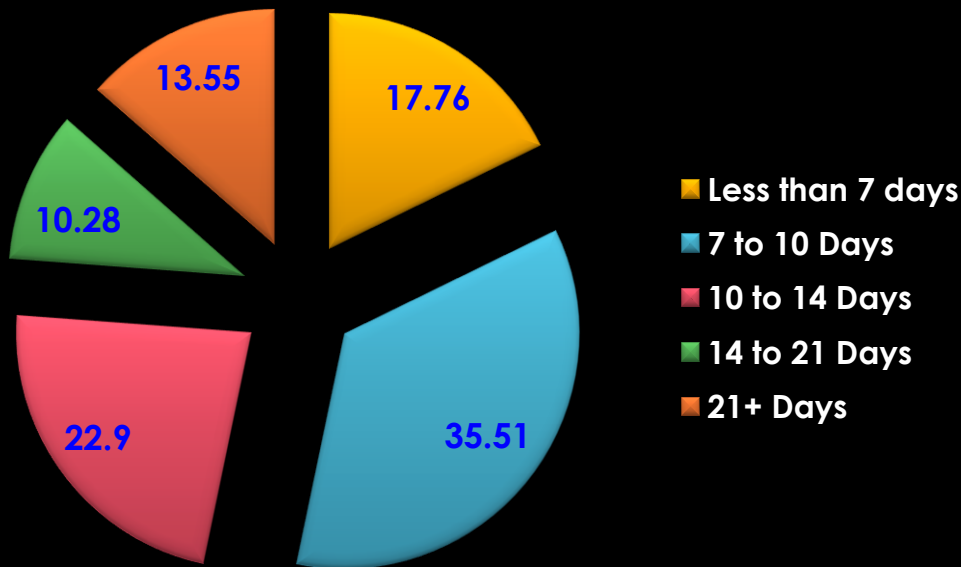


68.22% of our clients have a substance abuse history!



Case Management on speed....

Average Length of Stay (LOS)



The Average LOS for a client is 7-14 days



Social Connections...

State Identification

A State ID is needed to start anything for a client!

83% of our clients do not have a state identification!

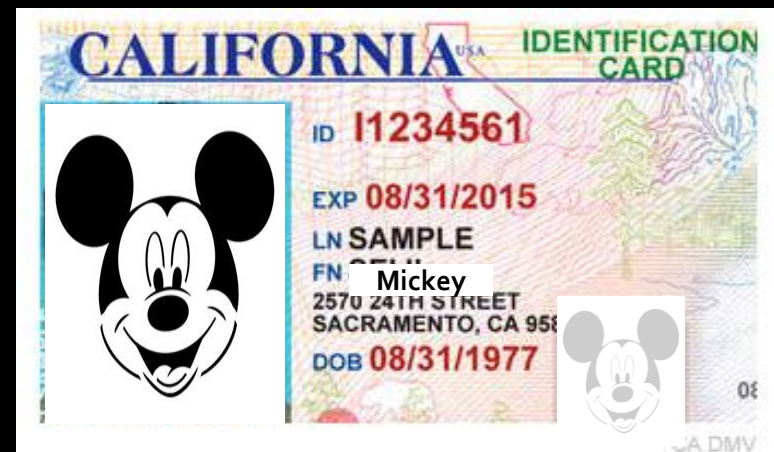
Cost : \$8.00 with a valid reduced fee voucher

Requirements:

- To get a replacement identification you need to have ordered a previous state identification from the same state with in the last 5 years.
- If the above requirement is not possible, you will need to bring proof of citizenship
- Clients will need to fill out a one-page form before your client goes to the DMV.

Time:

- It takes 7-14 business day to get the ID via mail. Your client will receive a DMV receipt which work in some Social Service agencies and MD office as proof of identification.



All DMVs have a faster line for disabled individuals.

HINT: Send your client with medical device equipment.



Social Connections...

Birth Certificate

FACT:40% of our clients need a birth certificate to get connected to services.

FACT: 60% of our clients are born in a different county/state.

How to apply:

Mail, person, or online (Online works best for out-of-state births)

Requirements:

Mail

- Need a copy of state identification.
- Need to fill out birth certificate application (be very precise)
- If no identification is available, client needs to get application of birth certificate notarized.
- To get birth certificate application notarized, you need a state identification or two witnesses that have a state identification that can vouch for client.
 - * In these circumstances, its helps to send a letter from your organization as second form of identification.

• **LOT= 3-6 weeks, cost \$19-45**

In Person (only possible for same county births)

- Client needs to have original state identification
- If not, a printed birth certificate application that is notarized and letter from organization will be needed.
- **LOT= same day to 2 days, cost \$19-23**

Online

- Order birth certificate through vitalchek.com
- Make sure client is there with you to answer questions
- **LOT= 4-14 days, Cost \$35- 85**





MEDICAL INSURANCE

Connection Timeline

Insurance	LOT for Documents	+ Processing Time	= Total Time	PCP Connection	Follow-Up Appointment
Medicaid (Medi-Cal)	ID= 10-14 days Birth Certificate= 3-60 days Green Card= 3-6 months	45-60 days or SSI approval	Min 58 days	3 days	7-10 days
Medicare	ID= 10-14 days Naturalization Certificate= 3-4 months	10-14 days	Min 20 days	14 days	7 days
VA Healthcare	ID= 10-14 days DDS-214= 10-14 days	7-10 days	Min 27 days	7-10 days *But may see MD through ER	14-30 days
Other medical coverage	ID= 10-14 days BC= 3-60 days Green Card= 3-6 months	7-60 days	Min 20 days	Same Day	2-7 days



Medical Services... Insurance

MEDICARE

Requirements:

- Must be at least 64 years and 9 months old.
- Must be receiving Federal benefits for at least two years

How do I apply:

- Online
- Nearest Social Security Administration

Processing time= 10-14 days to reach a decision

Required documents:

- Original birth certificate (LOT= 1 to 6 weeks max)
- Proof of US citizenship
 - Naturalization certificate (LOT=3-4 months , \$345)
 - Passport
 - Green card (LOT 3-4 months, \$450)
- Copy of W-2 forms (LOT- 10-21 days, IRS charges \$57 for each return requested)
- State Identification (LOT= 10-14 days, \$8.00)

Medical Home/PCP:

- You can sign up for a health plan online to choose a PCP (LOT= 14 days)

Scheduling appointments LOT= 7 days

Medicaid (Medi-Cal)

Who can get it:

- Automatically eligible if you qualify for SSI/SSP, CalWORKs, Refugee Assistance, Foster Care or Adoption Assistance
- 65 years of age or older
- Blind
- Disabled
- Under 21
- Pregnant
- Diagnosed with breast or cervical cancer
- In a skilled nursing or intermediate care facility
- Parent or caretaker relative of a child under 21

How do I apply:

- Nearest Social Services agency (preferable for homeless clients due to lack of address).

Processing time: 45-60 days to get a decision

Required Documents: Same as Medicare (must include medical paperwork if you're applying due to disability)

Medical Home/PCP:

- You can sign up at Social Service agency or county programs (LOT 24-72 hours)
 - In person, mail, or phone (LOT 24-72 hours)

Scheduling appointments LOT 7-10 days



Medical Service cont...

VA health care is a benefit earned by Veterans through their service to our Nation. Although VA health care is NOT considered a health insurance plan, enrollment in VA health care meets the health care law's minimum essential coverage standard, which goes into effect January 1, 2014.

Military Service Requirements:

- Honorable or general under honorable discharge.
- If you entered service after September 7, 1980:
 - You must have served at least 24 continuous months of regular military service and/or you were discharged for a disability incurred or aggravated in the line of duty or for a hardship or early out

How do I apply:

- Online
- Nearest VA Medical Center or clinic
- By Phone
- By mail

Processing time: 7-10 days, but may get medical service same day, if needed

Requirements: DD-214 (LOT= 10-14 days, free)

Scheduling Appointments: Leave a message to VA nurse (LOT 24-72HRS) and wait for a call back. Usually appointment are available with in 14-30 days.

Other benefits clients may be eligible for through the VA:

Disability, Education and Training, Vocational Rehabilitation and Employment, Home Loan Guaranty, Dependant and Survivor Benefits, Medical Treatment, Life Insurance and Burial Benefits, VASH.





What if my client does not qualify for insurance?

Options: Free or sliding scale clinics, community clinics, County hospitals (if any in your county), Emergency Rooms

Clinics: Very busy, LOT for an appointment is 10-14 days!

Fee: \$0-35 for visit plus other charges (x-rays, blood work)

Orange County & Health Way LA

Requirements: OC or LA resident, meet income poverty level, legal resident and/or US citizen

Benefits: Client will get connected with Medical Home/PCP and get most medications paid for!

Applying:

MSI: Done through CMAT individual (available in hospitals, clinics, and other medical providers)

HealthyWay LA: At LAC+USC's HWLA Saturday, a community enrollment event. Available at participating clinics. Also available by mail

**Approval: LOT 7-10 if expedition approved, regular LOS 1-2 months
Scheduling Appointments 2-7 days**





Social Connections...

Food Stamps/Cash Assistance(GR)

Requirements:

- Need to be a legal US resident (or someone in the household must have a Social Security number).
- Bring state identification card or DMV receipt.
- **If you are planning to apply for GR, you need a Doctor certificate document filled out by an MD or Psychiatrist (most likely get approved for GR same day).**
- Medical discharge paperwork
- Make sure to have client verbally state "I am homeless and just got out of a hospital."
- Sending a letter stating homeless status may help the individual.

How to apply:

- Online - It will still require someone to drop off necessary paperwork for client and it will take 7-10 business days to get EBT card via mail.
- In person - Client will get EBT card same day and may also get approved for GR same day.

Process:

- The process includes **about 3-5 hours waiting time**, so it's recommended to be prepared by sending client with needed medication and/or lunch
- Make sure to warn SSA that client is disabled. They may see him/her right away.

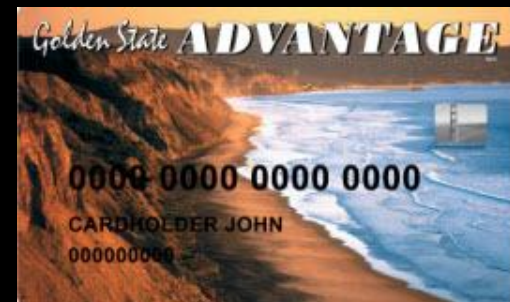
If Approved, Food Stamps \$200.00 and GR ~ \$285

LOT for Food Stamps: Same Day approval

GR: Same day approval with MD filled document, if not LOT = 7 days.

Note:

- In CA and other states, a client receiving SSI/SSDI and other financial benefits is not eligible for Food Stamps and GR.
- Make sure to ask if he/she has a DRUG Charge. If they do, clients will not be eligible for Food Stamps unless they can show certification of completion from a drug rehabilitation program. Then, they can apply for GR.





Social Connections

Social Security Disability Insurance and Supplemental Security Income

Requirements:

- Assist client in filling out the two online disability applications.

LOS= 2-3hrs.

- You will need to know medical hx, job hx and diagnosis hx for these applications.
- It's best to provide the "Medical and Job Worksheet" to client a few days before appointment so client can be semi-prepared.
- Be prepared to Google addresses and phone numbers. Most clients can remember MD Names, but that's it!
- Make sure client fills out SSA-1696 (appointment of representative form), SSA-827 (Authorization to disclose medical information) and Meals allowance form (proof of Homelessness; states client does not have cooking facilities).
- Make sure you check with SSA worker if your client needs to show proof of legal residency or citizenship. This may become a problem if client does not have original documents (ex: green card).

TIP: Figure out what SSA office is nearest to your program. Schedule a meeting with staff/branch manager. They may provide contact person that can:

1. Check for benefits
2. Find personal to do same week SSI phone interview and process application to determination office for final review
3. Determine if other benefits are available to client (ex: Retirement benefits).

Make sure application is flagged as "Homeless" once it arrives to the determination office. It may take two weeks after the SSI phone interview is finalized! This will expedite application to get assigned to an ANALYST (person who makes determination on claim).

LOS for Approval: 30-90 days





Social Connections...

Mental health linkage

90% of Respite clients are not connected with mental health services

As a provider, you **MUST KNOW**:

- If your county has adult mental health clinics. If yes, find out the requirements to meet criteria.
- Are there different providers that help specific demographics? (Ex: Opportunity Knocks, OCMH, OASIS)
- Detailed mental health information about your client before calling the clinic or provider:
 - Have they been diagnosed?
 - Are they currently taking psychiatric medication? Have they taken medication in the past? How long ago?
 - When was the last time they were hospitalized?
 - Do they have a 5150 history?
 - What are their symptoms? Hallucinations? Hear voices? What do the voices say? How often this happens

The more information you have the better!

LOT 7 days for an in-person appointment. LOT 7-21 days to see Psychiatrist and get diagnosed.





Types of Housing	Requirements	Limitations	LOT for connection
Sober Living Shared-Housing	<p>Fully independent x4 Needs to provide own medical connections. Need to be able to cook, clean and provide transportation on their own. Rent is around \$500-550 a moth.</p>	<ul style="list-style-type: none"> • Size of a wound matters. • Many are not disabled friendly. • Oxygen concentrator may be a problem. 	<p>5-7 days. Phone interview usually requires.</p>
Room and Boards	<p>Rent is around \$650-750 a month with meals included. Semi independent. Needs to be able to transfer. Can provide medication reminders. Can provide transportation to MD appointments.</p>	<ul style="list-style-type: none"> • Severe wounds needs HH connection. • Many are not disabled friendly. • Oxygen concentrator may be a problem 	<p>5-7 days. Depends on bed availability. Usually house managers require to meet client before accepting.</p>
Structures Sober Living Homes	<p>Needs to have a hx of alcohol or drug use. Fully independent x4 Needs to have some income (some accept GR income). They need to be out of the house for long periods of time. Clients are required to go to mandatory meeting and job searching.</p>	<ul style="list-style-type: none"> • No Narcotic and psychotic meds allowed. • No open wounds allowed • Many are not disabled friendly. • Oxygen concentrator may be a problem. 	<p>5-7 days. Depends on bed availability. Usually house managers require to meet client before accepting.</p>
County Rehabilitation Programs	<p>Have a recent drug/alcohol hx. Fully independent x4 Client needs to call every day until accepted. - Will be required to be workable.</p>	<ul style="list-style-type: none"> • No Narcotic and psychotic meds allowed. • No open wounds allowed • Many are not disabled friendly. • Oxygen concentrator may be a problem. 	<p>30-90 days waiting list</p>
Church Rehabilitation	<ul style="list-style-type: none"> - Able to live with 4-5 roommates per room. - No fee - Fully independent. 	<ul style="list-style-type: none"> • It will not be beneficial to non-religious clients. • No Narcotic and psychotic meds allowed. • No open wounds allowed • Many are not disabled friendly. • Oxygen concentrator may be a problem. 	<p>1-2 days</p>
Assisted Living Communities	<ul style="list-style-type: none"> -Will accept an SSI fee and will leave the client with at least \$100. -Will provide meals and housekeeping. -Provides medication administration -Requires 6-page MD report with TB results. Prefers Medi-Medi clients. -Age requirement: 55-older 	<ul style="list-style-type: none"> • Will not accept "wonderers" • Is unable to take client's with dementia. • No open wounds allowed. 	<p>10-14</p>
Board and Care	<ul style="list-style-type: none"> - Accepts an SSI income -Medication administration -Provides care for higher care clients. 		<p>10-14 days.</p>



Helpful Resources

Birth Certificate:

Online <https://www.vitalchek.com/>

In Person: OC <http://ocrecorder.com/services/records/birth>

LA- http://www.lavote.net/recorder/bdm_records.cfm

Medicare: <http://www.socialsecurity.gov/medicareonly/>

Medi-Cal: <http://www.dhcs.ca.gov/services/medi-cal/Pages/Medi-CalFAQs1.aspx>

Veterans Administration: <http://www.va.gov/healthbenefits/cost/insurance.asp>

<http://www.longbeach.va.gov/patients/eligibility.asp>

DD-214 online: <http://www.archives.gov/veterans/military-service-records/>

Healthy Way LA: <http://www.ladhs.org/wps/portal/HWLA>

MSI: <http://ochealthinfo.com/about/medical/msi/>

Food Stamps/Cal Fresh: <http://www.calfresh.ca.gov/>

General Relief <http://www.cdss.ca.gov/cdssweb/PG132.htm>

Social Security Benefits: http://ssa-custhelp.ssa.gov/app/answers/detail/a_id/245/~/-/difference-between-social-security-disability-and-ssi-disability

SSA-1696: <http://www.ssa.gov/online/ssa-1696.html>

SSA-827:

http://www.socialsecurity.gov/disability/professionals/ssa827_informationpage.htm

Assisted Living Facilities website: <http://www.assistedlivingfacilities.org/search/>

Overview of Social Security

Norma Legaretta • Social Security Administration



Questions





Recuperative Care Center

Providing post-hospitalization healthcare services to homeless patients



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