Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.

World Health Organization
JPS Homeless Services Programs

True Worth Medical Home

Acclaim Integrated MHMR Program

Research

Academics

Pathways to Housing

Care Connections Outreach

Recuperative Care

Homeless Services
SERVICES PROVIDED
- Family Medicine
- Laboratory Services
- Radiology
- JPS Eligibility
- Psych Day Rehab
- Dental
- Social Work
- Care Connections Outreach
SERVICES PROVIDED
- Regular home visits
- Connect with a PCP
- Health coaching
- Navigating health care
- Medication adherence
- Coordinating care
Recuperative Care

SERVICES PROVIDED

- Daily nurse visits (M-F)
- Provider visits
- Medication managements
- Wound care
- Health navigation
- Social service coordination
- Limited support – not a SNF
- Must be ADL self sufficient
- For JPS Connections patients only
Care Connections Outreach

SERVICES PROVIDED
- Primary & Preventive Care
- Hospital Follow Up
- JPS Eligibility Assistance
- In-patient rounding
- Clinic based social support
- Homeless services navigation
- Health care navigation
- Don’t do housing
- Follow up can be difficult
- Need detailed location(s)
- Descriptive information
Academics & Research

ACADEMICS
- Resident and Student rotations
- All JPS Family Medicine Interns
- JPS Family Medicine Street Medicine Track – 2nd & 3rd Year
- JPS Family Medicine 4th Year

RESEARCH
- Increasing knowledge and data
- Collaborations with JPS, TCU, UNT
Annie

DIFFICULT TO ENGAGE - PRETREATMENT TO HOUSING

- 1st contact 8/2017
- Initially reluctant
- Obvious needs
- Prior treatment
- Rapport building
- Trust
- Team effort
- Establish PCMH
- Navigation
- Treatment
- Stabilized living situation
Behavioral Health Metrics

**DSRIP Metrics**

Depression Screening & Management
- 12yrs and older
- Age appropriate standardized tool
- Follow up plan if positive screen

Suicide Risk Assessment
- 18yrs and older
- Diagnosis of Depression
- At visit where diagnosis made or recurrent episode

Alcohol Use Screening & Management
- 18yrs and older
- At least every 24 months
- Brief counseling if positive
JPS In-Patient Behavioral Health Services

JPS Behavioral Health

In-Patient
- PEC – Psychiatric Emergency Center
- TSP – Trinity Springs Pavilion
- LCA – Long term Care Alternative Unit
# JPS Out-Patient Behavioral Health Services

<table>
<thead>
<tr>
<th>Service</th>
<th>HOURS</th>
<th>PROCESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hemphill Assessment Clinic</td>
<td>8AM-5PM</td>
<td>Screener → Prescriber → Clinic</td>
</tr>
<tr>
<td>Out-Patient Clinics</td>
<td>8AM-5PM</td>
<td>Screener → Prescriber</td>
</tr>
<tr>
<td>Behavioral Health Day Rehabs</td>
<td>9AM-3:30PM</td>
<td>Nurse and SW and CRC → Program</td>
</tr>
<tr>
<td>Partial Hospitalization Programs/Intensive</td>
<td>9AM-3PM</td>
<td>Post-Hospitalization or Clinic Referral →</td>
</tr>
<tr>
<td>Outpatient Program</td>
<td></td>
<td>Program</td>
</tr>
<tr>
<td>Call Center</td>
<td>8AM-4:30PM</td>
<td>Scheduling Only</td>
</tr>
<tr>
<td>MHMR/Acclaim Clinic</td>
<td>8AM-5PM</td>
<td>MHMR Patients Only → Clinic</td>
</tr>
</tbody>
</table>
Community Behavioral Health Partners

MHMR
- Behavioral Health Out-Patient clinics
- Billy Gregory Detox
- Pine Street Rehab
- Integrated Outreach Service
- IDD Programs
- CRU – Crisis Respite Unit
- ACT – Assertive Community Treatment
- FACT – Forensic Assertive Community Treatment
- MCOT – Mobile Crisis Outreach Team
- CATS – Community Addiction Treatment Services
Navigating Behavioral Health

- Self present
- JPS Community Health Workers
- JPS/MHMR Peer Supports
- JPS Transition Coordinators
- Behavioral Health Specialists
  - Clinics
  - Emergency Department
- MHMR Liaison
Oliver

RECEPTIVE TO ENGAGEMENT - PRETREATMENT TO HOUSING

- 1st contact 5/2017
- Receptive
- JPS Connection 1st day
- Restarted medications 1st contact
- Prior treatment
- SUD
- Significant physical health needs as well
- Whole team engaged
- Multiple outreach teams
- SUD barriers
- SUD struggle continues
- Health is declining
- Behavioral health care on streets
- Follow through streets and into housing
- Now in housing through MHMR
It takes a village...
Takeaways

- Takes a team
- Know the system and resources
- Building rapport is essential
- Reduce suffering and offer hope