



Welcome

Needs Assessment for HCH Grantees:

Meeting HRSA Requirements

Thursday, February 20, 2014

We will begin promptly at 2pm ET

Event Host

Juli Hishida

National Health Care for the Homeless Council

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Health Care and Housing are Human Rights





Presenters



N. Lee Carroll, LCSW
President

Lee Carroll and Associates

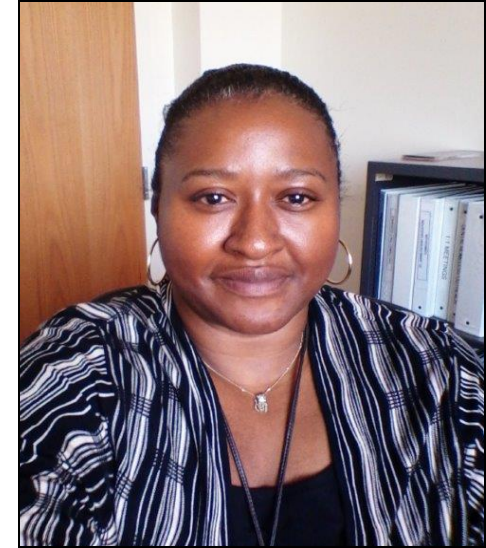
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Agenda

- Overview of the Needs Assessment HRSA Program Requirement
 - Relation to the Needs section of funding applications
 - Relation to strategic planning
 - Barriers and things to consider as homeless providers
- Case study: Boston Health Care for the Homeless
 - Who, What, When and How
- Case study: Sacramento County's
 - Detailed look at their programs satisfaction survey



IMPORTANCE OF THE NEEDS ASSESSMENT



HRSA REQUIREMENTS: Health Center demonstrates and documents the needs of its target population, updating its service area, as appropriate

It forms the foundation of the programs and permeates each of the 19 HRSA Program Requirements

Grant Application Process: Information provided in the NEED SECTION must serve as the basis for, and align with, the proposed activities and goals described throughout the application/program requirements



NEW/ PROSPECTIVE GRANTEEES



The Needs Assessment determines whether or not you have identified the needs of the target population.

- Does your program or proposed program reduce barriers to health care?
- Does it or will it address the gaps in the health delivery system?
- Is your program located in a HPSA?
- Is it geographically accessible to the target population?
- Description of How Needs of the Target Population were identified?



EXISTING GRANTEES



Review of the Needs Assessment : Provides valuable information as to changes in the community and ensures that you continue to meet the needs of your target population

Examples:

- Additional Services Needed
- Sites
- Hours of Operation



STRATEGIC PLANNING



The Needs Assessment plays a major role in response to the needs of the community and the organizational strategic planning process

Although HRSA has specific requirements that you must meet, your needs assessment is also **the heart of your program.**

The unforgettable Mantra: 100% access and zero disparities

Ensure that all people regardless of socio-economic issues have access to quality health care.



APPLICATION PROCESS



- NEEDS ASSESSMENT is usually 15-20 of the 100 POINTS used for scoring your application.
- There is a DIRECT CORRELATION between THE NEEDS ASSESSMENT and the RESPONSE SECTION.
- COMBINED they often are 35-40% of ALL POINTS in the application.
- A SOLID APPLICATION must test to ensure that each of the other criteria relate back to the ISSUES IDENTIFIED in the NEEDS ASSESSMENT.



GENERAL ELEMENTS OF THE NEEDS ASSESSMENT



FORM 9: Includes the core barriers that must be addressed as part of the Needs Assessment Process

- It is required of all grantees regardless of if the applicant is a stand alone

Special Population Grantee

Concerns: National norms will vary for the homeless population due to level of chronicity of chronic health conditions and ability to adopt traditional self-management techniques

- It is important to work with the NHCHC to assist with data in this area
- PCAs can sometimes also provide assistance



Examples of Barriers



Homeless Diabetic:

1. Access to insulin
2. Storage capacity of insulin or needles
3. Diet cannot be easily controlled due to lack of meals at regular intervals or dependence on meal sites that rely heavily on carbohydrates
4. Foot care and exposure issues
5. While there is often an issue of impact of uncontrolled diabetes on other health conditions, it is important to note the complexities that are unique and/or more chronic in the homeless population.



OTHER EXAMPLES



Mental Illness: May be either cause or effect of homelessness

- Lack of access to medication
- Co- morbidity with substance Abuse
- Lack of support systems
- Also impact on other health conditions

Other Issues Includes, but not Limited to:

- Physical/Sexual Abuse
- Exposure and skin disorders



Needs Assessment Issues Specific to Homeless



- **Availability of Information:** Prospective, New Grantees and Dually Certified Grantees may rely on information provided through the Continuum of Care.
- While not exhaustive, here are a few of the limitations to the process with more specifics providers by the other presenters
 - Shelters not part of the system such as those who do not receive government funding, temporary settings in churches or other sites to address overflow issues
 - Domestic violence programs that do not participate in the process
 - Those who are doubling or tripling up
 - Those in encampments
 - Transitional or supported permanent housing
 - Health conditions



BOSTON HEALTH CARE *for*
the HOMELESS PROGRAM

Erika Barber, Esq.

Compliance Officer and Government
Grants Manager

Mission

To provide and assure access to the highest quality health care for Boston's homeless men, women and children.



HRSA Site Visit Requirements

“Health center has a documented assessment of the needs of its target population, and has updated its service area when appropriate.”

- 1) Does the health center have a written needs assessment?
- 2) Does the health center have a defined service area?
- 3) Is the service area consistent with its patient origin data in UDS?

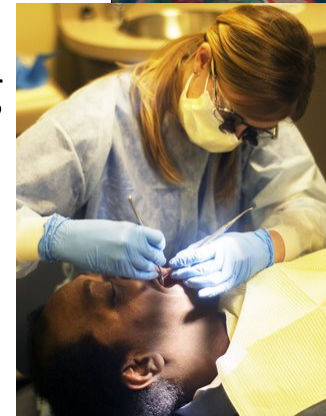


Documents to Prepare Prior to Site Visit

- Most recent needs assessment(s)
- Service area map
- UDS patient origin data
- Health center's list of sites with service area zip codes (form 5B)

Who to Include in Needs Assessment?

- 1) Health Center Management
- 2) Health Center Staff
- 3) Key external partners – shelters, health providers, government organizations, housing affiliates
- 4) Health Center Consumer Advisory Board



How to Conduct a Needs Assessment?

- 1) Surveys – paper or online with Survey Monkey
- 2) Meetings – with management
- 3) Focus Groups – with the consumer advisory board
- 4) Telephone interviews – with external partners, scheduled in advance



What questions do you ask? What areas do you consider?

- Gaps in Service Delivery
- Barriers to Accessing Care
- Desired Partnerships and Collaborations
- Additional Comments and Suggestions

Findings

Methodology: 1-5 point scale is not enough. Use open ended questions to gather the most substantive feedback.

Timing: Hold extended planning sessions with senior level management, off site retreats if possible.

Gaps in Service Delivery: All four target audiences identified substance use disorder services as a need, but each had a different perspective.



County of Sacramento Health Care for the Homeless Program



HEALTH CARE FOR THE HOMELESS

2013 NEEDS ASSESSMENT
SATISFACTION SURVEY

Needs Assessment



- Program Requirement for all Grantees
 - Required Section 330(k) (2) and Section 330(k)(3)(J) of PHS Act



Components of a Community Needs Assessment



- Important criteria required in any SAC, NAP and BPR grant are considered when creating our annual surveys:
 - Geographic description
 - Demographic information
 - Health Conditions
 - Social, economic, and political characteristics
 - Directory of community resources
 - Documentation of patient experience
 - Usable data to compare with National statistics, state and local data

Type of Questions (see handout posted)



- Needs Assessment questions parallel SAC, BPR, and NAP grant application 'Need' section of grant
- Community interest
- Co- Applicant Board interest



Formulating Questions for Survey



- Co-Applicant board guidance
 - What type of questions are important to community at large?
 - Look at questions we currently query that require modification.

Conducting Survey



- Reduce Survey Bias
- Work closely with shelter providers / and other homeless service programs
- Attempt to administer during high impact times / locations
- Offer Client Incentive

Query Survey Results



- Access Data Base
- Run simple queries and cross tabulations
- Staff – Volunteers with Access skills input data and run queries

Review Results



- Clinic / program Medical Director
- Clinic / program Operations Manager
- Program Coordinator
- HCH Co-Applicant Board

Survey Results and Recommendations

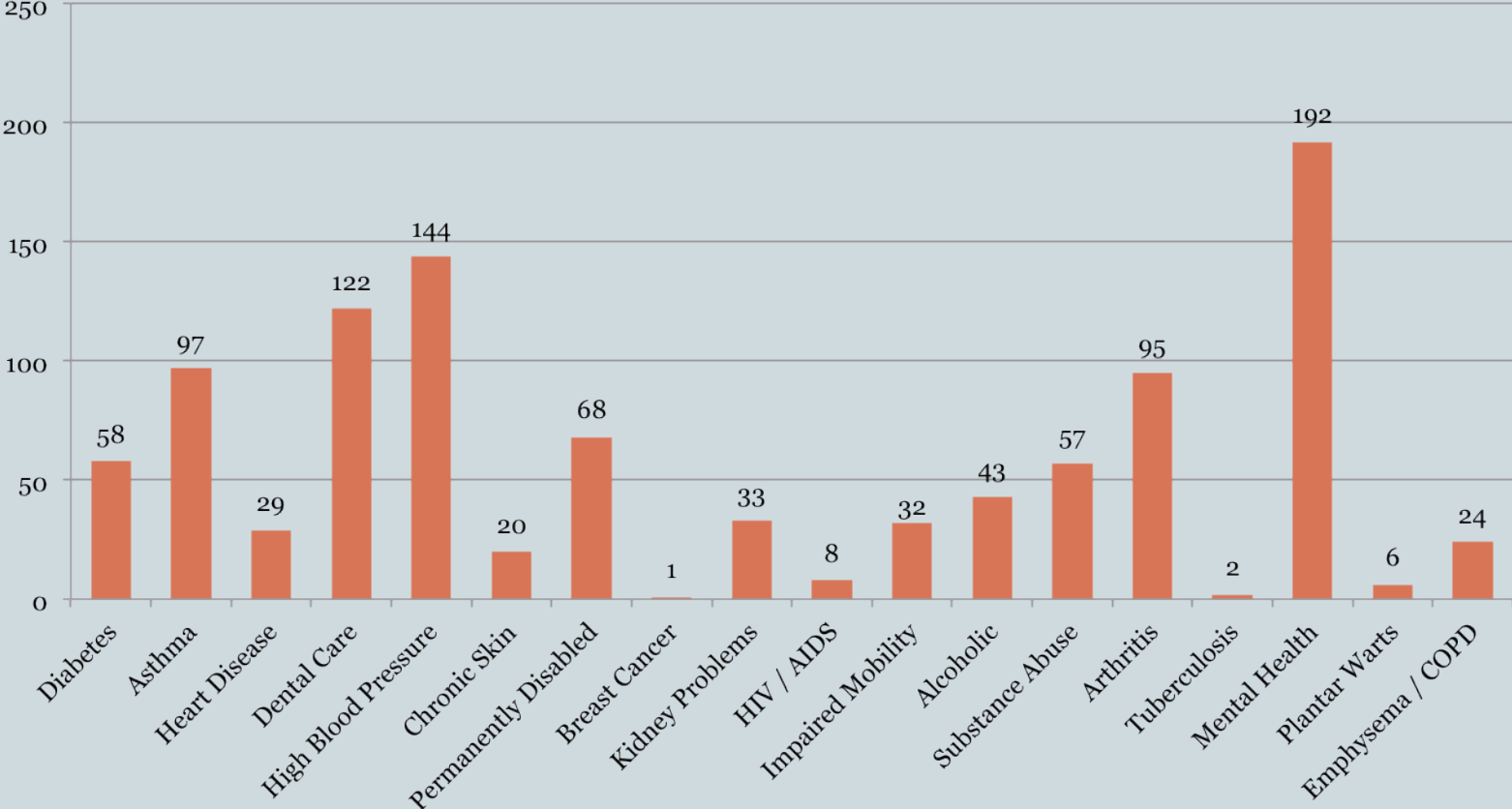


- Medical Conditions
- Primary Needs
- Utilized the homeless clinic
- Convenience of Clinic hours
- Clinic location
- Satisfaction with Service

Results



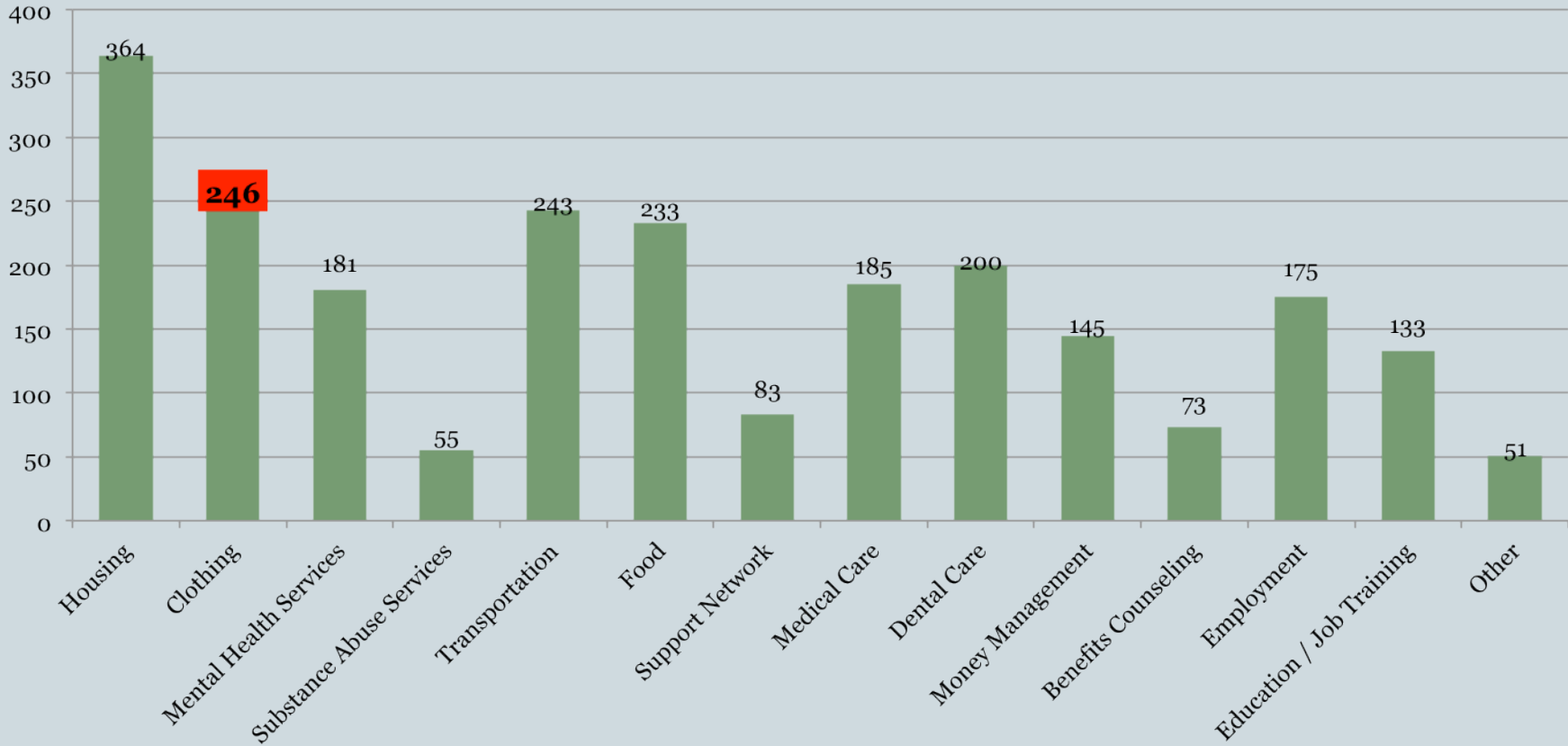
Medical Conditions



Results



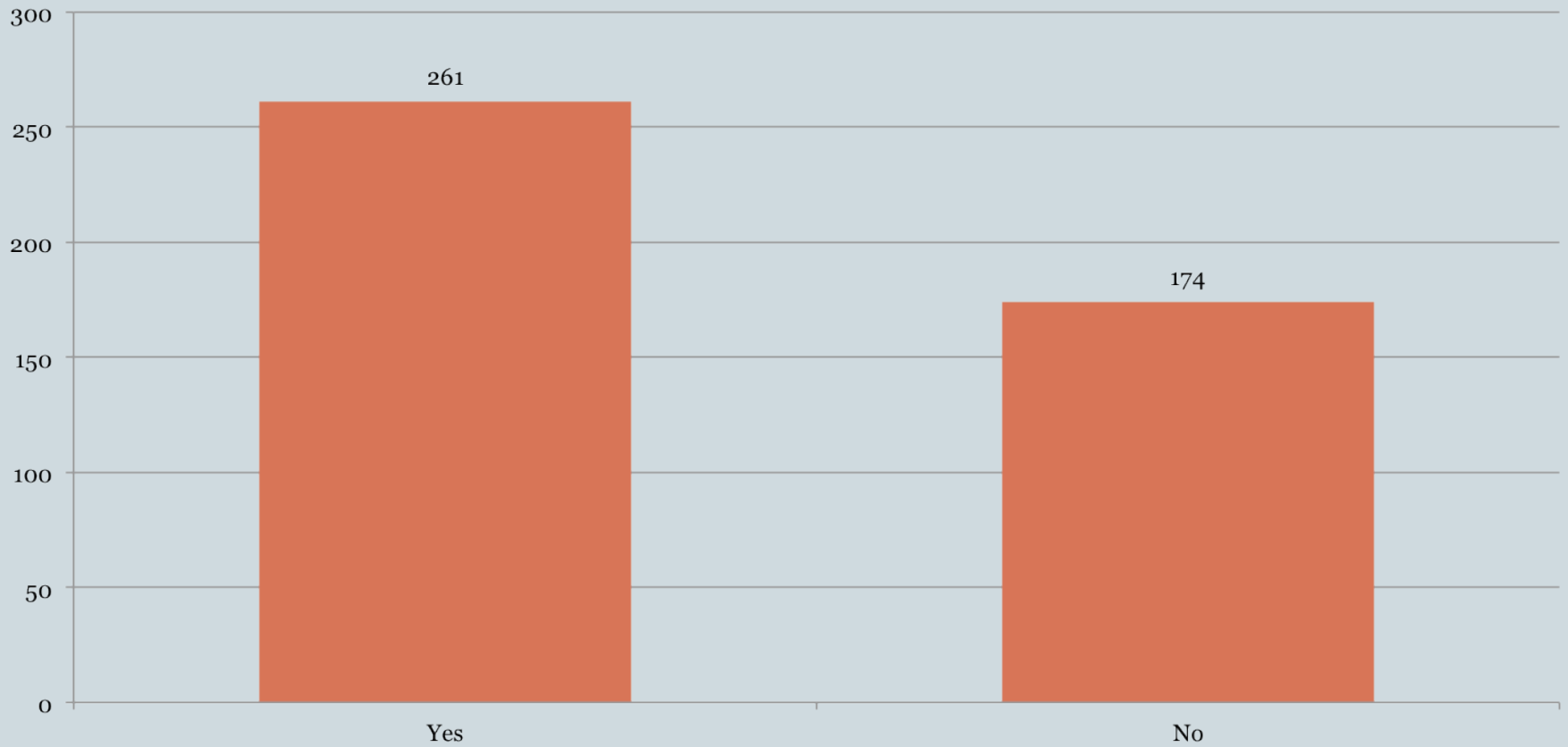
Primary needs



Results



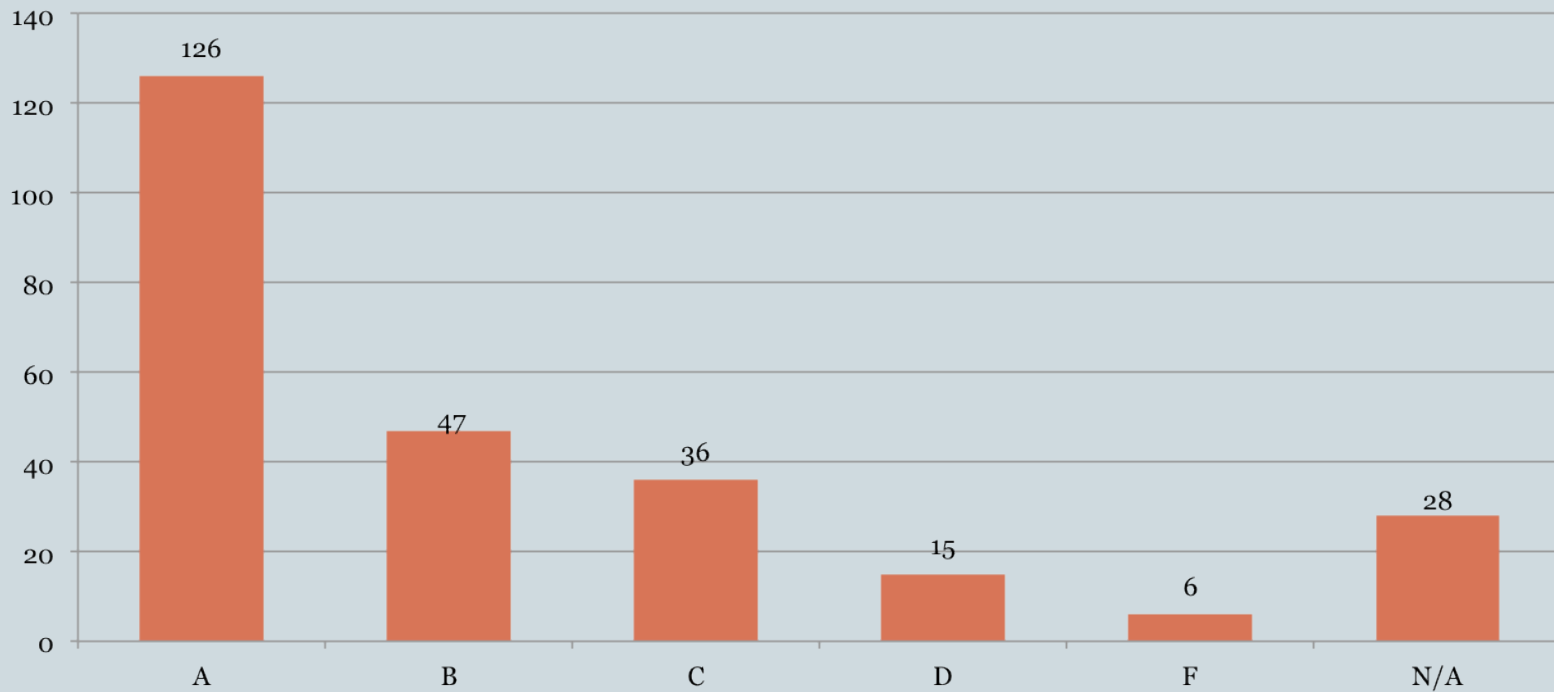
Used Mercy Loaves and Fishes Clinic



Results



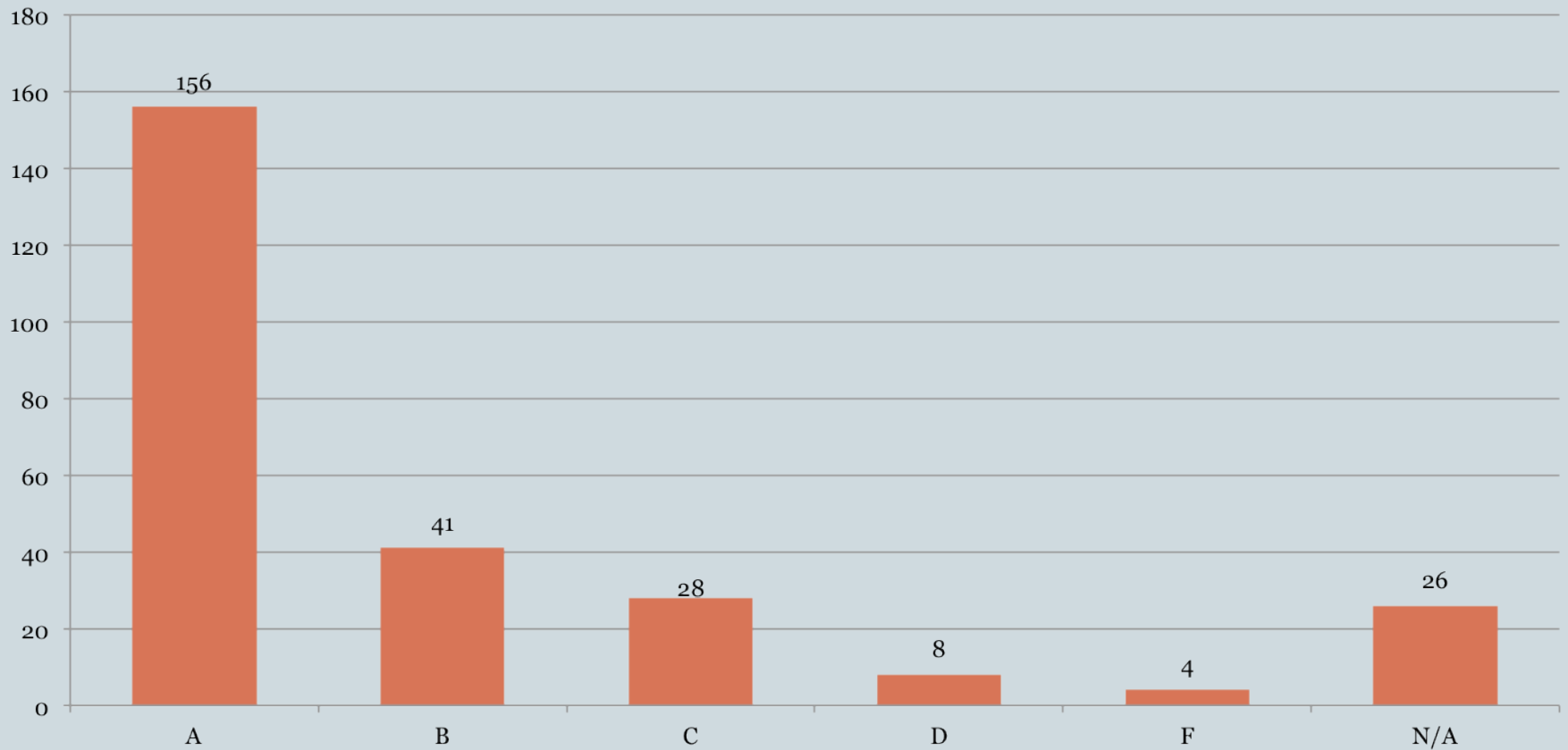
Medical Care Rating: Clinic hours are convenient for me



Results



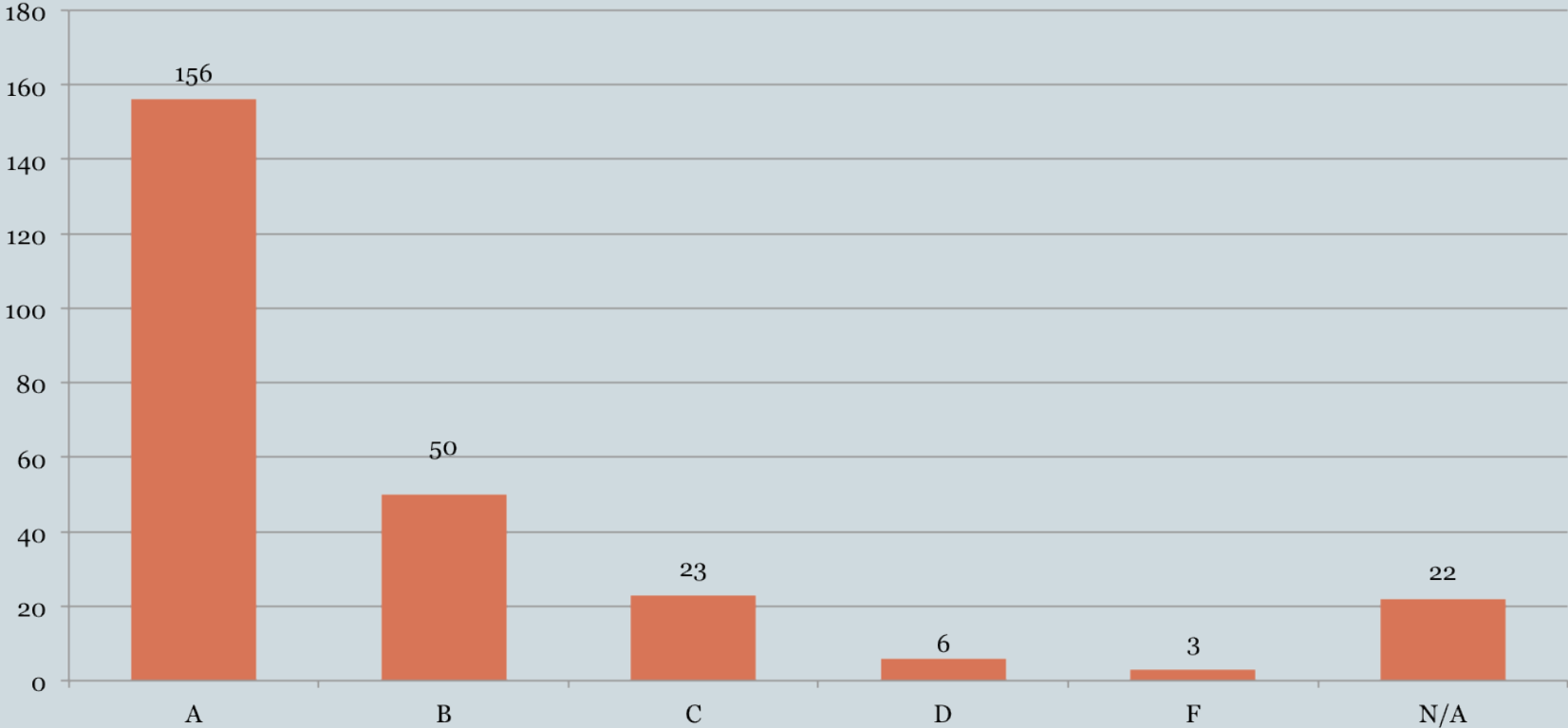
Medical Care Rating: Location is convenient for me; n= 263



Results



Medical Care Rating: They were courteous and treated me with respect



Needs Assessment / Satisfaction Survey Overview



- Sync with criteria needed for your grant
- Engage your Co-Applicant Board
- Engage your community
- Alleviate Bias
- Offer patient incentive
- Good tool for strategic planning
- Collaborate with other grantees



Questions and Answers



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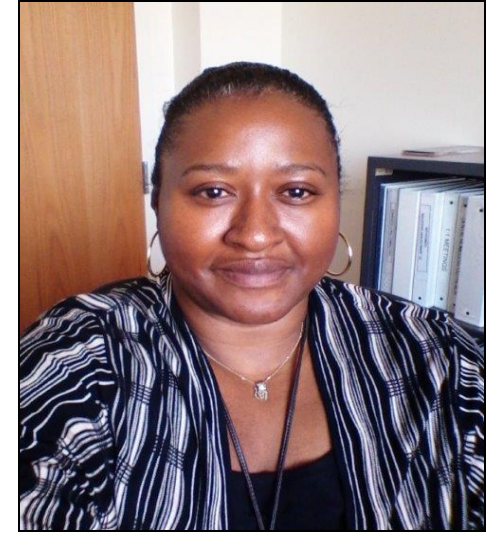
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Resources

- Request additional assistance or guidance:
 - <http://www.nhchc.org/training-technical-assistance/technical-assistance-request-form/>

- Community Needs Assessment Tool Kit
 - http://www.communityaction.org/files/HigherGround/Community_Needs_Assessment_Tool_Kit.pdf

- Needs Assessment Models PPT
 - <http://www.nhchc.org/wp-content/uploads/2012/11/Closing-the-Gaps-Knopf-Amelung-Twilley.pdf>

- Homeless Needs Assessment
 - <http://link.springer.com/article/10.1023/A:1005105421548>



Resources

- Data Resource Guide for Homeless Special Populations
 - http://www.nhchc.org/wp-content/uploads/2011/09/DataResourceGuide_final.pdf

- Census Explorer
 - http://www.census.gov/censusexplorer/?eml=gd&utm_medium=email&utm_source=govdelivery

- American Factfinder
 - <http://factfinder2.census.gov/faces/nav/jsf/pages/searchresults.xhtml?refresh=t>

- UDS Mapper
 - <http://www.udsmapper.org/>

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