Meeting Where They Are: Innovating Mobile Services in a COVID Aware World

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Housekeeping

- Webinar Style
- Type Questions in Chat Feature (make sure to select “Everyone”)
- Designated Q&A Periods
- Evaluation Poll
Presenters

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For information, visit https://www.iamthesource.org/dignity-bus/
Meeting Where They Are:
Innovating Mobile Services in a Covid Aware World

Tony Carroll
Community Health Worker

Phoebe Rossiter
Nurse

Health Care for the Homeless
Street Health Team
The definition of street health has been finalized by the Street Medicine Institute as “the provision of health care directly to those living and sleeping on the streets – the unsheltered or ‘rough sleeper’ homeless – through mobile services such as walking teams, medical vans, and outdoor clinics”.

- Street Medicine Institute 2018
Learning Objectives

• Participants will be able to describe innovative models of mobile services

• Participants will explain 2-3 considerations for implementing mobile services

• Participants will identify 1-2 strategies for engaging people with lived experience in mobile services and service development
Acronyms

- **ACHCH**  Alameda County Health Care for the Homeless
- **FQHC**  Federally Qualified Health Center
- **HRSA**  Health Resources and Services Administration
- **MHSA**  Mental Health Services Administration
- **CHW**  Community Health Worker
- **SW**  Social Worker
- **ICM**  Intensive Case Manager
- **RN**  Registered Nurse Care Manager
- **PEH**  People experiencing homelessness
- **FTE**  Full-Time Equivalent
- **POCT**  Point of Care Testing
Introduction

• Providers increasingly understand that their services must be accessible wherever their clients reside.
  • indoor locations like soup kitchens, shelters, and libraries
  • outdoor locations like encampments, wooded areas, and sidewalks

• Funding
  • Street Health has multiple funding sources including HRSA expansion funding for integration of behavioral health and substance use services and MHSA funding
  • Budget
Impact of Pandemic

• Not able to transport patients
• No patient or office visits
• Limited access to services/resources
• Magnified the challenges in accessing Social Services’ Case Management and problem-solving
• Building rapport and trust on two fronts simultaneously:
  • As new faces providing Health Care and Social services
  • Front-line workers delivering Covid-19 testing and vaccinations
    • Incentivizing engagement
The Sprinter Van Model-2018 Ford

- Small and compact
- Agile
- Versatile
- Third Seat for Transport
- Exam table
- Counter
- Storage

- Mobile clinic
- Privacy
- Safety
- Easily recognized (Decals)
Considerations for a “Sprinter” Van Mobile Clinic

• Setting
  • What is your environment?
    • Urban, Suburban, Rural
    • Residential, Industrial, Business
  • What is your population?
    • Rough Sleepers
    • Vehicles
    • Encampments
Considerations

• The Team
  • Outreach Schedule
  • Roles
  • FTE's

• Partners
  • Brick and Mortar
  • FQHC
  • Stakeholders
  • Safety Nets
    • Harm Reduction Organizations
    • Community Based Organizations
    • All volunteer organization
Engagement Strategies

- Basic Needs
- Outreach and Targeted Visits
- Consistent Schedule
- Incentives
- Health services
- Social Services
- Housing Readiness Support
- Transportation
- Linkages
- Peer Counseling

“ENGAGE”
Engagement Challenges

- Safety
- SUD
- Behavioral health
- Needs beyond basic needs
- Time management
- Access to reliable communication and information
- Ambivalence
- Distrust
- Transportation
Conclusion

• What are you most proud of?

• What do you wish you had known when you started?
Thank you!
Questions?

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