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COUNCIL**

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

April 12, 2023

# Acknowledgement

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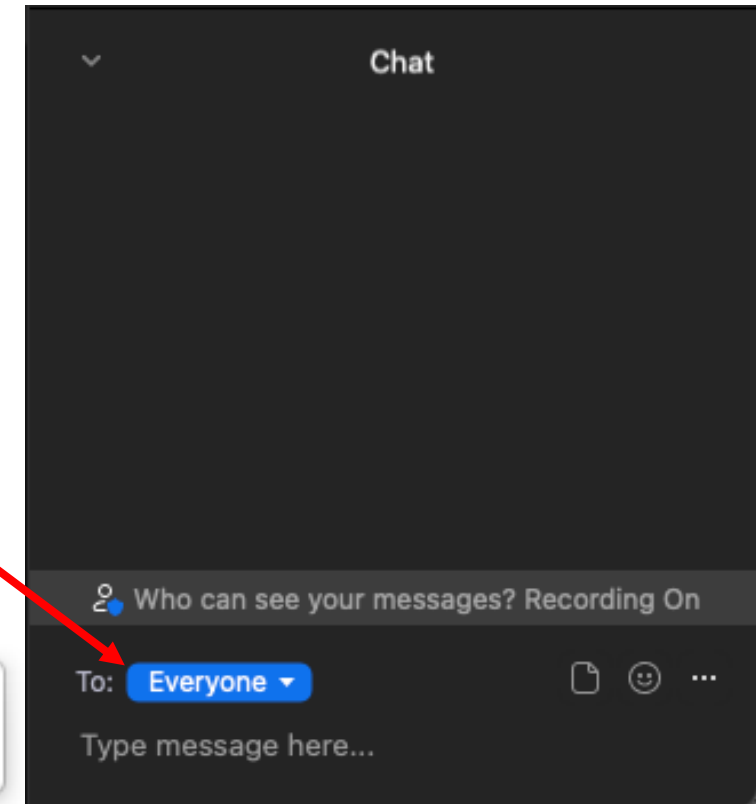
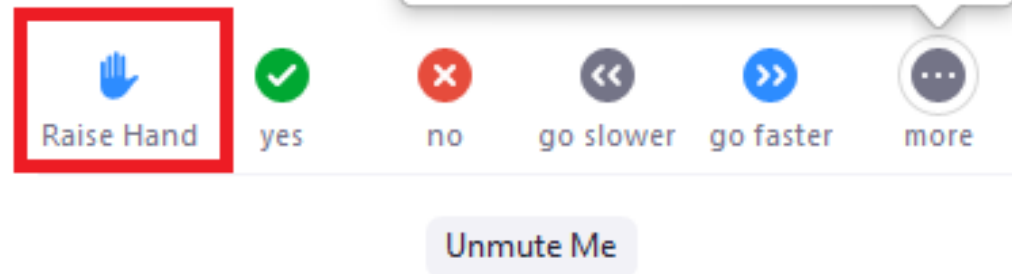
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# Housekeeping

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



# Presenters

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## Presenters

- **Anthony Zorbaugh**, Executive Director, The Source Ministries
- **Thurman Carroll**, Community Health Worker, Alameda County Health Care for the Homeless, Street Health
- **Phoebe Rossiter**, Street Outreach Nurse, Alameda County Health Care for the Homeless, Street Health

## NHCHC Moderator

- **Lauryn Berner-Davis**, Senior Research Manager

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# The Dignity Bus

**Anthony Zorbaugh**

Executive Director  
The Source Ministries

For information, visit <https://www.iamthesource.org/dignity-bus/>



# Alameda County **Health Care for the Homeless**

Tony Carroll  
Community Health Worker



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



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 Mobile clinic
- Agile
  - Privacy
- Versatile
  - Safety
- Third Seat for Transport
  - Easily recognized (Decals)
- Exam table
- Counter
- Storage



# 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

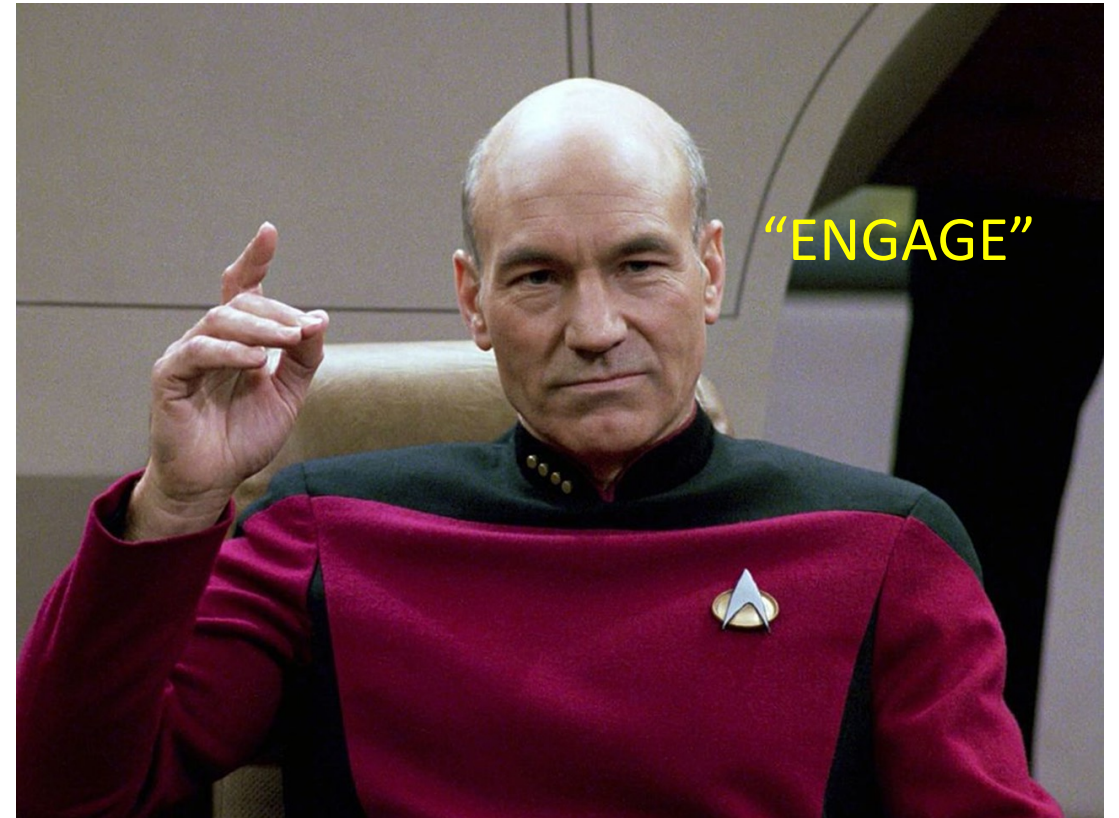


# Considerations

- 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



# 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?



# Alameda County **Health Care for the Homeless**



**Thank you!  
Questions?**



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# Q&A

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