

2024 National Health Care for the Homeless  
Conference & Policy Symposium

NATIONAL  
HEALTH CARE  
*for the*  
HOMELESS  
COUNCIL

# HCH2024

PHOENIX, AZ • MAY 13-16, 2024

Toward Access and Equality:  
Embracing an Equitable Approach to Health Care

Grounded in human rights and social justice, the NHCHC mission is to build an equitable, high-quality health care system through training, research, and advocacy in the movement to end homelessness. Visit [nhchc.org](https://nhchc.org) to learn more.



## LAND AND LABOR ACKNOWLEDGEMENT

We honor and acknowledge the original stewards of this occupied land. We stand on the unceded ancestral lands of the O'Odham and Piipaash people past and present and honor with gratitude the land itself and the O'Odham and Piipaash peoples.

We honor and acknowledge the labor, brilliance, and humanity of enslaved Africans; Black and all immigrant labor, including voluntary, involuntary, trafficked, and forced; and undocumented peoples who contributed to the building of this country and continue to serve within our labor force. We offer our heartfelt gratitude for their infinite contributions. By recognizing the land that was taken from the First Nations of indigenous people and the forced labor that was provided by enslaved Africans and Black and brown people, we strive to take steps toward creating a more equitable and just world for all of us.

# WELCOME TO HCH2024

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## About the National Health Care for the Homeless Council

The National Health Care for the Homeless Council is the premier national organization working at the nexus of homelessness and health care. Grounded in human rights and social justice, the NHCHC mission is to build an equitable, high-quality health care system through training, research, and advocacy in the movement to end homelessness.

Our 200+ Organizational Members include Health Care for the Homeless programs, respite programs, and housing and social service organizations across the country. Since 1986, our networks have brought together thousands of health care professionals, medical respite care providers, people with lived experience of homelessness, and advocates. **Learn more about how to join NHCHC as a member on page 16.**



## PHOTOGRAPHY & VIDEO

Please be aware that by attending HCH2024 and its related events, you consent to be photographed, filmed, and/or otherwise recorded. Your entry constitutes your consent to the capture of your image and/or statements for any purpose by NHCHC, whether now known or hereafter devised, in perpetuity. If you do not agree to the foregoing, please register your objection at the conference registration desk so we can try to accommodate your desire.

# CONFERENCE OVERVIEW

## MONDAY, MAY 13 PRE-CONFERENCE INSTITUTES

7 a.m.-4 p.m.	Registration and Check-In Open
7-8:30 a.m.	Breakfast
8:30 a.m.-4:30 p.m.	Pre-Conference Institutes
5-6:30 p.m.	NIMRC Networking Reception (Oasis Patio)

## TUESDAY, MAY 14 MAIN CONFERENCE DAY 1

7 a.m.-4 p.m.	Registration and Check-in Open
7 a.m.-6 p.m.	Exhibitor Hall Open
7-8:30 a.m.	Breakfast *
7:30 a.m.	Site Visit Registration Opens (See page 7)
8:30-9:45 a.m.	Opening Plenary and Keynote (Arizona Grand Ballroom)
10-11:45 a.m.	Morning Sessions
12-1:30 p.m.	Lunch (Including Governing Members' Luncheon in Sierra by invitation)
1:45-5 p.m.	Afternoon Sessions
5-6:30 p.m.	Welcome Reception and Poster Presentations

## WEDNESDAY, MAY 15 MAIN CONFERENCE DAY 2

7 a.m.-4 p.m.	Registration and Check-in Open
7 a.m.-6 p.m.	Exhibitor Hall Open
7-8:15 a.m.	Breakfast **
7:30 a.m.	Site Visit Registration Opens (See page 7)
8:30-11:15 a.m.	Morning Sessions
11:30 a.m.-1:15 p.m.	Awards Luncheon (Arizona Grand Ballroom)
1:30-3:45 p.m.	Afternoon Sessions
4:15-5:15 p.m.	Closing Plenary and Keynote Panel (Arizona Grand Ballroom)
6 p.m.	Housing Justice Rally (Sonoran Sky 4-5)

## THURSDAY, MAY 16 LEARNING LABS

7-8:30 a.m.	Breakfast
8:30 a.m.-12:30 p.m.	Learning Labs

**\*TUESDAY'S BREAKFAST INCLUDES:**  
**HCH Clinicians' Network Breakfast**  
Sonoran Sky Salon 4

**RCPN SC Breakfast**  
Noble

**NCAB Breakfast and Business Meeting**  
Sonoran Sky Salon 5

**\*\*WEDNESDAY'S BREAKFAST INCLUDES:**  
**Mentor Breakfast**  
(This event requires pre-registration)  
Paseo West Patio

## Download the Conference App



Scan this code to download the conference app, where you can add sessions to your calendar, submit session feedback, network with peers, and more!

## Justice and Equity Remain the Drivers of Our Critical Work



Welcome to the 2024 National Health Care for the Homeless Conference & Policy Symposium! NHCHC is honored to host the largest gathering of practitioners of homeless health care, medical respite care, advocates, people with lived experience of

homelessness, and researchers about homelessness in the country. Each year, this week presents us with a tremendous opportunity to learn, grow professionally, reconnect with colleagues, and make new connections.

Our theme is "Toward Access and EquaLity: Embracing an Equitable Approach to Health Care." Access and EquaLity (equitable and quality care) are key drivers in creating a health care system that is grounded in human rights and social justice. Conference sessions have been carefully curated by the NHCHC team to reflect a mosaic of perspectives embodying the core principles of justice, equity, diversity, and inclusion.

This year we celebrate two important anniversaries — 20 years of the Respite Care Providers' Network and 30 years of the HCH Clinicians' Network. Both networks have made countless critical contributions to the field of homeless health care and continue to drive our work forward. Please join me in thanking and honoring both groups for these milestones!

As always, my hope for the conference is that it will equip and energize you to advance justice and equity in your communities through your lifesaving, life-changing, and society-transforming work.

**This year we celebrate two important anniversaries — 20 years of RCPN and 30 years of the HCH Clinicians' Network.**



**Join the Conversation**



Use the hashtag



**#HCH2024** to



share your conference experience and connect with other attendees!

A handwritten signature in black ink that reads "Bobby Watts".

Bobby Watts, MPH, CPH, MS, CEO of NHCHC

## PLAN YOUR SCHEDULE

### Take a Break and Explore These Spaces

#### RELAXATION ROOM

Step away from the bustle of conference, charge your devices, and decompress in this space equipped with quiet activities for when you need a brain break.

#### OCOTILLO A

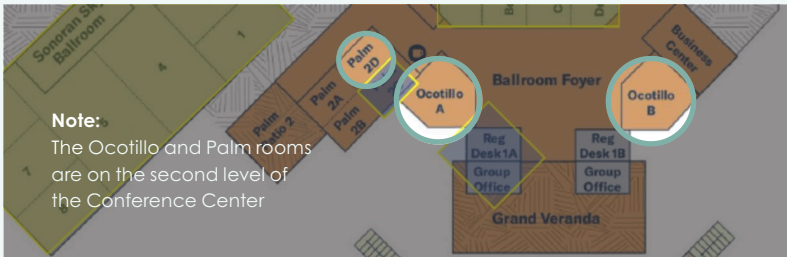
7 a.m.-4:30 p.m. Tues & Wed

#### LIVED EXPERIENCE LOUNGE

Learn about NCAB and get to know the NCAB Steering Committee in this space for people with lived experience to relax, reflect, charge devices, and get support.

#### OCOTILLO B

7 a.m.-4:30 p.m. Tues & Wed



#### PARENTS ROOM

This space is for parents who need to breastfeed and/or pump.

#### PALM 2D

## Make Some Noise at the Housing Justice Rally

**Time:** Wednesday, May 15, at 6 p.m.

**Location:** Sonoran Sky 4-5



Join us for a housing justice rally led by the National Consumer Advisory Board featuring speakers and performances that will inspire!

#### We'll Hear From:

- The Circle the City Choir
- Bobby Watts (CEO of NHCHC)
- Kim Despres (CEO of Circle the City)
- Barbara DiPietro (Senior Director of Policy at NHCHC)
- Paul Tunison (NCAB)
- Charlotte Garner (NCAB)
- And more!

MAKE A RALLY SIGN

Visit the Relaxation Room or Lived Experience Lounge to make signs for the rally

Housing Is Health Care

NO MORE SWEEPS

## PLAN YOUR SCHEDULE



## Sign Up for a Visit to Circle the City

Circle the City serves individuals experiencing homelessness here in Maricopa County through their Medical Respite Centers and health centers, as well as out in the field with mobile and street medicine teams. HCH2024 attendees have the opportunity to visit two Circle the City facilities: the **Downtown Family Health Center on the Key Campus** and the **Midtown Medical Respite Center**.



**Sign-Up Required:** Site visit registration opens at 7:30 a.m. on the day of each tour in the Grand Foyer outside the Ballroom. Spots are limited and registration will close each day when all spots are full.

	Tuesday, May 14	Wednesday, May 15
<b>Morning Site Visits</b>	9:45 a.m. Depart hotel	8:30 a.m. Depart hotel
	10:15 a.m. Arrive at sites	9 a.m. Arrive at sites
	11:45 a.m. Depart sites	10:30 a.m. Depart sites
	12:15 p.m. Return to hotel	11 a.m. Return to hotel
<b>Afternoon Site Visits</b>	12:30 p.m. Depart hotel	1 p.m. Depart hotel
	1 p.m. Arrive at sites	1:30 p.m. Arrive at sites
	2:30 p.m. Depart sites	3 p.m. Depart sites
	3 p.m. Return to hotel	3:30 p.m. Return to hotel

**Please Note:** The Midtown Medical Respite Center tour is not fully accessible and requires that a person is comfortable navigating stairs. Attendees may be asked to wear face masks in some clinical settings.

## IMPORTANT ANNIVERSARIES



### Three Decades of Connected Clinicians

The Health Care for the Homeless Clinicians' Network — the nation's leading membership group connecting providers committed to improving the health of people experiencing homelessness — turns 30 this year!

The Clinicians' Network was founded to foster networking and professional growth among a diverse membership of providers and caretakers. The network provides a forum for its members to share the latest information and research and make recommendations about clinical practices. Membership is open to front-line providers or anyone giving hands-on care to people experiencing homelessness, including but not limited to nurses, social workers, substance abuse counselors, therapists, dentists, outreach workers, physician assistants, nurse practitioners, case managers, health educators, pharmacists, psychologists, and physicians, as well as students in these professions.

**Learn how to join at [nhhc.org/clinical-practice/hch-clinicians-network](https://nhhc.org/clinical-practice/hch-clinicians-network).**



### Twenty Years of Respite Growth

The Respite Care Providers' Network — the preeminent national voice for those who are too ill to recover in the streets — celebrates 20 years of collaboration this year.

RCPN elects members to a Steering Committee that guides the vision and objectives for the National Institute for Medical Respite Care and supports the development of new and existing medical respite care programs through education, client advocacy, networking, and research.

In 2016, RCPN published the Standards for Medical Respite Care Programs. The Standards are a guiding framework to help MRC programs operate safely, effectively, and seamlessly with local health care systems, and to promote program development and growth. The Standards also helped put parameters on what medical respite care is (and isn't), which has informed policy and program expansion.

**Learn how to join at [nimrc.org/respite-care-providers-network](https://nimrc.org/respite-care-providers-network).**



## KEYNOTE SPEAKER: OPENING PLENARY

Tuesday, May 14, 8:30 a.m. • ARIZONA GRAND BALLROOM

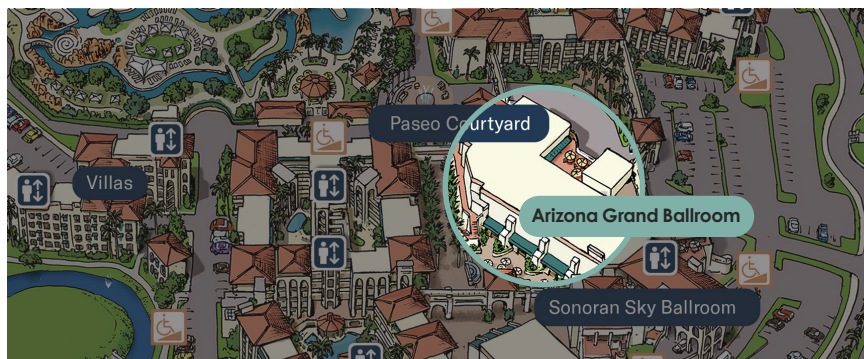
### Dr. Oni Blackstock

*Founder and Executive Director  
of Health Justice*

Dr. Oni Blackstock is recognized as a thought leader and influencer in the areas of health equity and HIV. She is a primary care and HIV physician and the founder and Executive Director of Health Justice, a health equity consulting firm, that helps health care and public health organizations to center antiracism and equity in the workplace and reduce health inequities in the communities they serve.



Before launching Health Justice, Dr. Blackstock served as an Assistant Commissioner at the New York City Health Department where she oversaw the City's response to the HIV epidemic. Prior to that, she was an assistant professor at Montefiore Medical Center/Albert Einstein College of Medicine where she conducted HIV clinical research focused on developing and testing interventions to promote engagement in HIV prevention and treatment for disproportionately impacted communities. She holds degrees from Harvard College, Harvard Medical School, and Yale School of Medicine. Dr. Blackstock is passionate about ensuring that all individuals and communities have the resources and support they need to thrive and achieve optimal health and wellbeing.



## KEYNOTE PANEL: CLOSING PLENARY

Wednesday, May 14, 4:15 p.m. • ARIZONA GRAND BALLROOM

### **James J. O'Connell, MD**

*President, Boston Health Care for the Homeless Program; Assistant Professor of Medicine, Harvard Medical School*

A graduate of the University of Notre Dame, Cambridge University, and Harvard Medical School, Dr. O'Connell began full-time clinical work with people experiencing homelessness in 1985 as the founding physician of the Boston Health Care for the Homeless Program, which

now serves more than 10,000 people and families experiencing homelessness each year in two hospital-based clinics (Boston Medical Center and Massachusetts General Hospital), 30 shelters and outreach sites, and on the streets of Boston.

With his colleagues, Dr. O'Connell established the nation's first medical respite program in September 1985, with 25 beds in the Lemuel Shattuck Shelter. This program now provides acute and sub-acute, pre- and post-operative, and palliative and end-of-life care in the freestanding 104-bed Barbara McInnis House.

Dr. O'Connell's articles have appeared in the *New England Journal of Medicine*, the *Journal of the American Medical Association*, and many other journals, and he's been featured on ABC's *Nightline*, CBS *Evening News*, and in several documentaries. In 2023, his work was chronicled in *Rough Sleepers, Dr. Jim O'Connell's Urgent Mission to Bring Healing to Homeless People* by Tracy Kidder.



## KEYNOTE PANEL: CLOSING PLENARY

Wednesday, May 14, 4:15 p.m. • ARIZONA GRAND BALLROOM

### **Sister Adele O'Sullivan, CSJ, MD**

*Sister of St. Joseph of Carondelet;  
Founder of Circle the City*

Sister Adele O'Sullivan, CSJ, MD, a Sister of St. Joseph of Carondelet since 1968, has dedicated her life to providing health care to individuals facing homelessness. She earned her M.D. from the University of Arizona in 1984, completed her Family Medicine residency in 1987, and became board-certified by the American Board of Family Medicine.



In 1996, she became a physician provider for the Health Care for the Homeless Program in Phoenix and served as its Medical Director from 2000 to 2010. Sister Adele founded Circle the City in 2008, a nonprofit community health organization transforming health care for all individuals facing homelessness in Maricopa County. In 2012, she oversaw the opening of Arizona's first medical respite center.

Sister Adele was named American Family Physician of the Year (2006), received the Caring Award (2008) and the Phoenix Business Journal's Lifetime Achievement Award (2012), and was honored as Alumna of the Year by the University of Arizona College of Medicine (2014). In 2017, she received an Honorary Doctor of Humane Letters degree from A.T. Still University of Health Sciences. Sister Adele serves on the Diocese of Phoenix Pastoral Council and the CSJ Ministries Foundation Board of Directors.

## KEYNOTE PANEL: CLOSING PLENARY

Wednesday, May 14, 4:15 p.m. • ARIZONA GRAND BALLROOM

### Joseph Benson

*Community Health Worker*

Joseph Benson is a double amputee and was homeless in Houston for four years. His decision to partner with Healthcare for the Homeless – Houston (HHH) and SEARCH set his life back on the road to becoming a contributing citizen of Houston again. Benson advocates for people experiencing homelessness on many different fronts. He

has served on the governance board of the National Health Care for the Homeless Council, is an active member of HHH's Consumer Board, is a past member of the National Health Care for the Homeless National Consumer Advisory Board and former Chairperson. Benson is a board member of I Am Waters in Houston, and is an active member of the Street Medicine Institute. For the past 12 years, Benson has served as a Community Health Worker with HHH.





## HOMELESSNESS IS A HEALTH CARE ISSUE



California  
Health Care  
Foundation

At the California Health Care Foundation, we know that the health care system cannot by itself solve homelessness; yet, there is a key role for it to play. Health care providers can effectively treat the physical and behavioral health needs of people experiencing homelessness, so that they can achieve stability and live independently.

CHCF is working to:

- Assess what care models work and help bring them to scale
- Make it easier for health care organizations and homeless service providers to work together
- Bring the voices of people experiencing homelessness and front-line providers into decisionmaking

Visit our website to see our resources in homelessness and health care.



Meet some of the Californians coping with the state's homelessness crisis through *Unhoused*, a photographic and audio essay of people experiencing homelessness. CHCF is proud to support this project. Visit [Unhousedca.org](https://Unhousedca.org).



## 2024 AWARD & SCHOLARSHIP RECIPIENTS

**Wednesday, May 15, 11:30 a.m.** • ARIZONA GRAND BALLROOM

Join us at the Awards Luncheon to congratulate and celebrate the recipients of this year's prestigious Council awards and scholarship!

### Philip W. Brickner National Leadership Award

**Sister Adele O'Sullivan, CSJ, MD, *Circle the City***

Sister Adele O'Sullivan has dedicated her life to providing health care to individuals facing homelessness. Her commitment to serving the underserved led her to work in various Arizona healthcare settings before founding Circle the City in 2008. Sister Adele's tireless efforts have been widely recognized. Through her compassion, innovation, and leadership, Sister Adele O'Sullivan has made a lasting impact on the lives of those experiencing homelessness in Maricopa County, inspiring others to create a society where everyone is treated with dignity and respect.



### Ellen Dailey Consumer Advocate Award

**Zsa Zsa Floyd, Public Health — *Seattle & King County***

Zsa Zsa Floyd organized the first homeless march in Eugene, Ore., while living in her car with her kids. "I had \$1,800 in my pocket and two jobs but no one would rent to me." Her penchant for advocacy led her to Public Health – Seattle & King County's Health Care for the Homeless Network (HCHN) and its Community Advisory Group (CAG). Zsa Zsa currently serves as CAG's Vice Chair, where she develops agendas for the executive board, determines training needs, facilitates meetings, and continues her outreach work on the streets.



#### Learn More About the Council's Awards

NHCHC's prestigious annual awards celebrate and honor the people driving the Health Care for the Homeless movement forward. Scan this code to learn more!

## 2024 AWARD & SCHOLARSHIP RECIPIENTS

### Karen Rotondo Award for Outstanding Service

**Bernadette Creaven**, *Seattle Roots Community Health*

For the past 22 years, Bernie Creaven, RN, has served as an outreach nurse in the HCH program at Country Doctor Community Health Center, now called Seattle Roots Community Health. Bernie has championed trauma-informed care and harm reduction practices and successfully engaged in legislative advocacy for health insurance coverage and access to overdose prevention strategies. A colleague says Creaven's clear love of her work "has rippled out to inspire others" — nurses, organizations, and patients alike.



### Willie J. Mackey National Medical Respite Award

**Annette Rodriguez**, *Yakima Neighborhood Health Services*

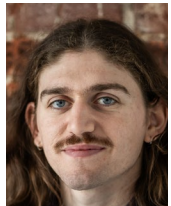
Annette Rodriguez is Chief Housing and Homeless Services Officer for Yakima Neighborhood Health Services in Washington, where she oversees the Health Care for the Homeless Program, Supportive Housing of nearly 200 units, medical respite care, and various assistance programs. During her 30-plus years at YNHS, Annette is recognized as a leader and mentor for both new and tenured service providers. She is particularly effective in her ability to make the connections between client engagement, housing, and health care.



### John N. Lozier Scholarship for New Members

**Yuval Tankel**, *San Francisco Community Health Center*

Yuval Tankel conducts street outreach in the Tenderloin District and surrounding areas of San Francisco with a team of community members to help link consumers to medical, dental, and behavioral health services. He also provides linkage to harm reduction supplies and counseling to aid in the fight against accidental overdoses. Additionally, Tankel facilitates weekly support groups to assist consumers in increasing their knowledge and awareness around health topics and support them in building community.





# JOIN THE COUNCIL!

NHCHC membership provides unique opportunities to network, collaborate, and advocate alongside an expansive group of leaders and professionals working at the intersection of health care and homelessness.



Scan this code or visit  
[nhchc.org/membership](https://nhchc.org/membership)  
to learn more

## WHY JOIN NHCHC AS A MEMBER?



Get training and technical assistance



Enjoy discounted conference pricing



Post to our job board



Lend your expertise to a committee or board



Nominate and be nominated for Council awards



## Street Medicine Blueprints

**Katie League**, Behavioral Health Manager, National Health Care for the Homeless Council; **Brett Feldman**, Director, USC Street Medicine; **Corinne Feldman**, Director of Workforce Development and Education, USC Street Medicine; **Joseph Becerra**, USC Street Medicine; **Liz Frye**, Street Medicine Institute; **Melissa Moore**

Providing comprehensive primary care for people experiencing unsheltered homelessness in their lived environment requires a robust continuum of services that cater to the reality of the streets. Street medicine provides health care directly to patients where they are living. Join street medicine experts from across the country in this session to learn the foundational philosophy of street medicine practice and a blueprint for bringing street medicine to life in your communities.

### SONORAN SKY 123

## Justice, Equity, Diversity and Inclusion (JEDI)

**Kevonya Elzia**, Director of Justice, Equity, Diversity, and Inclusion, National Health Care for the Homeless Council; **Irwin Batara**, MBA, CEO, Lakay Batara, LLC

Join us in a two-part session on how to leverage Equity, Diversity, Inclusion, and Belonging principles and practices to improve the well-being of those we employ as well as the communities we serve. Part one of this session will focus on applying an Equity, Diversity, Inclusion, and Belonging (EDIB) lens to the employee life cycle experience. Part two will focus on EDIB and health equity practices that teams can adopt to advance our work of addressing the inequities patients experience within the Western medical model as well as disrupt the ecosystem of harm that organizations can be complicit in and replicate for staff.

### SONORAN SKY SALON 4

## Medical Respite: Honoring the Past and Looking to the Future

**Catherine Hayes**, BSN, MSN, FNP-BC, MPH, President, Cardea Health; **Brooks Ann McKinney**, Upstream ACO; **Laurel Nelson**, CEO, Center for Respite Care, **Omar Marrero**, Boston Health Care for the Homeless, **Susannah King** MSW, LICSW, Hennepin County Health Care for the Homeless

Medical respite care continues to grow and 2024 marks the 20th anniversary of the Respite Care Providers' Network (RCPN). This PCI will focus on how communities can continue to expand their programs and services to holistically address the needs of clients, while grounding themselves in the Standards for Medical Respite Care and the history of the RCPN. Content will also include addressing complex needs of clients, Medicaid funding, and program examples, with opportunity for discussion and practical applications.

### SONORAN SKY SALON 5

## **Engaging consumers in research to improve diabetes and wellness for people who have experienced homelessness**

**Katherine Vickery**, MD, MSc, Hennepin Healthcare

An evidence gap exists between the findings of decades of research to improve diabetes outcomes in low resource communities and persistently poor outcomes and premature mortality among people experiencing homelessness with diabetes compared to their stably housed peers. The Hennepin Healthcare team found that from 2017-2021, Minnesotans who used homeless services had a diabetes mortality rate 3.2 times higher than the general population. People living with diabetes who experience homelessness (DH) are hospitalized for complications up to 10 years prior to those with stable housing. Low-cost, effective medications improve glycemic control and long-term outcomes. However, adherence is low, especially among DH. Since 2018 the Hennepin team has used community engaged research to center people with lived experience in their research to develop a behavioral intervention to improve diabetes control and psychological wellness among DH. The Hennepin team developed the Diabetes Homeless Medication Support (D-HOMES) program using existing evidence, qualitative data, and key input from a community-engaged research team. The team conducted an open trial offering D-HOMES to 10 participants and a randomized pilot trial comparing D-HOMES to brief diabetes education among 36 participants. The team combined trust and team-building activities with learning about diabetes and behavioral science while following the results of each phase of the project. The team is now developing community-focused dissemination materials and events alongside presentation at scientific conferences/publications.

**SONORAN SKY SALON 6**

## **Recuperative Care in Recovery Settings: A Promising Practice**

**Trent Montgomery**, Haven Recovery; **Callan Montgomery**, Haven Recovery

The intersection of mental health and substance use with homelessness and chronic physical illnesses is a difficult mix of concerns to address. Through integrating recuperative care into recovery-based settings, Haven Recovery is striving to meet the needs of individuals experiencing these concerns. This session will dive into development, procedures, and community-support building as well as current outcomes.

**SONORAN SKY SALON 8**

## **Building an Innovative Model of Care for Vulnerable Patients, through Outreach & Peer Support**

**Becky Wilkinson**, *Providence Health & Services, Oregon*

By meeting people where they are literally and figuratively, addressing social determinants of health, and building relationships, hospitals can significantly reduce emergency department recidivism and acute psychiatric admissions to improve patients' quality of life. Because our healthcare system is stretched thin with a lack of beds or places to safely discharge people to, patients with behavioral health and social determinants of health needs don't always get the support, care, and resources they need. Discover how implementing a unique model of care with outreach and peer support specialists, creativity, and community partnerships has significantly impacted vulnerable patients and the rural and metropolitan hospital communities they visit and reside in.

### **SONORAN SKY SALON 1**

## **Bringing Pap Smears to the Home Environment**

**Ti Hoang**, *Street Medicine Fellow, John Peter Smith Hospital*; **Joel Hunt**, *Director, John Peter Smith Hospital*

Given that unsheltered women experience both increased rates of cervical cancer compared to the general population and barriers to health care, the street medicine team at John Peter Smith Hospital is exploring the idea of performing pap smears, STD screenings, and birth control distribution in patients' encampments or motel rooms. Through a survey, the team also assess how often these women have routine cervical cancer and STD screenings, how many did not follow up if they have a history of abnormal results for either screening, and how many use birth control. This operation would delve into the core of Street Medicine, which is bringing care to the people, and would increase access to preventative care to an already physically vulnerable population.

### **KAIBAB**

## **“One Stop Shop” Viral Hepatitis Treatment for Hennepin County Healthcare for the Homeless Clients**

**Amy Gordon**, *NP-C, Doctor, Hennepin County Health Care for the Homeless*

This session will highlight the process taken by Hennepin County Health Care for the Homeless as they built their viral hepatitis program. The presentation will illustrate the current HCV barriers to care clients experience, how the team overcome those barriers, and how they collaborate to successfully advocate for sheltered and unsheltered clients to obtain HCV treatment.

### **LANTANA**

## **Integrated Care Permanent Supportive Housing: A Promising Alternative for Chronic Homelessness**

*Lisa Brydson, Case Manager, Mercy Care*

Homelessness is a complex problem that affects individuals, communities, and healthcare systems. This session will cover an integrative care program designed for those experiencing chronic homelessness, which is characterized by long-term or repeated episodes of homelessness associated with complex medical conditions. Providing stable housing and support services effectively addresses chronic homelessness and improves health outcomes. Programs like this have demonstrated a reduction in hospital emergency department visits and inpatient hospital stays. They use a multi-disciplinary approach to provide comprehensive care and support. Over the past four years, the program has significantly reduced homelessness among its participants.

### **SONORAN SKY SALON 2**

## **Cooling Centers for Persons Experiencing Homelessness: Making the Case for Climate Justice**

*Pia Valvassori, PhD, Clinician, Health Care Center for the Homeless*

Climate change has disproportionately affected the most vulnerable in our community. Unsheltered persons experiencing homelessness are at higher risk for the devastating and often life-threatening effects of extreme heat. Cooling centers at locations where individuals congregate provide a means of mitigating the extreme effects of heat, particularly in an environment where the affordable housing crisis has reduced access to permanent housing and where shelters are at capacity. Consumer engagement in the evolution of cooling centers, among other related climate adaptation initiatives, has successfully helped mitigate the health effects of extreme heat.

### **SONORAN SKY SALON 3**

## **Nurse Call Line Pilot in Homeless Shelters in NYC: Experiences, Barriers, and Facilitators**

*Giselle Routhier, NYU School of Medicine; Shaili Gandhi, NYU Grossman School of Medicine*

The Nurse Call Line (NCL) is a 24/7 telephone-based triage service intended to connect New York City shelter residents with appropriate health care. The study team conducted a qualitative assessment of the NCL to ascertain perceptions, experiences, and interactions with the program, as well as barriers and facilitators to use and implementation. This presentation will go over the findings from the study and end with a discussion on lessons learned through the study process and policy implications of the program.

### **MESQUITE**

## **Medical-Legal Partnerships: Addressing legal needs to improve health and remove barriers to housing**

*Erik Perez, Medical-Legal Partnership Staff Attorney, Community Legal Services of Mid-Florida; Christina Walters, Sr. Managing Attorney, Medical-Legal Partnerships, Community Legal Services; Carla Cox*

This workshop will describe how the medical-legal partnership (MLP) model is being used to bring civil legal aid services to individuals experiencing homelessness as a way to improve health and increase access to safe, reliable housing. Representatives from a comprehensive day services center and their civil legal aid partner will share how they established an MLP and showcase the impact legal interventions have had on mutual clients, sharing data collected since partnership startup. Discussion will also include lessons learned from quality improvement cycles that have drastically improved MLP services.

### **SONORAN SKY SALON 4**

## **Let's Chat about Housing Prioritization**

Many communities have begun to challenge traditional assessment and prioritization tools that have been proven to be inequitable. Instead, they are creating processes that speak to the specific experiences of those disproportionately experiencing homelessness in their communities, and considering how health is part of the equation. This session will be an interactive discussion about what communities are doing related to housing prioritization and share how health centers are involved in addressing this important social driver of health.

### **SONORAN SKY SALON 5**

## Meeting the Needs of New Arrivals within the HCH Community

**Mary Tornabene**, FNP, Manager of Shelter Base Care Services, Heartland Alliance Health; **Andrew Grimm**, Vice President, Integrated Health Operations, Colorado Coalition for the Homeless; **Semone Andu**, Regional Health Administrator, Health Care for the Homeless Network, Public Health – Seattle & King County; **Devora Keller**, Director of Clinical Quality Improvement, National Health Care for the Homeless Council

The homelessness services system is experiencing increases in the number of people without housing who have recently entered the United States. Rooted in human rights principles, this session will be an informal discussion of the operational challenges this change presents, as well as highlight strategies for delivering care and advocating for needed resources. Come to this discussion and help us evaluate how the HCH Community adapts to a growing population with special needs.

### LANTANA

## Virtual Care Enhancement with Tele Transmission of Auscultation, Ear, Skin Examination

**Donna Persaud**, Medical Director, Parkland Health; **Sara Galvez**, Practice Operations Manager, Parkland Health, HOMES Program; **Vanessa Martinez**, Parkland Health, HOMES Program; **Dolores Diaz**, Nurse Manager, HOMES Program, Moody Outpatient Center at Parkland Hospital

Health care visits supplemented with tele transmission of auscultation, ear, throat, and skin examinations were implemented in a busy large scale metro mobile and fixed clinic primary care service. There will be discussion of user experience, and patient acceptability, satisfaction, and preferences.

### SONORAN SKY SALON 7

## Integrating ADL Support into Medical Respite Services

**Carli Fullerton**, San Francisco Department of Public Health

As the PEH population ages and geriatric conditions increase, Medical Respite programs across the country may increasingly be asked to accept individuals with ADL support needs. This presentation will outline how the San Francisco Department of Public Health's Respite program approached enhancing onsite ADL support, including considerations around licensing and funding. The session will provide an overview of how ADL support services look on the ground and will highlight challenges and lessons learned, with recommendations for how to collaboratively communicate with hospital and community partners.

### KAIBAB

## Implementing a One Health Clinic

*Vickie Ramirez, Sr., Research Coordinator, Clinic Coordinator, UW Center for One Health Research*

Pet ownership in the population experiencing homelessness can be instrumental in the decision and ability to seek health and social services. The "One Health Clinic" was designed to remove barriers to primary healthcare for PEH with pets in the United States and support the human-animal bond to encourage utilization of services. This clinical care model is made up of veterinary and primary health care providers, to collaboratively treat humans and their animals as a "family unit." Additional cities have implemented One Health Clinics in their communities and while each site follows the integrated care model, modifications are needed to expressly meet the needs of the specific community. This session will outline the barriers and facilitators to implementation, and share learnings to help.

### SONORAN SKY SALON 4

## Sonoran Prevention Works Harm Reduction Model

*Kayla Kurfi, Sonoran Prevention Works*

People Who Use Drugs (PWUD) experience unique barriers to housing given the stigma and criminalization surrounding substance use. PWUD are presented with the following options: incarceration as housing, encampments, sober living, and treatment centers and detoxes. While the Housing First model is enjoying great acceptance amongst housing providers and social services organizations, it still is an underutilized, evidence-based intervention. This presentation will examine, alongside a representative from local organization Unsheltered Phx, the barriers faced by PWUD, the type of housing available, and then workshop solutions that can be tailored for direct services.

### MESQUITE



#### Join the Conversation

Use the hashtag **#HCH2024** to share your conference experience and connect with other attendees!

## **First year lessons of initiating a SOAR program in a primary care and outpatient psychiatric setting**

**Norma S Tejada-Foster, RN, MSN, MPH, FNP-C, PMHNP-BC**, *Healthcare for the Homeless-Houston*

To date, Health Care for the Homeless-Houston's SOAR program has a 66% approval for clients receiving SSI/SSDI benefits. This has allowed for growth of the program and developing the current program that has helped many clients not only with SSI/SSDI benefits but also with housing, attaining food and social/emotional support.

**SONORAN SKY SALON 1**

## **Improving healthcare and housing outcomes by removing a hidden barrier; lack of legal identification**

**Kim Despres**, CEO, *Circle the City*; **Rick Mitchell**, *Homeless ID Project*

Through a unique collaborative effort, a major but hidden barrier to positive healthcare and housing outcomes is being successfully addressed in Arizona. Eleven percent of adult Americans lack any form of government-issued photo identification. Lack of identification can have a negative impact on healthcare outcomes disproportionately affecting populations such as people of color, transgender people, low-income people, formerly incarcerated people, and more. This presentation will provide a format for other Health Care for the Homeless providers to access or create a similar program in their communities.

**SONORAN SKY SALON 2**

## **Understanding Engagement With an ED-Based Peer Intervention for Opioid Overdose Prevention**

**Giselle Routhier, PhD, MSW**, *NYU School of Medicine*

Presenters will discuss results from a qualitative study that examined the role of an ED-based peer navigator intervention for patients experiencing homelessness who presented with an opioid-involved overdose. In-depth interviews with 23 participants revealed several themes relating to barriers and facilitators to engagement with the intervention.

**SONORAN SKY SALON 5**



## **Telehealth in a Street Homeless Clinic: Improving Care and Access**

**Tina Gustin**, DNP, CNS, RN, *Old Dominion University*

Telehealth has the potential for increasing access to healthcare services and improve health outcomes. The lack of phone or internet access should not be a barrier for this type of access. Telehealth technologies should be imbedded into free and charitable clinics that are providing services to these individuals. This type of access can expand services to specialists and mental health providers. This presentation will discuss how this technology was leveraged with a free clinic caring for those living in homeless. Presenters will review strategies for implementing this type of program as well as programmatic outcomes.

**SONORAN SKY SALON 3**

## **Design of a Novel Fidelity Measure for Use in Accreditation of Medical Respite Programs**

**Ben King**, *Assistant Professor, University of Houston*; **Jackie Wheeler**, *University of Texas at Austin*; **Caitlin Synovec**, *Assistant Director for Medical Respite, National Health Care for the Homeless Council*

Medical respite is rapidly gaining traction as a service delivery model. The National Institute for Medical Respite Care (NIMRC) was created in 2020 to establish a central body to guide best practices in medical respite. To support this mission, a tool to measure fidelity to the principles of best practices in medical respite care was designed, piloted in current medical respite programs, revised, and formally adopted by NIMRC. The presenters will describe in detail the process for development of this new fidelity measure and engage the audience in a discussion of the principles of care for best practices in medical respite programs.

**SONORAN SKY SALON 6**

## **“What’s new in homeless health care?” — A no-jargon summary of the latest research**

**Stefan Kertesz, MD**, Birmingham VA Medical Center; **Katherine Vickery, MD, MSc**, Hennepin Healthcare; **Aaina Boyer**, Senior Director of Programs, National Health Care for the Homeless Council; **Travis Baggett**, Massachusetts General Hospital, Boston Health Care for the Homeless Program

Staying up-to-date on the growing field of homelessness research presents a considerable challenge for the busy clinician or administrator. This workshop will present a plain-language summary of selected scientific studies on the health of homeless people that have been published since Jan. 1, 2023. The presentation will focus on scientific contributions in the following domains of homeless health: 1) health status, 2) health care delivery, 3) interventions and implementation, and 4) housing. The presenters will highlight the practical implications of each study and provide attendees with an annotated bibliography containing take-home points. No expertise in research methods is required.

**KAIBAB**

## **Applying an Equity Lens to Quality Improvement**

**Kevenya Elzia**, Director of Justice, Equity, Diversity, and Inclusion, National Health Care for the Homeless Council; **Lauryn Berner-Davis**, Director of Implementation Research, National Health Care for the Homeless Council; **Naomi Windham**, Clinical Quality Improvement Manager, Family Nurse Practitioner, Hennepin County Health Care for the Homeless

While data is something the western medical model has been built upon, it hasn't necessarily been equitable. This session will focus on how to apply an equity lens to the data that we collect as well as discuss what data we should be looking at, why and how do we collect this data in a way that fuels the equity as part of our quality improvement metrics for the communities we serve? NHCHC is delighted to have Naomi Windham, DNP, APRN, FNP-C, Clinical Quality Improvement Manager at Hennepin County, join us in discussing best data practices via an equity lens, the importance of transparency, and how to use data in ways to ensure it is not extractful, doesn't ignore inequities hidden when we don't include intersectionality, or weaponize against the communities we serve.

**LANTANA**

## **How to add health navigation into outreach palliative care for structurally vulnerable populations**

**Nadine Persaud**, Kensington Health; **Trevor Morey**, Inner City Health Associates; **Naheed Dosani**, Palliative Care Physician, PEACH, Inner City Health Associates, Palliative Care Physician, St Michael's Hospital; **Trevor Morey**, MD, CCFP(PC), Inner City Health Associates

Through this workshop, attendees will learn more about how PEACH (Palliative Education and Care for the Homeless) has cultivated the Health Navigator role into 5 key areas including access, care coordination, social determinants of health, advocacy, and counselling. Further, the workshop will focus on how the role has been sustainably funded, supported, and evaluated. Through interactive case discussion, attendees will also strategize ways they can bring this unique model of care to their local community, to improve equitable access to palliative care.

**SONORAN SKY SALON 2**

## **From Feasibility to Facility: The Journey to Establish a Medical Respite**

**Donna Zazworsky**, Catholic Community Services; **Jennifer Biggs**, Regional Health Center Director, El Rio Community Health Center; **Marguerite "Peg" Harmon**, Special Projects Coordinator, Catholic Community Service

This workshop will provide an in-depth presentation of the three phases a faith-based community service organization led to establish a medical respite facility and Community of Care for persons who are experiencing homelessness. The three phases include the community partnerships that were convened to 1) complete the feasibility study for the facility; 2) the fundraising and operational funding strategies along with site selection; and 3) the details of finalizing the clinical and social services to be offered along with the partners who were providing the services. It will also be discussed how persons experiencing homelessness were involved in each of the phases.

**SONORAN SKY SALON 7**

## **Implementation of a Behavioral Health Program in a Street Medicine Setting**

**Emma Tasini**, *Healthcare in Action*; **Catherine Parsekian**, *Physician Assistant, Healthcare in Action*; **Rachel Kent**, *Healthcare in Action*

Healthcare in Action (HIA) is a 501(c)(3) nonprofit medical group that provides street-based primary care and social services to people experiencing homelessness. HIA follows a street-medicine approach to care, providing full-scope primary care, comprehensive case management services, and housing navigation to patients in whatever setting they prefer. HIA has 11 teams across California that utilize medically equipped vans to bring traditional brick and mortar clinical services to the street. In addition to primary care services, HIA supports patients with navigating social and housing services through case management provided by Community Health Workers, Peer Navigators, and Housing Navigators.

**SONORAN SKY SALON 5**

## **Centering lived experience and harm reduction in primary care for people with opioid use disorder**

**Meggie Woods**, *Trust Clinic, Lifelong Medical Care*; **Robert Archuleta**, *Trust Clinic, Lifelong Medical Care*; **Lauren Marrioff**, *Trust Clinic, Lifelong Medical Care*; **Noah Haugen**, *Peer Recovery Support Counselor, Trust Clinic, Lifelong Medical Care*; **Tamisha Davis**, *Trust Clinic, Lifelong Medical Care*

This workshop will detail the features of a harm-reductionist framework for substance use treatment within a primary care setting. The program incorporates recovery support counselors with lived experience, trauma informed care, community feedback, patient education, addiction-focused case management, and harm reduction supplies into primary care visits for patients with opioid use disorder (OUD). This program has illuminated the importance of centering lived experience and harm reduction in order to decrease stigma and increase access to medication assisted treatment for unhoused adults with OUD. An interactive component will include example materials and group discussions to generate best practices for harm reduction implementation.

**SONORAN SKY SALON 4**

## **Developing/Enhancing Community Partnerships to Increase COVID Vaccination and Immunization Uptake**

**Candace Henderson**, *Community Health Operations Manager, Affinia Healthcare*; **Sonia Deal**, *Vice President of Community Health and Engagement, Affinia Healthcare*

Effective community partnerships can be very beneficial in reaching populations of individuals impacted by social and structural determinants of health. Innovative partnerships allow for organizations to collaborate in an effort to serve the needs of surrounding communities. It is through these partnerships that the needs of disadvantaged communities are met, and barriers are appropriately addressed. During the height of COVID, a federally qualified health center in St. Louis, Missouri, sought to address the impact COVID-19 was having on north St. Louis communities. The organization partnered with grassroots organizations to provide COVID testing and vaccination in several communities, reaching more than 75,000 community members.

**SONORAN SKY SALON 3**

## **Dont Need a Home in Order to Vote**

**Joseph Benson**, *Community Health Worker, Healthcare for the Homeless-Houston*

The organization will be working with audience members to help develop a working Consumer Advisory Board and specifically develop expertise on an advocacy project to increase voter registration and education that no address is required to participate in our voting system in the United States.

**SONORAN SKY SALON 8**

## **Gender Affirming Care for Transgender and Gender Diverse People Experiencing Homelessness**

**Alex Keuroghlian**, *MD, MPH, Director of the Division of Education and Training, Fenway Institute*

Housing instability, employment, and other social determinants of health intersect to create barriers to achieving health equity for transgender and gender diverse (TGD) people. This session will address the needs of and considerations for TGD patients experiencing homelessness.

**SONORAN SKY SALON 1**

## Strategies for Funding a Medical Respite Program

**Richard Ducatzenzeiler**, CEO, The Boulevard of Chicago, Inc.; **Rhonda Hauff**, CEO, Yakima Neighborhood Health Services; **Julia Dobbins**, National Health Care for the Homeless Council; **Erin Gay Miyoshi**, Director of Fund Development, Joseph and Mary's Home

As medical respite care continues to grow nationwide, many communities stumble when asked the million dollar question, "How do you plan to sustainably fund this program?" This panel discussion features three medical respite providers as they share how their programs originally funded their medical respite beds, how that funding has evolved, and what their funding plans are for the future. Panelists will also discuss strategies for developing successful funding partnerships, challenges and missteps along the way, and recommendations for communities in the process of developing their medical respite services. This panel discussion will be highly interactive and a great opportunity for anyone interested in learning more about sustaining medical respite care.

### MESQUITE

## Ensuring Equal Access to Risk Assessment: A Zero Suicide Implementation

**Lara Dicus**, Colorado Coalition for the Homeless; **Dr. Claudia Crosse-Wynn**, Colorado Coalition for the Homeless; **Jamie Dalla Costa**

Colorado Coalition for the Homeless has been on a path to Zero Suicide for the past several years. The Coalition's belief that equal access to risk assessment is at the heart of their implementation process and guides all they do. Based in quality assurance, their process was developed from the beginning with analysis, reporting, and quality improvement in mind. In this presentation, the Coalition will share what they have learned in the hopes of improving quality risk assessment for anyone who experiences homelessness, and contributing to an overall body of research in this area.

### SONORAN SKY SALON 6

## **Building Partnerships To Enhance Equitable Children's Healthcare: A Roadmap**

**Pooja Bhalla**, Co-CEO, Illumination Foundation; **Sandip Godambe**, Children's Hospital of Orange County (CHOC); **Geeta Grover**, Board Member, Center for Autism and Neurodevelopmental Disorders

Social justice and health care are inextricably linked, and an important aspect of social justice is the ability to have fair access to health care and to be taken seriously within the healthcare and social services systems. Health care is not equitable if it is not accessible, and there are still immense gaps in terms of coverage and access for underserved populations, particularly for individuals experiencing homelessness who face many barriers to care. This presentation outlines how the organization has set out to remove those barriers, particularly in the area of advocating for children experiencing homelessness, most of whom have experienced high levels of trauma, including abuse and neglect.

**SONORAN SKY SALON 3**

## **Homeless mortality data for surveillance and policy change: Insights from three SF Bay Area counties**

**David Modersbach**, Grants Manager, Alameda County Health Care for the Homeless; **Jamie Chang**, UC Berkeley; **Barry Zevin**, Medical Director, Street Medicine and Shelter Health, San Francisco Department of Public Health

Mortality data is a crucial epidemiological surveillance tool that homeless health care providers use to improve health and reduce deaths while highlighting the enormous risks faced by unhoused people. Four SF Bay Area Counties share how they put mortality data into action, describing how homeless mortality data is used to drive changes to reduce deaths, improve health, and effect system changes.

**LANTANA**

## **Caring for People Seeking Asylum in Health Care for the Homeless Clinics**

**Kevin Sullivan**, Greater Portland Health; **Marie Louise Mudasigana**, Greater Portland Health; **Sandra Rodrigues**, Greater Portland Health

Greater Portland Health has needed to respond to an influx of asylum seekers and needed to redesign services to meet that need. This talk will include some background information and a discussion among leaders and those with lived experience before opening the floor to questions.

**SONORAN SKY SALON 1**

## **Implementing a Shelter-Based Contingency Mgmt Program for Stimulant & Polysubstance Using People**

**Diane Del Pozo**, Registered Nurse, Alameda County Health Care for the Homeless;  
**Catherine Hayes**, President, Cardea Health

Contingency Management (CM) is currently the only evidence-based treatment for stimulant and poly-substance use disorder. This HCH program has successfully piloted CM services in a homeless transitional/shelter program, bringing clinicians and Substance Use Navigators with lived experience together with residents to bring this powerful tool to reduce stimulant and poly-substance use through motivational incentives for a population lacking access to effective substance use services. This presentation will bring clinician, nurse, and SUN to offer clinical and practical introduction to Contingency Management, nuts and bolts, successes and challenges of initiating nurse and peer-based Contingency Management program in an HCH program.

**KAIBAB**

## **Utilizing Health-Related Patient Data to Advance Health Equity in Clinical Care**

**Emily Thompson**, Principal Planning Analyst, Hennepin County Health Care for the Homeless;  
**Naomi Windham**, Clinical Quality Improvement Manager, Family Nurse Practitioner  
Hennepin County Health Care for the Homeless

Hennepin County Health Care for the Homeless (HCH) is a federally qualified health center (FQHC) located in the upper Midwest. The health center's patient population faces some of the greatest disparities in health within the community. Over the past two years, HCH has worked to improve how clinical quality data and patient health measures are collected, reported, and addressed. These efforts focus on grounding the collection and utilization of patient health data in health and racial equity, along with improving health and the healthcare experience for HCH patients. This session will include examples of data in action to promote equitable health care outcomes. Discussion in small groups will focus on how others have used data to examine and measure health and racial equity to improve health care.

**SONORAN SKY SALON 6**



## **Moral injury in the context of street homelessness**

**Megan Smith**, Outreach worker / Adjunct assistant professor / Assistant professor, House of Hope / Alpert Medical School / Rhode Island College; **Maureen Sumner**, Peer mentor House of Hope; **David Araujo**, House of Hope

The presenters will define the concept of moral injury in the context of street homelessness and invite participants to share examples of potentially morally injurious events (PMIEs) from their lived and/or practice experience, utilize case vignettes to workshop language around moral injury that outreach workers and clinicians can use, and jointly identify teaching and organizational change strategies to increase structural competence in caring for people who have experienced moral injury in the context of street homelessness. **Note:** This session will include direct discussion of traumatic experiences and criminalized behavior.

**SONORAN SKY SALON 2**

## **Building DEI-B From the Ground Up**

**Emily Hildebrant**, MS, Quality Improvement Manager, Duffy Health Center

This workshop begins with a case study of one organization's DEI-B journey as seen through the lens of J. Kotter's eight "accelerators." This particular roadmap is valuable because the DEI-B organizational work is disseminated throughout the agency and is not assigned to one office or person. Next, we look at a change management framework that provides tools to evaluate the current state, manage transitions, develop a change work plan, and implement and monitor change. Attendees will then work in groups to review and discuss a curated set of evaluative and supportive tools and practices.

**MESQUITE**

## **Using CalAIM to Make Strategic Investments that Uplift the Experience of Unhoused Members**

**Danielle Cameron**, Director III, CalOptima Health; **Doug Becht**, Orange County Health Care Agency; **Kelly Bruno Nelson**, Executive Director, Medi-Cal/CalAIM, CalOptima Health

Learn about a Medi-Cal plan's approach to centering the experience of its members experiencing homelessness through strategic investments and program implementation in partnership with the local continuum of care and community-based organizations. Learn how these investments increase opportunities for unhoused members to provide feedback on programs and receive a variety of new services to support their whole-person health journey.

**SONORAN SKY SALON 5**

## **Countering Nonprofit Exploitation: A Call for Client Compensation**

**Malcolm Williams**, Senior Client Relations Manager, Health Care for the Homeless; **Keiren Havens**, KJ Havens Consulting, LLC; **Mark Council**, Board Member, Health Care for the Homeless

Client storytelling is a staple of the nonprofit business model, everpresent in board and committee proceedings, research, advocacy and policy, communications, and fundraising. Nonprofit organizations benefit significantly from the client experience and their ability to capture an audience. The critical question is how equitable is this exchange between the client and the organization? This presentation will focus on how to create a client compensation policy, procedure, and agreement using our own organization's 2023 implementation process as a case study.

**SONORAN SKY SALON 4**

## **People Not Pathology: A human-first, trauma-informed deep dive into complex mental health**

**Lauren Healy**, Mental Health Clinical Supervisor, Contra Costa Health; **Margaret Wessner**, Mental Health Clinical Specialist, Contra Costa Health

Understanding one's mental health only as a diagnosis which needs to be medicated is a deeply wounding experience Contra Costa Health aims to avoid in their practice. This presentation will examine the "symptoms" of complex mental health conditions through a trauma-informed lens, which appreciates the brilliant creativity of the human psyche. Participants will leave with a deeper appreciation for their clients labeled as Bipolar, Schizophrenic, or Personality Disordered; increased skill around differential diagnosis and treatment planning for mental health; and the ability to make a strong case for the inclusion of skilled mental health providers in your clinic.

**SONORAN SKY SALON 8**

## **Addiction and Medical Respite Care**

**Raven Scrivner**, Interfaith Works; **Carol Benner**, Boston Health Care for the Homeless Program; **Meg Martin**, Interfaith Works; **Elizabeth Yearsley**, Boston Health Care for the Homeless Program; **Joanna D'Afflitti**, Boston Health Care for the Homeless Program; **Hannah Matheson**

**SONORAN SKY SALON 7**

## **Cluster Care: Providing Support to High-Needs Clients in Transitional Housing**

**Kevin Hines**, *Breaking Ground*; **Erin Madden**, *Vice President, Programs, Breaking Ground*; **John Betts**, *Assistant Vice President, Program Development & Innovation, Breaking Ground*

The organization recognized a need to provide specialized support to high-needs residents in NYC Safe Haven transitional housing for individuals who previously experienced street homelessness. Due to systemic constraints that do not allow for long-term Home Health Aide Services onsite, a needs assessment was conducted to learn the scale and scope of the need among their current residents for ADL support to help inform the development of a Cluster Care program. Attendees will engage with direct program staff to learn how the program was implemented, the successes and challenges, and begin to assess how to incorporate this model into their organization.

**KAIBAB**

## **Engaging consumers and clinicians in what works for substance use in people who are homeless**

**Moncies Franco**, *Senior Community Engaged Research Coordinator, Health, Homelessness, & Criminal Justice Lab / Hennepin Healthcare Research Institute*; **Katherine Vickery, MD, MSc**, *Hennepin Healthcare*; **Art Rios**, *CAB Member, NCAB*

People experiencing homelessness die prematurely compared to their stably housed peers. Increasingly deaths are due to substance use. Yet national data confirms people experiencing homelessness have lower access to publicly funded substance use treatment programs and are less likely to receive medication-assisted therapy for opioid use disorder. This workshop will be led by facilitators with lived experience of homelessness and researcher/clinicians. The goal will be to gather input from consumer and clinician attendees about their experience of what works to deliver substance use treatment to people experiencing homelessness. We will also review the current state of evidence about homelessness and substance use disorder and have a group conversation responding to different models and approaches to treatment. The input of this team will support an NIH grant, currently under review, in partnership with the National Health Care for the Homeless Council about using participatory research to develop a new treatment for people experiencing homelessness with opioid and/or stimulant use disorder.

**SONORAN SKY SALON 5**

## **Fent to Bupe: Paths to Success from Camp to Clinic**

**Andrea Chiavarini**, *Physician, Lifeline Connections*; **Eowyn Rieke**, *Medical Director Outpatient and Residential, Fora Health Treatment and Recovery*

People using fentanyl are losing hope — many think they can't get on buprenorphine, and that bupe isn't strong enough to help them feel OK without fent. In this workshop we will prepare medical providers to support patients starting bupe, from pre-induction preparation, to choosing an option for induction, to aftercare in a variety of settings including camps, mobile medical vans, withdrawal management (detox), and clinics.

### **MESQUITE**

## **When leaders with Lived Experience and Outreach clinicians join forces to advocate!**

**Andrew Wassenich**, *Miriam's Kitchen*; **Lara Pukatch**, *Chief Advocacy Officer, Miriam's Kitchen*; **Wesley Thomas**, *Advocate, Individual advocate/Miriam's Kitchen Speaker's Bureau*

Join leaders with lived experience of homelessness, a street outreach clinician, and an advocate from a homeless service agency to discuss how they have collaborated to advocate for an end to encampment evictions, an expansion of non-congregate shelter, and increased resources to end homelessness all in the face of rising NIMBY-ism, increased criminalization of homelessness, and policies fueled by racist stereotypes.

### **SONORAN SKY SALON 1**

## **NYC Street Medicine: A Human-Centered Approach in Healthcare to Housing, and Housing to Health**

**Andy Cook**, *NYC Health + Hospitals*; **Yinan Lan**, *NYC Health + Hospitals*

Just as housing can lead to health, so too can health care lead to housing. This endeavor is foundational to the Street Health Outreach & Wellness (SHOW) initiative, run by New York City Health + Hospitals, the largest municipal healthcare organization in the nation. From a human-centered aim, the SHOW program utilizes street medicine and the system's Primary Care Safety Net clinics to engage individuals who are street homeless and provide wrap-around services that forge that pathway from health care to housing, and with housing to health and wellbeing.

### **SONORAN SKY SALON 3**

## **Mortal Systemic Exclusion and the State of Homeless Mortality**

**Giselle Routhier**, NYU School of Medicine; **Ashley Meehan**, PhD Student, Johns Hopkins University

This session will provide an overview on what we currently know about homeless mortality in the U.S. Currently, there are no national estimates of how many people die while experiencing homelessness. However, local jurisdictions and organizations have developed their own methods for determining homeless deaths. Speakers will describe these local efforts and opportunities for aligning homeless mortality data and present findings from a multi-locality study of homeless mortality. Local, state, and federal evidence and policy recommendations from the NHCHC Homeless Mortality Working Group will provide attendees with tangible actions to improve homeless mortality efforts in their communities and institutions.

**SONORAN SKY SALON 6**

## **Building Safety & Resiliency in the Face of Loss**

**Jessica Guardado**, Directors of Supportive Services, Healthworks ACT, Groundworks Collaborative; **Joshua Davis**, Groundworks Collaborative; **Kathleen McGraw**, CMO, Brattleboro Memorial Hospital

This presentation will be a case study of the organization and community after the death of a staff member at the hands of a client. There will be a discussion among attendees to evaluate and identify current strengths and areas for development around organizational safety policies and wellness resources. This workshop intends to challenge attendees to consider both individual and organizational frames for safety and resiliency in serving people with vulnerability and proximity to violence, loss, and tragedy. There will be examples and models of support that organizations can adopt to set a healthy frame around safety and wellness within organizational culture proactively. There will also be discussion on ways in which organizational frame of support can assist in individual staff development around self care toward sustainability from burnout in work with a complex and challenging population.

**SONORAN SKY SALON 8**

## **Understanding and Applying Principles of Language Justice**

**Tanagra Melgarejo**, National Learning and Engagement Strategist, National Harm Reduction Coalition; **Kate Gleason-Bachman**, Clinical and QI Nurse Manager, National Health Care for the Homeless Council; **Katie League**, Behavioral Health Manager, National Health Care for the Homeless Council

**SONORAN SKY SALON 4**

## **A trauma-informed and multi-disciplinary approach in offering outpatient post-sexual assault care**

**Lisa Schwartz**, Nurse Practitioner, Boston Health Care for the Homeless Program; **Samantha Ciarocco**, Director of Trauma Services, Boston Health Care for the Homeless Program; **Nicole Sabatino**, Women's Health Sites Co-Nurse Manager, Boston Health Care for the Homeless Program

An increase in homeless patients reporting sexual assaults to clinical and non-clinical members throughout the organization led to the creation of a post-sexual assault treatment protocol to provide trauma-informed care that is initiated at time of disclosure. Post-sexual assault care is often retraumatizing which prevents patients from reporting these assaults to care teams. This protocol increases patient autonomy in decision-making while ensuring that post-sexual assault medical and behavioral health care is available. The protocol also aims to support staff to mitigate the risks of vicarious and secondary trauma.

**SONORAN SKY SALON 7**

## **Maximizing the Synergy of Health Care, Housing, and Value Based Care**

**Rhonda Hauff**, CEO, Yakima Neighborhood Health Services; **Rachel Briegel**, Health and Housing Program Manager, Community Health Plan of Washington; **Lowel Krueger**, Yakima Housing Authority; **Kevonya Elzia**, Director of Justice, Equity, Diversity, and Inclusion, National Health Care for the Homeless Council

This session will discuss the relationship between health and housing (or lack of housing), and share recent and current collaborations that demonstrate how quality supportive housing improves health, particularly for the chronically homeless. Panelists will share public housing financing models, support services in both metropolitan and rural communities, value-based care initiatives, and case studies. Presenters will focus on public and private resources for housing acquisition master leasing, and supports available through Medicaid.

**SONORAN SKY SALON 2**

## **“I hear you” An invitation to move towards “You heard me.”**

**Rafael Martinez**, Author, LCSW, Director of Behavioral Health, Circle the City

It is the person speaking who is the judge of how well they have been heard. When a person feels heard, the door is open for partnership toward change and growth. In this workshop, participants will review and practice the motivational interviewing skills of accurate empathy, reflective listening, and affirmations.

**LANTANA**

## Community Living Room: A Consumer Developed & Led Center Responding to SF's Overdose Epidemic

**Samuel Cuadra**, Associate Director of Community Health and Engagement, San Francisco Community Health Center; **Miguel Ibarra**, Director of Community Engagement, San Francisco Community Health Center

The Community Living Room (CLR) is a consumer developed and led drop-in space and intervention for people who use drugs. Part of San Francisco's overdose response plan, The CLR is located in the heart of the Tenderloin District and is a collaborative of CBO's within the area. The CLR provides warm meals, hygiene services, case management, medical and behavioral health care, and education, linkage, and navigation to the full array of substance use treatment services like, harm reduction supplies, medically assisted treatment, support groups, and outpatient and residential programs. The Community Living Room is a model in radical hospitality that strives to make guests feel welcome and celebrated. It is also an important element in the response to overdoses in the City of San Francisco.

**SONORAN SKY SALON 1**

## Using Homeless Mortality Data to Drive Policy & Program Change: A Discussion of Local Approaches

**Ben King**, Assistant Professor, University of Houston; **David Modersbach**, Grants Mgr, Alameda County Health Care for the Homeless; **Josh Leopold**, Senior Adviser on Health, Housing, and Homelessness, Minnesota Department of Health; **Barbara DiPietro**, Senior Director of Policy, National Health Care for the Homeless Council

Completing a homeless mortality study is a major accomplishment, but it's only the beginning of the process to reduce disparities in life expectancy for people experiencing homelessness. In this moderated discussion panel, members of the Homeless Mortality Working Group will discuss their experiences in using homeless mortality studies to drive policy change. Specifically, the panelists will discuss strategies for making research findings accessible through community engagement, group/task forces, interactive dashboards, media communications, and using reports to inform efforts to reduce deaths. Come to this discussion and learn how you can leverage your community's mortality data toward policy change.

**SONORAN SKY SALON 8**

## **Unhoused Youth in LA: A Perspective on Providing Health Care from Children's Hospital Los Angeles**

**Diane Tanaka**, Medical Director, Children's Hospital Los Angeles; **Nanora Thompson**, Nurse Practitioner, Children's Hospital Los Angeles

Youth experiencing homelessness is a multi-faceted problem that combines the complications of being unhoused along with the complexities of adolescence. The Children's Hospital of Los Angeles has been providing health care to this population for more than 40 years in the Los Angeles area. This presentation will share how staff utilizes principles of harm reduction paired with trauma-informed care while looking at the bigger picture of how unhoused youth will fare in a world where social justice, health, and socioeconomic equity are not always conditions that are attainable.

**NOBLE**

## **A New Syndemic Approach: Domestic Violence, Homelessness and Harm Reduction**

**Tanagra Melgarejo**, Author, MSW, National Learning and Engagement Strategist, National Harm Reduction Coalition

This workshop seeks to engage participants in reflection and conversation about the intersection of domestic violence, substance use, and homelessness while also identifying concrete and practical intervention strategies providers can begin to implement to best serve all our participants, and in this case specifically intimate partner violence survivors.

**SONORAN SKY SALON 3**

## **Homelessness Is Not a Binary: The Continuum of Care When Homelessness is a Chronic Comorbidity**

**Sabra Boyd**, Human Trafficking Prevention Consultant with Lived Experience; **Sheryl Recinos**, Physician Independent Contractor; **Lefty**, Radical Community Care | Unsheltered PHX; **Sophia Dancel**

Clinicians rarely ask patients about their health history related to recovering from homelessness. Through case studies, lived experience, oncological and epigenetic research, and group discussions, this session will explore the importance of evaluating chronic health issues with homelessness as a comorbidity even after patients have regained housing stability and recovered from homelessness. The session will also explore how chronic health conditions are created and exacerbated by housing instability, how this impacts the healthcare system, and how housing first (housing as health care) improves the healthcare system both for patients and providers.

**SONORAN SKY SALON 5**



## **Social Justice: Health and Housing in Arizona's Tribal Communities**

**John Molina**, *Arizona Advisory Council on Indian Health Care*; **Mckayla Keam**, *Executive Project Coordinator, Arizona Advisory Council on Indian Health Care*

The Arizona Advisory Council on Indian Health Care (AACIHC) coordinated an assessment to gather insights from Tribal Health stakeholders in Arizona, focusing on two critical areas: health issues and housing challenges in tribal communities. This presentation will provide the findings from this project to better understand housing issues in American Indian communities through a public health and healthcare lens. This session will address the issue of persons experiencing discrimination on the basis of the housing status, which affects their health and social rights.

**KAIBAB**

## **Housing is Health Care: Leveraging Medicaid Waivers to Strengthen Housing First Programs**

**Lawanda Williams**, *Chief Behavioral Health Officer, Health Care For the Homeless*; **Kevin Lindamood**, *President and CEO, Health Care for the Homeless*

This workshop — at the intersection of policy and practice — will explore the regulatory background enabling Medicaid “supportive housing” waivers, emerging data on housing and health, and the policies, politics, and partnerships that made possible a state's six-year state pilot (which will be expanded statewide in FY2025). Outcomes from a five-year state study will be shared. HCH program leadership will discuss how the organization worked with local and state government, legislators, and hospital partners to shape program design, set appropriate billing rates, build community buy-in and adapt the program over time. Presenters will explore challenges and opportunities with staffing and design within an HCH project, client engagement, pilot implementation, and program sustainability.

**SONORAN SKY SALON 4**

## **Closing the disparity gap: The importance of clinical, patient, and analytics team collaboration**

**Angelica Smith**, Boston Health Care for the Homeless Program; **Elizabeth Lewis**, Boston Health Care for the Homeless Program; **Sanju Nembang**, Director of Quality, Boston Health Care for the Homeless Program

Boston Health Care for the Homeless Program (BHCHP) works diligently to strengthen clinical equity in homeless health care as an integral part of its care model. For several years, the analytics team has performed analyses on clinical quality data stratified by patient demographics. Members of the clinical, analytics, quality, and consumer advisory board teams review and discuss the data. The analytics team dives deeper into areas of disparity to investigate possible drivers. Examples include inequities by preferred language and steps taken to close those gaps. BHCHP plans to continue this inter-team collaboration to address disparities and provide equitable health care.

### **MESQUITE**

## **Patching the Safety Net: Review of a Rapid Post-Hospitalization Shelter Pilot Program**

**Catherine Hayes**, BSN, MSN, FNP-BC, MPH, President, Cardea Health

This presentation discusses a pilot post-hospitalization shelter program combined with a medical respite program that provides a rapid-admission option for people awaiting respite bed availability and offers a short-term recovery option for discharges not acute enough to require respite. The pilot has demonstrated that a same-day safety net shelter for hospital discharges provides an important part in the safety net designed for the unhoused and addresses a critical gap between hospitalization and the availability of medical respite beds. This presentation discusses program inception and funding, the clinical model, outcomes, and challenges associated with the first nine months of this pilot.

### **LANTANA**

## Intervening at the Corner of Homelessness and Health: How to Rapidly Increase Capacity for Medical Respite

**Christine Haley**, State Homelessness Chief, Illinois Office to Prevent & End Homelessness; **Richard Ducafenzeiler**, CEO, The Boulevard of Chicago, Inc.; **Rachel Thomas**, Senior Program Manager, Illinois Public Health Institute; **Angie Walker**, Homeless Program Manager City of Rockford Health and Human Services Department

Medical respite care is an essential intervention to end and prevent homelessness. In the shadow of the COVID pandemic, this need looms larger than ever. This workshop will introduce a successful statewide capacity-building model that can be duplicated in states seeking to sustainably grow their network of medical respite programs. The state leader of this initiative and two of the participant communities will facilitate a discussion on the necessity of expanding capacity for medical respite care nationwide, the opportunities and challenges of implementing their statewide capacity building model, and the feasibility of a medical respite benefit in Medicaid.

### SONORAN SKY SALON 6



## Primary Care & Restorative Justice: 10 years of health care delivery in supportive housing

**Kaitlin Brown**, NP, Assistant Medical Director for Primary Care Education, Janian Medical Care; **M.E. Regan**, Janian Medical Care; **Emily Gerteis**, Director of Primary Care, Janian Medical Care

Janian Medical Care's Primary Care department turns 10 years old in 2024. The Janian team has learned that the principles of Restorative Justice offer a helpful lens through which primary care providers may view their work. As Janian Medical's delivery of health care in permanent supportive housing reaches its 10th year, this presentation will explore how they built their program, and how their model acts as a venue to initiate healing for their patients. The presenters will highlight successes and pitfalls, how to replicate a similar model in other settings, and how to improve and change the way health care is provided for patients who have experienced homelessness.

### MESQUITE

## Implementing long-acting injectable ART at a primary care clinic for people experiencing homelessness

**Maria Noel Zimmerman**; Registered Nurse, TRUST Clinic, Lifelong Medical Care; **Julian Talgo** TRUST Clinic, Lifelong Medical Care; **Meggie Woods**, TRUST Clinic, Lifelong Medical Care

Long-acting injectable anti-retroviral therapy (LA-ART) will revolutionize the treatment of HIV/AIDS for people experiencing homelessness. Building off their success with other long-acting injectable medications, TRUST Clinic established a nurse-run program to provide LA-ART to people living with HIV/AIDS and experiencing homelessness. The program has demonstrated that LA-ART reduces barriers to HIV care and keeps even the most difficult-to-treat patients undetectable. The TRUST team will share lessons learned and provide practical guidance on building your own LA-ART program.

### SONORAN SKY SALON 8

## Community and Advocacy in Medical Respite Care

**Jillian Olmsted**, Executive Director, The INN Between; **Lorie Okada**, University of Hawai'i at Mānoa; **Anna Pruitt**, Faculty Affiliate, Research Associate, University of Hawai'i at Mānoa

### SONORAN SKY SALON 4

## **Basics of Safety and Security for Homeless Service Providers**

**Cindy Manginelli**, *Director of Community Engagement, National Health Care for the Homeless Council*

Prioritizing the safety and security of patients and staff is a vital component of workforce development and healthy culture creation. However, conversations about physical safety can be challenging and are often engaged only after a crisis. Explore how homeless service providers are talking about safety and security with their staff and patients and find tools to enhance this conversation and the formation of policies and procedures for your agency.

**KAIBAB**

## **As the World Burns: HCH Responses to the Impacts of Extreme Weather & Climate Change**

**Susannah King**, *Social Services Manager, Hennepin County Health Care for the Homeless*; **David Peery**, *NCAB Co-Chair, Camillus Health*; **Stephanie Martinez**, *Sr. Director of Community Outreach & Strategy, Circle the City*; **Lucy Kasdin**, *Director, Alameda County Health Care for the Homeless*; **Brittany Melton-Hill**, *Outreach Program Manager, Colorado Coalition for the Homeless*

Homeless services providers must increasingly organize, prepare, and respond to natural — and unnatural — disasters and emergencies which disproportionately affect unsheltered and sheltered persons experiencing homelessness and other vulnerable populations. This workshop will bring together four leading HCH programs directly impacted by extreme weather and climate change. Program leads will provide accounts and examples of preparation and response to ongoing climate emergencies such as extreme heat, cold, hurricane, rainfall events, wildfire, and other natural and nonnatural disasters. Participants will learn how to plan strategically for both anticipated and unanticipated emergencies, and how to develop and advocate for partnerships and strategies to focus response and relief to vulnerable people.

**SONORAN SKY SALON 6**

## **BIPOC Affinity Space**

**Kevonya Elzia**, *Director of Justice, Equity, Diversity, and Inclusion, National Health Care for the Homeless Council*

This is an intentional curated safe space for anyone who self-identifies as a Person of Color.

**SONORAN SKY SALON 2**

## **You said what?! Navigating Conflict Management & De-Escalation in Housing Settings through Harm Reducx**

**Melissa Matheney**, *Training & Development Manager, National Harm Reduction Coalition;*  
**Taylor Edelmann**; *LGBTQIA+ Health & Harm Reduction Manager, National Harm Reduction Coalition*

This workshop explores conflict resolution and de-escalation in housing settings, emphasizing harm reduction principles. Conflicts in housing, compounded by substance use, mental health, anti-Blackness, and transphobia, often lead to punitive measures causing harm. This session will explore skills and techniques benefiting residents and staff by applying a harm reduction approach. We aim to offer innovative conflict resolution strategies that prioritize harm reduction, empathy, and collaboration, providing valuable recommendations for housing stakeholders. These contribute to creating safer, inclusive living spaces in a time where housing stability and communal harmony are crucial.

**LANTANA**

## **Unpacking Workplace Violence on BIPOC Health Care Workers**

**Tolulope Thomas**, *Chief Quality Officer, Health Care For the Homeless;* **Lawanda Williams**  
*Chief Behavioral Health Officer, Health Care For the Homeless*

Workplace violence is a critical issue that affects not only the individuals involved but also the overall organizational culture. When examining workplace violence, it is important to recognize that BIPOC staff may experience unique challenges and consequences due to systemic and cultural factors. This presentation seeks to delve into the multifaceted nature of violence in the workplace, examining its various forms — including physical violence, verbal violence, emotional violence, violence enacted in written form, and intimidation. By understanding these distinct manifestations, we can better comprehend their specific impacts on individuals, teams, and organizations, as well as the disproportionate impacts on BIPOC.

**NOBLE**

## **Bureau of Primary Health Care (BPHC) Discussion**

**Barbara DiPietro**, *Phd, Senior Director of Policy, National Health Care for the Homeless Council;*  
**Onyeka Anaedozi**, *Deputy Associate Administrator, HRSA's Bureau of Primary Health Care*

In this session, staff from HRSA's Bureau of Primary Health Care (BPHC) will discuss priority issues, funding opportunities, and other issues pertinent to the HCH community. This session will provide an opportunity to hold conversation and ask questions related to issues specific to health center operations. Time will be reserved for Q&A.

**SONORAN SKY SALON 5**

## **Estimating Youth Homelessness in Denver, Colorado from 2017-2021: A Capture-Recapture Analysis**

**Matthew Westfall**, *University of Colorado School of Medicine;* **Elysia Clemens;**  
**Joshua Barocas**

Accurate estimates of youth experiencing homelessness are unknown. Capture-recapture can estimate the unknown population of people experiencing homelessness — those not accessing services. This session will explore a multi-sample, capture-recapture analysis using three citywide datasets linked at the individual-level to estimate the prevalence of homelessness in Denver among individuals ages 14-17 from 2017-2021. Those estimates are nearly four times those using direct estimation (i.e., Point-In-Time) and increased by 146% from 2017 to 2021.

**SONORAN SKY SALON 7**

## **Workforce Development: Meeting Multiple Needs in One Program**

**Mia Arias**, *MPA, Director III, CalOptima*

Learn how a managed care plan and a community-based organization have faced challenges and achieved successes in offering a workforce development program for people navigating barriers to the workforce while simultaneously creating a pipeline of trained personnel to build the capacity of homeless-services providers. These organizations teamed up with local homeless shelter operators to create a pathway for individuals to become fully trained in service provision and receive on-the-job support to help them establish a work history.

**SONORAN SKY SALON 3**

## **Supportive Strategies: TBI and Homelessness**

**Amanda Richer**, *Displacement Consultant*

Supporting and identifying individuals with Traumatic Brain Injury (TBI) experiencing homelessness is challenging but vital. This session will explore key strategies, including education and training for recognizing TBI, specialized screening tools, dedicated outreach teams, interagency collaboration, trauma-informed care, improved healthcare access, peer support, a Housing First approach, mental health and substance use support, long-term assistance, data collection, and legal advocacy. There will be a focus on the significance of empathy and individualized care in addressing the complex challenges faced by homeless individuals with TBI.

**SONORAN SKY SALON 3**

## **Meeting People Where They Are: Interprofessional Collaboration in the Community to Support PEH**

**Karen Lui**, *Rush University Medical Center*

This session will explore leveraging interprofessional collaboration to reduce healthcare disparities in people experiencing homelessness through innovative care delivery models. Prior to the COVID-19 pandemic, at a large urban academic medical center, health care for people experiencing homelessness was disparate and siloed. The pandemic necessitated a level of collaboration across professions and organizations that was unprecedented in the region. Building on that momentum, an interprofessional center was established to improve collaboration internally and externally to the academic medical center and to reduce health disparities in people experiencing homelessness.

**SONORAN SKY SALON 1**

## **Mobile Dental & Medical Services**

**Wanda Johnson**, *Nurse Practitioner, Alameda Health System*; **Joshwin Hall**, *Dentist, Alameda Health System*

This session explores the experiences — both triumphant and challenging — of the Alameda Health System, whose lessons may serve as a useful blueprint for other healthcare organizations and institutions seeking to make a meaningful impact on the dental health of homeless populations.

**LANTANA**



## **Enhancing Access & Equality in Health Care for the Homeless: A Focus on Physical Therapy in Respite**

**Rebecca Workman**, PT, DPT, Cert. DN, AIB-VR, Circle The City

Individuals experiencing homelessness are often impacted by musculoskeletal and neuromuscular injuries. However, these individuals often face significant barriers to accessing physical therapy, such as lack of insurance, transportation, and ability to be compliant. Respite centers offer a unique opportunity to address these challenges and provide high-quality, comprehensive physical therapy to individuals experiencing homelessness. Respite centers are also well-positioned to provide trauma-informed care, which takes into account the impact of trauma on a person's physical and mental health. This presentation will discuss a model that promotes the integration of care in respite centers to foster better health outcomes and enhance equality in health care for one of the most vulnerable populations.

**SONORAN SKY SALON 8**

## **Viewing of “Behavioral Health, Stigma, and Resilience: Firsthand Perspectives”**

**Caitlin Synovec**, Assistant Director of Medical Respite, National Health Care for the Homeless Council

Explore the complex intersection of stigma and behavioral health through this insightful video screening from the National Health Care for the Homeless Council's online course: Behavioral Health, Stigma, and Resilience: Firsthand Perspectives. Gain valuable insights into the experiences of individuals with behavioral health conditions who have faced homelessness as they share their personal narratives. This session aims to foster empathy, understanding, and promote meaningful conversations surrounding behavioral health. This video intends to challenge preconceptions, dismantle stereotypes, and advocate for a more compassionate and inclusive approach to mental health. Attendees will have an opportunity to debrief and reflect on how identifying and addressing stigma can impact their day-to-day work.

**SONORAN SKY SALON 4**

## **Supporting Safe Discharge from Health Care Facility to Shelter**

*Nirah Johnson, LCSW, NYC Department of Homeless Services*

Health care facilities discharge thousands of patients to shelter annually. For clients transitioning from street into shelter and those with serious mental illness, careful discharge planning is needed for shelter integration and safety. In 2023, the NYC Department of Homeless Services formalized its "Assisted Discharge Planning" intervention to support healthcare facilities in developing realistic follow-up care plans matching client needs, expediting community mental health program enrollment using dedicated slots, and coordinating targeted shelter placement based on availability and needs, such as proximity to follow-up care. The agency developed a new data management system to document, monitor, and report on program outcomes.

### **SONORAN SKY SALON 6**

## **Street Medicine and Community Paramedicine: Exploring the Intersection**

*HALEH VAN VLIET, MD, FACEP, Tower Health Medical Group*

The robust intersection between street medicine and community paramedicine has not received the degree of attention it warrants. This presentation will review documented examples before launching into a discussion on opportunities for program design and implementation. A suburban health system-associated partnership between a distinct street medicine team and community paramedicine team will be reviewed. Directions for further programmatic development and research at this intersection will be suggested.

### **MESQUITE**

## **A Reproductive Health Protocol: Working to bridge gaps to healthcare for rough sleepers**

*Jovan Cosby, Mobile Assessor, Project HOME; Hillary Miller, Registered Nurse, Project HOME -Street Medicine*

As reproductive health access has been impacted across the country, this Reproductive Health Protocol was created as a step-by-step guide to allow for Outreach Lead Reproductive Health engagement. This Reproductive Health Protocol allows for outreach workers to have greater guidance and support in the step by step process on where and how to make referrals to local and trusted healthcare resources. Resources including pregnancy care, prenatal care, sexually transmitted disease testing, and birth control administration are all included and offered through this step-by-step guide. This Reproductive Health Protocol aims to connect rough sleepers and unhoused peoples to high-quality and adequate health care to support their reproductive health needs in a safe and supportive environment.

**NOBLE**

## **Empowering Skin and Soft Tissue Care in Homeless Communities**

*Joss Hudkins, Community Health Education Co-coordinator, Portland Street Medicine*

The "Skin and Soft Tissue Care" (SSTC) program provides medical education and empowerment directly to PEH and support workers regarding infections, wounds, and other skin conditions. Over three years, SSTC has led more than 100 workshops in camps, safe rest villages and shelters. Additionally, they are educating and supporting 12 individual PEH as healthcare resources for the people within their camps. The purpose, scope, implementation, and growth of SSTC will be presented by their Program Coordinator, a person with lived experience. Educational materials developed by this program will also be shared.

**SONORAN SKY SALON 7**

## Cultural Safety

**Kevonya Elzia**, Director of Justice, Equity, Diversity, and Inclusion, National Health Care for the Homeless Council; **Dorene Day**; **Erin Tenney**

As we look to address the social injustices of health and wellbeing, we must first acknowledge and reckon with the roots of the western medical model. The framework of Cultural Safety understands and names the history, context, and ongoing role colonization has in the health inequities that plague the communities we serve. During this Learning Lab, Dorene Waubanewquay Day, educator, midwife, Indigenous activist, and Erin Tenney, DNP, nurse-midwife and women's health nurse practitioner, will guide us through the concept of Cultural Safety. We will center the Indigenous patient experience. While this session will focus on Cultural Safety for Indigenous people, the tenets learned can also be applied to all populations. [Learn more about cultural safety by clicking here.](#)

### SIERRA 1

## Service Delivery and Reimbursement Models for Utilizing Nurse-Led Care Across HCH Settings

**Katie League**, Behavioral Health Manager, National Health Care for the Homeless Council; **Kate Gleason-Bachman**, Clinical and QI Nurse Manager, National Health Care for the Homeless Council; **Amy Gordon**, Doctor, Hennepin County Healthcare for the Homeless; **Jillian Bird**, National Nurse-Led Care Consortium; **Charis Folkerts**, Hennepin County Health Care for the Homeless; **Tara Ankrah**, Circle the City; **Margarita Mendez**, Circle the City; **Sharon Dipasupil**, Circle the City

Nurse-led care models are often underutilized and can have a significant impact on individual patients' lives and on community and population health outcomes. Co-sponsored with the National Nurse Led Care Consortium (NNCC), this session will discuss various models for building and operating nurse-led care teams across a variety of settings. Speakers will provide case examples of how their teams are structured, how they manage reimbursement and funding, how nurse-led care fits into health center flow and care delivery, and how technology is used to maximize the care provided to people experiencing homelessness.

### SONORAN SKY SALONS 1-2

## Next Steps in Addressing Encampment Sweeps

**Bobby Watts**, CEO, National Health Care for the Homeless Council; **Barbara DiPietro**, PhD, Senior Director of Policy, National Health Care for the Homeless Council; **Will Knight**, Decriminalization Director, National Homelessness Law Center; **Jeff Olivet**, Executive Director, USICH; **Kent Forde**, Federal Team lead in Phoenix, All Inside initiative; **Tamara Wright**, Senior Regional Advisor, USICH/Phoenix team; **Caroline Waddell**, PhD, Centers for Disease Control; **Jessica Sherman**, PhD, MSN, FNP-BC, RN, Centers for Disease Control

Encampment sweeps have become an all-too-common response to unsheltered homelessness in many communities. Unfortunately, these forcible removals are rarely accompanied by permanent housing and only serve to destabilize people, disconnect them from housing and services, and do nothing to solve homelessness. This Learning Lab will feature updates on the status of encampment sweeps (and other criminalization measures) and USICH's All Inside initiative, as well as new CDC research on the healthcare needs of unsheltered people living in encampments. A new NHCHC policy brief will also be discussed, which provides examples of communities taking interim strategies that better support unsheltered people. Finally, a moderated discussion will identify the action steps needed to move communities forward in constructively responding to encampments.

**SONORAN SKY SALON 5**

## Evaluations in Health Care for the Homeless Programs

**Lauryn Berner-Davis**, Director of Implementation Research, National Health Care for the Homeless Council; **Ben King**, Assistant Professor, University of Houston; **Katherine Vickery**, MD, MSc, Hennepin Healthcare; **Ashley Meehan**, PhD Student, Johns Hopkins University; **Joey Kenkel**, National Health Care for the Homeless Council; **Chad Hunter**, National Health Care for the Homeless Council

The key to ensuring the work we do is effective is to have an evaluation plan in place. Creating a strong evaluation plan starts early — as communities identify goals for their process and system, they are laying the foundation for how to determine their process's efficacy toward that goal. This interactive learning collaborative will provide an opportunity for health centers and medical respite programs to learn best practices in program evaluation and apply it directly to their work.

**SONORAN SKY SALON 4**

## **Environmental Emergencies: We Can Help, The Lived Experience Perspective**

### ***National Consumer Advisory Board***

While an environmental emergency can be traumatic for entire communities, people experiencing homelessness are particularly devastated and predominantly ignored by emergency response efforts. We know, however, that people experiencing homelessness (and people who formerly experienced homelessness) are extremely resilient and often support one another to find solutions that can inspire and influence the greater community response. Please join the National Consumer Advisory Board's Steering Committee for this Learning Lab, an interactive discussion about how environmental emergencies impact people experiencing homelessness and how people with lived experience are uniquely positioned to support people experiencing homelessness during these crises. Additionally, the discussion will explore how HCH health centers can better support and advocate for people experiencing homelessness during environmental emergencies by engaging consumer leaders, consumer advisory boards, peers, and others with lived experience in the response.

### **SIERRA 2-3**

## **HHRC Advanced Care Planning for People Who Use Drugs**

**Devora Keller**, Director of Clinical Quality Improvement, National Health Care for the Homeless Council; **Michael Light**; **Jessica Naugle**; **Tanya Majumde**; **Melanie Bien**; **Rana Gardner**, Lead Services Navigator, Pathways to Housing PA

### **SONORAN SKY SALONS 6-7**

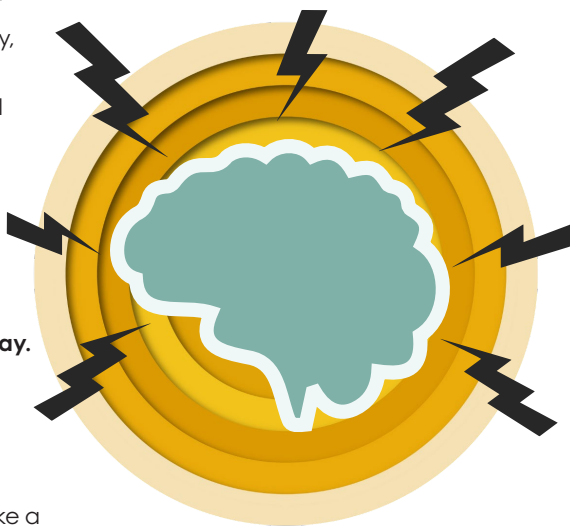
# Conferences Can Be Stressful. Here are Some Ways to Pace Yourself:

NHCHC acknowledges conferences can be stressful for attendees emotionally, mentally, and physically. In addition, we acknowledge that the material discussed in sessions might be emotionally challenging for some attendees. Because of this, we want to share self-care strategies:

### **Know Your Limits and Step Away.**

Consider your own emotional well-being when choosing which sessions to attend. If at any time you feel increasingly uncomfortable in a session, take a step away from the conference. The Lived Experience Lounge and the Relaxation Room are two curated spaces you can utilize (see page 6 for details) but please use the hotel grounds, your room, or other quiet places to help you relax.

**Eat and Sleep Well.** Maintaining healthy eating and sleeping habits can be difficult when you are in an unfamiliar space. We encourage you to eat well, stay hydrated (drink plenty of water, at least 8 glasses a day), and get enough rest (8 hours or more of sleep). This will give you the chance to be your best self.



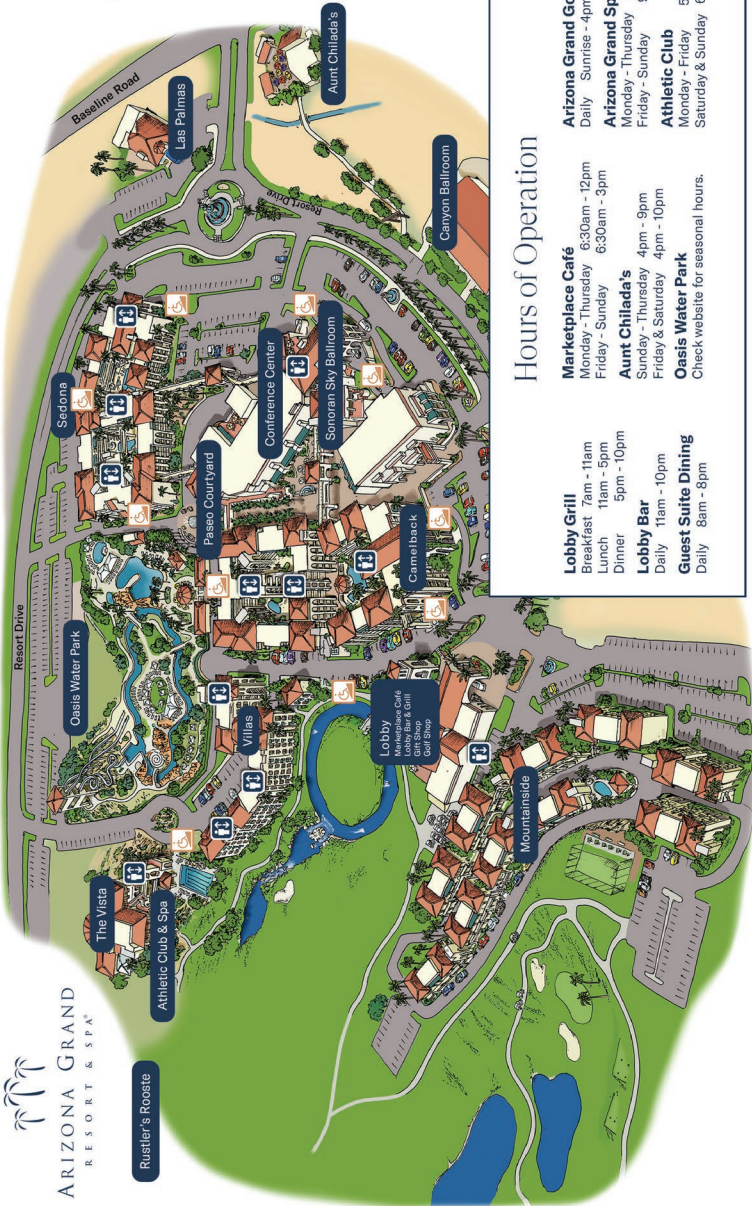
**Stay Active.** Find ways to move your body throughout the conference. If you would like, use the fitness center at your hotel or take a walk with others.

**See Council Staff or Call if You Need Help.** Council staff are available throughout the venue and specifically at the Registration Desk to help refer you to individuals who can provide assistance. If you need additional help, you may also call the National Suicide Prevention Lifeline at 1-800-273-8255.

# HOTEL GROUNDS MAP



SCAN CODE FOR  
RESORT AMENITIES  
& HOURS



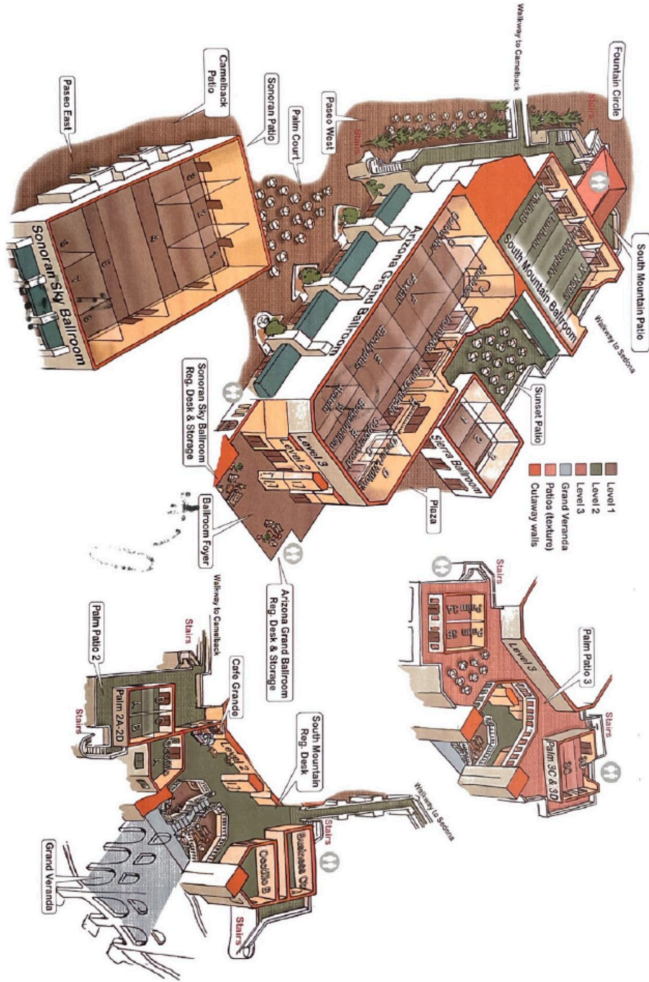
**ARIZONA GRAND**  
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## Hours of Operation

<b>Lobby Grill</b>	<b>Marketplace Café</b>	<b>Arizona Grand Golf</b>
Breakfast 7am - 11am	Monday - Thursday 6:30am - 12pm	Daily Sunrise - 4pm
Lunch 11am - 5pm	Friday - Sunday 6:30am - 3pm	
Dinner 9pm - 10pm		<b>Arizona Grand Spa</b>
<b>Lobby Bar</b>	<b>Aunt Chiliada's</b>	Monday - Thursday 10am - 5pm
Daily 11am - 10pm	Friday & Saturday 4pm - 10pm	Friday - Sunday 9am - 6pm
<b>Guest Suite Dining</b>	<b>Oasis Water Park</b>	<b>Athletic Club</b>
Daily 8am - 8pm	Check website for seasonal hours.	Monday - Friday 5am - 8pm
		Saturday & Sunday 6am - 8pm



## HOTEL CONFERENCE CENTER MAP



## CONTINUING EDUCATION CREDITS

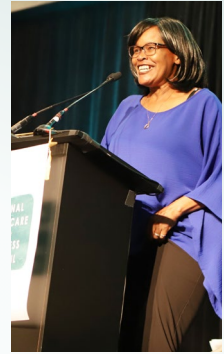
1. Visit [nhhc.cmecertificateonline.com](https://nhhc.cmecertificateonline.com)
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3. Evaluate the session and click the link provided on the last page to claim your credit certificate.
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## Your Support Makes NHCHC's Work Possible

Through its training, research, and advocacy, the National Health Care for the Homeless Council is making a difference! Since 1986, we have brought together thousands of health care professionals, medical respite care providers, people with lived experience of homelessness, and advocates to create an organization like no other in the country.

We can continue to drive positive change for those working in the Health Care for the Homeless field with your support. **Please join those who already contribute to our work by making a charitable donation to NHCHC today!**



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**“Supporting the Council is more than just backing a cause; it's championing an entire community dedicated to serving the most vulnerable among us. By providing critical resources, training, and advocacy, NHCHC empowers organizations nationwide to deliver essential services such as primary care, mental health, and other life-saving programs to those experiencing homelessness.”** — *Maureen Neal, donor*

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– California

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Clinical and QI Nurse Manager

**Melinda Graham**  
Interim Director of Finance

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Project Manager,  
Membership & Database  
Manager

**Chad Hunter, MPH**  
Epidemiology Research  
Manager

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Clinical Manager

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Mobile App Coordinator

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Behavioral Health Manager

**Melissa Lien**  
Director of Marketing and  
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**Cindy Manginelli, BS**  
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Engagement

**Samantha Marco, MA**  
Medical Respite Manager

**Meredith Mollica, LCSW**  
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Manager

**Sandra Mooney, BS**  
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Accounting Coordinator

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**Laura Rabell**  
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**Kayla Ritchie**  
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**Christa Signor, MSRLS CTRS**  
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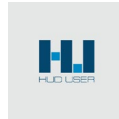
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