

Improving Healthcare and Housing Outcomes by Removing a Hidden Barrier; Lack of Legal Identification

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NATIONAL
HEALTH CARE
for the
HOMELESS
COUNCIL

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Improving Healthcare and Housing Outcomes by Removing a Hidden Barrier; Lack of Legal Identification

National Health Care for the Homeless National
Conference

May 14, 2024

Phoenix, Arizona

Rick Mitchell, CEO, Homeless ID Project

Kim Despres, CEO, Circle the City

Learning Objectives

- ✓ Explain how this hidden barrier (lack of ID) impacts patients and providers
- ✓ Design a plan to address lack of identification in your community
- ✓ Identify ways to seek policy change through advocacy



Circle the City

OUR MISSION

To create and deliver innovative healthcare solutions that compassionately address the needs of all individuals facing homelessness.

OUR VISION

A healthy community without homelessness.



Our History

- Sister Adele O’Sullivan, CSJ, MD,
 - Entered the community of the Sisters of St. Joseph of Carondelet in 1968.
 - Licensed Pharmacist
 - Earned her MD at the University of Arizona in 1984
- Dr. O’Sullivan was working at a small family health center in El Mirage in 1996
- “I received a call one day that the county needed a doctor. Since my community trained me to become a physician to care for the poor, I took the job and my life has not been the same,” she says.
- She learned not to take even the littlest things for granted when caring for this population.



Our Legacy: The Shoebox

- Sister Adele started collecting money and stored it in a shoebox
 - Car repairs
 - Eyewear
 - Mental health care
- Shoebox donations grew and Sister Adele had to open a bank account
- Sister Adele often says "It was the love of the community in that shoebox."



Outpatient Services

- Integrated mental health services
- Substance abuse consultation/treatment
- Services at no cost to those in poverty
- Prenatal, pediatric, well-child
- Immunizations
- Social services including assistance with IDs and housing
- Well classes and other group-based therapies



Mobile Health Outreach



- First 2-exam room Mobile Clinic, Sept. 2015
- 5 Neighborhood Programs
 - East Valley
 - West Valley
 - North Valley
 - Central Valley (2)
- Provide outreach health care to all parts of Maricopa County: (population 4,420,568 as of 4/1/2020)

Medical Respite Program

- Two 50-bed medical respite centers
- High acuity illness or injury
- Nursing staff 24/7 with medication assistance
- Providers 7 days a week
- Average stay 30 to 60 days
- Services include:
 - Physical therapy
 - Case management
 - Meals
 - Room and board
 - Integrative mental health services
- 70% of the patients who complete their medical plan of care are discharged to somewhere other than the street or shelter



Street Medicine: Launched April 2022



Mental Health Street Medicine Team

- Consists of a Psychiatric Nurse Practitioner, case manager, and medical assistant
- Designed to provide mental health services in the field that are integrated with our teams providing primary care services

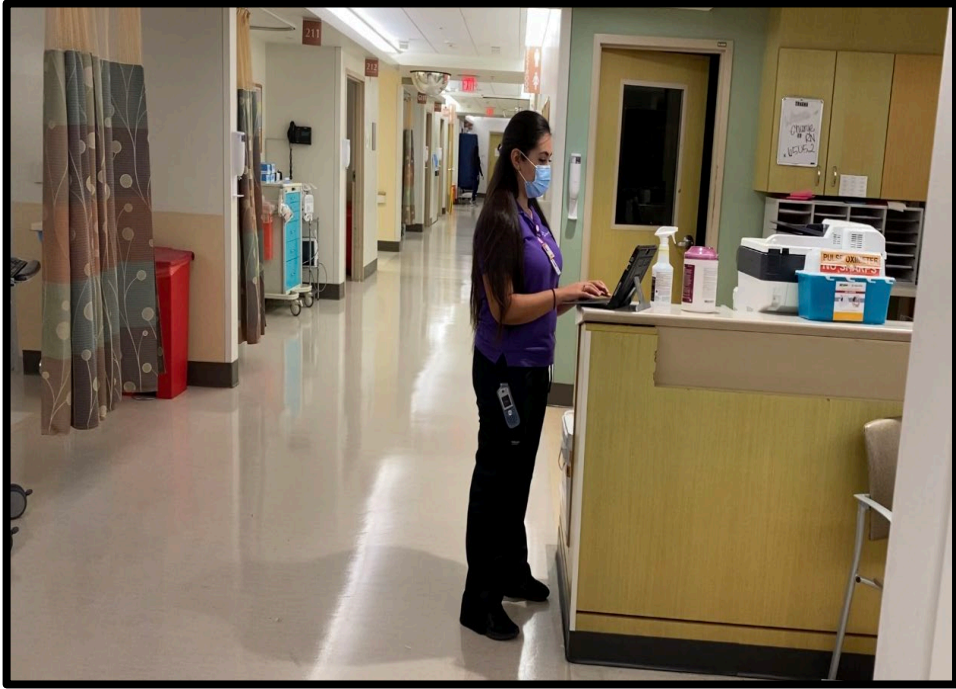
Street Medicine Teams -East & Central

- Consists of an advance practice provider, behavioral health consultant, and medical assistant
- Provides street-based primary care services, connection to care at our other sites, and referrals to community resources

Mental Health Team Services

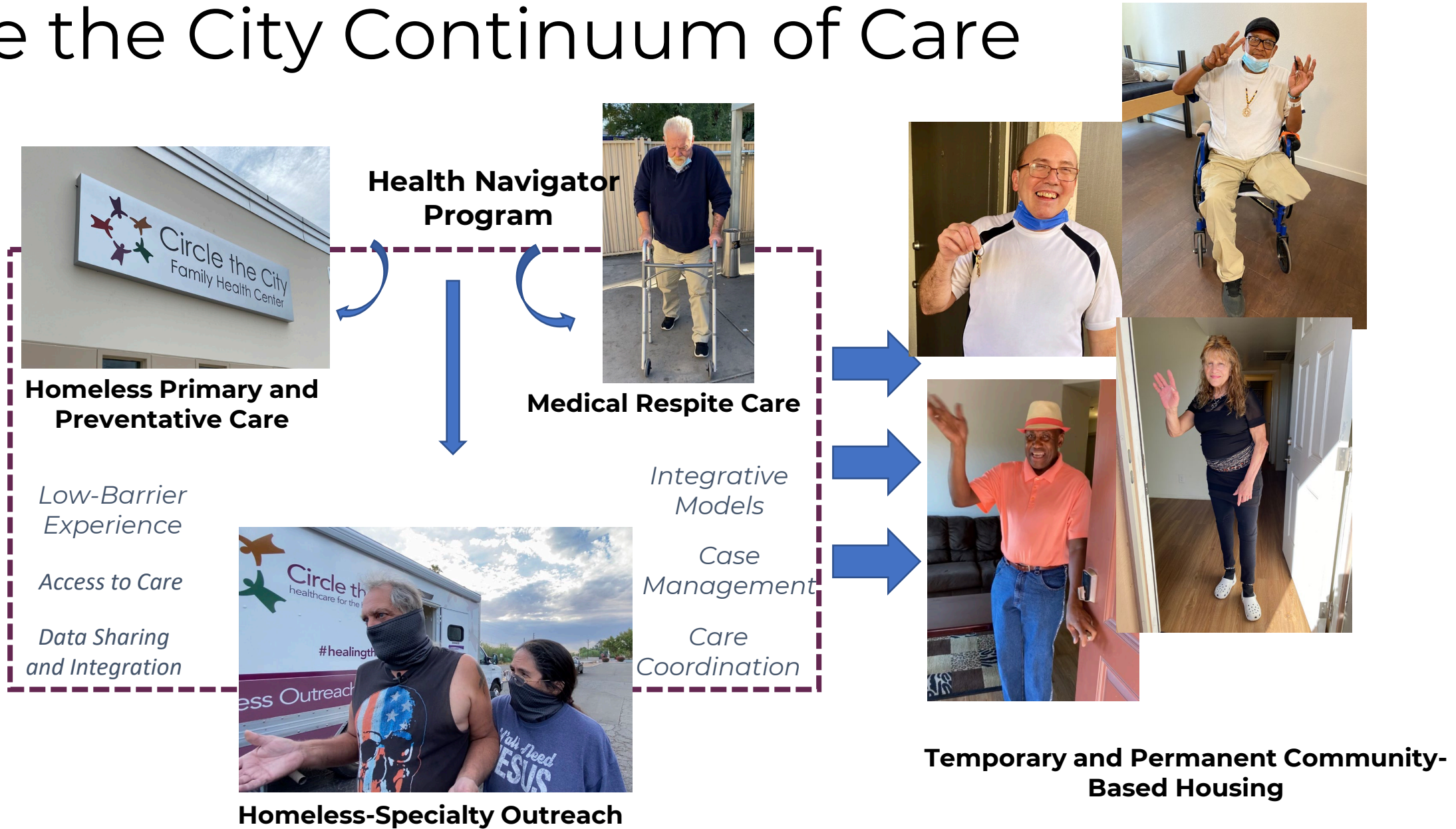
- Psychiatric Evaluations
- Mental Health Support
- Psychiatric Medication Management
- Connection to Community Resources
- Mental health related support letter for HUD Housing
- Support animal documentation
- Community referrals for those experiencing mental health issues who are not in current crisis

Health Navigator Program



- Currently in 7 hospitals across the valley
- Focus on transitions of care
- Partner with case managers/social workers
- Embedded in the emergency room
- Community referrals:
 - Respite
 - Outpatient follow-up
 - Shelter bed referral
 - Transportation assistance
- Outcomes:
 - Reduce readmissions
 - Helps control LOS and DC timeliness
 - Decrease chronic use of the ED

Circle the City Continuum of Care





HOMELESS
I.D. PROJECT

HELP STARTS HERE



HOMELESS



KID. PROJECT

HELP STARTS HERE

Homeless ID Project

OUR MISSION

To empower individuals and families to end their homelessness and rebuild their lives by providing the critical first step of identification replacement services

OUR VISION

Our vision is to eliminate barriers to obtaining identification documents across America



Our History

- Founded in 1988 by Rev Gerald Roseberry following 30 days of self-imposed homelessness. **“They were stuck!”**
- Set up shop as **“Ecumenical Chaplaincy for the Homeless”** providing vital documents needed to end homelessness.
- Series of Chaplains until 2014 – and a name change to **“Homeless ID Project”**
- Pre-Pandemic: Annual average of 7,500 documents (State IDs & Birth Certificates)
- 2023:
 - Saw 90 Clients per day
 - Provided 60 Documents per day
 - Stored Documents for 25 per day
 - Total 22,846 Clients / 15,622 Documents



Why do clients need replacement ID services?

Without an ID:

- No opportunity for employment
- Housing is impossible
- No access to Insurance (**Medicaid**)
- Required to enter many Rehab Programs
- No checking account /ability to cash a check
- NO END TO HOMELESSNESS

Without a Birth Certificate:

- Housing opportunities are limited
- School Enrollment and Educational Opportunities may be out of reach
- State ID often unattainable without a Birth Certificate

“The only thing you can get without an ID is arrested”

Anonymous Homeless ID Project Client



Who needs replacement ID services?

11% of all adults – nearly 26 million people – lack ANY legally acceptable picture ID*

- 21% of people ages 70+
 - 20-23% of multiracial, Black, and Hispanic adults
 - 68% of transgender adults
 - And more
- * Based on data from The Brennan Center for Justice (NYU Law):
“...though IDs are now a commonplace and critical part of everyday life, not everyone has an ID, or an accurate one.”
- As of 2020... 11 percent of U.S. adult citizens — or nearly 26 million people — lack any form of government-issued photo identification.” www.mapresearch.org



Target populations needing ID services?

- Individuals and Families experiencing homelessness
- Those at-risk of becoming homeless
- First time homeless Senior Citizens
- Justice involved (Jail/Prison)
- Kids aging out of Juvenile Corrections
- Kids aging out of Foster Care
- Domestic Violence Survivors
- Human Trafficking Survivors
- Anyone for whom the lack of identifying documents has created a barrier to full participation in society



What does a Homeless ID Program look like?

75% of services provided on the Human Services Campus

Office staffed with:

- 3 program specialists
- Program Director,
- State of Arizona MVD customer service representative
- Part time virtual social security representative

25% serve at 11 outreach sites across Maricopa County

- Circle the City Outpatient Clinic
- New Freedom (program that transitions from prison to civilian life)
- Family Housing Hub (coordinated entry point for families with children)
- Glendale Justice Center





Improving Healthcare and Housing Outcomes by Removing a Hidden Barrier; Lack of Legal Identification



- ✓ Explain how this hidden barrier (lack of ID) impacts patients and providers
 - ✓ No ID = no access to non-emergency healthcare – except for HCH agencies
 - ✓ Little to no reimbursement for HCH provider without Medicaid
 - ✓ No Medicaid without proof of identity

- ✓ Design a plan to address lack of identification in your community
 - ✓ There are few full-time ID replacement programs like Homeless ID Project across the nation
 - ✓ Look for agencies in your area that help in this area and...
 - ✓ ...Offer support, connect.
 - ✓ Work with partners to create this functionality in your community
 - ✓ Seek information from The National Conversation About IDs (nationalconversation.org)

- ✓ Identify ways to seek policy change through advocacy
 - ✓ Advocate for your mission, emphasizing the need for
 - ✓ Support legislation easing the burden and providing fee waivers for identity documents
 - ✓ Oppose harmful legislation

