

HOPE Medical Respite Program

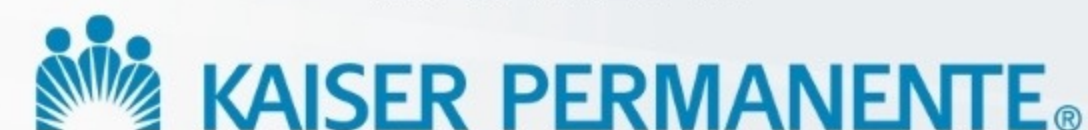
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2024
CALIFORNIA
Recuperative Care
SYMPOSIUM
SEPTEMBER 12-13 ★ SACRAMENTO

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A partnership between
Shasta Community Health Center, FQHC
And
Pathways to Housing, 501c3

Learning Objectives

01

Understand the different forms of engagement that is needed in a Medical Respite setting to support successful client interactions.

02

Understand the amount of work that is needed from programs to foster client engagement.

03

Understand how to look at every interaction as a way to engage participants in their care.

04

Recognize that engagement fosters community building which is a powerful intervention.

The HOPE medical respite care program provides acute and post-acute care for people experiencing homelessness who are too ill or frail to recover from an illness or injury on the streets or in a shelter, but who do not require hospital level care.



 Shasta Community Health Center's



Street Outreach

Respite

Case Management

Van/Shelter Clinic

Medical

Psychiatry

Harm
Reduction
MAT

Shasta Community Health Center Medical Respite Program

- ▶ Our program is an integrated clinical care model, based on the NHCH Medical Respite Council pilot certification program.
- ▶ We have been in operation since November of 2020 and are a partnership between Shasta Community Health Center (medical and case management) and Pathways to Housing (House and Hospitality Services management).
- ▶ Our program has both a fixed site, Hartman House, and a scattered site model that uses local hotels for placement.
- ▶ Our original funding was grants through Common Spirit and the Local Indigent Care Needs programs. Currently we are funded primarily through Cal Aim with supportive funding from Common spirit and State, Federal and local grants.

Target population:

- ❖ We serve individuals who meet the HUD definition of Homeless.
- ❖ We can take admits straight from the field, once assessed by our RN. This component has helped with hospital diversion and is also a form of engagement with our patients.
- ❖ We take individuals with animals, partners and those convicted of sex crimes.

Statistics

- ❖ Total population served: 347 (unique)
- ❖ House 2024: 48
- ❖ Hotel 2024: 47
- ❖ Meals provided: 9556
- ❖ Total nights off the street: 3962

Shasta Community Health Center Model of Engagement

- ▶ Medical Doctor
- ▶ Medical Respite RN-point of contact for all referrals
- ▶ Medical Respite MA
- ▶ 7 Enhanced Care Management Staff (ECM)
- Maintaining low barrier criteria for admittance.
- Access to Public Health STI testing at the house and hotel.
- Consumer Advisory Board
- Keeping Pets and Partners together
- Hospital Diversion
- Continuum of Health Care
- Harm Reduction practices

Pathways to Housing



Medical Respite facility



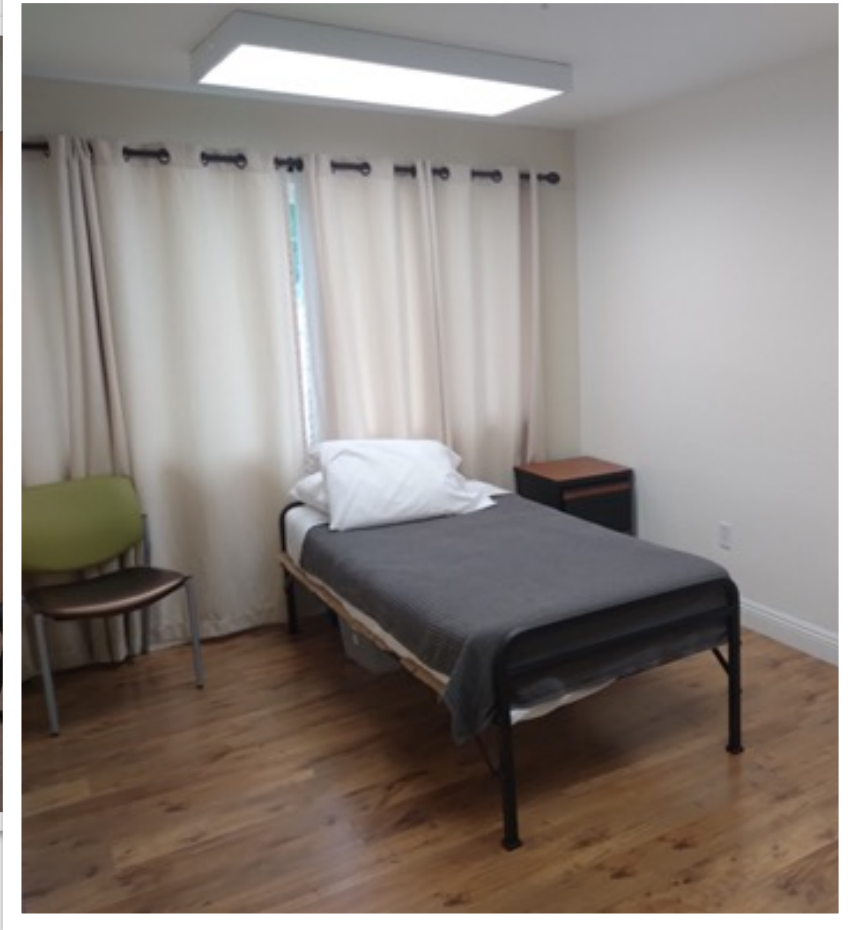
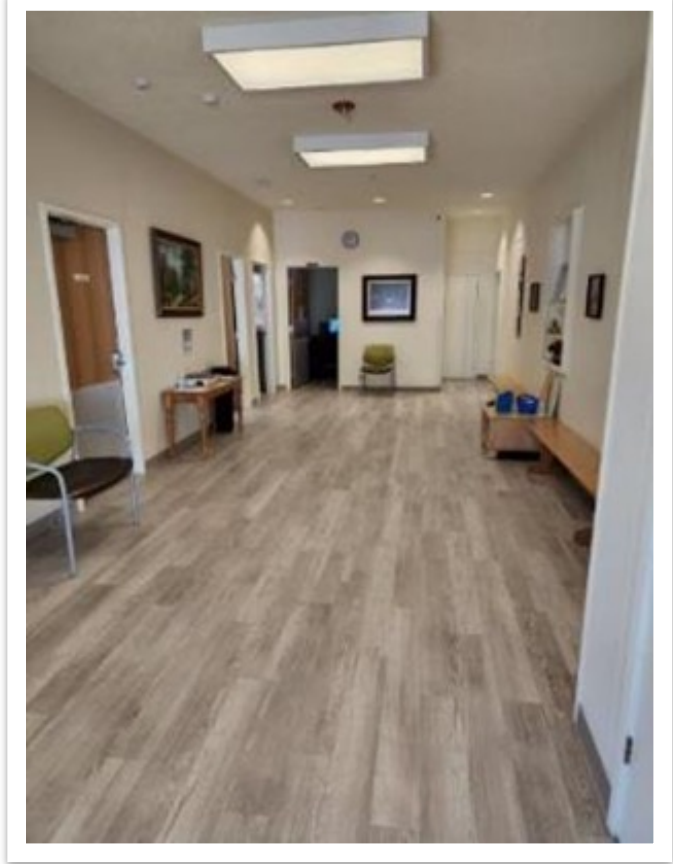
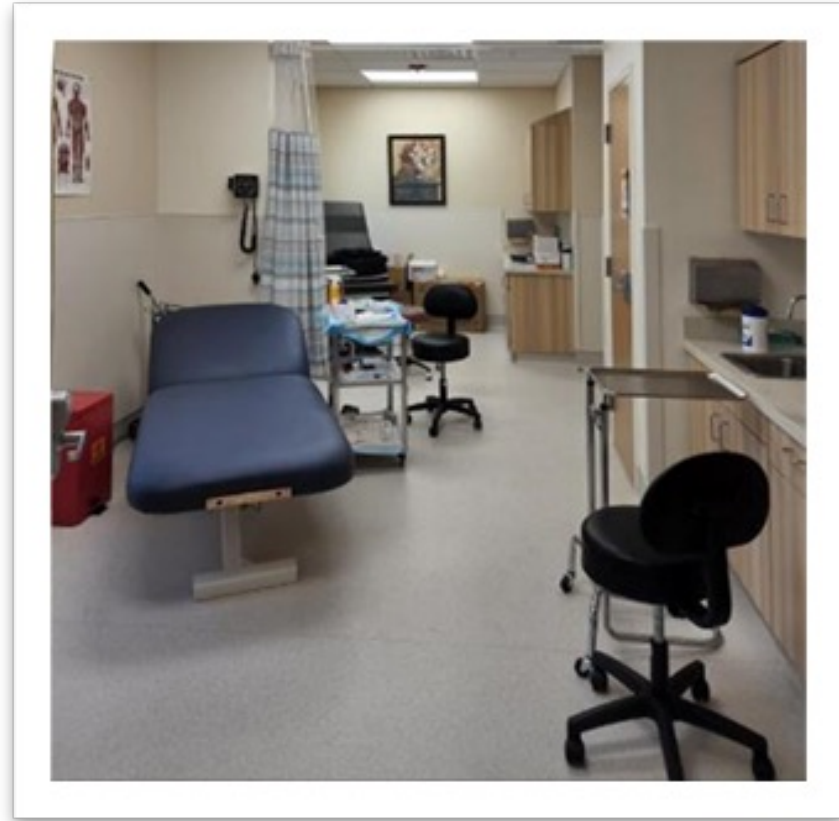
Short Term Post Hospitalization



Meal Services for other community programs - up to 80 per day!

THE HARTMAN HOUSE





24/7 STAFFING

1 Program
Manager

1 Program
Coordinator

1 PT
Program
Assistant

1 PT Meal
Services
Coordinator

2 Swing Care
Coordinators

2 NOC Care
Coordinators

2 Cooks

1 Operations
Manager

1 Data and
Billing
Specialist

AMMENITIES PROVIDED

- ✓ On-site clinic
- ✓ Private bed and locking storage area
- ✓ Client resource/meeting room
- ✓ Daily healthy, medically tailored meals
- ✓ Laundry services
- ✓ Clothing and hygiene products
- ✓ Group activities and celebrations
- ✓ Healthy social interactions
- ✓ Supportive and safe environment
- ✓ Community Outings
- ✓ 24/7 awake staff
- ✓ Vegetable Garden
- ✓ Contraband Storage
- ✓ Mailing address that can be used after discharge!

Challenges of Engagement

Can be a lot of work with little reward

Can create conflicts for staff

Client Participation

Benefits of Engagement

Reduces impact of Structural Violence

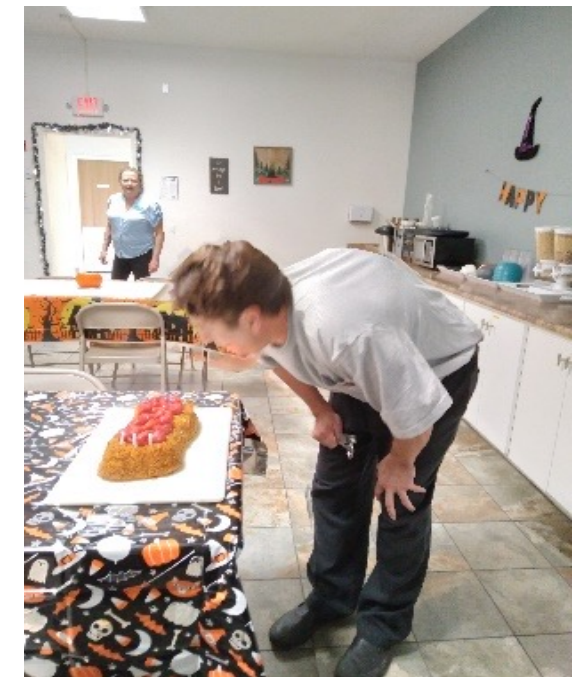
Creates Community “I finally feel seen”

Has potential to increase follow up in services

Creates Safety

Fosters Social Interaction





Feedback from Patients

Everybody here was so great and so caring. I am genuinely grateful for everything everyone has done for me!

Being here reminds us that there are good people out there. There's no pressure here. I couldn't recover if I didn't come here

I am truly thankful for all of your help the past few weeks. Thank you so much for the help, support and hard work you have generously done for me. This house is a blessing and made a huge difference regarding my outlook on the cancer I have and how positivity can really make a difference. It was also very heart warming that I had some support while dealing with all of this. I am very appreciative and grateful for that. I really needed it. So you guys are a blessing and thank you so much!! My experience here has made a huge impact in my recovery!

People in our situation can actually address their needs here instead of trying to heal on the street

I thank god for all of you. I love you guys so much. Most of all you treated me like a human. You saved my life twice now.

The Hartman House is a safe and welcoming environment from the very start.

THOUGHTS



QUESTIONS?



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