

Better Together: A Triad Partnership for Recuperative Care in a Health Provider Shortage Area

Shawn R. Smith, PharmD
Chief Executive Officer, Symba Center



2024
CALIFORNIA
Recuperative Care
SYMPOSIUM
SEPTEMBER 12-13 ★ SACRAMENTO

PRESENTED BY



SymbaCenter
One Community. One Mission.

Scan the code to follow NHCHC and use #CRCS2024 to join the conversation!



This content is intended solely for participants of the 2024 California Recuperative Care Symposium. Please do not replicate this content for further dissemination without expressed permission from the presenter.



Learning Objectives

At the completion of this activity, attendee will be able to:

1. Describe the need for comprehensive healthcare and housing solutions in the City of Victorville and surrounding San Bernardino County
2. Describe a framework for an integrated, interdisciplinary wellness approach to recuperative care with a partner agency and local city government.
3. Discuss the challenges of developing a recuperative care program in a health provider shortage area.

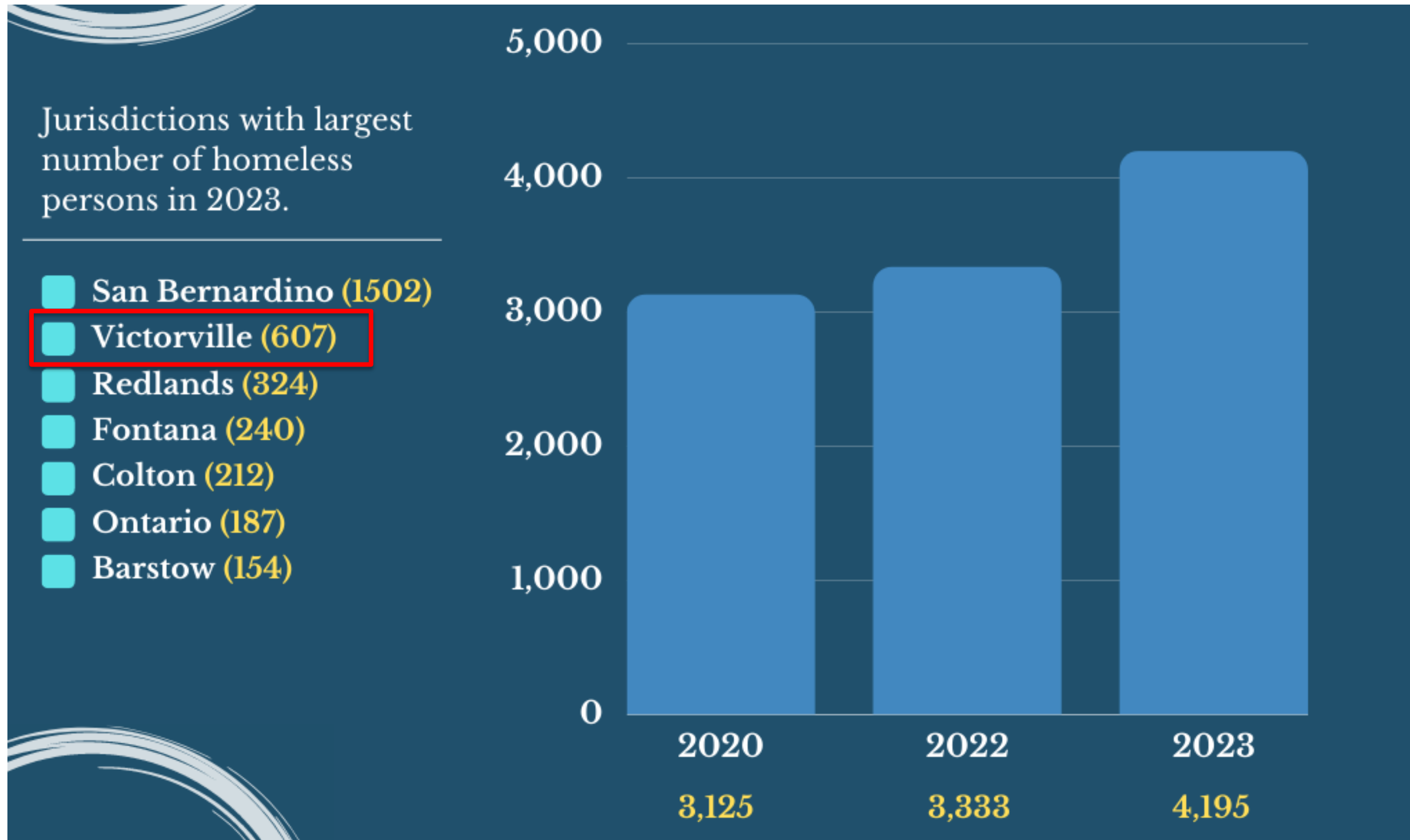
Defining the Need in the High Desert

- Ratio of primary care physicians is between 35 to 49 per every 100,000 Medi-Cal enrollees
 - **Health Provider Shortage Area**
- Majority of the Community Need Index (CNI) scores for the primary service area were in the “Highest Need” range.
- Nearest Level 1 Trauma & Academic Medical Center: 50 miles – LLUMC
- Nearest University: 36 miles – Cal State SB
- Significant Disparities
 - Obesity rates : Increased (36.5%) compared to rest of California (25.8%)
 - Diabetes rates: Increased (13.1%) compared to rest of California (8.8%)
 - 46.3% of population below 200% FPL

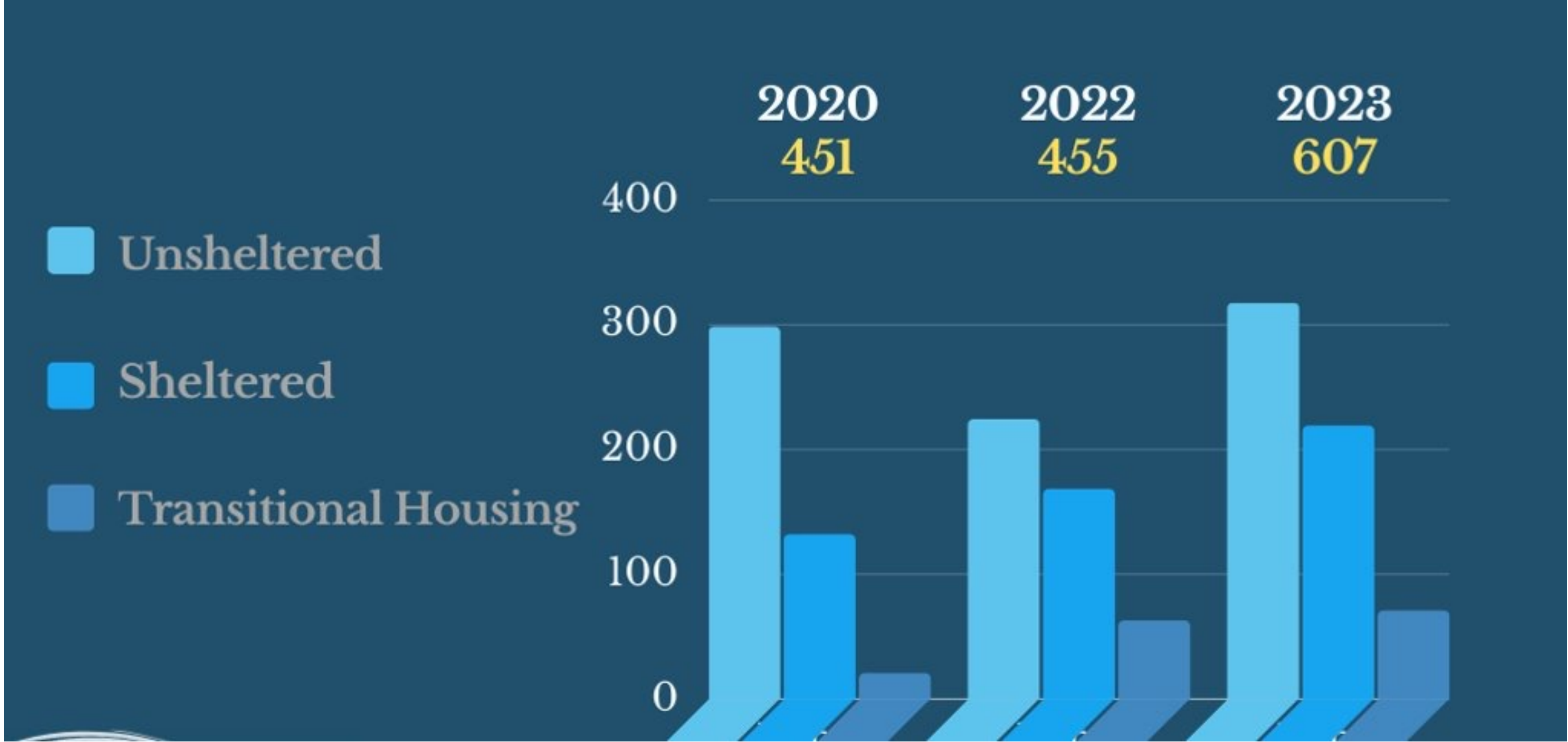
Lay of the Land



San Bernardino County Homelessness Data



Victorville Homelessness Data



2020 Continuum of Care Homeless County and Survey Final Report. San Bernardino County. 2020.
2022 Continuum of Care Homeless County and Survey Final Report. San Bernardino County. 2022.
2023 Continuum of Care Homeless County and Survey Final Report. San Bernardino County. 2023.

Wellness Center Timeline


State of CA awards **\$28 million** of Homekey funding for project to fund capital construction costs and **\$4.3 million** for operational expenses



RFP for Wraparound Service and Shelter Operators was released as construction neared completion

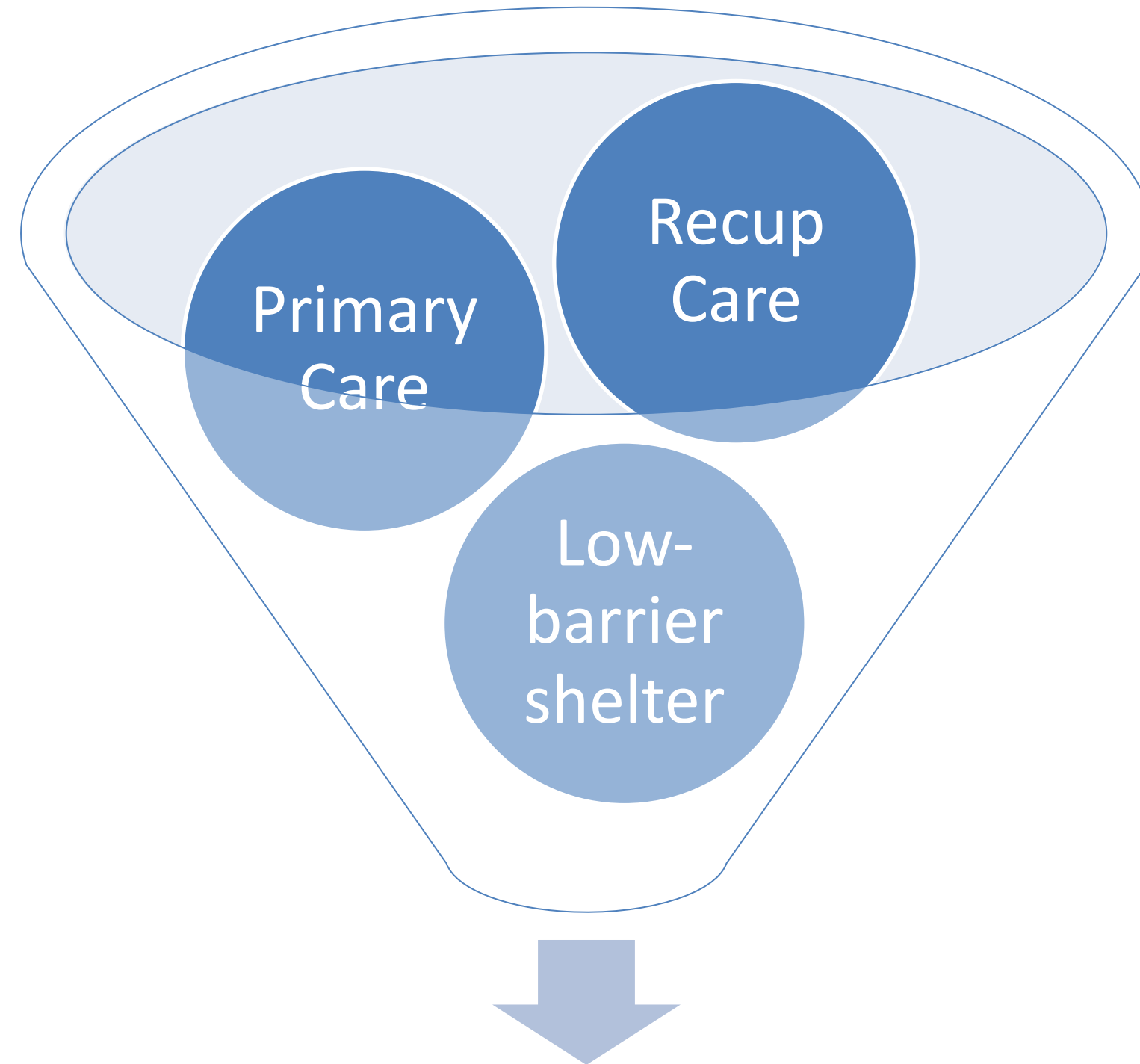


Symba Center selected and voted as Wraparound Service Provider for Wellness Center by City Council



Symba Center began official contracted role on August 1, 2023

Wellness Center Concept



Victorville Wellness Center

Victorville's Wellness Center





Two Operators



Shelter Operator



Basic Needs

Hope the Mission bolsters 22 full time employees and is responsible for providing the basic needs for our Wellness Center clients. Their team is working with clients every day to ensure they are successful

Safety and Security

Hope the Mission contracts with an experienced security team. The campus has two trained guards on site at all times.

Food Services

Hope the Mission has experience operating regional food service operations and brings their experience to the Wellness Center.

Wraparound Service Provider

Supportive Services

Symba Center's wraparound services team bolsters 36 full-time and 7 part-time positions to support their operations and provide clients with high quality care.

Medical Services

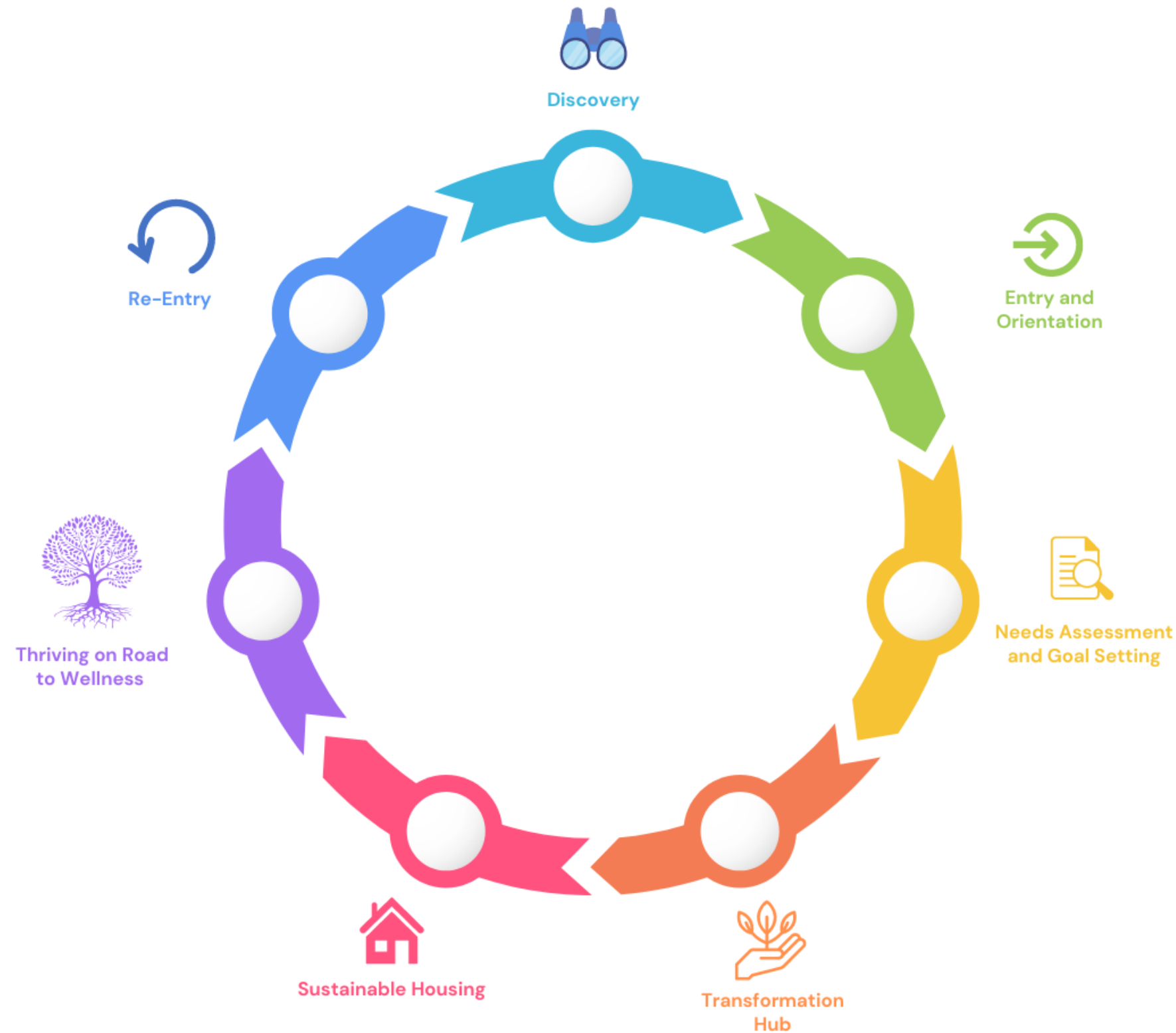
Symba Center provides 24/7 on-site medical staff. Their recuperative care program helps reduce reliance on the emergency rooms.

Housing

Symba Center's case managers and housing navigators have managed to assist 12 clients obtain permanent housing solutions within this quarter.



Victorville's Interdisciplinary Wellness Approach



Pillars of Service

Housing
First

Low-Barrier

Trauma
Informed

Training
Focused

Evidence-
Based

Data Driven

Stakeholder
Informed

Cal-AIM Community Supports Contracts

Recuperative Care

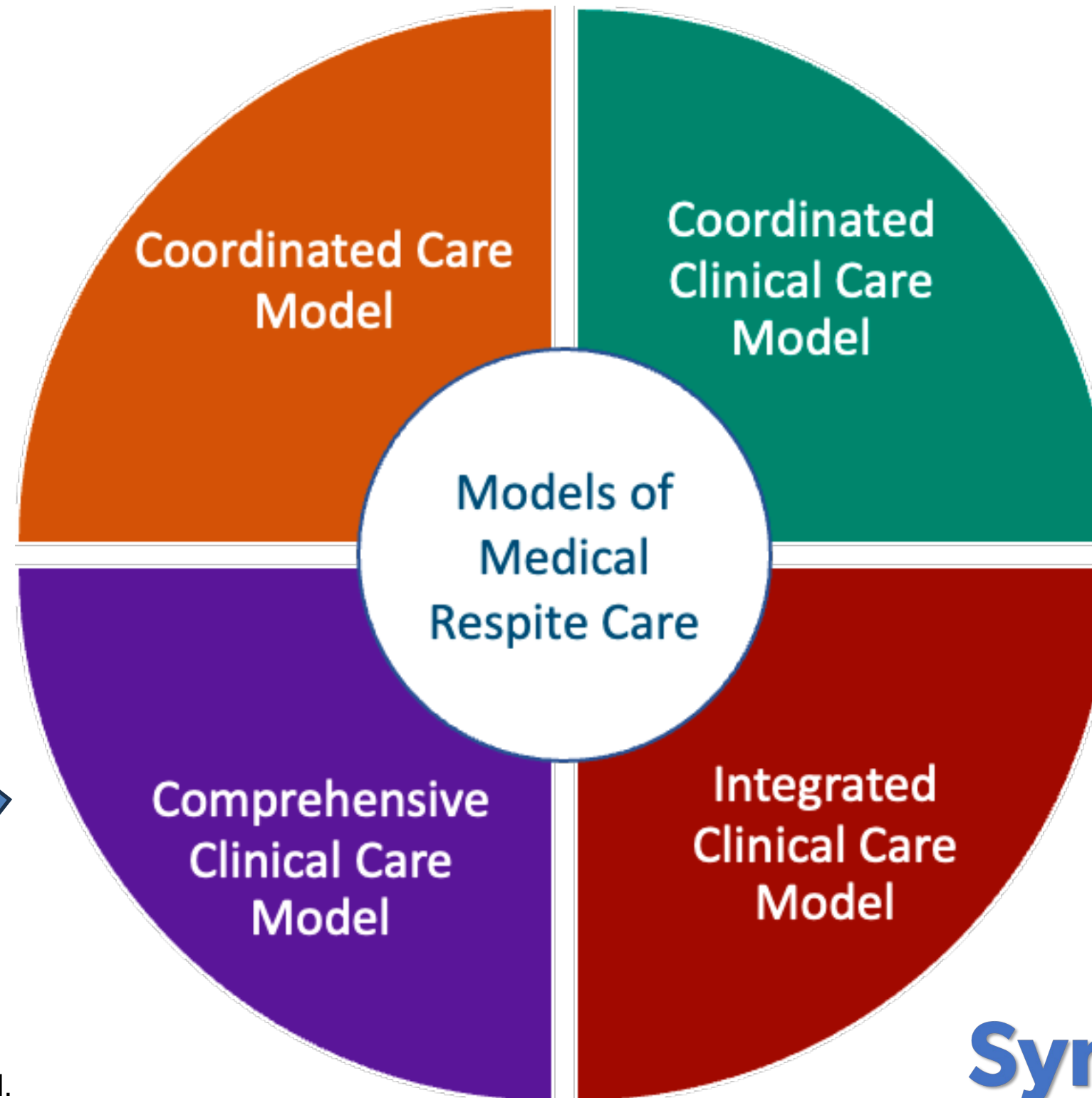
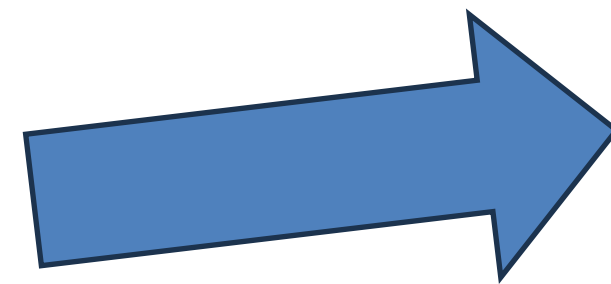
Short-Term Post-Hospitalization Housing

Housing Transition Navigation Services

Housing Tenancy and Sustaining Services

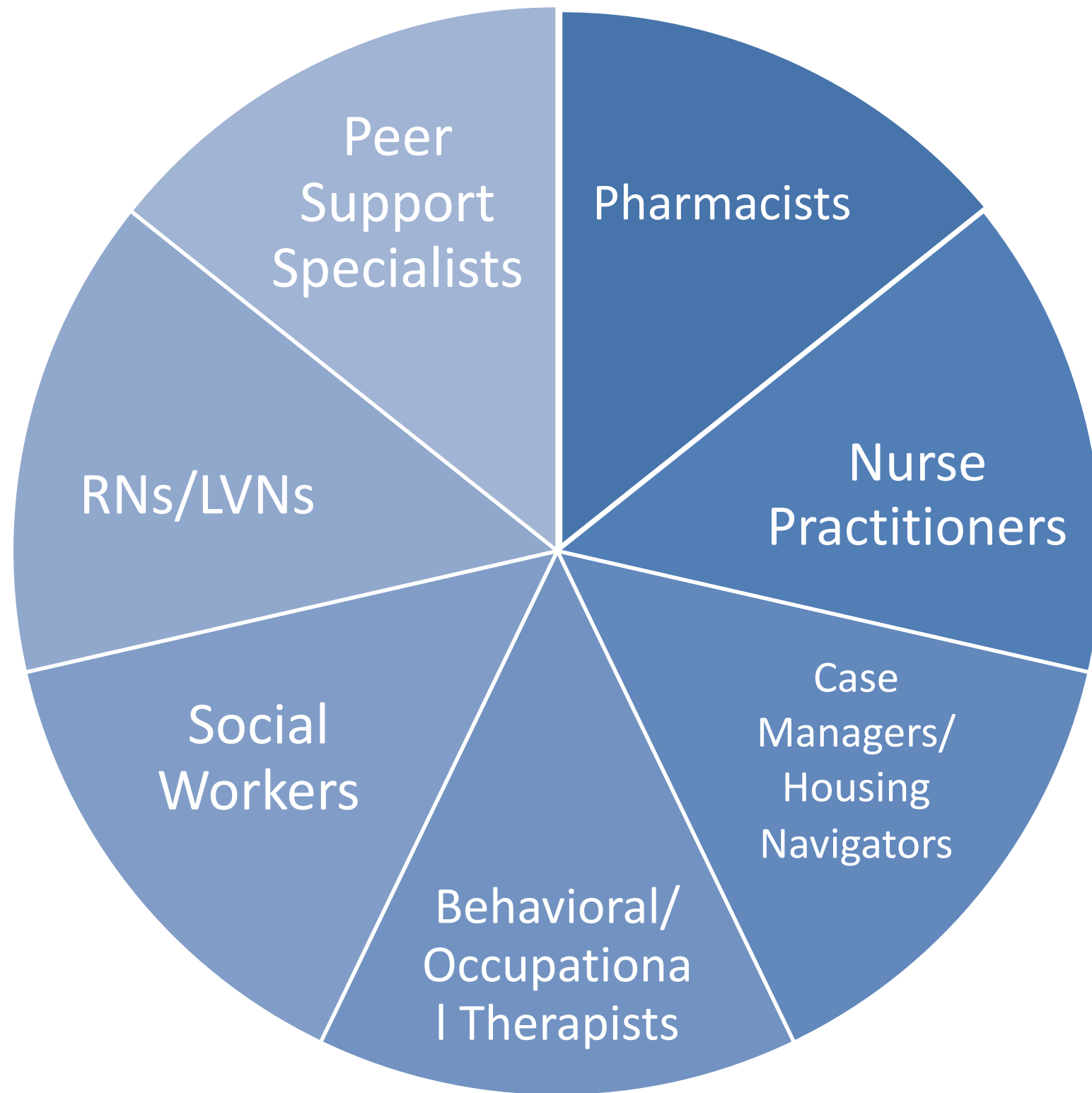
Housing Deposits

Models of Recuperative Care



Standards for Medical Respite Care Programs. National Health Care for the Homeless Council. 2021.
A Framework for Medical Respite Care. National Health Care for the Homeless Council. 2023.

Interdisciplinary Teams



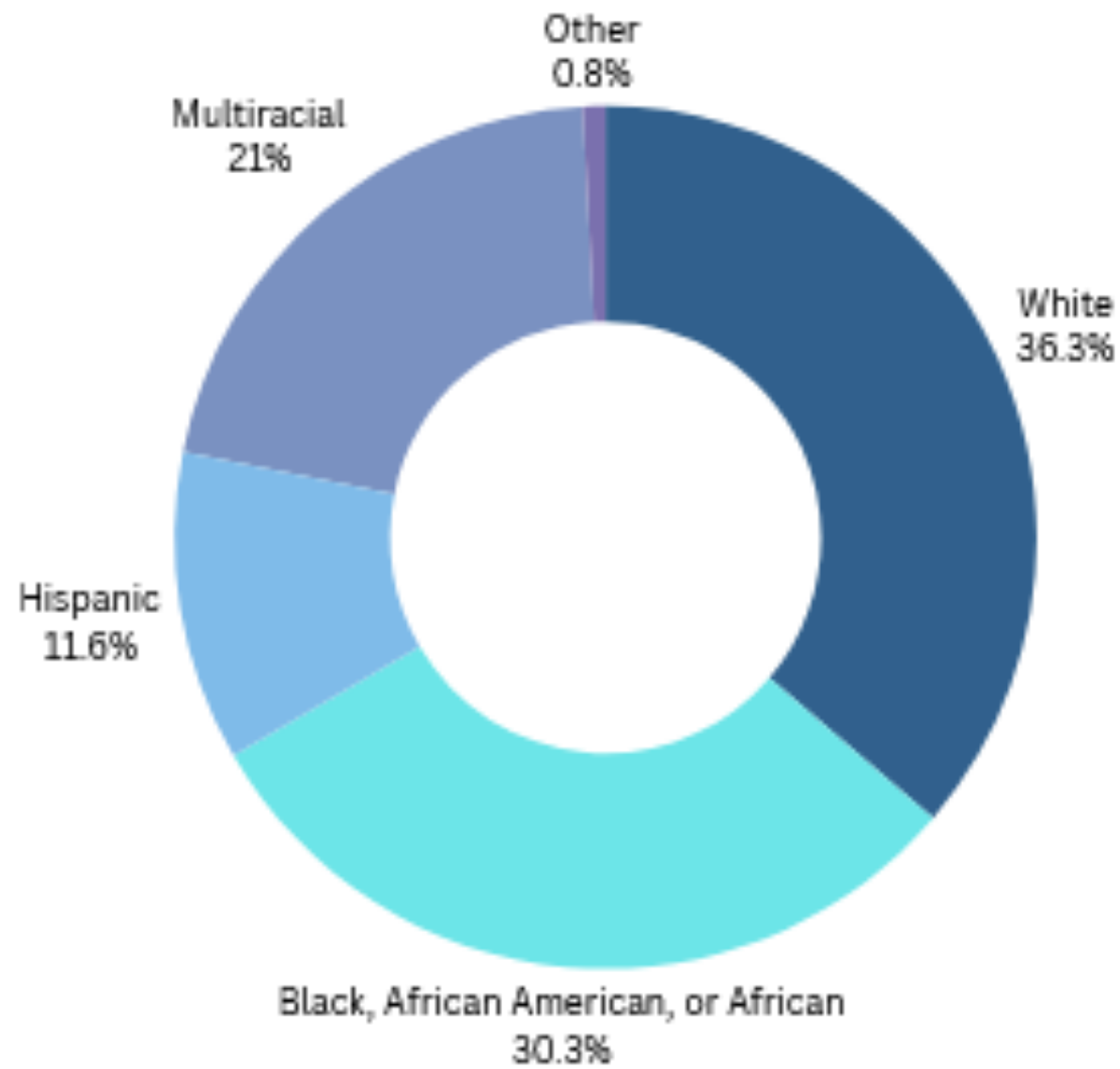
Comprehensive Clinical Care Model

1. Individualized CM - Medical
2. Individualized CM - Social
3. Peer Support Specialists
4. Comprehensive Clinical Services
5. Medication Management
6. Behavioral Health
7. 24-Hour Program Staffing
8. On-Call Medical Support
9. Care Coordination
10. Space to Engage in Home-Based Services

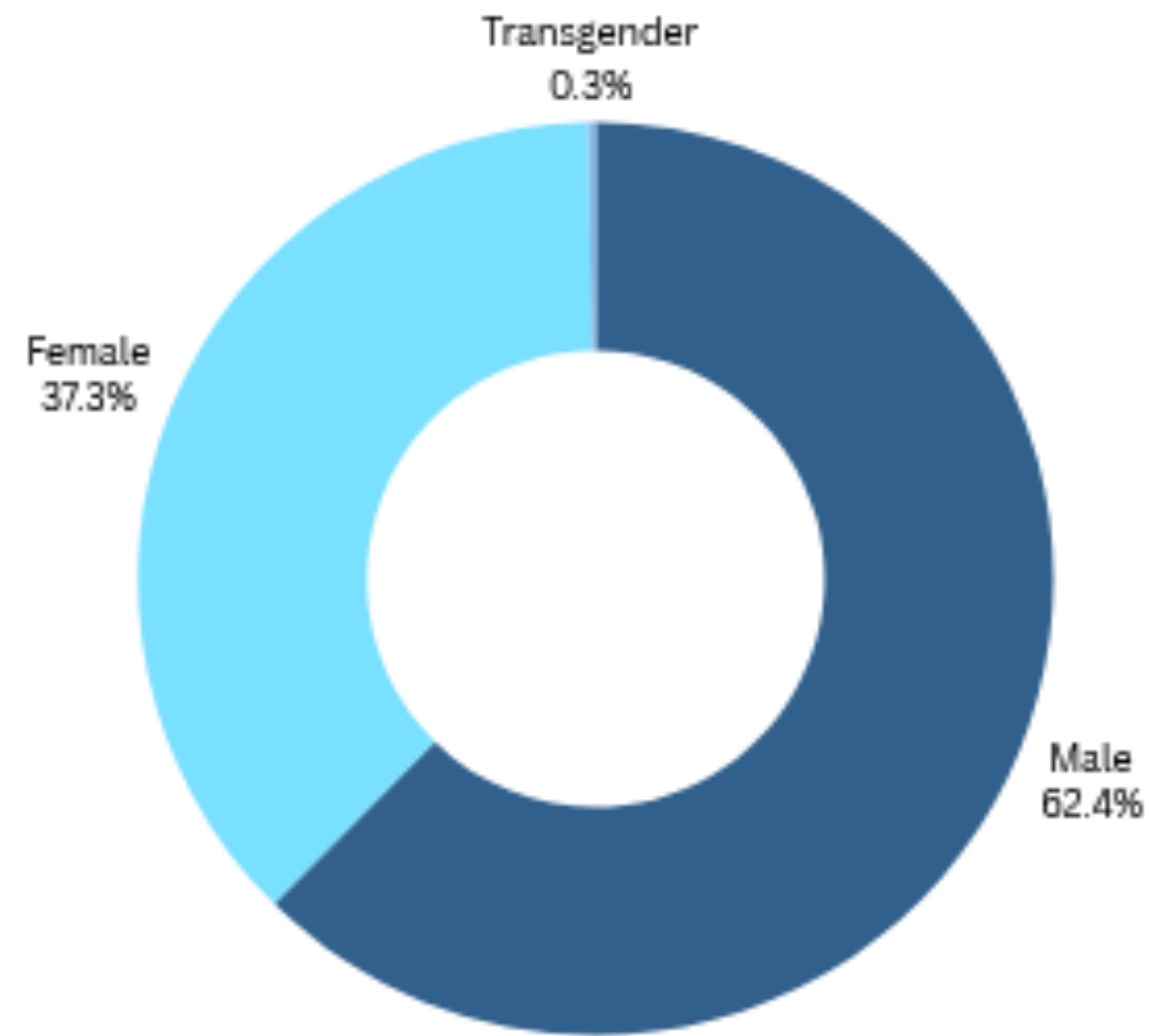


Client Demographics

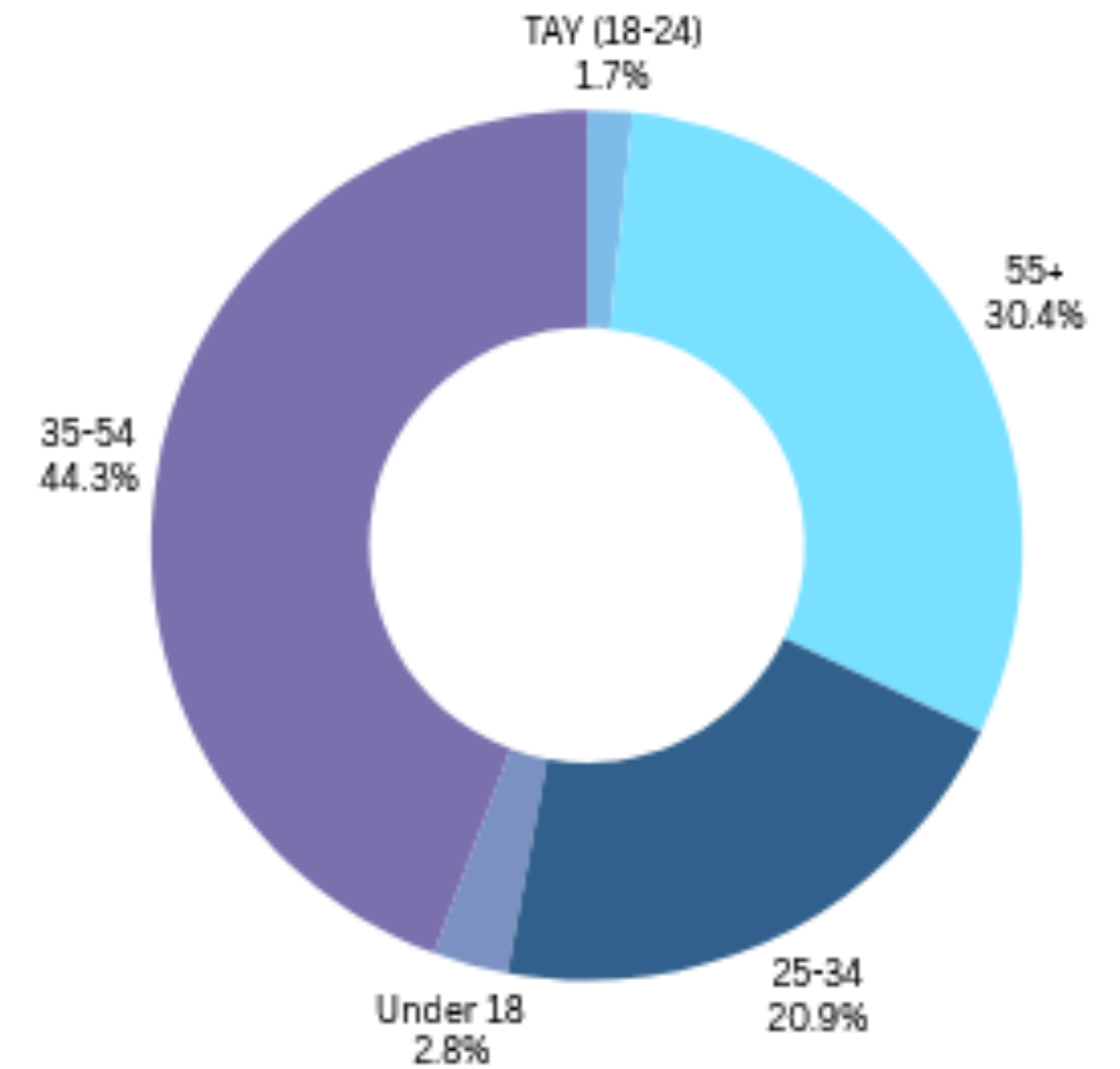
Race Data



Gender Data



Age Range



Housing Outcomes

of Individuals Housed
66

Types of Housing Placements

- Permanent Housing
 - Individual apartment leases
 - Private rooms for rent
- Permanent supportive housing
- Family reunification





Challenges and Opportunities

Low-barrier
shelter

Limited
housing
availability

Landlord
engagement

Hospital
partnerships

Limited
Workforce

Limited
County
resources

Limited
private
donations

NATIONAL
INSTITUTE
—*for*—
MEDICAL
RESPITE
CARE

Questions?

NATIONAL
INSTITUTE
—for—
MEDICAL
RESPITE
CARE

www.nimrc.org

Follow us on social media!

@SymbaCenter



SymbaCenter
One Community. One Mission.