

Welcome!

Cross-Organizational Solutions
for a Seamless System of Care



2024

CALIFORNIA Recuperative Care SYMPOSIUM

September 12-13 ★ Sacramento

PRESENTED BY



KAISER PERMANENTE®

NATIONAL
HEALTH CARE
for the
HOMELESS
COUNCIL

NATIONAL
INSTITUTE
—for—
MEDICAL
RESPITE
CARE

IN THIS PROGRAM

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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.

NIMRC is a special program of NHCHC whose primary focus is on expanding medical respite care programs in the U.S. Launched July 15, 2020, NIMRC advances best practices, delivers expert consulting services, and disseminates state-of-field knowledge in recuperative and medical respite care. Visit nimrc.org to learn more.



Become a Member
Learn more about the benefits of Council membership on page 23

PHOTOGRAPHY & VIDEO

Please be aware that by attending CRCS2024 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 check-in desk so we can try to accommodate your wish.

California Symposium Highlights Impactful Work Driving Our Field Forward

Welcome to the inaugural California Recuperative Care Symposium! The National Health Care for the Homeless Council (NHCHC) is honored to host what we believe to be the first-of-its-kind statewide convening of recuperative care providers, hospital systems, managed care plans, county and state officials, and other partners in health, housing, and homeless services.



BOBBY WATTS

National Health Care for the Homeless Council CEO

From the beginning of the Respite Care Providers' Network 20 years ago to the development of standards for medical respite care, to the creation of the National Institute for Medical Respite Care (NIMRC), NHCHC has committed to advancing recuperative care because we know it is needed to create an equitable, high-quality healthcare system that meets the needs of people experiencing homelessness.

Our symposium theme is "Cross-Organizational Solutions for a Seamless System of Care," and learning sessions have been carefully curated by our amazing Medical Respite team to reflect a medley of perspectives that will equip and energize you to advance change in your communities through your critically important and impactful work. The field of recuperative care (medical respite care) continues to grow at a dizzying speed, and we are committed to bringing you promising practices, expert services, and program models from leaders in the field.

Thank you for joining NHCHC in our efforts to create an equitable, high-quality healthcare system and an end to homelessness.

Sincerely,

A handwritten signature in black ink that reads "Bobby Watts". The signature is fluid and cursive, written over a light blue background.

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



Join the Conversation

Use the hashtag **#CRCS2024** to share your symposium experience and connect with other attendees!

SYMPOSIUM OVERVIEW

THURSDAY, SEPT. 12	<p>7 a.m.-4 p.m. Registration Check-In</p> <p>7-9 a.m. Breakfast</p> <p>8:30-9:15 a.m. Opening Plenary</p> <p>9:30-10:45 a.m. Session 1</p> <p>11 a.m.-12:15 p.m. Session 2</p> <p>12:15-1:15 p.m. Lunch</p> <p>12:45-1:15 p.m. Consumer Greeting and Trailblazer Award</p> <p>1:30-2:45 p.m. Deep Dive Session Part 1</p> <p>3-4:15 p.m. Deep Dive Session Part 2</p> <p>5-7 p.m. Welcome Reception and Site Visit Signups</p>
FRIDAY, SEPT. 13	<p>7-10 a.m. Registration Check-In</p> <p>7-8:45 a.m. Breakfast</p> <p>8:15-8:45 a.m. Breakfast Session (See below)</p> <p>8:45-10:15 a.m. Site Visit to WellSpace (Signup info on page 8)</p> <p>9-10:15 a.m. Session 3</p> <p>10:45 a.m.-12 p.m. Session 4</p> <p>12-1:30 p.m. Lunch</p> <p>12:45-1:15 p.m. Closing Plenary</p>

Friday Breakfast Session 8:15-8:45 A.M.

Homelessness in California: Key Issues Impacting Recuperative Care

Barbara DiPietro, PhD, Senior Policy Director, National Health Care for the Homeless Council

Major policy decisions being made at the federal, state, and local level are creating opportunities and challenges for the field of recuperative care. This breakfast session will give an overview of the policy landscape, make space for group discussion, and offer action steps for moving forward. Between housing affordability, CalAIM implementation, and encampment sweeps, it's a dynamic time in the public policy space. Let's ensure we maximize our collective impact for constructive change.

MAIN BALLROOM/EAGLE

THURSDAY FEATURED SPEAKERS

Opening Plenary ★ 8:30-9:15 a.m. ★ Main Ballroom/Eagle

Welcome Remarks

Vanessa Davis *Kaiser Permanente*

Vanessa Davis brings more than 15 years of experience in health care and with national and international health and social justice nonprofits. She has a robust background in public health research trials in various hospital and community-based settings, working at the intersection of health and social behavior. Davis currently serves as the Director of Medi-Cal External Engagement and Initiatives at Kaiser Permanente, where she leads efforts to strengthen the Medi-Cal program by fostering meaningful collaborations with external partners, including county agencies, community-based organizations, and managed care plans. Her portfolio includes strategies to address population health, homelessness and affordable housing, food security, and other social influencers of health.



Keynote Presentation

Susan Philip, MPP

California Department of Health Care Services

Susan Philip was appointed by California Gov. Gavin Newsom as the Deputy Director of Health Care Delivery Systems at DHCS in March 2021. Her areas of responsibility include the oversight, monitoring, and contract administration of California's Medi-Cal managed care program, Program of All-Inclusive Care for the Elderly (PACE), the California Children Services (CCS) program, and Home and Community-Based Services (HCBS) Waivers programs. She is also responsible for driving key initiatives under California Advancing and Innovating Medi-Cal (CalAIM) including Community Supports and Providing Access and Transforming Health (PATH).



Prior to her appointment, Philip served in a variety of roles in the healthcare sector including in leadership positions for more than 25 years. Philip has served on boards including a federally qualified health center working with the LGBTQ community as well as people experiencing homelessness. She is currently on the board of directors of SafeHouse, which provides transitional housing and support services for survivors of trafficking.

FRIDAY FEATURED SPEAKERS

Closing Plenary ★ 12:45-1:15 p.m. ★ Main Ballroom/Eagle

Keynote Presentation

Michelle Schneidermann, MD

California Health Care Foundation



Michelle Schneidermann is director of the California Health Care Foundation's People-Centered Care team. She leads CHCF's efforts in the care of populations with complex needs, including people experiencing homelessness, older adults, and people with serious behavioral health conditions.

Prior to joining CHCF, Schneidermann served as a Medi-Cal managed care plan Medical Director at Alameda Alliance for Health, where she provided clinical support and oversight with a focus on care coordination and special projects. Before that, Schneidermann spent more than 14 years as a professor and physician leader at UCSF. In addition to being a primary care doctor and hospitalist at San Francisco General Hospital, she was the founding Medical Director of the San Francisco Medical Respite and Sobering Center.

She has served as a county commissioner for Alameda County Health Care for the Homeless, a program of the Alameda County Health Care Services Agency, for the past seven years.

Breakfast Session SEE PAGE 4 FOR DETAILS

Barbara DiPietro *NHCHC*

Barbara DiPietro, PhD, is Senior Director of Policy at the National Health Care for the Homeless Council and Health Care for the Homeless of Maryland. DiPietro spent time earlier in her career at the Maryland Department of Health and Mental Hygiene, where she helped develop the State's 10-Year Plan to End Homelessness. She also developed and coordinated policy and legislation related to public health services. In her current role, DiPietro focuses on federal, state, and local policies that affect individuals experiencing homelessness, and takes a particular interest in how public systems can better serve vulnerable populations.



TRAILBLAZER AWARD

Award Program ★ Thursday at 12:45 p.m. ★ Main Ballroom/Eagle

New Award Honors the Impact of California's Leaders

The Trailblazer in California Recuperative Care Award is a new honor presented by the Respite Care Providers' Network in collaboration with NIMRC and NHCHC.

This award honors the outstanding work of one influential leader in the advancement of recuperative care services in California, where leaders are blazing a bold path forward for the entire nation in the advancement of medical respite services and innovation.



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2024 Trailblazer Award Recipient

Sandra Maple-Deaver

Gospel Center Rescue Mission

Sandra Maple-Deaver is a wife, mother, and most importantly, a child of God. For almost a decade, she has dedicated her life to serving those in Recuperative Care at the Gospel Center Rescue Mission in Stockton. She has helped serve more than 100,000 individuals experiencing homelessness in the only shelter to provide a recuperative care program in San Joaquin County since 2008 and more than 5,000 bed days in the only COVID-positive shelter that provided care to those who have no other place to go in San Joaquin County.

SPECIAL SYMPOSIUM EVENTS



You're Invited!

Kick off the Symposium at Our Welcome Reception

Join us for the symposium's special networking event Sept. 12! Beer, wine, and hors d'oeuvres will be served, with cocktails available for purchase.

When: Thursday from 5-7 p.m.

Where: Atrium

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WITH SUPPORT FROM



Sign Up for a Friday Visit to WellSpace

Ride a shuttle Friday from the symposium hotel to WellSpace Health's Gregory Bunker Care Transitions Center to learn how this program does recuperative care.

Site Visit Duration: 8:45-10:15 a.m.

Signup Required: Space is limited and requires signing up ahead of time! Look for the "Site Visit Signup" sign at the registration table during Thursday evening's Welcome Reception. We'll open signups back up on Friday at 7 a.m. if seats remain open. There are only 20 seats for this tour so sign up early!



PHOTOS COURTESY OF WELLSPACE



**Without a safe place to call home,
it's impossible to focus on basic health
and medical needs.**

Kaiser Permanente is proud to partner with those who lead efforts day in and day out to address the causes of homelessness and create affordable housing. Thank you for making a difference for our most vulnerable communities.

1A Sanctuary in Transition: Hospice Care for the Homeless

Jillian Olmstead, *Executive Director/CEO, The INN Between*

Homelessness compounds the obstacles and the barriers to accessing end-of-life care, necessitating innovative approaches to ensure dignity and comfort during this vulnerable stage of life. Explore the critical need for and the challenges associated with providing hospice care tailored to unhoused individuals within a recuperative care setting, as exemplified by The INN Between, a distinguished medical respite and end-of-life care facility.

Building Bridges to Quality Residential Hospice Care

Chris Erdman, MD, *Director, Center for Loss & Hope/Joshua's House, YoloCares*

The bridge to compassionate end of life care for the unhoused is broken; building it requires innovation, collaboration, courage, and perseverance. Here's the unvarnished story of a start-up and some tips and tools for navigating the challenging terrain.

SHASTA

1B Our CalAIM Journey: Challenges and Opportunities

Pooja Bhalla, *Chief Executive Officer, Illumination Foundation*; **Jordan Hoiberg**, *Director of Housing Services, Illumination Foundation*

Illumination Foundation highlights their experience providing CalAIM Enhanced Care Management and Community Supports in a recuperative care environment, discussing best practices and opportunities for growth to provide a model for attendees to enhance their own CalAIM partnerships.

EAGLE

1C Considerations for Cognitive Impairment in Transitions of Care

Neal Sheran, MD, *Medical Director, San Francisco Department of Public Health, Medical Respite*; **Kathleen Reed**, *CalAIM Community Supports Program Manager, San Francisco Health Network, San Francisco Department of Public Health*; **Carli Fullerton**, *Nurse Manager, San Francisco Department of Public Health, Medical Respite*

This presentation focuses on unhoused people with cognitive impairment and how interdepartmental and cross-organizational collaboration affects transitions of care. This presentation will outline challenges and describe a shared ethical framework in transitions of care.

FOLSOM

2A Connection and Belonging: Utilizing Recreation and Peer Mentorship for Increased Client Engagement

Christa Signor, Senior Medical Respite Manager, National Health Care for the Homeless Council; **Julia Gaines**, Senior Program Manager, COTS Recuperative Care; **Pat Higgins**, Lead Recuperative Care Specialist, COTS Recuperative Care; **Lesha Schaefer**, Executive Director, Pathways to Housing; **Amber Middleton**, Senior Director, HOPE Program, Shasta Community Health Center

While stabilizing health is the primary purpose of recuperative care, social and emotional needs are also vital to clients' wellbeing. This session explores the various ways programs are implementing peer mentorship and physical and social activities into their services — and how these activities improve behavioral issues and create a sense of community and belonging in the recuperative care setting.

SHASTA

2B The Learning Network Model: Strengthening Recuperative Care Partnerships in L.A. County

Pamela Mokler, NIMRC Consultant, Pamela Mokler & Associates; **Ana Reza**, Vice President of Patient Access Services, Hospital Association of Southern California (HASA); **Avi Klein**, Chief Strategy Officer, Horizon Recuperative Care; **Tiffany Hayes**, Recuperative Care Program Manager, L.A. Care Health Plan; **Edward Mariscal**, Director of Public Programs and LTSS, HealthNet; **Rebecca Farfan**, Market Director of Care Coordination Southern California, CommonSpirit; **Benjamin Supkoff**, Manager of Care Coordination, Northridge Hospital Medical Center, CommonSpirit

CalAIM opened the door for Managed Care Plans to pay for Recuperative Care with Medi-Cal funds. To help facilitate successful partnerships between payers and providers, recuperative care providers, MCPs and hospitals in the Los Angeles area jumped at the opportunity to create the L.A. Recuperative Care Learning Network (LARCLN). More than two years later, referral processes, CalAIM reimbursements and other challenges have been resolved — thanks to the hard work of LARCLN stakeholders' commitment to getting partners to the table, breaking down communication barriers, and creating a streamlined, collaborative system of care other counties are beginning to replicate.

EAGLE



Join the Conversation

Use the hashtag **#CRCS2024** to share your symposium experience and connect with other attendees!

2C Increasing Access to Recuperative Care: Foundations of Health Equity Practices for Supporting LGBTQIA+ Clients

Tarryn Bieloh, Medical Respite Manager, National Health Care for the Homeless Council; **Kevonya Eliza**, Director of Justice, Equity, Diversity, & Inclusion, National Health Care for the Homeless Council; **Kelli Klein**, Clinical Manager, National Health Care for the Homeless Council; **Neal Sheran, MD**, Medical Director, San Francisco Department of Public Health, Medical Respite; **Carli Fullerton**, Nurse Manager, San Francisco Department of Public Health, Medical Respite

Intentional health equity initiatives are an essential component of every successful recuperative care program. This session will cover foundational health equity practices in the recuperative care setting and how programs can increase access for LGBTQIA+ clients who may face unique barriers to health care and housing. Presenters will cover promising practices for gender-inclusive Medical Respite Care and hear from a California-local program about their experience increasing access for transgender and gender-nonconforming patients.

FOLSOM

NIMRC NEWS BREAK

Want a More Gender-Affirming Program? Start Here!

This month, NIMRC will kick off a four-session online Learning Collaborative where participants will explore best practices for building a gender-affirming recuperative care program. Participants will learn from experts in the field and collaborate with recuperative care and medical respite programs across the country to identify areas of improvement and take tangible steps toward a more inclusive recuperative care community.

To learn more and register, scan the code or visit nhchc.org/webinars.

- Sept. 18** Gender-Inclusive Congregate Care Fundamentals
- Oct. 16** Policies, Procedures, and Documentation
- Nov. 20** Workforce Development
- Dec. 18** Community Partnerships and Referrals



D1 Exploring the Development of Recuperative Care in Rural Communities

Zackiya Grant-Knight, *Center for Health Care Strategies, Program Officer*; **Meryl Schulman**, *Center for Health Care Strategies, Senior Program Officer*; **Shawn Smith, MD**, *Chief Executive Officer, Symba Center*

Recuperative care programs in rural areas experience a unique set of challenges, from geographical distance from healthcare services to a lack of community resources. Learn what the Center for Health Care Strategies discovered after interviewing stakeholders, recuperative care providers, hospital systems, and managed care plans to better understand the current state of recuperative care in rural and exurban communities in California.

SHASTA

D2 National Health Foundation Recuperative Care: A Multi-disciplinary Model for Effective Systems Change

Felita Jones, MD, *President/CEO, National Health Foundation*; **John Sevier**, *Director of Research & Evaluation, National Health Foundation*; **Qiana Parhm**, *Director of Recuperative Care, Pico Union, National Health Foundation*; **Angie Negrete**, *Director of Recuperative Care, Arleta, National Health Foundation*

By creating a family of cross-functional service providers to seamlessly support unhoused individuals, we begin to help provide the best opportunity for individuals to transition permanently from chronic homelessness. We also can begin to see massive gains in how we shift a highly utilizing population reliant upon episodic interventions to a more preventative care model. Learn how NHF's intentionally designed staffing model provides a multi-disciplinary approach to tackling system challenges and sensitivities, purposefully operationalizing these sensitivities into actionable systems change.

EAGLE



Join the Conversation

Use the hashtag **#CRCS2024** to share your symposium experience and connect with other attendees!

D3 Aging with Dignity: Health-Centric Living Environments for Seniors Experiencing Homelessness

Rolande Tellier, Chief Operating Officer, The Gathering Inn; **Nick Golling**, Chief Program Officer, The Gathering Inn; **Tiffany Rayford**, Program Director of Medical Respite, The Gathering Inn

Unhoused seniors face compounded risks, including chronic health conditions, limited mobility, and social isolation. Post-illness recuperation further necessitates stable housing to ensure effective recovery and prevent relapse or hospital readmission. By implementing a comprehensive housing strategy for seniors experiencing homelessness, focusing on the creation of sustainable, supportive, and health-centric living environments, we can significantly improve the quality of life and health outcomes for this vulnerable population.

ADL Support for Older Adults in Recuperative Care

Caitlin Synovec, OT-BSN, Associate Director of Medical Respite, National Health Care for the Homeless Council

Older adults experiencing homelessness are more likely to experience functional and ADL needs. This presentation will review how these needs may present in recuperative care, and offer tangible strategies to support those with ADL assistance needs while staying within the recuperative care program's scope.

FOLSOM

NIMRC NEWS BREAK

Meet and Collaborate With Others in Your Role

Learn from recuperative care providers across the country in our new role-specific virtual meetups, kicking off this month! Scan the code below or visit nhchc.org/webinars to register.



Sept. 23
Program
Directors

Sept. 24
Case Managers
and Care
Coordinators

Sept. 25
Medical
and Clinical
Providers

D1.2 Navigating the Unique Challenges of Rural Recuperative Care

Chester Czuj, Associate Director, Quantified Ventures; **Shawn Smith, MD**, Chief Executive Officer, Symba Center; **Kristopher Kuntz**, Director of Housing and Homeless Strategy, Anthem Blue Cross; **Rolande Tellier**, Chief Operating Officer, The Gathering Inn

With a specific focus on the unique considerations of operating recuperative care in a rural environment, this panel will explore strategies for securing startup funding, innovative approaches in program design, the development of seamless referral pathways, and sustainable revenue models that support the long-term viability and scalability of rural initiatives.

SHASTA

D2.2 A Story of Partnership and Continuous Learning: 20 Years of Medical Respite in Sacramento County

Ashley Brand, System Director of Community Health, Integration & Housing, Dignity Health; **Brian Heller de Leon**, Community Health Lead, Kaiser Permanente; **Ellen Brown**, Director of Community Integration, UC Davis Health; **Kelly Brenk**, Director of Community Health, Sutter Health; **Holly Webb**, Deputy Chief of Supportive Programs, WellSpace Health; **Christie Gonzalez**, Chief Program Officer, WellSpace Health; Panel facilitated by **Tiffany Hoang**, Project Manager, Community Health, Kaiser Permanente

In 2005, Dignity Health, Kaiser Permanente, Sutter Health, and UC Davis Health partnered with WellSpace Health to launch the Interim Care Program. This panel of experts will discuss the program's successes and challenges around the medical complexity and social health needs of today's patient population, key learnings, best practices, and opportunities.

EAGLE

D3.2 Serving the Complex Needs of Older Adults Experiencing Homelessness

John Hallett, MD, Lead Physician at COTS Mary Isaak Center, Petaluma Health Center; **Caitlin Synovec, OT-BSN**, Associate Director of Medical Respite, National Health Care for the Homeless Council; **Hagar Dickman**, Senior Attorney, Justice in Aging; **Catherine Hayes**, President & Co-Founder, Cardea Health; Panel facilitated by **Brandon Cook**, Senior Medical Respite Manager, National Health Care for the Homeless Council

As we see the unhoused population age and watch older adults enter homelessness for the first time, providers of health and homeless services need to adjust their strategies, patient assessments, and services to properly care for this aging population. This panel explores the reasons behind this growing segment, their unique care, social, and housing needs, and how these needs can be met in the recuperative care setting.

FOLSOM

3A Behavioral Health for the Justice-Involved Population

Christal Hampton, *President, Helping Hearts, Inc.*; **Ynez Cross**, *MBA, CEO, Helping Hearts, Inc.*; **Captain James Porter**, *Community Service & Reentry Division, San Bernadino County Sheriff's Department*; **Heather Beidler**, *Program Manager, Community Service & Reentry Division, San Bernadino County Sheriff's Department*; Opening remarks by **Devora Keller, MD**, *Director of Clinical and Quality Improvement, National Health Care for the Homeless Council*

Partnerships with law enforcement can improve outcomes for justice-involved individuals experiencing homelessness or housing insecurity. Rather than a continued loop in and out of jail, behavioral health-focused recuperative care programs can address the root causes of criminal tendencies and provide true rehabilitation. Learn how one specialty recuperative care program has closely partnered with its county sheriff's department to properly serve the justice-involved population.

SHASTA

3B Utilizing CalAIM Community Supports for Transitions to Housing

Lauren Turner, *Policy Program Manager, Corporation for Supportive Housing*

Recuperative Care is a CalAIM Community Support, but what happens after the client exits recuperative care? Learn how your recuperative care program can use the "Housing Trio" of Community Supports to facilitate clients' smooth transitions to housing.

From the Hospital to Housing: Ongoing Support Along the Continuum of Care

Robert Morrison, *Deputy Executive Director, HousingWorks*; **Cindy Villasenor**, *Regional Lead — Community Supports, HousingWorks*

Frequent utilizers of hospital and social services have been repeatedly failed by a system inadequate to meet their housing needs. Learn how HousingWorks collaborates with L.A. hospital systems and recuperative care providers to navigate patient transitions into stable and safe housing.

Recuperative Care: The Bridge to Permanent Housing

Jenny Robbins, *Homeless Services Chief, Contra Costa Health*; **Robert Preston**, *Program Manager, Contra Costa Health*

Contra Costa Health showcases how their recuperative care program provides a comprehensive and robust list of CalAIM community support services to support the individual into housing and beyond.

EAGLE

3C Sustainable, Long-Term Financing Arrangements for Recuperative Care Program Growth

Chester Czuj, Associate Director, Quantified Ventures

Recuperative care programs play a vital role in supporting vulnerable populations, but they often have financial constraints due to the significant amount of non-reimbursable services they provide. Even in states like California, where reimbursement for such programs is available, rates often fall short of covering the costs associated with delivering an evidenced-based program model that delivers high-value outcomes. During this session, we will explore strategies to review your organization's current program offerings, associated costs, and budget considerations. By conducting a thorough analysis, organizations can identify areas of potential revenue generation and develop strategies to maximize their earnings through additional Community Support services.

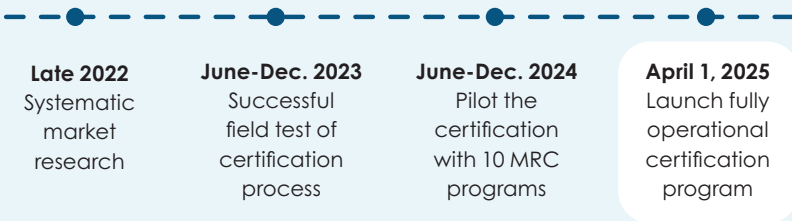
FOLSOM

NIMRC NEWS BREAK

Medical Respite/Recuperative Care Certification Rolling Out Nationwide in 2025

On April 1, 2025, the National Institute for Medical Respite Care will launch a voluntary certification process for medical respite and recuperative care programs! This certification represents an important step forward in the evolution of our field and will serve to elevate the incredible work being done by recuperative care programs across the nation. As we conclude our final phase of testing this year, we will continue to share updates with our community of MRC programs and key partners.

Visit nimrc.org/certification to learn more and sign up for updates!



4A Comprehensive Clinical Care: A Health Systems-Led Recuperative Care Model

Salvador Robledo, *Community Service Program Manager, Cottage Health Recuperative Care*; **Herschelle Milford**, *Director of Programs, PATH Santa Barbara*

The health system's involvement in recuperative care brings several advantages, including access to electronic medical records, clinical resources, and population health support. Learn how a health system-led recuperative care program delivers comprehensive care to individuals experiencing homelessness with acute medical needs, and ensures a seamless system of care that extends beyond the hospital walls.

SHASTA

4B Referrals and Reimbursements: Managed Care Plans in the Recuperative Care Space

Michelle Schneidermann, MD, *Director of People-Centered Care, California Health Care Foundation*; **Lisa Brundage O'Connell**, *Associate Director of Housing and Incentive Programs, Partnership Health Plan*; **Dennis Hseih, MD**, *Chief Medical Officer, Central California Alliance for Health*; **Katie Panarella**, *Program Director of Community Supports, Anthem*

Managed Care Organizations (MCOs) are expanding their recuperative care network and developing strategies to increase capacity and referrals. This panel will discuss recuperative care services from a health plan perspective, highlighting presumptive authorizations, Short-Term Post-Hospitalization Housing, and reauthorization requests to avoid discharges back to the street.

EAGLE

4C Living up to the 'Low Barrier' Standard: Making Medical Respite Accessible to Everyone

Catherine Hayes, *President & Co-founder, Cardea Health*; **Devora Keller, MD**, *Director of Clinical and Quality Improvement, National Health Care for the Homeless Council*

People experiencing homelessness often face barriers to being admitted into medical respite. This presentation focuses on fostering a culture that supports clients who would likely be excluded from homeless service programs, including medical respite, due to complex medical, social, and behavioral health needs.

FOLSOM



Cheers to Twenty Years of Growth and Leadership!

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



The California Health Care Foundation is proud to support the inaugural California Recuperative Care Symposium.

CHCF is committed to expanding recuperative care programs and has supported the development of tools and resources to assist organizations seeking to develop recuperative care / medical respite programs, including:

- Guiding Principles for Medical Respite Care
- Models of Medical Respite Care
- Medical Respite Budget Tool
- Lessons from the Field: How an Ad Hoc Stakeholder Network is Helping Redefine Medical Respite Care in Los Angeles

Visit www.chcf.org/medical-respite to learn more.



The common good needs a champion.

Thank you for being humankindness champions - improving our communities with compassion, inclusion, and equity for all.

Hello humankindness®

CommonSpirit™



SAVE THE DATES



Registration Opens in January for L.A. Forum

The L.A. Recuperative Care Learning Network, renowned for elevating recuperative care services in Los Angeles County, announces the third annual L.A. Forum in March 2025. Registration opens in January. Stay tuned!

The L.A. Recuperative Care Learning Network's Forum is an in-person convening of recuperative care programs, hospitals, and health plans to share best practices and celebrate achievements in improving the system of care in the L.A. area. The L.A. Recuperative Care Learning Network hosts monthly virtual meetings facilitated by the National Institute for Medical Respite Care (NIMRC), sponsored by Kaiser Permanente, and supported by the Hospital Association of Southern California (HASC).



Conference Registration Opens in December

Join the largest largest annual gathering of Health Care for the Homeless practitioners, advocates, researchers, and partners to collaborate and drive our movement forward at the 2025 National Health Care for the Homeless Conference & Policy Symposium! **Visit nhhc.org to learn more.**

THANK YOU FOR YOUR SUPPORT



We Can't Do What We Do Without You

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!**



Give Online

Scan this code or visit [nhchc.org/donate](https://nhchc.org) to make a gift via credit card or Apple Pay.

Mail a Check

National Health Care for the Homeless Council
100 Powell Place #1558
Nashville, TN 37204

To learn more about NHCHC's philanthropic goals or get information about making a gift of stock or paying by phone or ACH transfer, please contact Louisa Wittmann Post at lpost@nhchc.org or (615) 997-0046.

“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*

NHCHC MEMBERSHIP



Unlock Council Membership Benefits

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.



Get training and technical assistance



Enjoy discounted conference pricing



Post to our job board



Lend your expertise to a committee or board



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