

# HEALTH PATHWAYS INTEGRATION & COORDINATION CALL

APRIL 21, 2020



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# WHY IS THE UNITED WAY CONVENING THIS CALL?

- UWGLA uses our convening power to bring multi-sector partners together to benefit those experiencing homelessness
- COVID-19 spurred massive and rapid systems change in both homeless & health services
- In call after call, we keep hearing about amazing ad-hoc integration with the healthcare sector
- System-level coordination today can forever shape the future of health care delivery for those experiencing homelessness

**HOME****GOOD**

An initiative of United Way of Greater Los Angeles  
& L.A. Area Chamber of Commerce

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# PURPOSE

- **Inform** multi-system partners about evolving COVID-19 challenges
- **Coordinate** alignment between health & homeless delivery systems
- **Focus** on the chronic health needs of the homeless population

UNSHELTERED



CONGREGATE  
SHELTERS/ARFs



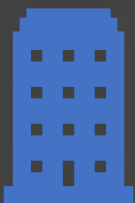
CLINIC PROVIDERS



PUBLIC HEALTH



ISOLATION/  
QUARANTINE SITES



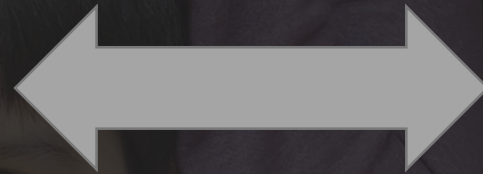
SUPPORTIVE HOUSING



INSURERS



HOSPITALS



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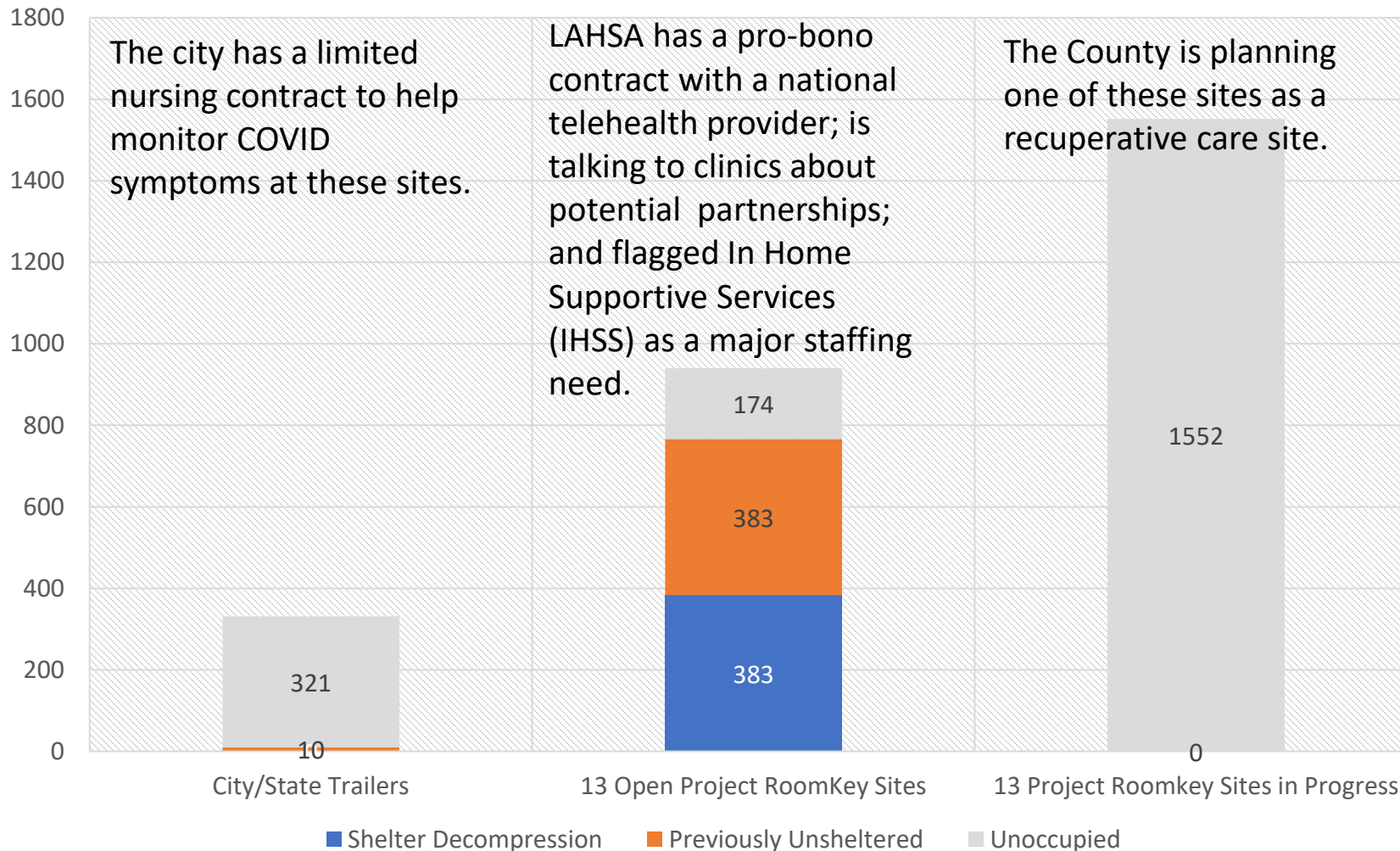
# AGENDA

- **Level Setting & Orientation**
- **Updates & Questions from Partners**
- **Closing the Loop on Previously-Flagged Issues**
- **Moving Forward**
  - **What are we working on next?**
  - **What are we still confused about?**



# LEVEL SETTING & ORIENTATION (TIER 1 SITES)

Tier 1 Progress to Date (Goal = 15,000)

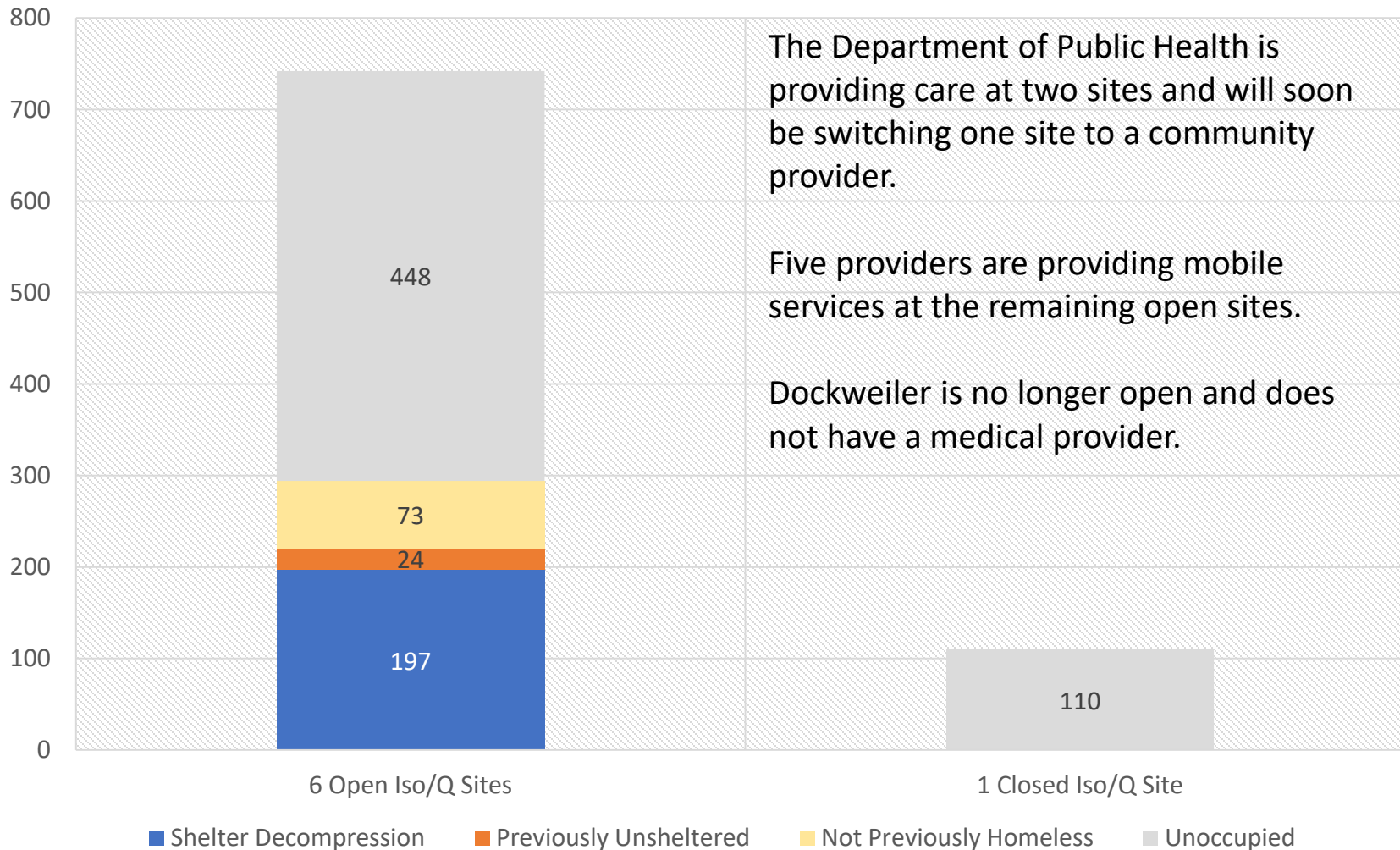


## Eligibility Criteria:

- Asymptomatic for COVID-19 with no known exposures
- Age 65+ or
- Underlying Medical Condition
  - Chronic Lung Disease
  - Asthma
  - Heart Conditions
  - Cancer Treatment
  - Immune Deficiencies
  - Unmanaged HIV/AIDS
  - Diabetes
  - Kidney Disease
  - Liver Disease
- Homeless service providers at these sites have identified access to **mental health services** as a major barrier to getting people in from the streets.

# LEVEL SETTING & ORIENTATION (TIER 2 SITES)

Tier 2 Progress to Date (Goal = 2,000)

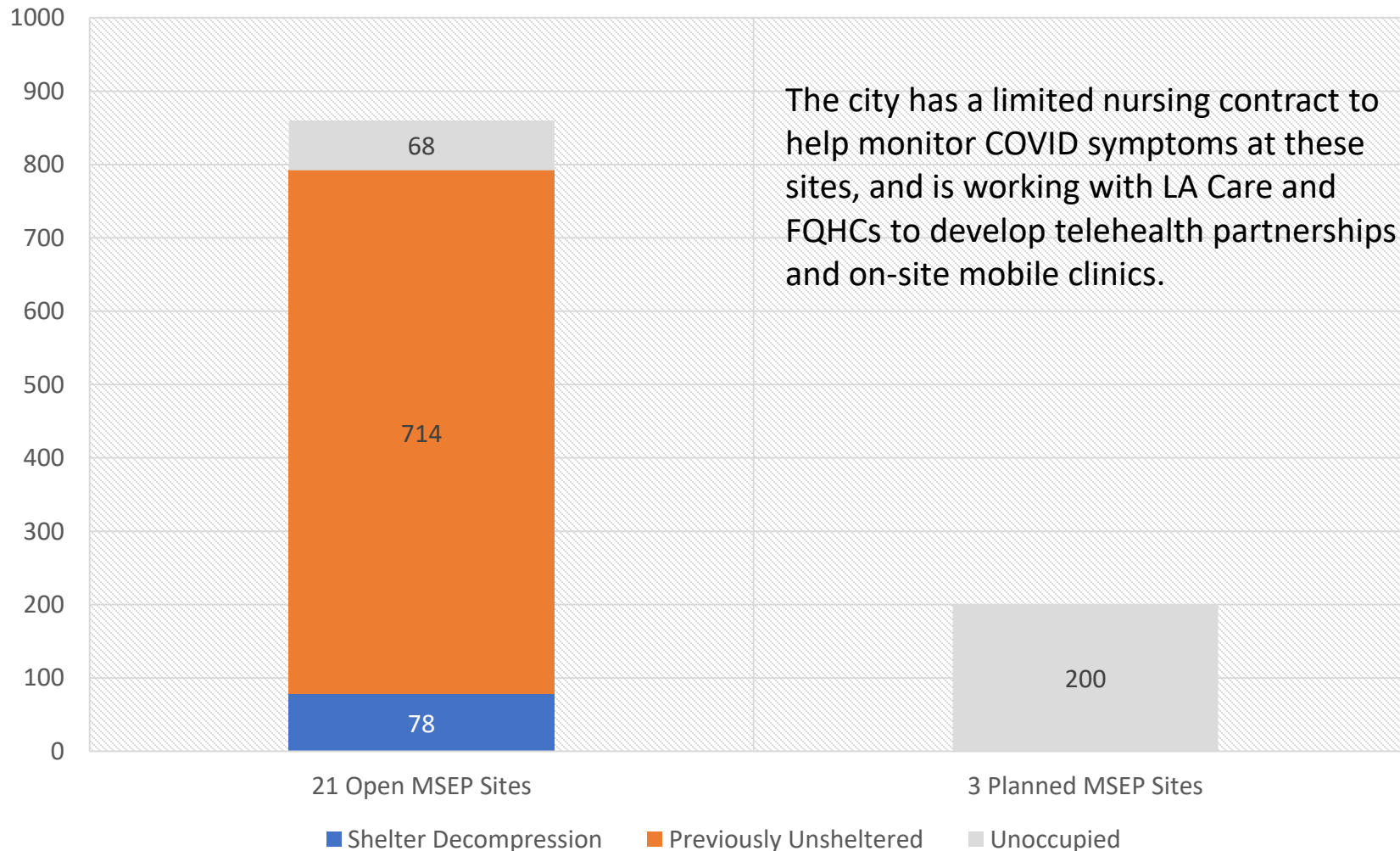


## Eligibility Criteria:

- COVID-Positive (based on test)
- COVID-Symptomatic (waiting on test)
- COVID-Exposed (direct contact with someone who has tested positive)
- Inability to safely isolate or quarantine at home
- Staffing, supplying, and servicing these sites is a major challenge for the County; and,
- Homeless service providers are struggling to access these sites for asymptomatic clients with indirect exposure from shelters and the streets.

# LEVEL SETTING & ORIENTATION (TIER 3 SITES)

Tier 3 Progress to Date (Goal = 6,000)



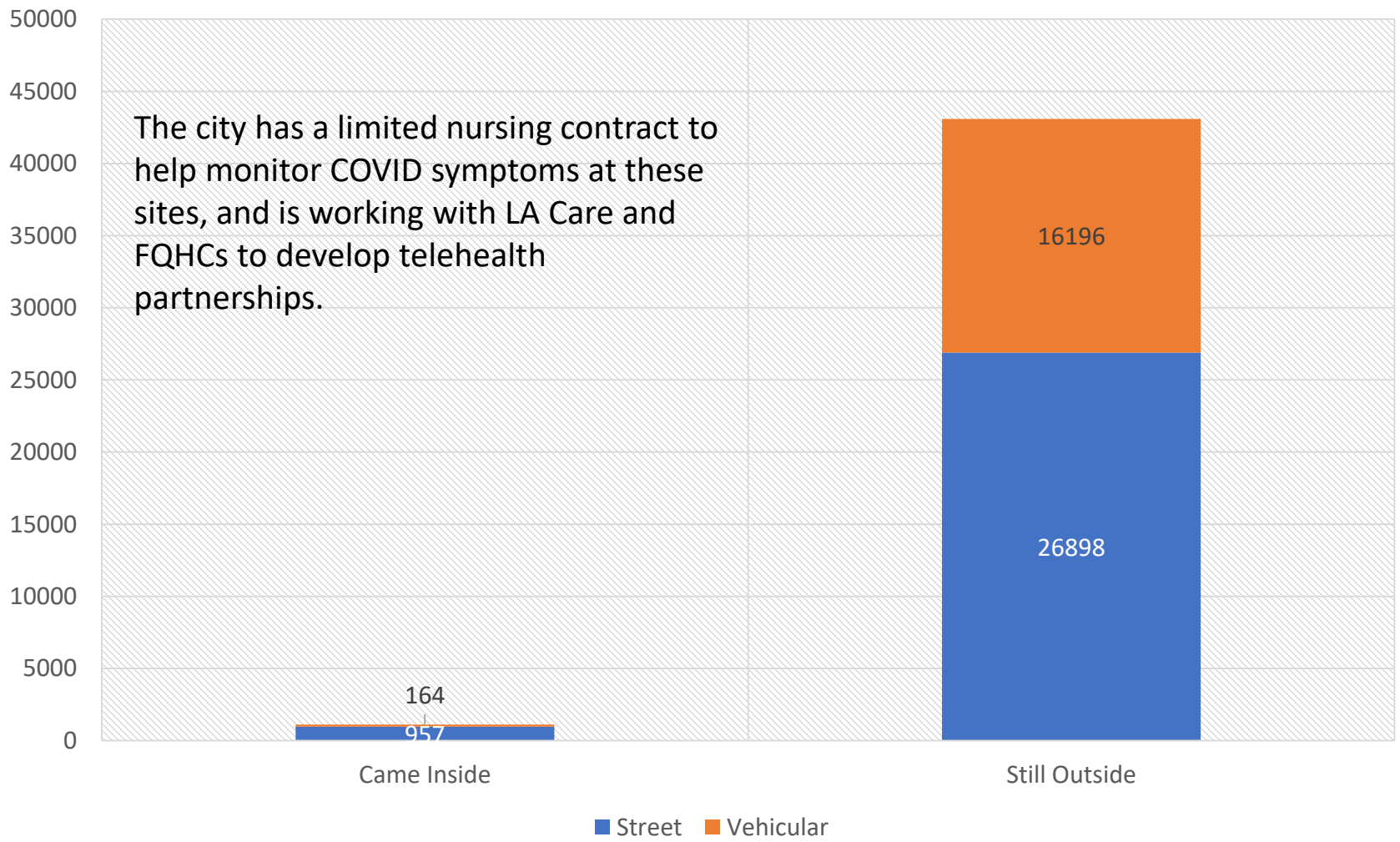
## Eligibility Criteria:

- Younger than 65
- No Underlying Medical Conditions
- Asymptomatic for COVID-19 with no known exposures
- Although these sites target a lower-risk population, guests still have important health needs:
  - Contagious skin conditions
  - Opportunistic Infections
  - Wounds that need care
  - Substance abuse needs
  - Mental health needs



# LEVEL SETTING & ORIENTATION (UNSHELTERED)

## Unsheltered Progress to Date



The city has a limited nursing contract to help monitor COVID symptoms at these sites, and is working with LA Care and FQHCs to develop telehealth partnerships.

### Major Developments:

- Skid Row Testing Surge
  - Leveraging public safety agencies to do proactive outreach & testing
- High-Density Encampment Surge
  - Proactive outreach
  - Rapid Testing
  - Supplies to "shelter" in place for two weeks if unwilling to come inside



# LEVEL SETTING AND ORIENTATION (HEALTH CARE SYSTEM)

Clinics/FQHCs	<ul style="list-style-type: none"><li>• Clinics/FQHCs and CCALAC continue to work with partners to facilitate health services for PEH at city RAP shelters in close proximity to clinics</li><li>• Clinics/FQHCs are staffing QI sites and are running various testing sites for PEH</li></ul>
MCOs	<ul style="list-style-type: none"><li>• LA Care has committed \$6 million for vulnerable communities including unsheltered PEH and PEH interim housing setting</li><li>• Working with SNFs who are experiencing and are at high risk for outbreaks in their facilities</li></ul>
Hospitals	<ul style="list-style-type: none"><li>• Various reports indicate that hospitals in the county have not yet needed to activate surge capacity, although there are pockets in the county where hospitals are at capacity</li><li>• Some hospitals exploring re-starting elective surgeries/procedures, how does this impact hospital access for PEH</li></ul>
ARFs & SNFs	<ul style="list-style-type: none"><li>• <b>ARFs:</b> LA County has lost over 16,000 ARF beds since 2015; only 1 ARF has reported a COVID outbreak in the county</li><li>• <b>ARFs:</b> DHS-HFH working on obtaining additional slots for clients, and advocating for increases in the SSI rate since rates are currently too low for operators to keep their doors open</li><li>• <b>SNFs:</b> SNFs in LA and surrounding counties have experienced the brunt of COVID-19 outbreaks; hundreds of residents have contracted COVID and at least two-dozen people have passed.</li></ul>
Recuperative Care	<ul style="list-style-type: none"><li>• DHS-HFH working to move 100 clients currently in recup care into Project Roomkey sites thus opening up beds for people that need that higher level of care</li><li>• With the National Health Foundation, a PRK site will be used as recuperative care</li></ul>



# UPDATES FROM PARTNERS

## HEALTH CARE SYSTEM PARTNERS

### PRIMARY CARE CLINICS & ASSOCIATION

- Venice Family Clinic
- Saban Community Clinic
- Community Clinic Association of LA County (CCALAC)
  - Homeless Clinic Committee Members

### MANAGED CARE ORGANIZATIONS

- LA Care

### PUBLIC HEALTH SYSTEM

- County Public Health
- County Public Hospitals and Clinics (In development)

### HOSPITAL SYSTEM

- Hospital Association of Southern California

### SUBJECT MATTER EXPERTS

- Lisa Kodmur—Adult Residential Facilities/Skilled Nursing Facilities

## HOMELESS SERVICES SYSTEM PARTNERS

### GOVERNMENT PARTNERS

- City of LA, Mayor's Office of Homeless Initiatives
- LA County
  - Office of Emergency Management
  - Department of Public Health
  - Housing for Health, DHS
  - Department of Mental Health
- Los Angeles Homeless Services Authority

### HOMELESS SERVICES PROVIDERS

- Brilliant Corners
- SSG-HOPICS
- LA Family Housing

### HOME FOR GOOD FUNDERS COLLABORATIVE MEMEBERS

- United Way of Greater Los Angeles
- UCLA/California Policy Lab
- California Community Foundation
- Hilton Foundation
- Cedars Sinai
- Kaiser Permanente





# UPDATES & QUESTIONS FROM PARTNERS

- Telehealth at new interim sites (Project Roomkey & MSEP)
- Onsite medical staffing needs & clinic capacity to meet needs
- Pathways into & across QI, Project Roomkey & MSEP sites
- Timely intake and quick transport to sites & hospitals
- Street Outreach/Street Medicine & needs on the street
- Rapid results testing for PEH & reporting results



# CLOSING THE LOOP

- Cell phones for PEH
- Broad supply needs (PPE, masks etc.) are being met; supply chains and distribution mostly figured out
- Set rhythm for standing up new sites
- New partnerships between a few clinics and a number of MSEP sites
- In-Home Services & Supports



# MOVING FORWARD

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- What are we working on next?
  - Consolidated/shared tracking workbook with each site, the assigned provider, and the medical partnership(s)
  - Continuing to develop the idea for a flexible funding pool to help the health care system scale alongside the homeless system until we've bridged to long-term billable models
- What are we still confused about?
  - How deep behavioral health needs are being met
  - Where those with serious medical needs will get care indoors after this pandemic has stabilized?