

# Housing is Health Care: utilizing TIC in context of primary care services for Veterans experiencing homelessness

Hillary Colcord, BA, MHRT/C

BPHC Program Manager, Maine Primary Care Association

7/31/20



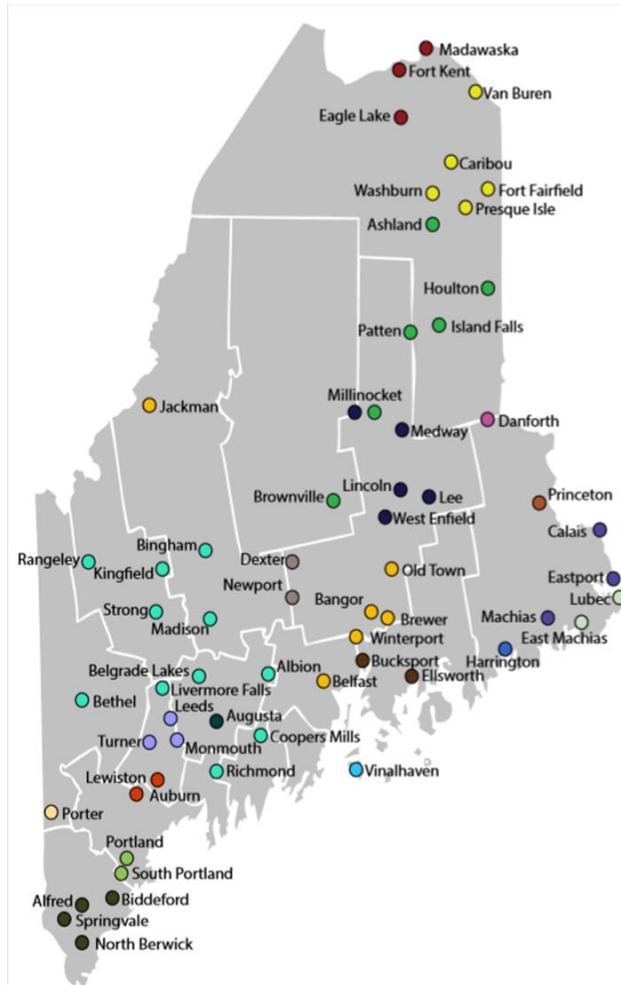
As BPHC Program Manager, Hillary is responsible for the day to day oversight and of MPCA's Cooperative Agreement from HRSA's Bureau of Primary Care (BPHC). In addition to BPHC oversight, Hillary works on projects related to Health Equity and Trauma-Informed Care. Prior to her position at MPCA, Hillary worked for a decade in low-barrier homeless services, focusing on Housing First interventions for chronically homeless adults with co-occurring disorders and chronic health conditions. Hillary has a Bachelor of Arts in Sociology with a concentration in Health and Human Services from Suffolk University.

Maine Primary Care Association (MPCA) is a membership organization that represents the collective voices of Maine's Community Health Centers, which provide high quality, primary and preventive medical, behavioral health and dental services for 1 in 6 Mainers. For more than 35 years, MPCA has provided technical assistance and training, housed relevant programs and services and advocated on behalf of Maine's healthcare safety net and the hundreds of thousands of patients it serves each year.

# About Community Health Centers

- Maine's Community Health Centers exist in high need communities that are designated as medically underserved areas or populations.
- CHCs provide comprehensive primary care to anyone who walks through the door, regardless of health insurance status or ability to pay. They are also providers of choice in their community.
- CHCs work to integrate other services that keep people healthy, such as behavioral health, dental, and pharmacy services, as well as supportive services that include educational, transitional, and transportation services.
- Governing Boards for CHCs are made up of no less than 51% of patient/health care consumers. In many areas Community Health Centers are also the largest local employer.

# Community Health Centers in Maine



For more information & to locate your nearest Community Health Center, please visit [findmyhealthcenter.org](https://findmyhealthcenter.org)

# Veteran Homelessness in Maine

## 2018 Point in Time survey

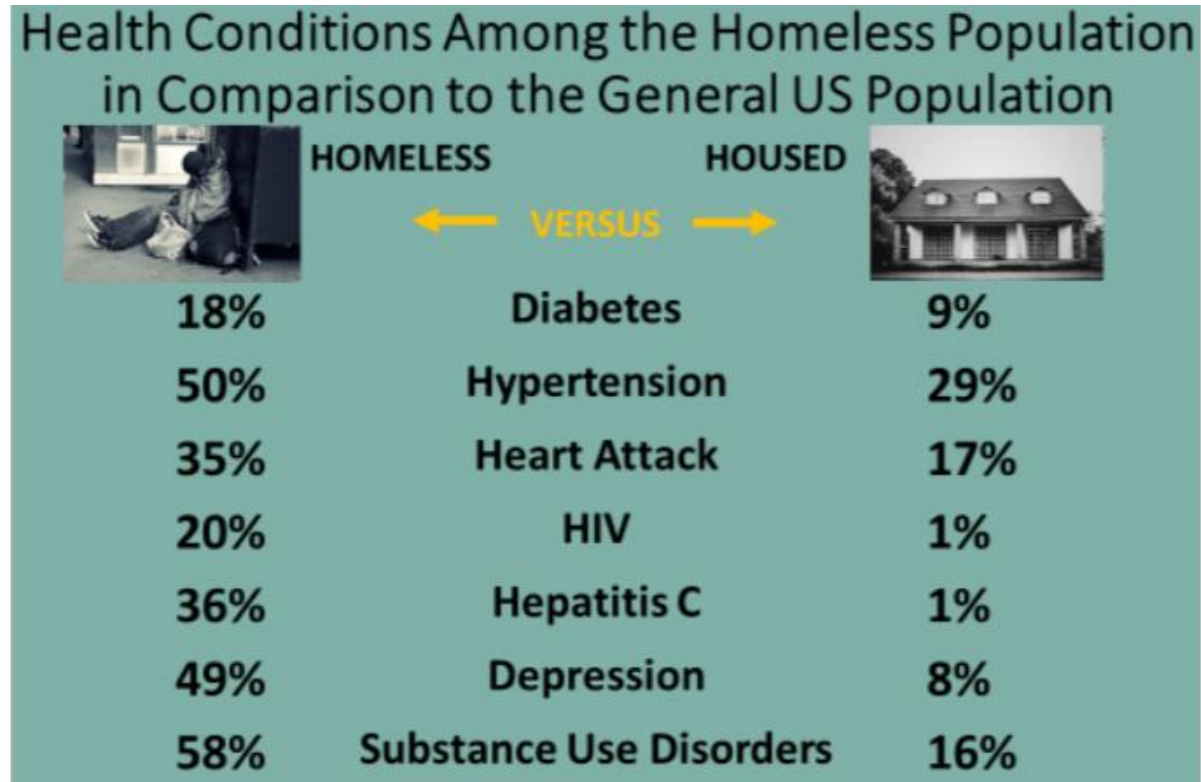
- 1125 total
- Unsheltered: 98
- **Veterans: 64**

## 2019 Point in Time Survey

- 1215 total
- Unsheltered: 95
- **Veterans: 57**

[https://www.mainehousing.org/docs/default-source/housing-reports/2019-point-in-time-survey.pdf?sfvrsn=6d6fb415\\_4](https://www.mainehousing.org/docs/default-source/housing-reports/2019-point-in-time-survey.pdf?sfvrsn=6d6fb415_4)

# Homelessness & Health



Source: Health Center Patient Survey (HCPS) 2009

<https://nhchc.org/wp-content/uploads/2019/08/homelessness-and-health.pdf>

## Meet Jerry

- When outreach workers met Jerry, he was sleeping under a bridge on the outskirts of Portland
- Initially, Jerry did not identify himself as a veteran when asked
- Jerry shared that he had several health and mental health diagnoses but had lost his prescriptions and only went to the ED when “something hurts”
- Jerry’s feet were wrapped in plastic shopping bags inside his boots, which he hadn’t removed in several months
- Outreach workers connected with local CHC and asked a provider to come with them (with Jerry’s permission) to Jerry’s campsite

# TIC in practice at Jerry's local CHC

- Safety
- Trustworthiness and Transparency
- Peer Support and Mutual Self-Help
- Collaboration and Mutuality
- Empowerment, Voice, and Choice
- Cultural, Historical, and Gender Issues

[https://www.thenationalcouncil.org/wp-content/uploads/2019/12/FosteringResilienceChangePackage\\_Final.pdf?daf=375ateTbd56](https://www.thenationalcouncil.org/wp-content/uploads/2019/12/FosteringResilienceChangePackage_Final.pdf?daf=375ateTbd56)



# What is “Housing First?”

**Housing First** is an approach to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements.



# Jerry's Housing First experience

- Moving in
- Building community
- Continued connection to health care providers
- New connections to health care providers, including mental health case managers and medication management

## Jerry's Housing First experience cont.

- Referrals for in-home support as he aged in place
- Reconnection to family members, including adult children he hadn't spoken to in decades
- After several years in his apartment, with declining health, a referral to hospice services
- End of life care coordinated with love, respect, & dignity

# Resources & Contact Information

- ❖ **National Council: Fostering Resilience and Recovery Change Package** - <https://www.thenationalcouncil.org/fostering-resilience-and-recovery-a-change-package/>
- ❖ **Find your local Community Health Center** – [findmyhealthcenter.org](http://findmyhealthcenter.org)
- ❖ **Homeless Veterans Services** - <https://www.maine.gov/veterans/benefits/housing/homeless-veterans-services.html>
  
- ❖ Hillary Colcord
- ❖ [hcolcord@mepca.org](mailto:hcolcord@mepca.org)
- ❖ 207-707-4542

