

IHOP 101

Interim Housing Outreach Program Overview



INTERIM HOUSING OUTREACH PROGRAM

- ▶ Partnership between DMH, DHS, DPH
- ▶ Regional, field-based multidisciplinary teams in each Service Area
- ▶ Serving people experiencing homelessness currently residing in temporary housing sites
- ▶ Teams comprise of behavioral and medical health staff
- ▶ Addressing services gaps for people experiencing homelessness residing in interim housing
- ▶ Prioritizing social and housing navigation

PROGRAM GOALS (SYSTEM-LEVEL)

- ▶ Improve care coordination among county departments and managed care organizations
- ▶ Improve the ability to link clients in interim housing to the appropriate level of care and permanent housing placements
- ▶ Improve the quality of care and support provided in interim housing sites
- ▶ Improve interim housing resident experience and sense of well-being

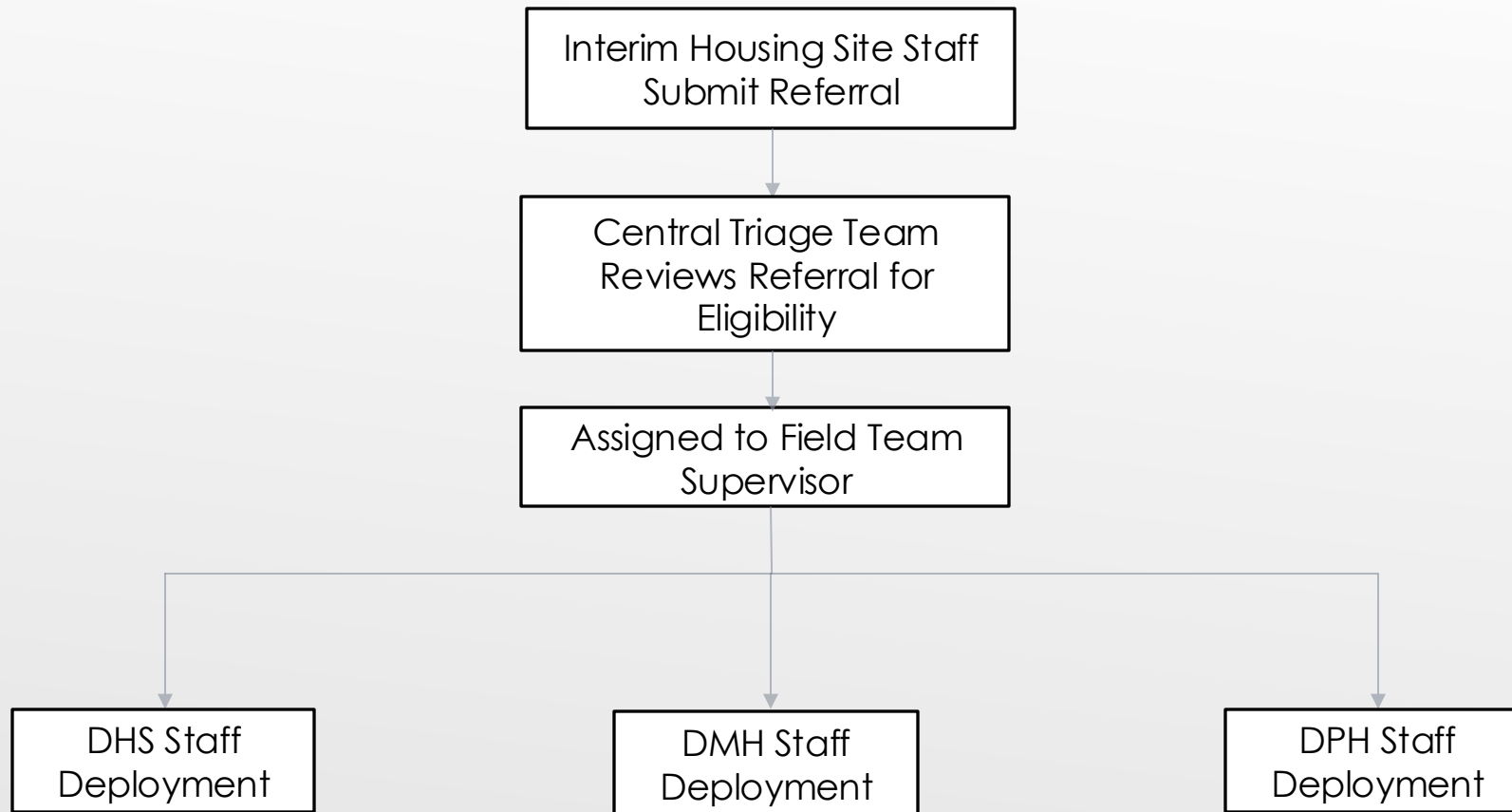
PROGRAM GOALS (CLIENT-LEVEL)

- ▶ Directly provide mental health, health and co-occurring SUD services and treatment on site at interim housing
- ▶ Stabilize clients at the site with goal of decreasing exits to the street
- ▶ Supporting clients with linkage to permanent housing placement as well as other benefits and care team linkages (e.g. ICMS, ECM)
- ▶ Supporting linkage to outpatient and inpatient SUD treatment
- ▶ As clients transition into permanent housing, team to support linkage to long-term specialty mental health, health and co-occurring SUD services
- ▶ Provide onsite support and coordination for clients needing emergency stabilization/hospitalization
- ▶ Decrease use of crisis/emergency services and need for hospitalizations

PROGRAM GOALS (SITE-LEVEL)

- ▶ Improve interim housing staff knowledge and skills when serving individuals with severe mental illness, complex health issues, and substance use disorders
- ▶ Increase interim housing staff confidence in being able to serve this population in their sites
- ▶ Increase interim housing staff providers' ability to discern their capacity to stabilize a client's health concern in-house versus when to request crisis intervention
- ▶ Provide consultation for site staff for managing various situations as they pertain to client health

REFERRAL WORKFLOW OVERVIEW



REFERRAL CRITERIA

- ▶ DMH Referrals for clients with unaddressed behavioral health and/or substance use disorder and those needing new or supported linkage to mental health services
- ▶ DHS Referrals for clients unable to perform self-care and basic activities of daily living (ADLs)
- ▶ DPH Referrals for clients with substance use impacting interim housing tenancy and progression toward housing goals

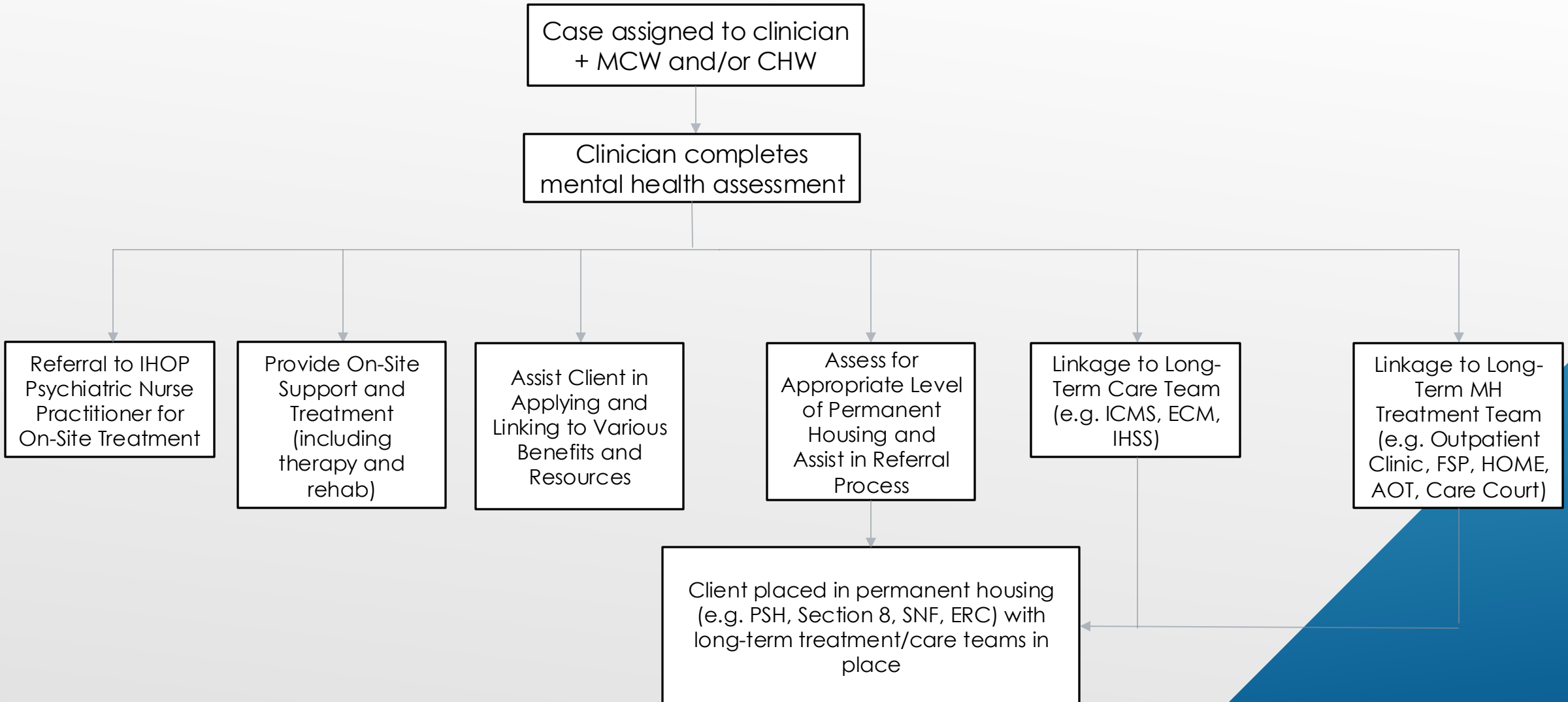
EXCLUSION CRITERIA

- ▶ Individuals with mental illness who are functional and connected to care
- ▶ Individuals with medical diagnoses who do not have self-care or functional deficits
- ▶ Individuals who are experiencing an immediate medical or psychiatric emergency

DMH REFERRALS

- ▶ Sites may refer clients who exhibit symptoms of mental illness who are:
 - ▶ Not currently linked to care and interested in mental health treatment and support
 - ▶ Currently linked to treatment though not meaningfully engaging in care (e.g. not attending appointments or struggling with medication adherence)
 - ▶ Currently linked to treatment and struggling at the site, possibly requiring a higher level of care
- ▶ Clients must agree to engage in services in order for IHOP to provide services
 - ▶ In cases where clients do not agree but are struggling, IHOP team will engage and outreach the client to revisit consideration for services

DMH WORKFLOW OVERVIEW



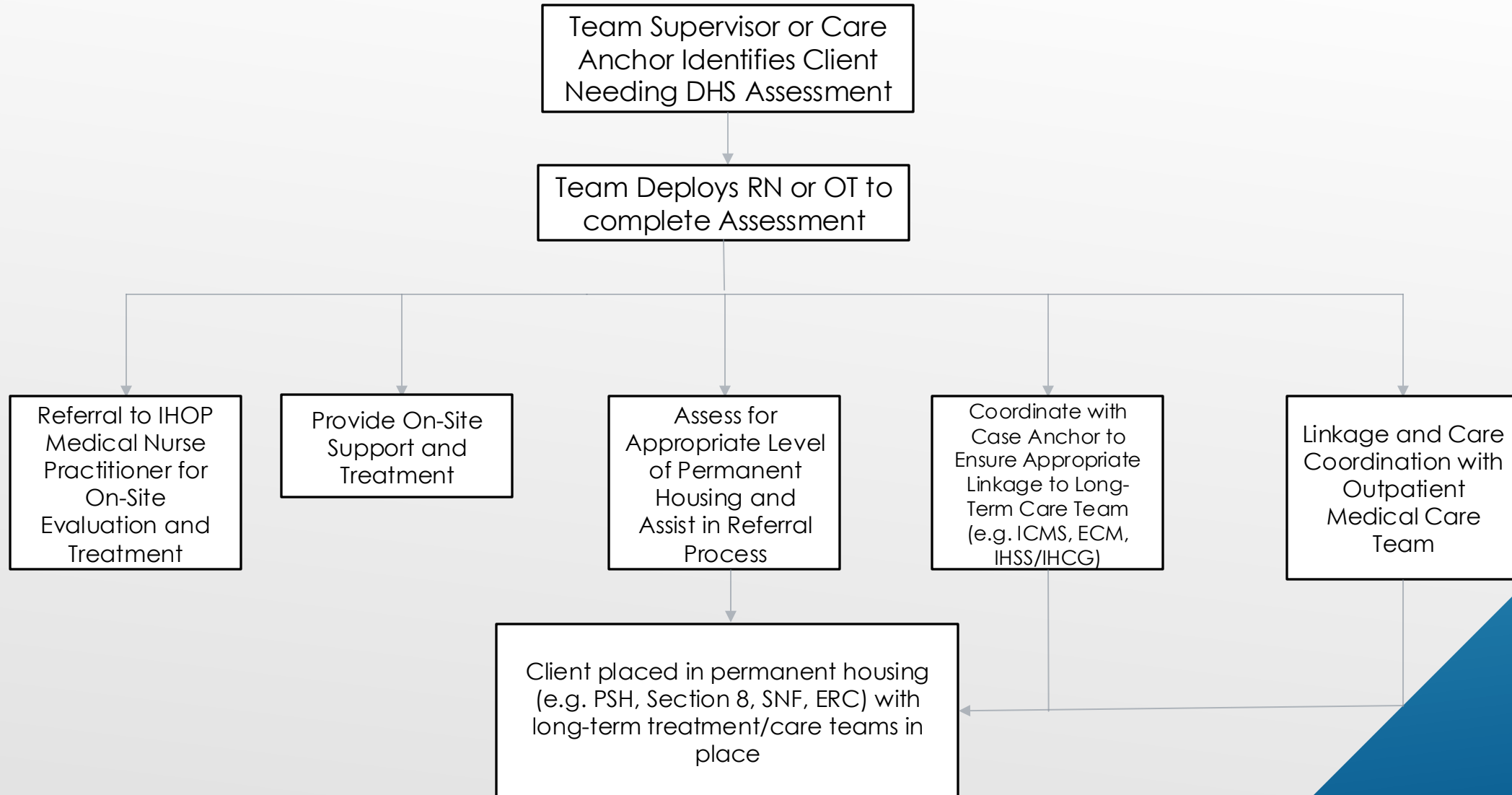
DMH ROLES

- ▶ Mental Health Clinical Supervisor- Each team will have an assigned supervising clinician
 - ▶ Coordinates all care for the team
 - ▶ Supervises DMH team members
 - ▶ Troubleshoots difficult issues that may arise
- ▶ Psychiatric Social Work clinicians complete mental health specific assessment for who need mental health assessment and treatment
 - ▶ Clinicians may be assigned the anchor for higher acuity mental health cases
 - ▶ They may be assigned to complete the initial IHOP Assessment Intake
 - ▶ Clinicians will provide both individual and group therapy and rehab services (based on availability)
 - ▶ Clinicians may assist with case management
- ▶ Medical Case Workers will be anchors for majority of cases
 - ▶ Complete the initial IHOP Assessment Intake
 - ▶ As the anchor, they will coordinate care and tasks with various team members

DMH ROLES CONTINUED

- ▶ Community Health Workers
 - ▶ Provide case management support for clients
 - ▶ Assist with linkage services both within and outside of IHOP
- ▶ Psychiatric Nurse Practitioner
 - ▶ Provides psychiatric evaluations and treatment
 - ▶ Prescribes psychotropic medication and follow up
 - ▶ Coordinates with outside medical providers and specialists on care
- ▶ Licensed Vocational Nurses
 - ▶ Coordinates with prescribers and pharmacy regarding medication orders and delivery of medication to office
 - ▶ Delivers oral medication to client and administer long-acting injections
 - ▶ May accompany clients to outside medical or mental health appointments

DHS WORKFLOW OVERVIEW



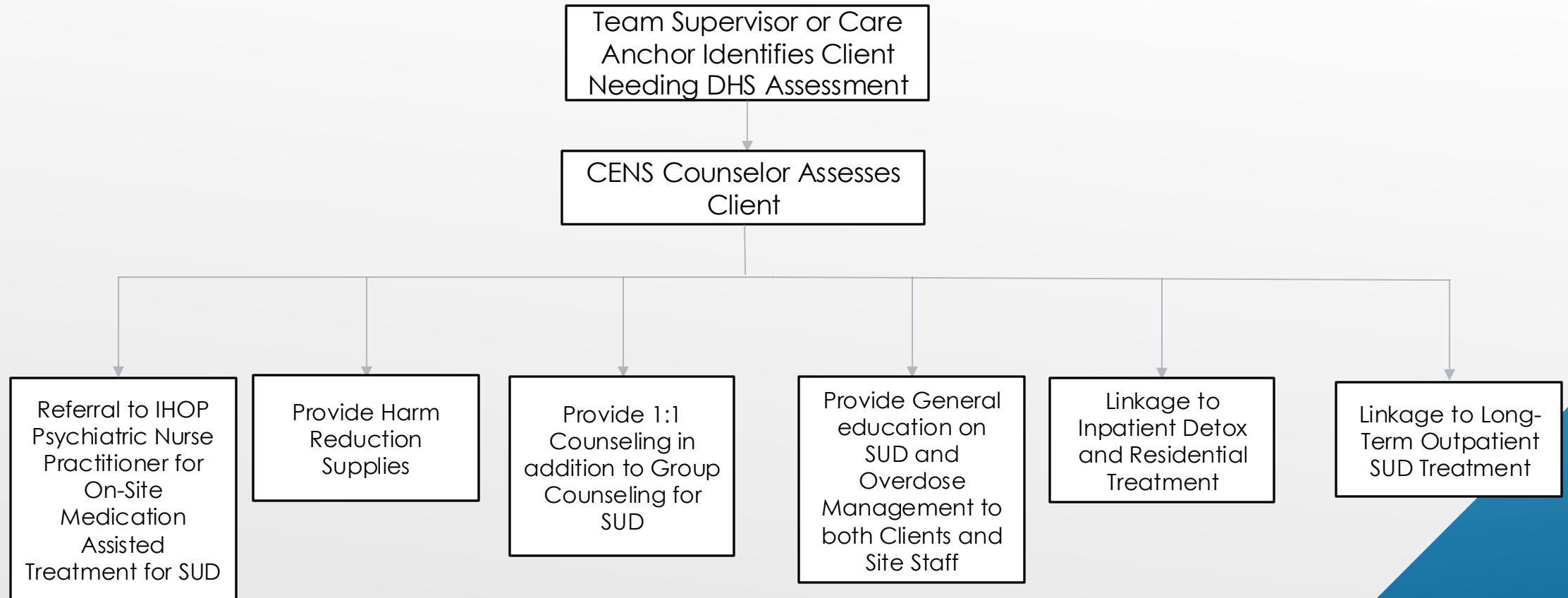
DHS ROLES

- ▶ Occupational Therapists-
 - ▶ Provide assessment and interventions for functional and occupational engagement challenges, including but not limited to ADLs
 - ▶ Identify and implement supports needed due to cognitive impairments impacting functional participation in care
- ▶ Registered Nurses
 - ▶ Deliver complex care management, including monitoring, support, and education for chronic disease management
 - ▶ Direct nursing services include simple wound care, medication management, health coaching
- ▶ Licensed Vocational Nurses and EMTs
 - ▶ Provide clinical and administrative support to field-based teams
 - ▶ Direct clinical services include simple wound care, accompaniment, Medication/DME support,
- ▶ Nurse Practitioner
 - ▶ Serve as direct care clinical leader, providing oversight and support for field-based clinical teams
 - ▶ Provide comprehensive provider-level exams

DPH REFERRALS

- ▶ Sites may refer clients with:
 - ▶ Active substance use disorders impacting their current functioning who are interested in:
 - ▶ Onsite meetings with substance use counselor
 - ▶ Outpatient detox and/or SUD Treatment Programs
 - ▶ Inpatient detox and/or residential treatment
 - ▶ Substance use disorders in remission who are seeking ongoing maintenance treatment services
 - ▶ Clients with active substance use who are not necessarily seeking treatment though may benefit from linkage to substance use counselor who can explore their readiness for change

DPH WORKFLOW OVERVIEW



DPH ROLES

- ▶ CENS Substance Use Counselor
 - ▶ Provide substance use education (both individual and group)
 - ▶ Provide harm-reduction support
 - ▶ Includes supplying and providing education on use of naloxone kits, fentanyl test strips, syringe services
 - ▶ Assists in linkage to outpatient substance use treatment
 - ▶ IHOP DMH NPs may be consulted to assess for Medication Assisted Treatment
 - ▶ Assists in linkage to residential detox and SUD Treatment Programs
 - ▶ IHOP will have beds dedicated to our clients

QUESTIONS?

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