



# Health Care for the Homeless

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10/25/2021

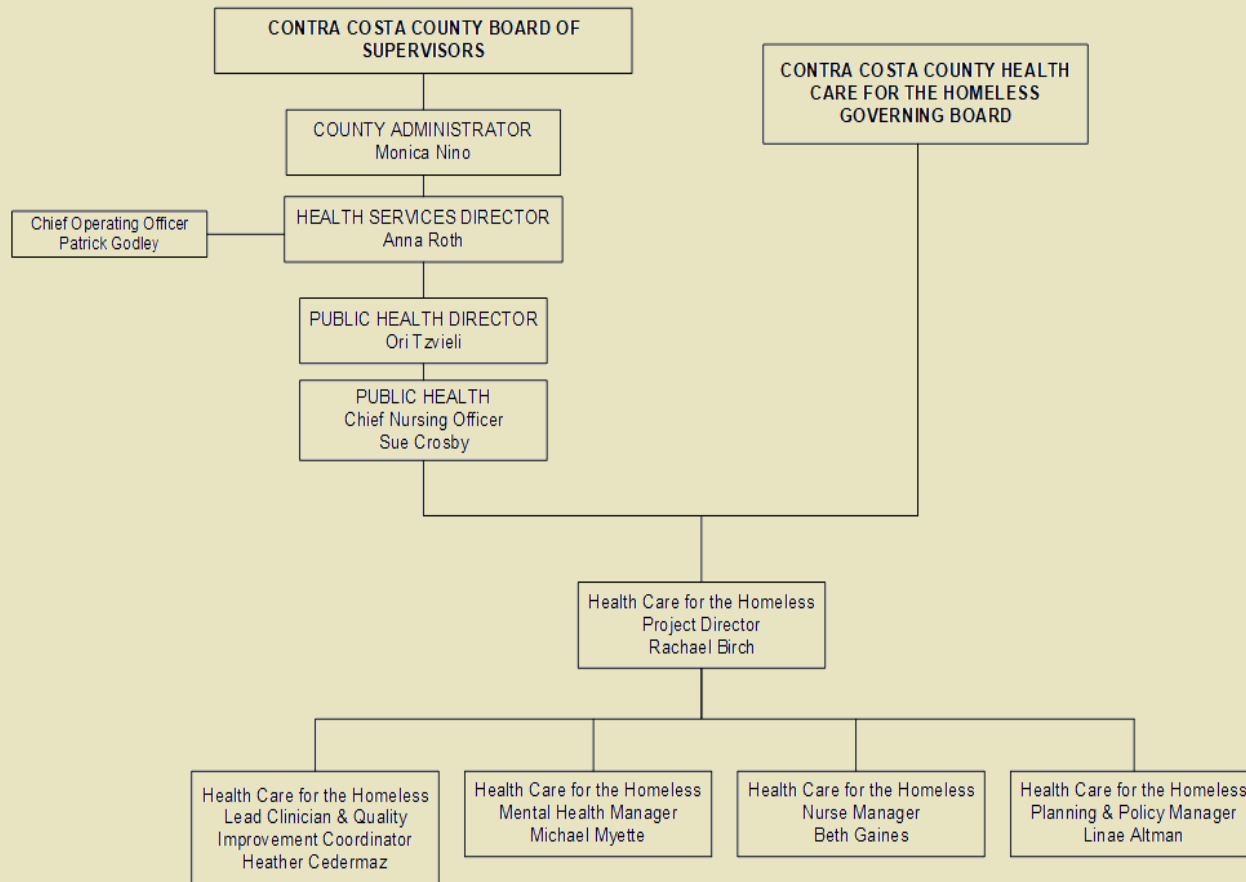


# Agenda

1. HCH Program Overview
2. COVID-19 Response
3. Impact of Project Roomkey on Health Outcomes
4. Call to Action

# Program Overview

## CONTRA COSTA HEALTH SERVICES



# COVID-19 Response

- **Hotel overview**
  - Over 1,300 unique patients served
  - Averaged occupancy: 550+ residents staying in the hotels at any time
- **Collaborations and partnerships**
- **Outbreak response**
- **Street Outreach:** Collaboration with CORE, ongoing testing/vaccination efforts
- **Testing & Vaccine**
  - Positivity rate – 3.2% compared to 4.1% in the general county population (October)
  - Vaccination Rate (September)
    - Fully Vaccinated: 32.8%
    - Partially Vaccinated: 37.9%



A scenic landscape photograph featuring a dirt path that winds through a field of tall, golden-brown grass. The path leads towards a series of rolling hills and mountains in the distance. The sky is a clear, bright blue, and the sun is positioned high in the upper right, creating a strong lens flare effect. The overall atmosphere is peaceful and natural.

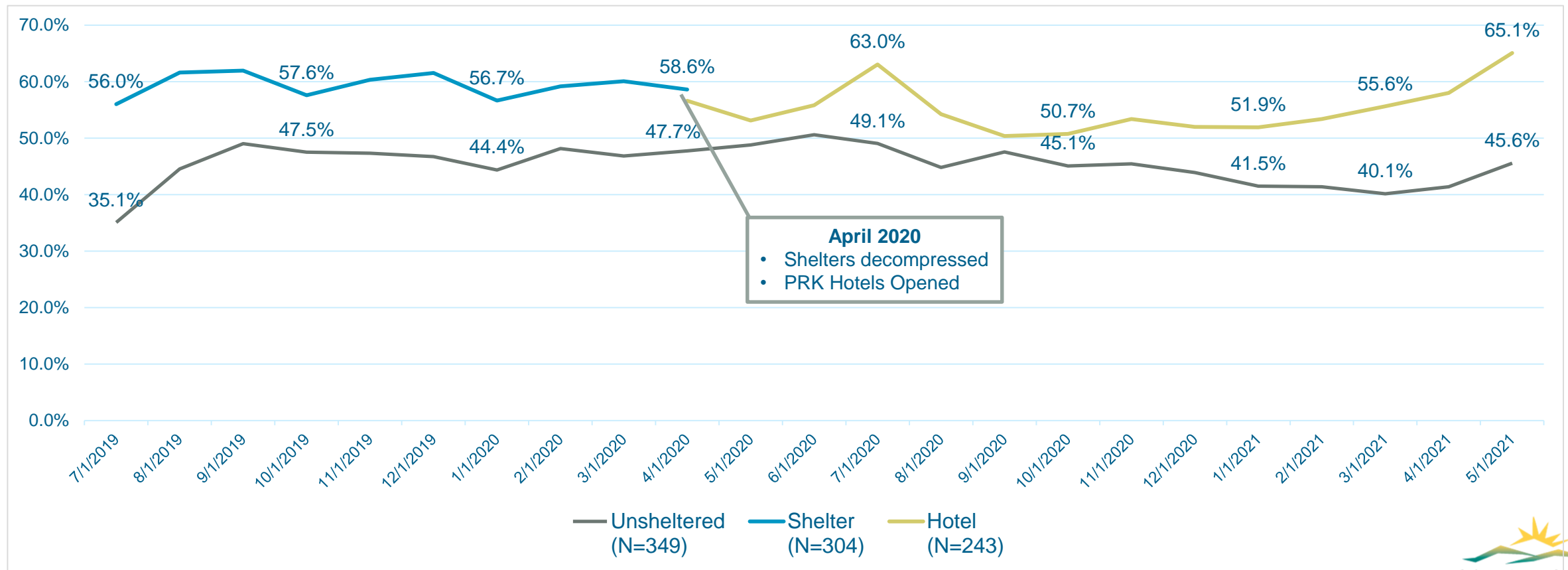
# Impact of Project Roomkey on Health Outcomes

# Health Outcome: Hypertension

**Measure:** Percent of hypertensive patients whose most recent blood pressure was adequately controlled

**Population:** HCH patients across different living situations 1) unsheltered 2) congregate shelter 3) PRK hotel

**Findings:** Living indoors contributes to improved hypertensive outcomes

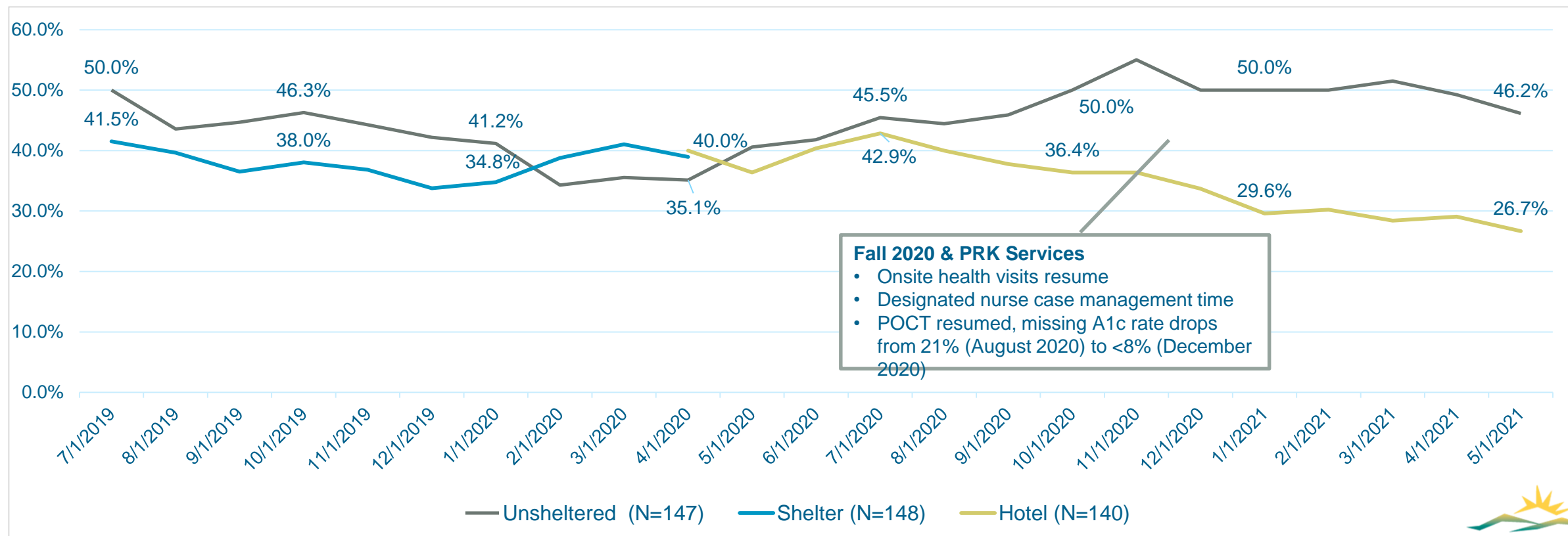


# Health Outcome: Uncontrolled Diabetes

**Measure:** Diabetic patients whose most recent A1c levels showed uncontrolled diabetes or was not collected

**Population:** HCH patients across different living situations 1) unsheltered 2) congregate shelter 3) PRK hotel

**Findings:** Living indoors contributes to improved diabetic outcomes **AND** the benefit increases while in a hotel



# Health Outcomes: PES Utilization

- **Measure:** PES visit count, 6 months prior to and 6 months following hotel stay
- **Population:** Patients in a PRK hotel at least 30 days
- **Findings:** Living in a hotel supports mental health crisis stabilization **AND** benefit increase for those who engage with onsite services

38%

Fewer PES Visits  
In the 6 Months following hotel stay

41%

Fewer PES Visits among  
Patients who engaged with HCH services



# Health Outcomes: Mental Health (Case Study)

- A patient at the East County Shelter (Motel 6) over 8 months.
- Was asked questions about their experiences at the hotels during sessions with a mental health specialist and then again 8 months later during a phone call with the QI/QA Team
- Between October 2020 and June 2021, the patient:
  - Utilized more services within the program
  - Maintained their positive perception of the program's impact on their life
  - Got a housing voucher after being completely unsure of their future housing plans 8 months prior
- September 2021 Follow Up

# After Long-Term Shelter (Hotel) Stay

- **Moved into an apartment!** Has decorated his home beautifully and is very proud of it.
- **Got his own car** and is signing up to do gig work since unemployment ended.
- Wants a referral to a therapist so he can continue **working on himself**
- Has **developed insight into how childhood experiences led to him feeling like a failure**, and when those core beliefs were bolstered due to health, relationship, and work-related events, he ended up becoming homeless and giving up on the idea that he can have a “normal life.”
- Gained insight into how homelessness appealed in many ways to his culture, love for the outdoors, and inventiveness around camping and survival, and is **finding ways to integrate those things into his life now** that he is housed so that he can have the best of both worlds
- Has **reconnected with his family and his church community**, who he has been out of contact with due to shame around homelessness, and after years of believing that they had rejected him, has realized that he pushed them away and they’ve been missing him and wanting to help him the whole time.
- At first, was ambivalent about moving into housing due to a fundamental belief he would fail, and now has **increased his confidence that he can have a life he wants**
- Gone from not taking his heart medications to **taking his medications religiously and started attending medical appointments** again after realizing that what he thought was “laziness” was actually avoidance due to fear and exploring those fears.

# Call to Action

- Being indoors improves both mental and physical health
- Prioritize capacity expansion to bring people indoors
- Funding and solutions to support continued services and infrastructure that support clients seen in the safety net

