



Homeless Outreach Medical Services Program

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What We Do

- Operate a primary care clinic
- Provide our services in a mobile medical unit or fixed shelter sites
- Operate on first come first serve walk in basis
- Operate in a very flexible way



HOMES Clinical Team

- Providers
 - 4 Family Practitioners
 - 5 APPs
 - 1 Podiatrist
 - 2 Dentists
- Nursing: 9 RNs
- Dietitian : 1
- Behavioral Health
 - 1 Psychologist
 - 2 LPC
 - 1 LCDC
 - 0.5 FTE Social Worker
 - 1 Case Worker
 - 2 Peer Navigators



HOMES Team

- Project Director
- Program Manager
- 1 Quality RN
- 2 Community Development Specialists
- 5 Drivers (cross-trained to function in business staff role)
- 7 Business Staff
- 2 Dental Assistants
- Administrative Assistant

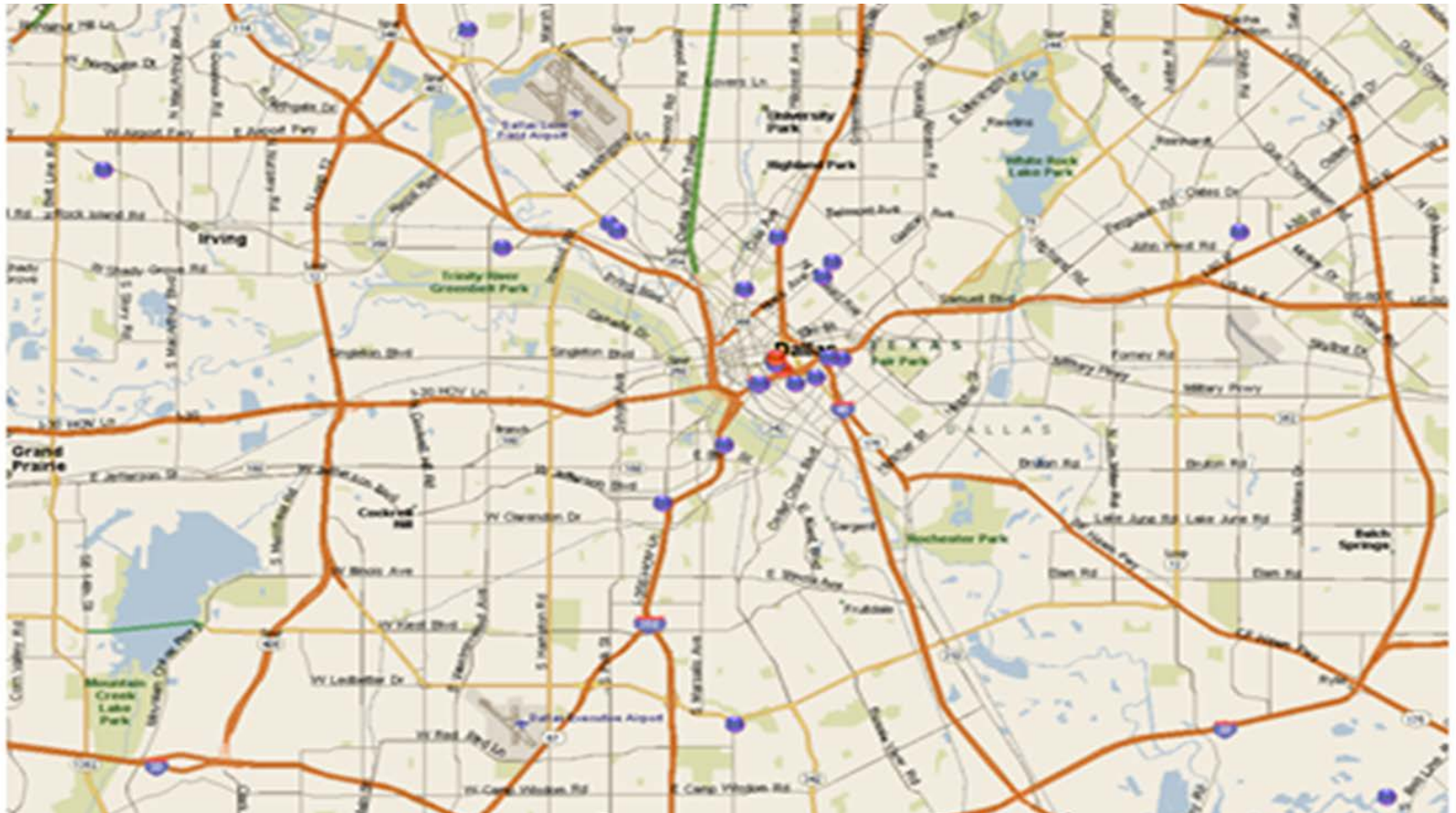


Services We Provide

- Provide a Medical Home for the Homeless of All Ages (NCQA Level 3 Medical Home)
- Health Maintenance and Immunizations
- Management of Chronic Disease
- Episodic Visits
- Diabetes Education
- Referrals to Specialty Clinics
- Podiatry (limited services)
- Class D Pharmacy
- Medication Management Consults
- Nutrition Consults
- Eye Glass Program (limited times)
- Group Therapy
- Individual Counseling
- Dental
- Mammography
- Substance Use Disorder Treatment
- Transgender Clinic
- Dental care-mobile and fixed site
- Referrals to Behavioral health services



Map of Services



Service Sites

- **Fixed Sites:** The Bridge & Stewpot
- **Mobile Sites:** Austin Street, City Square, 24 Hour Club, Dallas Life Foundation, Dallas Transitional Center, Emanuel Lutheran Church, Family Gateway, Golden Gate Ministry, Good Shepherd Lutheran Church, Homeward Bound, Incarnation House, Letot Detention Center, Nexus Recovery Center, Our Calling, Gateway Foundation (Cruezot), Promise House/Wesley Inn, Salvation Army, Salvation Army-ARC, Soul's Harbor, Turtle Creek Manor, Union Gospel Mission, Vogel Alcove, Jonathan's Place, Mosaic Family Services
- **Domestic Violence Sites:** Family Place & Genesis



PHQ9 Screening

- Every patient every visit
- Screening completed by tablet and review completed by behavioral health or nurse
- Positive screens-score of 15 or higher must be addressed by provider

Columbia Risk Assessment

- Every patient every visit
- Screening completed by nurse or behavioral health provider
- Positive screens-4 or higher trigger flags which cause FYI for charts
- Emergency detentions can arise as a result of FYI



Behavioral Health Services

- Psychology/LPC
 - Group/Individual services
 - Depression
 - Anxiety
 - Axis II (personality disorders)
 - Bereavement
 - Trauma
 - Parenting Issues
- LCDC
 - Individual and group therapy as it relates to drug and alcohol use/abuse
- Social work
 - DME
 - Referrals
 - Group Education (anger management, health education)
 - Brief interventions
 - High utilizers



Behavioral Health Services

- Peer Navigators

- Relatively new to Parkland & HOMES
- Lived experience assisting patients with recovery in substance abuse and or mental health as it relates to barriers to healthcare
- Focus on High Utilizers and collaboration with emergency department

External Behavioral health Providers

- Collaboration occurs as needed-Metrocare/IPS
- Other collaborations are usually site specific



Challenges of Serving the Homeless

- Adherence to Medical Care Plans
- Sometimes Poor Historians with Laundry Lists
- Lost/Stolen Medications
- Communication Barriers
- Nuances of Shelter Policies/shelter resistant
- Medication Management
- Lack of Family, Financial & Social Support
- Transportation
- Healthcare as a Priority



QUESTIONS?

