

# MENDOCINO COAST HOSPITALITY CENTER



468 S. Franklin Street, P.O. Box 2168, Fort Bragg, Ca. 95437 [707] 961 0172

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## **Homeless Mental Health Intervention Program**

**Annual Report: 6/11/14**

### **Introduction**

The Homeless Mental Health Intervention Program (HMHIP) is funded through a Community Development Block Grant. HMHIP runs for thirty months from May 2013 and is delivered through Mendocino Coast Hospitality Center and Mendocino Coast Clinics.

### **Primary Goals as stated in the grant**

- To link homeless individuals who exhibit untreated mental health disorders to effective services, providing concurrent mental health, addiction, and other health services as needed.
- To provide patient advocacy to ensure access to benefits and services for which clients are eligible, such as Social Security, disability, Medi-Cal, etc.
- To promote interagency cooperation in providing wrap-around care and services in order to promote best outcomes while reducing overuse and unreimbursed use of agency services such as emergency room visits and law enforcement interactions. *(Not specified in the grant, but discussed as an aspiration at the ICHAG, were comparisons of ER use and rate of arrest).*

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### Demographics of clients

Total Enrollments: 51 after 12 months (The target of 48 clients within a year was achieved.)

#### Gender

Male: 36 (71%)

Female: 15 (29%)

#### Race

Hispanic: 4 (8%)

American Indian: 4 (8%)

White: 38 (80%)

Don't know: 2 (4%)

Refused: 2 (4%)

### Outcomes

#### Partnership with Mendocino Coast Clinic

- Referred to Mendocino Coast Clinics: 43 (84%)
- Accessing Mendocino Coast Clinics Behavioral Health: 27 (53%)
- Accessed Mendocino Coast Clinics Advocate Services: 20 referred (39%); 7 have SSA Representative ROI signed (14%)

#### Income / housing

- Improved income status: 10 (20%)
- Improved housing status: 10 (20%)
- Achieved permanent housing status: 6 (12%)

#### Accessed Mendocino Coast Hospitality Center services

- STEP case management: 9 (18%)
- Transitional Housing: 2 (4%)
- Shelter + Care: 2 (4%)

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### **Commentary and Action Points**

Mendocino Coast Hospitality Center (MCHC) has enjoyed working closely alongside clinic staff to engage and treat the most difficult of the homeless mentally ill. This has been achieved through a weekly case conferencing meeting, through escorting clients into appointments and the use of incentive cards for attendance at appointments, as well as the clinic staff working at Mendocino Coast Hospitality Center's location. It's difficult to get clients to appointments (53% attended appointments at Behavioral Health and 39% with the Advocate). The incentive program has helped, but Mendocino Coast Hospitality Center would still like to improve this area. Interestingly many of the clients already had a variety of benefits enabling them to access billable clinic services and so the perceived need for advocacy benefit services was somewhat reduced when the program started.

The Mendocino Coast Clinics Patient Advocate has regularly spent time offering appointments to clients at the Wellness Center. This type of on-site service enables these hard-to-reach clients to engage with the clinic staff. The Counselor has not yet spent time at the Wellness Center and, scheduling permitting, if he could provide an informational group that would promote the program and the staff to clients.

Incentive cards (an evidence based measure) have been issued each time a client attends an appointment at the clinic. These are \$5 gift cards for Down Home Foods.

ER data and arrest data has proved to be challenging to get because of the privacy rights of individuals which are enshrined in law.

Medical Records at Mendocino Coast District Hospital have provided a Release of Information which has been completed by many HMHIP clients. MCHC appreciates the partnership of the hospital in delivering the comparison data. A Release of Information must actually be signed twice, to cover the time period authorized for release. This means that in practical terms it is a small sample for which the data is available (8 clients) because of the challenges of having hard-to-reach clients sign two Releases on two different dates. The small cohort shows an astounding drop in Emergency Room usage since enrolling with the HMHIP program, with eight clients having had eight Emergency Room visits before enrollment in HMHIP reducing to those eight clients having had one Emergency Room visit after enrollment in the program.

For arrests, the aim was to compare arrest rates for each client for the year prior to enrollment and then the same review period afterwards. The Sheriff Department Booking Log used to allow for a search by

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lengthy time periods but now that has reduced to a month. PD staff has told MCHC that arrest records prior to 30 days are Criminal Records and as such are confidential. Mendocino Coast Hospitality Center is working with Chief Mayberry to evaluate whether a solution can be found.

There was a review meeting held on 6/4/14 attended by MCHC Mendocino Coast Clinics and City staff. Many ideas were discussed for the future, with implementation dependent on clarity about an extension of the spending period.

The screening tool was made accessible to other agencies at the start of the grant via training sessions. The screening tool has been utilized little by outside agencies though it is used internally to identify clients The HMHIP staff will soon be providing a repeat of the training.

Anna Shaw, Executive Director, MCHC

June 26<sup>th</sup> 2014