

Coordinated Outreach: Better Client Care, Better Outcomes



INTRODUCTION

- Ed Snoddy, ASUDC
 - Volunteers of America
 - Mental Health Officer
 - Homeless outreach since 1995



CASE #1



- JaBo
- 65 y/o male with a persistent Substance Use Disorder. Used EtOH in its many forms, and has led to many medical symptoms, which was jeopardizing his housing, health, and ability to care for self.
- Past Medical/Surgical History
 - Alcohol Dependence
 - Allergic Rhinitis
 - Anxiety
 - Depression
 - Hepatitis C
 - H/o Deep Vein Thrombosis and IVC Filter placement
 - Hypertension
 - Chronic pain
 - Polyarthralgias
 - H/o Pulmonary Embolism

JaBo COSTS

1/2010 – 4/2011



JAIL	74	90	6,660.00
DETOX	121	81	9,801.00
MEDICAL OUTREACH	66	110	7,260.00
4th STREET CLINIC	20	177	3,540.00
EMS			
SSLFD			40,850
SLCFD			32,250
ED	93	4,500.00	418,500.00
RESIDENTIAL TREATMENT	125	81.00	10,125.00
HOUSING	149	19.52	2,908.00
HOSPITAL ADMIT - MEDICAL	?	?	?
CARE CENTER PLACEMENT	?	?	?
TOTAL			543,998.00
			OPG 4/16/2011

OPG Guardianship



- Received nursing care, now in assisted living
- No longer under guardianship
- Reunited with family
- Conducts AA meetings in the community
- Reports good quality of life
- Current cost of care and services – approximately \$50,000 annually

OBSTACLES



- High utilizer of services community wide
- Medical vs Mental vs Chemical Dependency
- Being heard
- Difficult next steps
- Demonstrating lack of ADL's
- Uncovering hidden mental illness/neuropsych disorders

Medical Issues



OBSTACLES



- Poor or resistant communications between agencies
- No systemic flags for high use
- Inability to treat high users



LoLa COSTS

1/1/2010 – 10/22/2013



SERVICE	CONTACTS	UNIT COST	TOTAL COST
POLICE	64	680	11,520.00
JAIL	466	90	41,940.00
DETOX	1	81	81
MEDICAL OUTREACH	14	110	1,540.00
4th STREET CLINIC	19	177	3,363.00
EMS			
FIRE	64	800	51,200
AMBULANCE	64	600	38,400
ED			
VISITS	64	6,000.00	384,000.00
CT SCANS	22	900	19,800.00
MRI	4	1,700.00	6,800.00
HOSPITAL ADMIT - MEDICAL	105	1,200.00	126,000.00
ONE-TO-ONE 24HRS	90	288.00	25,920.00
HOSPITAL ADMIT - PSYCHIATRIC	10	1,600	16,000
CARE CENTER PLACEMENT	20	168	3,360.00
STATE HOSPITAL	484	400	193,600.00
SUBTOTAL			923,524.00
OFFICE OF PUBLIC GUARDIAN - CARE CENTER	79	180	14,220.00
TOTAL			937,744.00

Under Guardianship



- Assisted living facility
- Medically stable
- Lives with peers of similar age and abilities
- Zero ER visits one year post intervention
- Current Cost of Treatment and Care - \$71,000

SUB-POPULATIONS

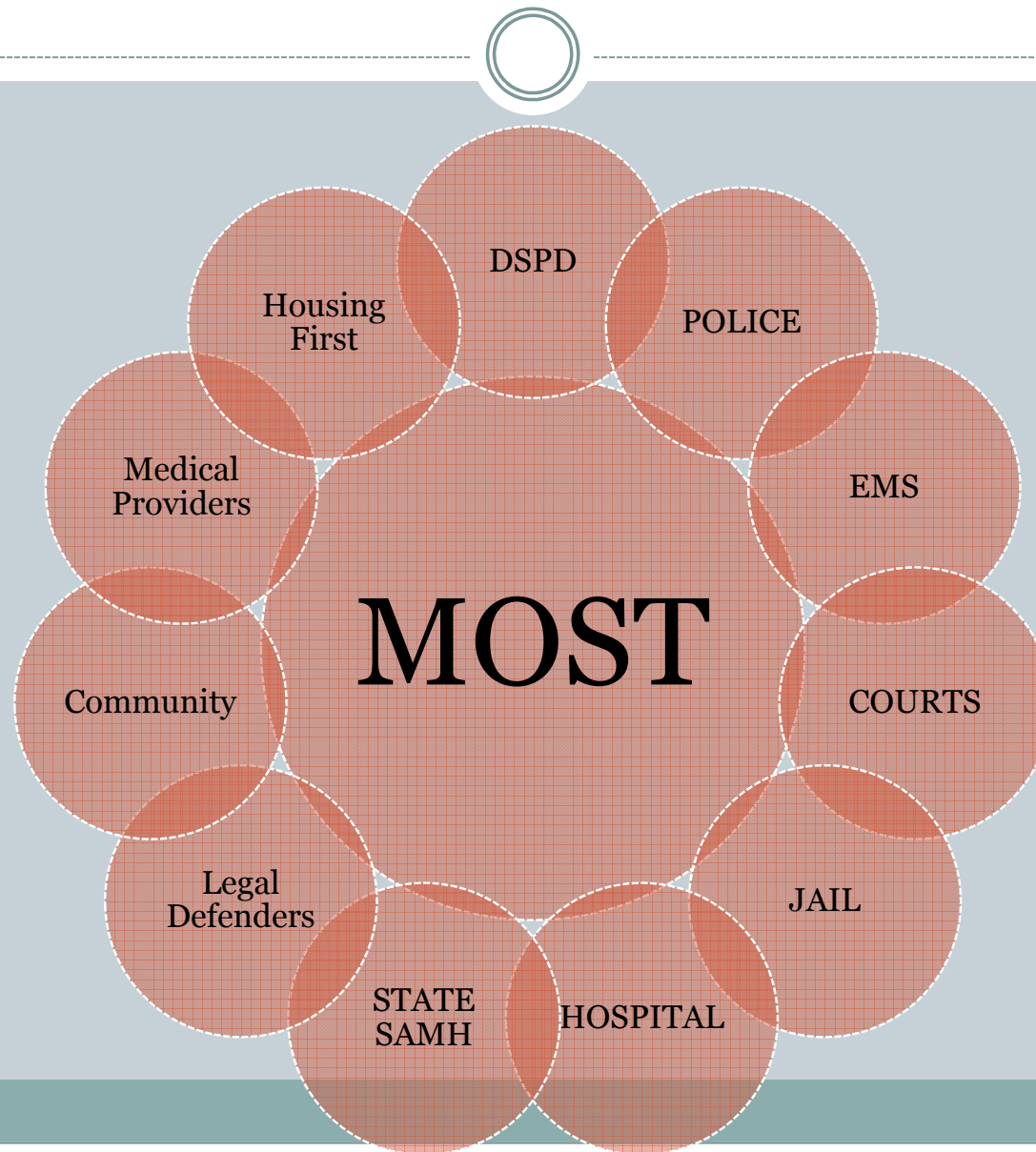


- Trafficked individuals
- Pregnancy
 - Sample of 8 women – total of 30 infants removed. Average age of mother 32.
- Intimate Partner Violence
 - 50-70% have experienced physical and emotional or sexual abuse
- Traumatic Brain Injury
- Rough Campers
- Persons with Disabilities

BE THE THREAD



PATIENT CENTERED MEDICAL HOME



STEPS TO TAKE



IDENTIFY

- Referrals
- Increased visits

COLLECT DATA

- Releases of Information to all service sites
- Document declines in ability to care for self
- Timeline from noticeable beginning of decline

COSTS

- Medical – EMS, hospital, clinic, outreach, etc.
- Legal – Police, jail, courts
- Residencies – Rehabs, SNF's, housing

PROOF

- Failure to thrive in restricted environments – failed shelter, housing, SNF's
- Initiate contact with government agencies – city, county, state

CLOSURE

- Pursue commitment for appropriate higher level of care

COLLABORATION



- It takes a village
- Multiple agencies
- Work with local Law Enforcement
 - SCLPD has developed HOST (Homeless Outreach Services Team)



THANKS!

