SPECIAL PROJECTS OF NATIONAL SIGNIFICANCE

TRANS ACCESS & HHOME
A PROGRAM TO ENHANCE ENGAGEMENT & RETENTION IN HIV CARE FOR TRANSGENDER WOMEN OF COLOR IN SAN FRANCISCO, CA
The Homeless Health Outreach and Mobile Engagement (HHOME) Project

This program is funded by Health Resources and Services Administration (HRSA) Special Project of National Significance (SPNS) initiative

“Building a Medical Home for Multiply Diagnosed HIV Positive Homeless Populations Initiative”
Objectives

- Brief overview of the Transitions Division
- Developing the HHOME Program
  - Background Data
  - Stakeholders
  - Program Overview: Linkage to care for Complex Clients and System Improvement
- Case
- Current Data
SF Department of Public Health medical Clinics, Consortium Clinics, and Shelters
Homelessness is an independent risk factor for elevated Viral Load
## Vulnerability Index: Study Results

**Prevalence (N= 800, using CCMS)**

<table>
<thead>
<tr>
<th>Condition</th>
<th>SF Study Population</th>
<th>US Homeless</th>
<th>US General Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIV/AIDS</td>
<td>6.5%</td>
<td>3.2%</td>
<td>1%</td>
</tr>
<tr>
<td>Kidney disease</td>
<td>13.3%</td>
<td>5.1%</td>
<td>11.5%</td>
</tr>
<tr>
<td>Liver disease</td>
<td>13.2%</td>
<td>10.3%</td>
<td>0.15%</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>80.6%</td>
<td>n/a</td>
<td>8.9%</td>
</tr>
<tr>
<td>Mental Health</td>
<td>66.8%</td>
<td>n/a</td>
<td>4.4%</td>
</tr>
<tr>
<td>Tri-morbidity</td>
<td>44.4%</td>
<td>28.3%</td>
<td>n/a</td>
</tr>
</tbody>
</table>

“US Homeless” data from Common Ground surveyed homeless populations

“US General Population” from CDC Reports
## High Users of Multiple System

<table>
<thead>
<tr>
<th>FY0910 HUMS Clients</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRAND Total Individuals</td>
<td>477</td>
<td>100%</td>
</tr>
<tr>
<td>HIGH EMS AMBULANCE USERS</td>
<td>186</td>
<td>39%</td>
</tr>
<tr>
<td>SUBSTANCE ABUSE URGENT/EMERGENT USERS</td>
<td>366</td>
<td>77%</td>
</tr>
<tr>
<td>Any History Sobering Center Client</td>
<td>319</td>
<td>67%</td>
</tr>
<tr>
<td>MENTAL HEALTH URGENT/EMERGENT USERS</td>
<td>358</td>
<td>75%</td>
</tr>
<tr>
<td>Schizophrenia Diagnosis in any episode</td>
<td>131</td>
<td>27%</td>
</tr>
<tr>
<td>Ever with ICM</td>
<td>165</td>
<td>35%</td>
</tr>
<tr>
<td>Ever Conservatorship</td>
<td>73</td>
<td>15%</td>
</tr>
<tr>
<td>MEDICAL URGENT/EMERGENT USERS</td>
<td>473</td>
<td>99%</td>
</tr>
<tr>
<td>HIV+ Diagnosis History</td>
<td>75</td>
<td>16%</td>
</tr>
<tr>
<td>Hep C Diagnosis History</td>
<td>201</td>
<td>42%</td>
</tr>
<tr>
<td>Currently Assigned to PCP</td>
<td>249</td>
<td>52%</td>
</tr>
<tr>
<td>Currently Assigned to PCC</td>
<td>381</td>
<td>80%</td>
</tr>
</tbody>
</table>
Primary Medical Care

Case Management: HOT, ICM or Clinic Based

Office Based RN Care Coordination and Adherence

Behavioral Health Treatment

Office Base Opiate Treatment

Shelter

Dental Care

Housing: Stabilization and Permanent Supportive

Respite Care

Benefits Acquisition

HIV Prevention: LINCS coordination ‘for Lost Clients’

Quality Improvement: Chronic Disease Management

‘Pre-HHOME’ Services for Homeless Marginally Housed HIV + Individuals in San Francisco
Gap in Service
Goal of Integrated Mobile Care for Hardest to Reach HIV Positive Homeless Individuals

- Mobile Medical Case Management
- Stabilization Room and Respite Access
- Mobile Integrated Primary Medical Care
- Mobile RN Care Coordination and Adherence
- City Wide Evaluation for Level of Care for Clients
- Coordination of community partners and services available to clients
- Access to all city Supportive Housing (outside of DPH)
- Integrated Patient HIV Registry
- Fully Utilize Peer Navigators as part of care team

Services to be improved by SPNS Grant
Targeting the Hardest To Serve

Mobile Medical

HOUSING: Stabilization

HHOME TEAM

Case Management

Behavioral Health

Navigation
HHOME Team
Linking and Retaining HIV+ Multiply Diagnosed Homeless Clients in Care

Homeless Outreach Team
Outreach CM
Clinical Supervision

SF DPH Medical RN, NP/MD

HHOME Team

APIWC
Program Coordinator
Social Work
Peer Navigator
Evaluation
To be considered for enrollment, a HHOME client must be at minimum:

- HIV-positive
- Not adherent to or prescribed HIV ART
- Hx of substance use
- Hx of mental illness
- Living on the street or in HRSA-defined unstable housing
- Not currently engaged in primary medical care
Levels of Support for Difficult to Engage Homeless HIV Clients

Engage in Health HOME: undetectable Viral Load!
Hospital Discharge Algorithm New Positive, Not engaged or no Primary Care

Evaluation of acuity and chronicity
Assistance from Placement

Transitions Division

CM, SA/MH

Mobile medical

HOT

HHOME

LINC navigation

Conserved or HUMS

Care Coordination/Placement

Coe

PHAST
Support For Gaps in Service for Level of Care

Medical
- Transition's MD
- HHOME
- HOT

Housing
- HOT Shelter bed
- Placement room

Case Management
- HOT Coaching
- COE (in Clinic)
- Intensive Case Management

Navigation
- LiNCS

Assessment
- Placement
WHAT’S WORKING?

% of clients on ART, compared to the % of national population prescribed ART

- Yes
- No

National
HHOME

% of clients that are virally suppressed, compared to % of national population experiencing viral suppression
Our Approaches
Some of the Amazing Stories
‘The ROOM’ tells the Story
Challenges and Successes
Never Give up on Anyone
Challenges to Engagement and Retention
Bay Drug Pharmacy

Monday
Use By: 03/24/2015
1. Comperta 200/25/300mg
1. Folic Acid 1 mg Tablet
1. Quetiapine 100mg

Tuesday
Use By: 03/24/2015
1. Comperta 200/25/300mg
1. Folic Acid 1 mg Tablet
1. Quetiapine 100mg

Wednesday
Use By: 03/24/2015
1. Comperta 200/25/300mg
1. Folic Acid 1 mg Tablet
1. Quetiapine 100mg

Thursday
Use By: 03/24/2015
1. Comperta 200/25/300mg
1. Folic Acid 1 mg Tablet
1. Quetiapine 100mg

Friday
Use By: 03/24/2015
1. Comperta 200/25/300mg
1. Folic Acid 1 mg Tablet
1. Quetiapine 100mg

Saturday
Use By: 03/24/2015
1. Comperta 200/25/300mg
1. Folic Acid 1 mg Tablet
1. Quetiapine 100mg

Sunday
Use By: 03/24/2015
1. Comperta 200/25/300mg
1. Folic Acid 1 mg Tablet
1. Quetiapine 100mg
What has worked?
We Have All Learned so much