



Bridging the Gap: Healthcare, Disability, and Social Support for People within the Homelessness Continuum

Session Notes

Provider Conference 6/6/25

Topic	Notes
Session Goals	<ul style="list-style-type: none"> • Facilitate information sharing amongst providers • Identify needs, gaps, and resources to inform Health and Housing work
HSD's Healthcare & Housing Work	<p>Cross-sector case conferencing</p> <p>Regional component: Working with partners to establish additional pathways that are needed. Engaging in understanding the healthcare needs of folks experiencing homelessness to see where folks are accessing/what the needs are and utilizing that to focus in.</p> <p>Data Integration: Working to decrease barriers to the sharing of information (for the purpose of supporting folks). Ex. exploring the use of an ROI with healthcare professionals so providers are able to speak with folks to better connect their participants.</p> <p>Respite Care: Utilizing this as a component of the plan so that ER visits (when they are not necessary).</p>
Supporting the Whole Person	Focusing from a model of social determinants of health
Small Groups	<ol style="list-style-type: none"> 1. Primary & Dental Care 2. Behavioral Health Care 3. Specialty Care & Care Coordination 4. Disability, Long-term Care, & Health-Related Social Needs
Small Group Reflections	<p>What stood out to you today?</p> <ul style="list-style-type: none"> • People are experiencing similar challenges – collective struggle in what is being experienced • A lot of issues are happening with providers and not a lot of solutions. Plenty to be built out and solutions to be made. This felt like a good first step. • Need for a centralized database that is searchable by everyone to have a one stop shop that is accessible to fit the individualized needs. 211 does not feel helpful. • Sometimes people feel alone but we are not alone, we are going through the same things that other people are. We are

trying to serve participants who are experiencing barriers/challenges and we can come together to share and come up with a solution together.

- There appears to be very little training/gap between healthcare training and housing training.
- Underlining there is a difference in understanding what the systems do and how they operate. Need to better understand this work to be able to continue to do the work in an impactful way.
 - The relationships and rapport people have is what makes the difference. The right resource doing the right service in the right way makes all the difference.
- People are making things happen and working magic, this is what is giving people hope. The relationships and commitments are making the difference.

What are you taking back to your team?

- 311 - the 24/7 mental health crisis line is needed and now they know about it; There are a lot of participants that go through mental health challenges and this support is needed for them.
 - They can take calls from providers to talk through resources. This is tri-county, there is a call center in each county.
- De-siloing work and cross-training is already happening to some degree. Navigating something as simple sounding as dental access has a lot of barriers and on the ground experience is extremely challenging.

What do you want to leave with us?

- People shouldn't have to go to such lengths to work the magic they do. This is why burnout occurs.
- People witness a lot of trauma and suffering on the daily. A lot of information is always changing and funding is a discussion that comes up. How can we have people come from these health services to providers? We need to meet people where they are.
- What is next? People are still looking for things everyday but how do we make this tangible?
 - Resources shared in handouts
 - Case conferencing pilot - there will be a landing page on the HSD website so folks can access that service there
 - Developing ROI - to help eliminate some of the barriers that people experience when communicating to healthcare providers
 - List of all the care coordination on Medicaid provided
- Healthshare is interested in a potential future session on

	<p>Healthcare Navigation on where to get started and how to navigate those systems.</p> <ul style="list-style-type: none">• We have mobile services like mammograms and dental vans but have we thought of mental health vans that can come and give resources to participants personally?<ul style="list-style-type: none">○ This could be an avenue for having hands-on resources.○ <i>Response:</i> There are opportunities for gatherings between these conferences so we can explore that.• Care coordinators for dental exist, can we get a list of those?<ul style="list-style-type: none">○ Yes, Healthshare will get a list to Lisa Rose to share out with attendees.
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