Homeless Services Provider Conference - Summer 2025

Bridging the Gap Healthcare, Disability, and Social Services Gap Analysis

Summary and Key Resources

Key Issues

Key issues identified across primary, dental, specialty, behavioral health, disability, long-term care, and health-related social needs include:

- **Access Barriers:** Long wait times, strict eligibility requirements, lack of insurance knowledge, difficulty obtaining referrals, and challenges with appointment scheduling and follow-up (especially for those without technology access).
- **Systemic Challenges:** Fragmented resources, lack of centralized databases, and poor communication and integration between healthcare, housing, and social services.
- **Culturally Responsive Care:** Lack of culturally responsive care and disrespectful treatment, particularly affecting immigrants and non-English speakers.
- **Workforce Issues:** Staff burnout due to advocating for resources and navigating complex systems, and knowledge gaps among housing and healthcare providers.
- **Stigma:** Stigma related to homelessness, substance use disorder, and dental care.
- **Specific Needs:** Limited dental care coverage (especially for orthodontia and dentures), challenges in securing disability benefits, and difficulties in accessing higher acuity behavioral health services.

Main Resources

Main resources mentioned include:

- Dental schools
  - OHSU
  - [PCC](PCC)
- Mobile health units
  - There are over 30 mobile vans in operation in the tri-county area. A collaborative team is working to put together an app to track their locations and availability in real time. Updates to follow.
- Central City Concern Health Centers
  - Old Town Clinic
  - Blackburn Center
- Oregon Public Benefits Hotline

- Homelessness Mobile Intake Team (HMIT)
    - ADVSD Program that meets unhoused people where they live and assesses them for Title XIX long-term care services and supports and other qualifying critical supports such as rent assistance and special needs funding.
    - You can refer to or ask questions about the program at this email hmit@multco.us.
- Aging and People with Disabilities (APD)
    - ADRC
        - Has a guide called the "planning toolkit" but individuals can find the link at the bottom of the ADRC opening page, last item in the "plan" list.
- HSD's Cross-Sector Case Conferencing meetings
- CareOregon & Trillium Customer Service.

Gaps in Resources

Significant gaps in resources and training are highlighted, emphasizing the need for:
- **Centralized Resources:** A constantly updated directory of health resources.
- **Improved Training:** Comprehensive training for staff on system navigation, specialized topics, and how to access various services.
- **Stronger Partnerships:** Direct collaborations and designated contacts between healthcare and other providers, including budgeting for Community Health Workers (CHWs) in housing agencies.
- **Interim and Recuperative Care:** More interim care options while waiting for long-term care and increased recuperative care shelters.
- **Mobile Services:** More mobile health and mental health teams.
- **Communication:** Improved contact with benefit workers.