



Trust Health Center

September 2018



Alameda County
Health Care Services Agency

The Trust Health Center works to improve the lives of clients by providing high-value care that addresses physical, mental, and social well-being in one location. Partner organizations collaborate closely to support clients to find and maintain stable homes, to promote overall health and well-being, and to develop or re-establish strong social support networks outside of the public services system.

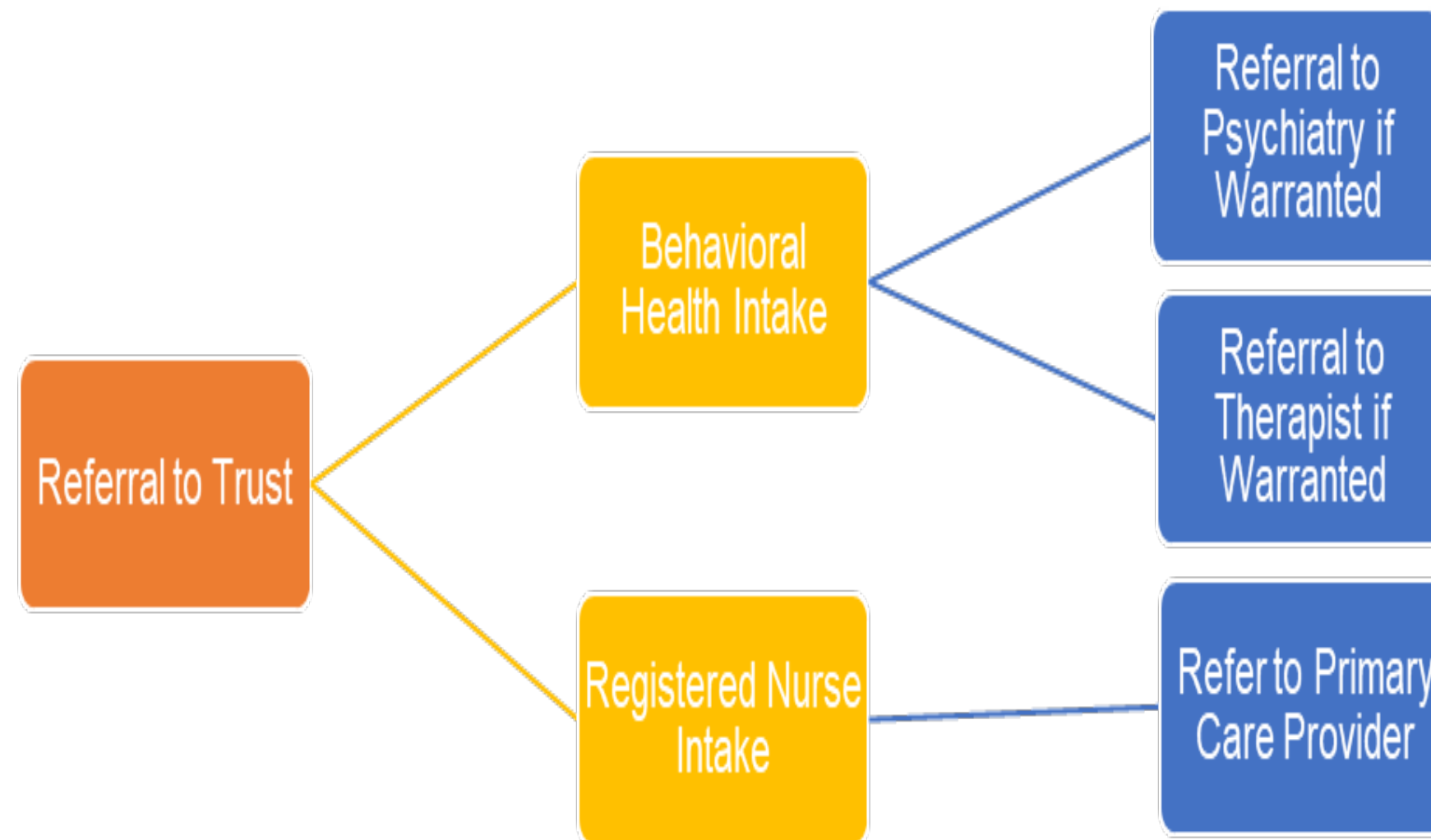
Overview

Trust Health Center operates under the strong collaboration of LifeLong and Health Care for the Homeless, with deep backgrounds and expertise in working with the homeless. Trust clients are connected as needed to:

- Legal services for disability advocacy
 - Homeless Action Center (HAC), Bay Area Legal Aid, Social Services Agency SSI Unit
- Intensive case management
 - Bay Area Community Services (BACS), Building Opportunities for Self Sufficiency (BOSS)
- High utilization management services
 - Alameda County Care Connect, Alameda Alliance for Health
- Housing
 - Homestretch (and initiative of EveryOne Home)
- Oakland STOMP (Roots Community Health Center)



Becoming a patient



In 2017, Trust opened services to all persons experiencing homelessness. Unlike other providers, Trust does not deny services due to behavior issues or different challenges. Trust commonly handles psychiatric emergencies, fights, and medical codes.



New patient criteria

Trust's target population consists of individuals with a chronic disability, not engaged in primary care elsewhere, and include at least one of the following:

- Unsheltered homeless
- Marginally housed
- People on GA working with disability advocates
- Members of Health Homes and Whole-Person Care Pilots
- People who are open to BHCS case management service teams, FSPs, transitional/linkage teams, and SUD treatment programs
- Internal Medical transfers for patients who are unsuccessful at other clinics due to a higher level of needs that are unable to be met by other clinics.

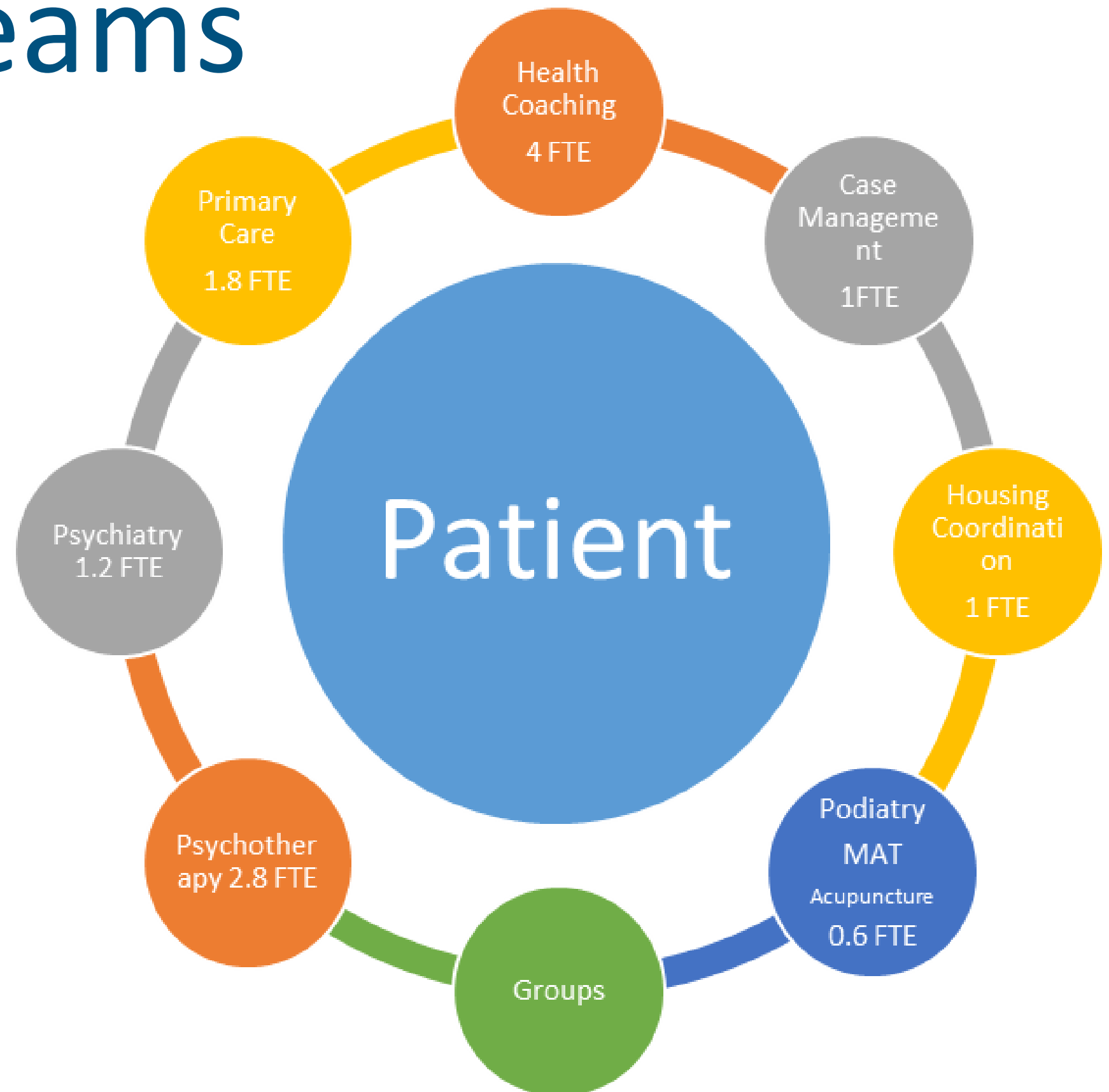


“Trust consumers relayed all of the basics people often take for granted (food, shower, clean clothes, haircut, telephone access, bus pass) that go into making one simply feel ready to attend an appointment. Trust offers these things, “from haircuts to housing,” in one spot. Knowing they have access to essentials builds consumers’ confidence to initiate the care/services process.”

Patient care teams

Every patient at Trust has a care team.

Groups can also be accessed by patients to complement their treatment plans and help to build community.



Primary care providers



The county sponsors 10 percent of the LifeLong clinic time Tuesday mornings to focus on case conferences. The weekly sessions are spent discussing particularly complicated patients, working with outside agencies, completing supervision, ensuring disability documentation is adequate, completing trainings on cultural care, trauma-informed care, risk and other administrative duties.



Specialty care

Trust's Suboxone model is a great example of services tailored to the unique needs of the center's population; taking care of those at highest risk in the current opioid epidemic



Suboxone program

*Trust has induced about 40 patients with a **50 percent retention** rate at six months; roughly equivalent to retention for non-homeless population.*

- One of the largest primary care programs in the county, made possible through the collaboration of Trust and a pharmacist from AC Behavioral Health Care Services.
- Trust offers a low barrier to entry and is the only primary clinic in the county where homeless populations easily access .
- Trust is a model of best practice; shared via national presentations.



“Consumers who have developed an affinity for Trust have also adapted their behaviors... a couple of patients reported... coming to Trust every day... If they have an appointment or if they recently missed one, Trust does everything they can to... deliver the previously-scheduled appointment... If they don’t... consumers can access other essential resources that are available at Trust... such as food, showers, and extracurricular classes...”

Groups available at Trust



- Acupuncture
- Expressive Art
- Hair Club for Men
- Mindfulness
- SMART Recovery
- Tai Chi for Health
- Tobacco Freedom
- Women's



Is it working?
Multiple sources indicate yes!



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Experts say “best practice”

“Trust is considered best practice, operating in the spirit of ambulatory intensive care; deeply integrating behavioral and physical health, and social health services. Patients get the care they need and are able to improve. Having care ready when patients walk in seeking assistance is crucial. And Trust treats clients with dignity; no one blinks if a client hasn’t changed clothes for a week.”

“Trust is meeting client needs versus what the health care systems thinks they need. I as a physician focus on getting blood pressure down; but for someone experiencing homelessness, getting clean clothes, a safe place to sleep, food... these are all crucial to health. Trust parlays [this support] into a relationship that can positively impact their client’s life.”

Margot Kushel, MD

Professor of Medicine, Division of General Internal Medicine at Zuckerberg San Francisco General Hospital and the Director of UCSF's Center for Vulnerable Populations

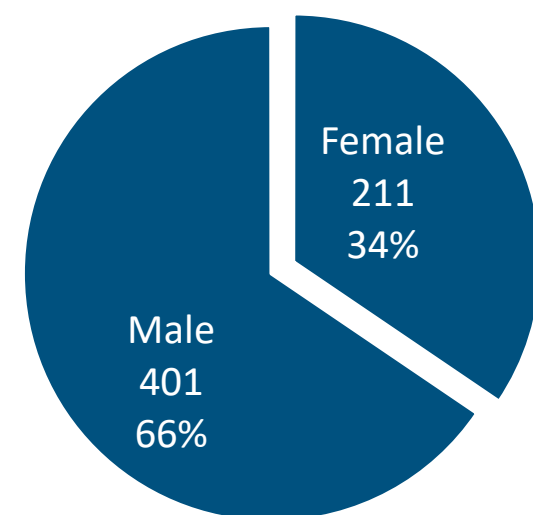


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Reaching the most vulnerable

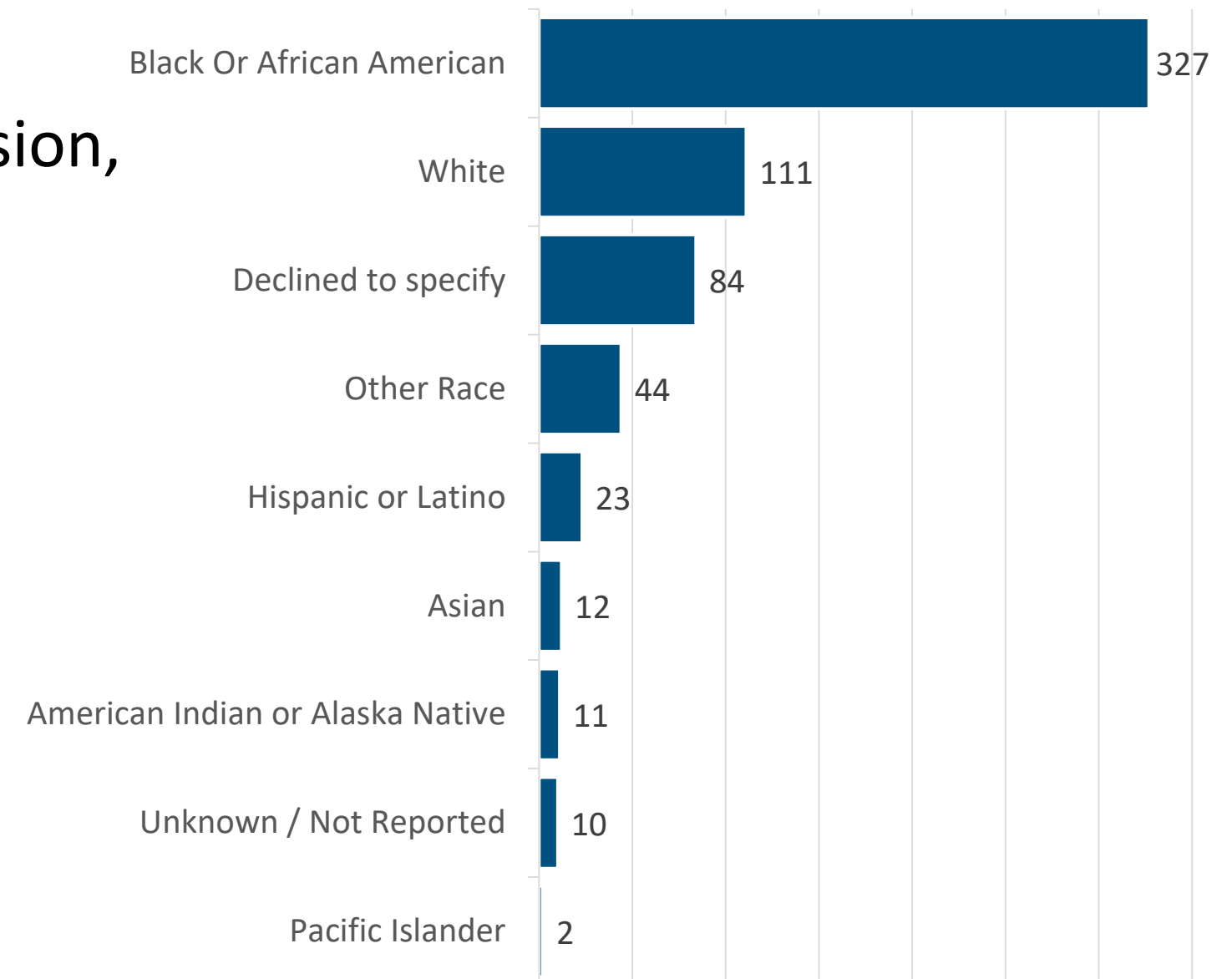
Trust is reaching the intended population historically undertreated by the safety net:

- >70% have at least a diagnosis of post-traumatic stress disorder, major depression, or a substance use disorder
- > 60% have a trauma related disorder

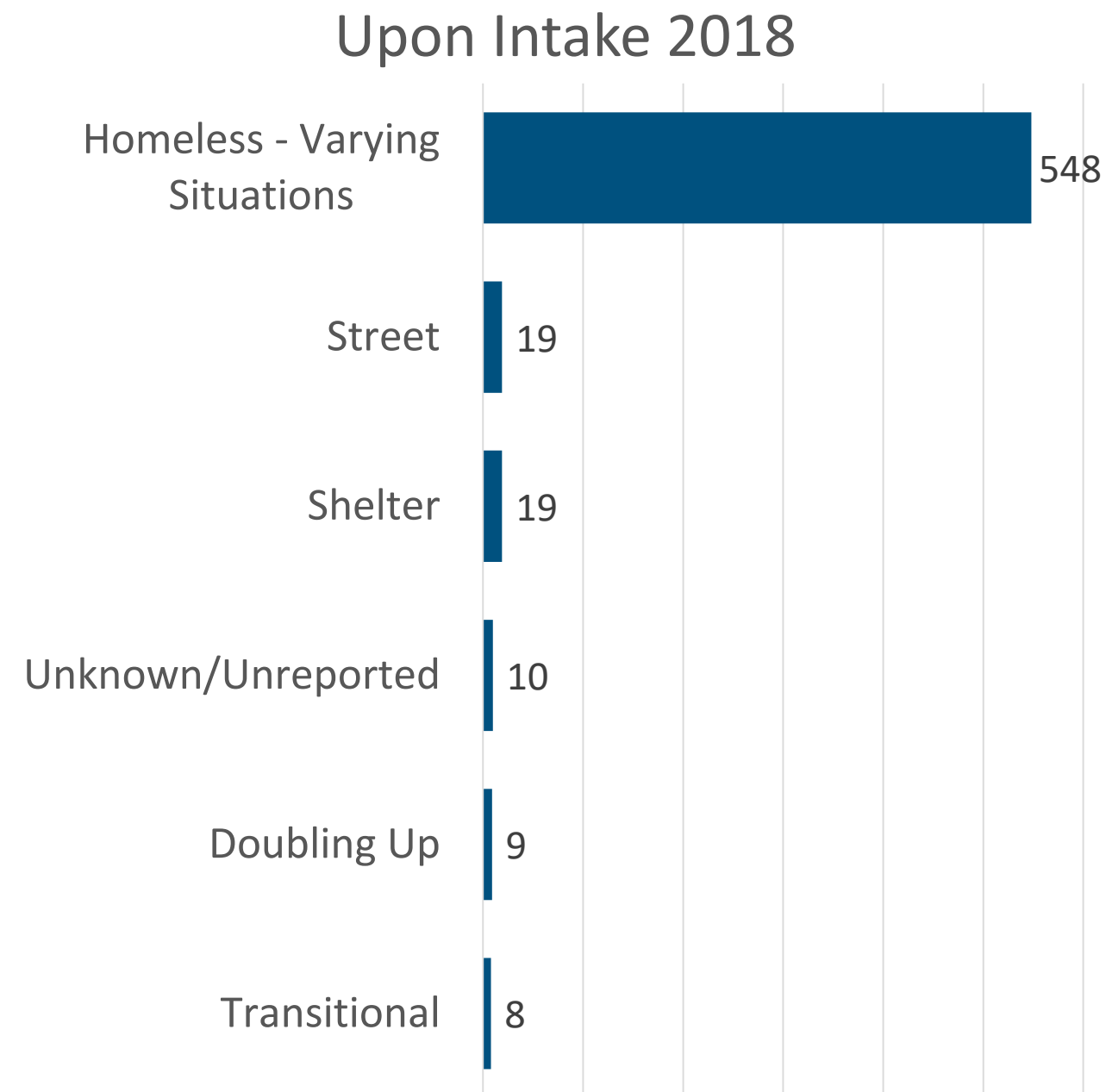


Patient Gender TRUST 2018 to date

Patient Race TRUST 2018 to date

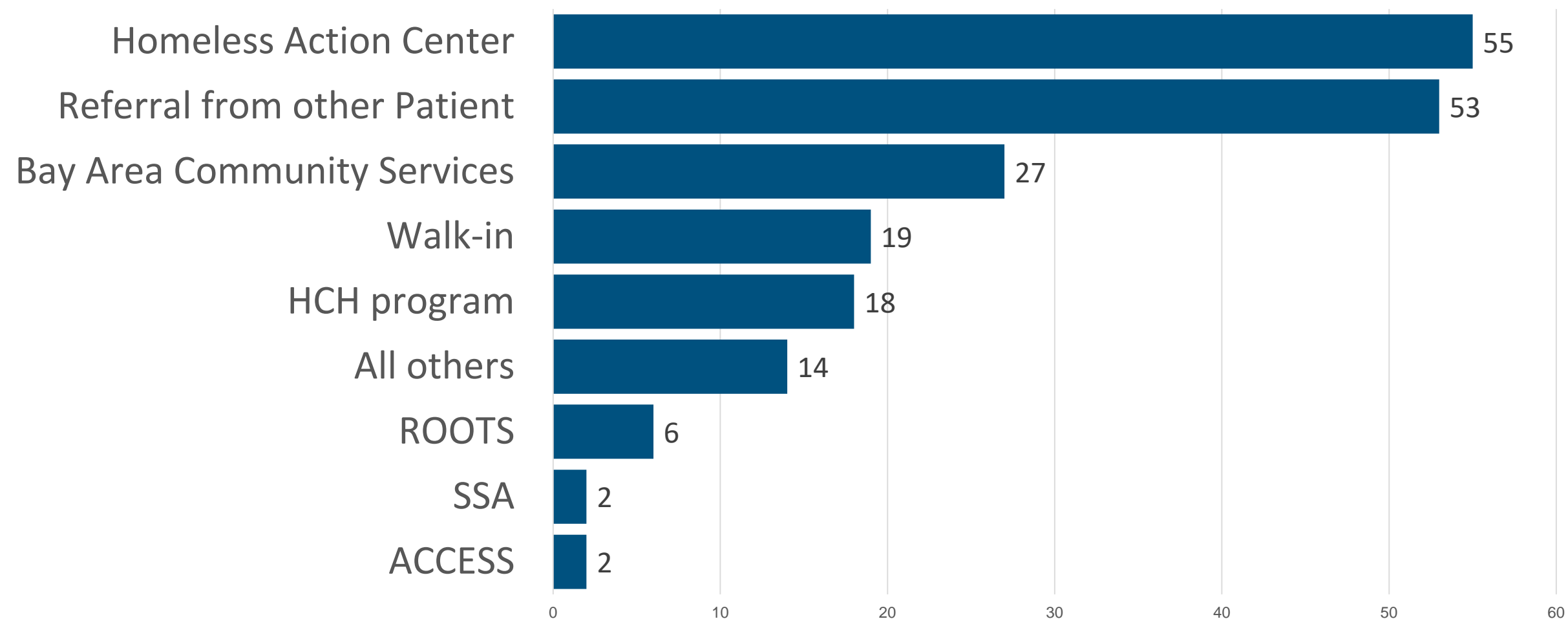


Housing status of patient base



Word-of-mouth reaching others

Source of Patient Referrals to TRUST
CY2018 to date

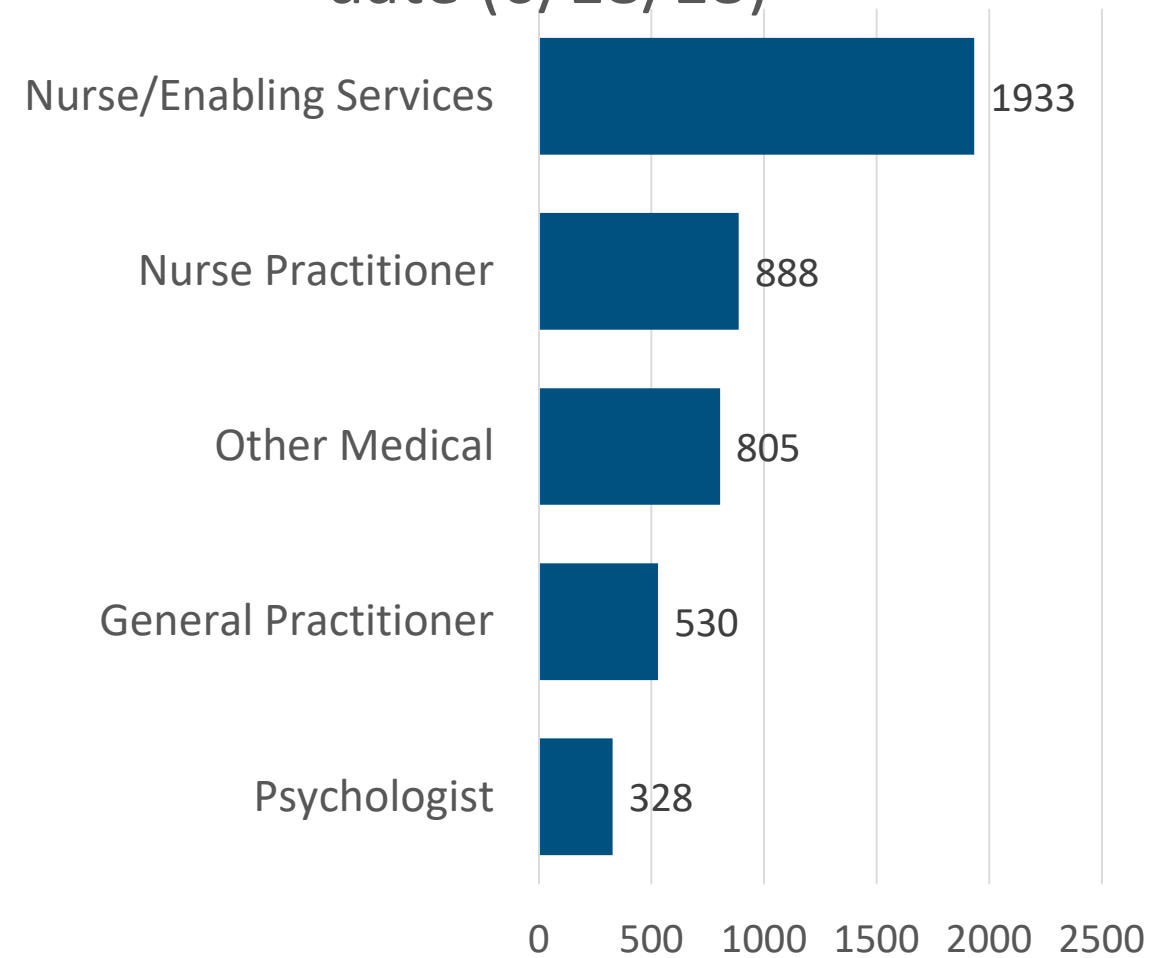


Referrals to target population by existing patients who have come to trust our readiness to care.

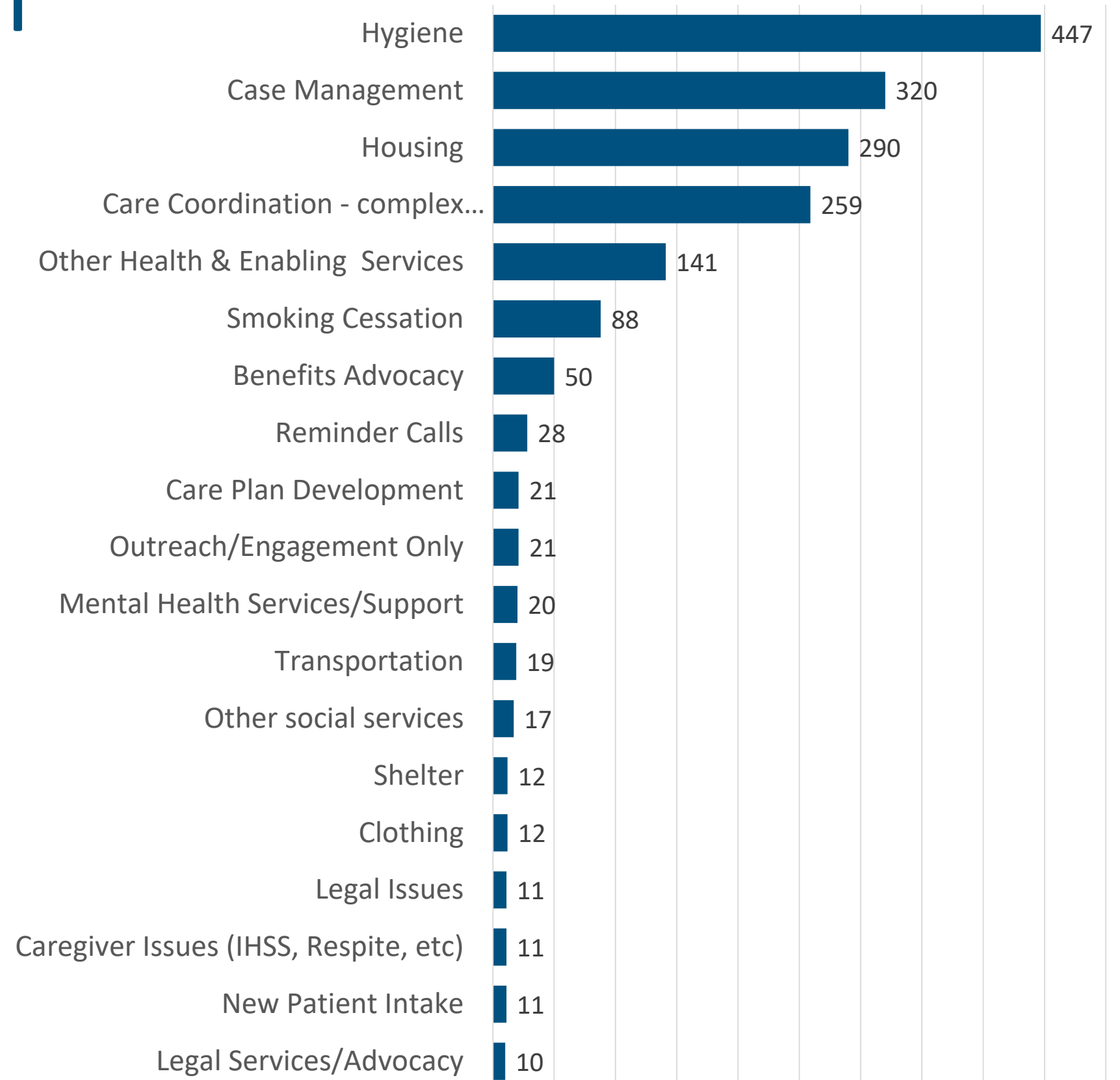


Complex case mix of target population

Total Visits by type 2018 to date (6/18/18)

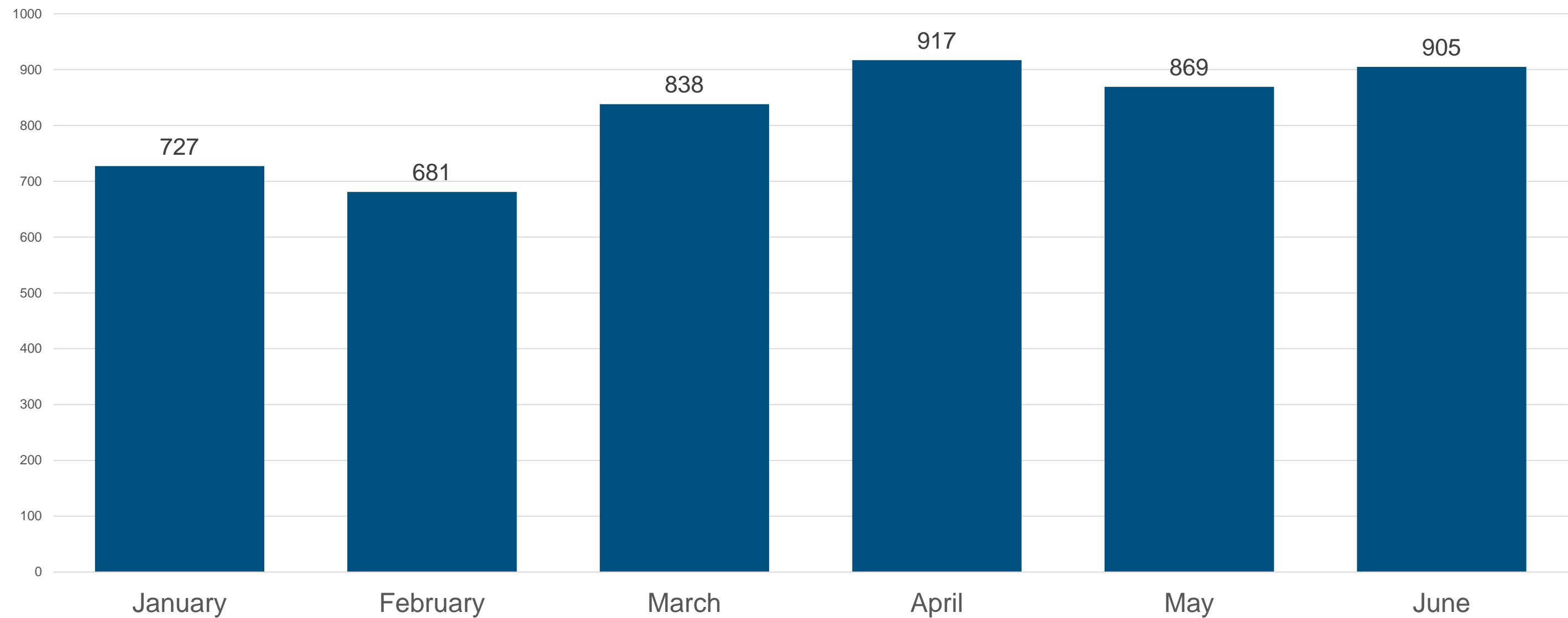


Enabling Services Visits 2018



Visit trend

Total TRUST Visits (Clinical and Enabling) by Month
(1/1/2018 through 6/15/2018)



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Overwhelming need underscored

“There is an overwhelming need for programs like Trust. Having another primary care home in the heart of Oakland is extremely important. It’s beneficial to be able to send clients over for drop in care.”

“They are naturally improving through feedback from the community and their clients. Since their launch, they have added and now offer more services and they are caring for more people in same location. Their one-stop shop is very important and the more they can expand to serve clients in the community would be beneficial.”

Daniel Cooperman,

Director of Programs, Bay Area Community Services



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Completed since opening*



- 46 coordinated entry assessments
- 715 waitlist applications
- 64 Home Stretch submissions
 - 66 referrals to Permanent Supportive Housing
 - 19 individuals permanently housed
 - 6 more coming in the next month

**These results top all other agencies with similar resources. Providing a housing coordinator in the primary center is also considered best practice for Coordinated Entry Services.*



“When consumers perceive some level of shame or stigma associated with their situation, they are reluctant to seek care, even in crisis...”

“Several consumers pointed to Trust as the only place where they can go to seek treatment and the care staff are not surprised or appalled by their condition.

“I can tell them anything, and they would know how to treat it and not make me feel bad about it.”

Summer Solstice Success!



On June 21, 2018, the Alameda County Health Care for the Homeless (HCH) Consumer/Community Advisory Board, HCH and LifeLong TRUST Health Center staff, and 60 homeless participants joined programs in New York, Miami, Baltimore, Seattle, and San Francisco in the Solstice celebration to celebrate the strengths and successes of people who are overcoming incredible barriers to gain housing, create community, and support our common mission of ending homelessness.



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Health Fair for People Experiencing Homelessness

August 15, 2018

8:30 – 10 am

Trust Health Center

Existing patients and potential patients were checked for hypertension and diabetes. A limited number of Hep A vaccines were also be administered. A hot breakfast was served at this event.



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