

### Yakima Neighborhood Health Services Improving Quality of Life in Our Communities The Intersection of Housing and Health Care



**YNHS Mission**  
To provide accessible, affordable, quality health care, promote learning opportunities for students of health professions, *end homelessness and improve quality of life in our communities.*

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### How We Connect in our Communities




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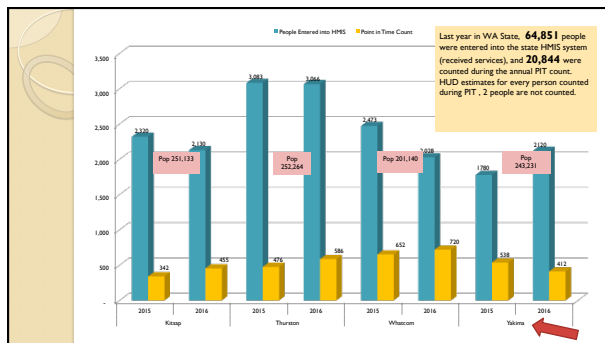
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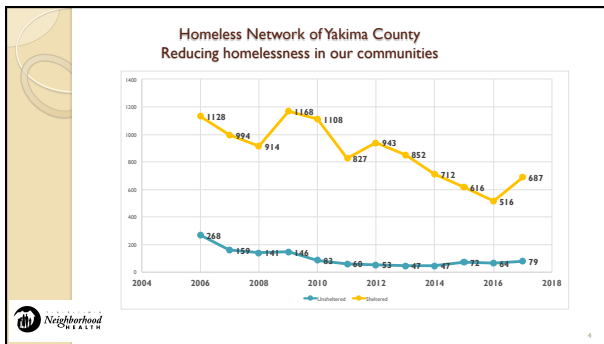
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#### All Under ONE Roof!

### SERVICES AVAILABLE AT The Depot

- Homeless Prevention Assistance
- Transitional and Permanent Supportive Housing
- Medical Respite Care for the Homeless
- Transportation Assistance
- Self Sufficiency Help
- Health Care for the Homeless Care Coordination (Medical / Dental / Behavioral Health)
- Connection to Employment and Training
- Health Insurance Applications (Washington Apple Health / Washington Healthplanfinder)
- Application Assistance
- Basic Needs & Hygiene Items
- Housing and Essential Needs (HEN)

**Neighborhood HEALTH**

Yakima: 602 East Yakima Ave. (509) 249-4232  
Sunnyside: 617 Spoon Road (509) 837-4200

Yakima County Board of Health & Community Services

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## Safe, Affordable Housing + Case Management = Supportive Housing

**Individuals**

**Families**

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### Broadening Education & Self Sufficiency for Transitional Youth (The BESTY Project)



- Provides safe & stable housing
- Individualized Graduation Plans
- Youth Employment Navigators to oversee and mentor youth
- 260 hours of paid work externships
- Partners:
  - Rod's House
  - ESD 105
  - South Central Workforce Development
  - OIC of Washington

**Yakima's Partnership for Homeless Youth**

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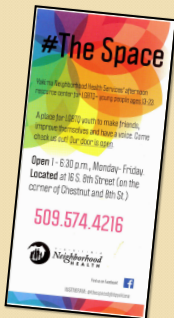
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## "THE SPACE" FOR LGBTQ YOUTH

A Resource Center

- Health Care & Counseling
- Tutoring
- Housing Help
- Arts & Crafts
- Peer Support
- Family Re-Unification
- Trauma Informed Care



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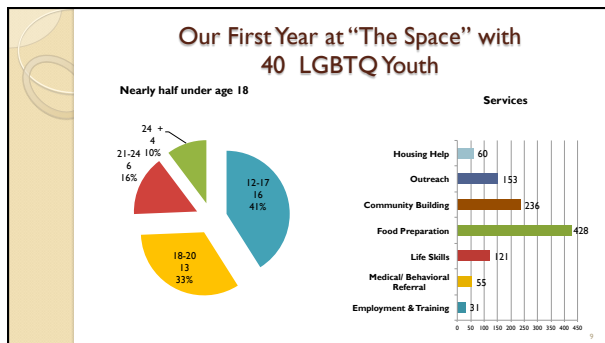
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**ASPERES RESEARCH**

ADVANCING SUPPORTIVE HOUSING PRACTICES IN THE FIELD

**LINKING HUMAN SERVICES AND HOUSING SUPPORTS TO ADDRESS FAMILY HOMELESSNESS: PROMISING PRACTICES IN THE FIELD**

**Background**

Homelessness is a complex and multifaceted issue that requires a coordinated response from multiple sectors. The ASPERES Research and Practice Center is a national research and practice center that focuses on the intersection of housing and human services. The center's research and practice efforts are designed to identify and disseminate promising practices that can be used to address family homelessness.

**Objectives**

The ASPERES Research and Practice Center is committed to advancing the field of supportive housing through research, practice, and policy. The center's research and practice efforts are designed to identify and disseminate promising practices that can be used to address family homelessness.

- Standardized Intake
- Assessment Tool
- Regular intervals
- Identifies barriers
- Develops plan
- Data sharing



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### Permanent Supportive Housing (Yakima - Toppenish - Granger – Grandview) 90 Units + HEN Assistance

- Toppenish - 2 McKinney units
- Granger - 2 McKinney units
- Grandview – 8 McKinney units
- Sunnyside - 4 McKinney units
- Yakima – 49 McKinney units
- Yakima - 25 HURAY units
- 100+ HEN clients receiving rental assistance)



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### Satellites Serve Special Populations



**Homeless Respite – Recuperative Housing for those not sick enough to be in the hospital, and those discharged from the hospital but not well enough to go back to the streets**





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### AVERAGE RESPITE STAY IN 2016 = 22 DAYS

- Daily checks by Nurse / Behavioral Health / Case Manager.
  - Wound care.
- Behavioral Health counseling.
- Transport / accompany to PCP and specialty and OT/PT appointments.
  - Evaluate and support ADLs.
- Assist with applications for SSI/SSDI, Basic Food and other federal/state benefits.
- Facilitate family interaction when possible.
  - Initiate housing stabilization.
- Provide discharge summary to patient /PCP at time of respite exit.




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### 58 patients stayed 1,287 Days- Here's Why

Length of Stay	People	Reason for Respite Needed
One Week or Less	34%	Ulcers, wounds, abscesses, post-surgery recovery
1 to 2 weeks	22%	MRSA, abscesses, cellulitis, wound care
2 - 4 weeks	33%	Fractures, cancer / chemotherapy
4 weeks or longer	33%	Necrotizing fasciitis, amputation recovery, fractures

**Sicker population than previous years**

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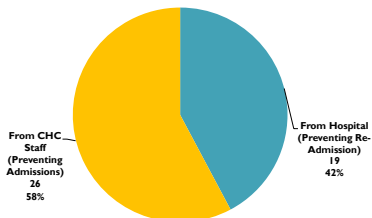
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### How Our Patients Came to Respite in 2016



**In 2016, six patients (11 days) went to a hospital within 30 days of discharge from the YNHS Respite Program (Verified by EDIE System)**

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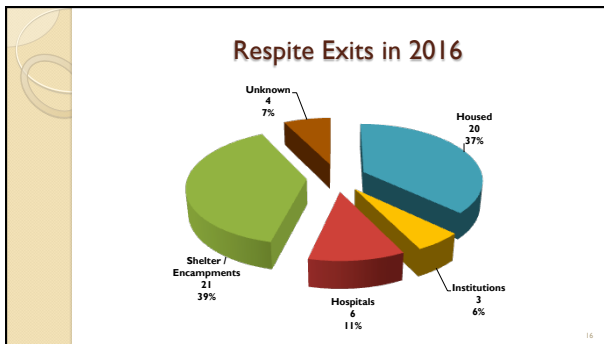
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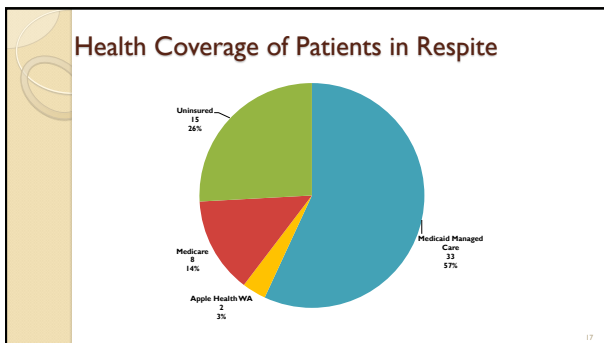
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### Medical Respite Care Saves \$\$

**Hospital Staff Report a Saving of 109 Inpatient Days in 2016**  
**(\$135,269 for Depression or \$392,400 for Rehab)**

	Average Hospital Charge for Depression*	Average Hospital Charge for Rehab*	Average Respite Program
Average Length of Stay	13 days	8.1 days	22 days
Average Charge Per Patient	\$16,133	\$29,16	\$3,710
Average Charge / Cost per Day	\$1,241	\$3,600	\$167.19

\*WSHA Hospital Pricing - www.hospitalpricing.org

- Respite care reduces public costs associated with frequent hospital utilization.

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### Extreme Winter Weather Shelters



Central Lutheran Church



The "Hot Spot" Day Center



Englewood Christian Church



Unitarian Church



Grace of Christ Church

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### Extreme Winter Weather Shelter

November 15, 2016 thru March 21, 2017

**Overnight (Church) Shelters – 228 People**

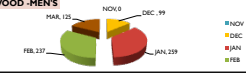
- 3,287 Bed Nights / 3,287 Dinners (Does including Breakfast)
- 229 House/Hotel Bed Nights (Couples)
- 390 Total Bed Nights combined
- 465 Residents with at least one disability
- 765 Men, 233 Women

**HotSpot (Day) Shelter At the Depot**


**~360 People~**

**208 attended both Shelter and HotSpot**


**ENGLEWOOD - MEN'S**



**CENTRAL LUTHERAN - MEN'S**



**UNITARIAN - WOMEN'S**



Total Bed Nights / Dinners Provided = 3,286  
 Total Unuplicated Shelter count = 229  
 Total 24-Hour House/Hotel Bed Nights = 229  
 Total Number of House/Church = 43  
 Total number of guests served with disabilities = 465 (16%)

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## EXTREME WINTER WEATHER SHELTER

- Cosecha Court (Granger) – partnership with Yakima Housing Authority
  - 780 bednights as of 2/13/17
- Hotel / Motel Vouchers
  - 231 bednights (FEMA) in Sunnyside as of 2/13/17



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**Supportive Employment "Depot JobMatch"**

- Employment coaching and supervision
- At YNHS, a non-profit, willing business
- 15-25 hours per week
- "Occasional status" employee of YNHS wherever placed
- Funded by local contributions

**ADDITIONAL SUPPORT FROM THE COMMUNITY**

- YPD Helping Hands Housing Support
- Clothing, food, housewares

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**Nearly 100 Homeless Applied First 7 Months**

**Hours Worked**

Employers:

- Salvation Army
- YWCA
- Triumph Treatment Services
- OIC of Washington
- Yakima Food Banks
- Rod's House (Homeless Youth Resource Center)
- City of Yakima / Neighborhood Development

Month	Hours Worked
August	55
September	58.25
October	234
November	245.9
December	561
January	655.75
February	417.75

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**HOMELESS Outreach Team  
HOT Team**

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## Multi-Disciplinary Team Approach




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## From HMIS To E.H.R.

Aboriginal Status (SI and/or Aboriginal Ancestry)

Gender

Race

Ethnicity

Veterans Status

Mobile Number

Recent Health or Profile

Default Rendering Physician

Emergency Contact

Emergency Phone

EMR Chart Status

Income Consent

Marketing Plan

Marketing Data

Co-Managed Physician

Priority Notice Reason

Priority Notice Notes

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## Demographic and Clinical Outcomes

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50

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### "Electronifying" Arizona Self Sufficiency Assessment

DOMAIN	SELF SUFFICIENCY MATRIX	HELP and SUPPORT Projects (see table 2)	Self Sufficiency Score
Access	2.6 items	1.1 items	2.6
Relationship	2.6 items	1.1 items	2.6
Food	2.6 items	1.1 items	2.6
Health	2.6 items	1.1 items	2.6
Transportation	2.6 items	1.1 items	2.6
Financial	2.6 items	1.1 items	2.6
Health Care	2.6 items	1.1 items	2.6

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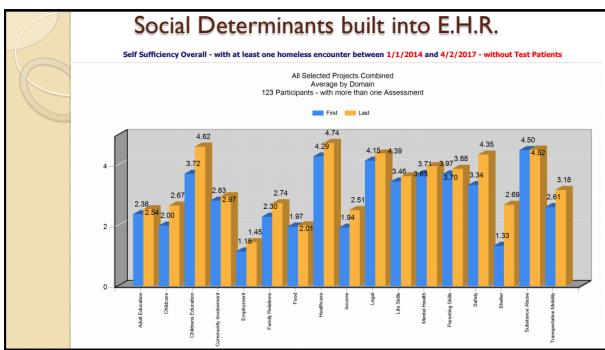
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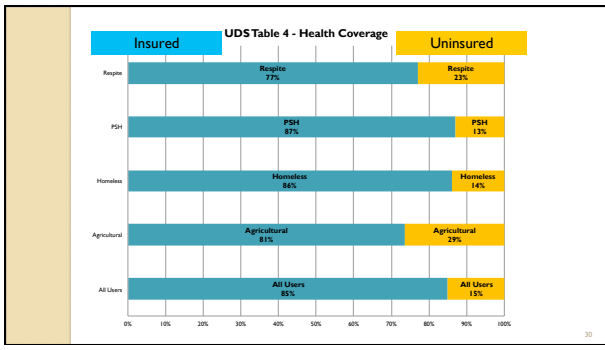
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### Multi-Disciplinary Approach – One Record

Role	Name	Specialty
Respite Care	[Name]	[Specialty]
Primary Health Care	[Name]	[Specialty]
Respite Care Manager	[Name]	[Specialty]
FCR Support	[Name]	[Specialty]
Mental Health	[Name]	[Specialty]
Social	[Name]	[Specialty]

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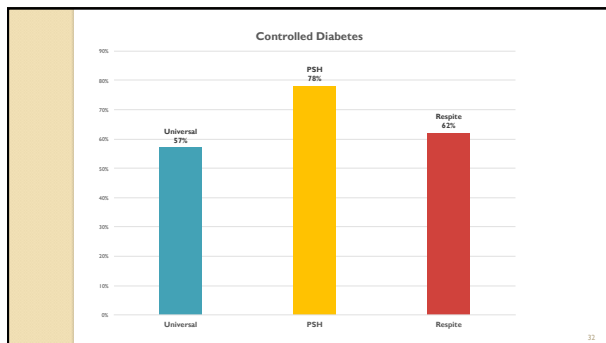
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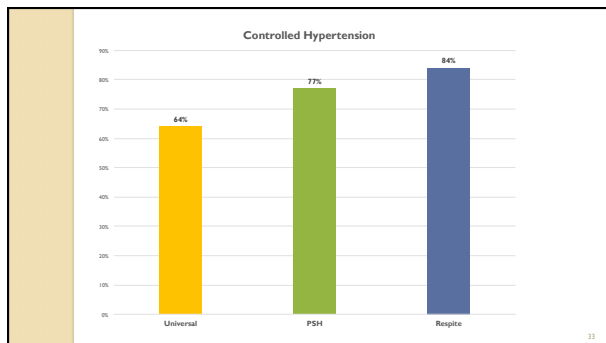
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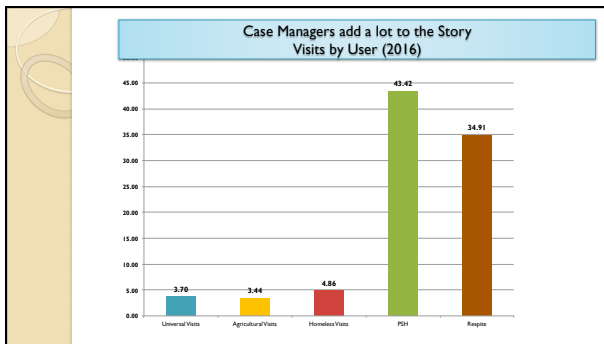
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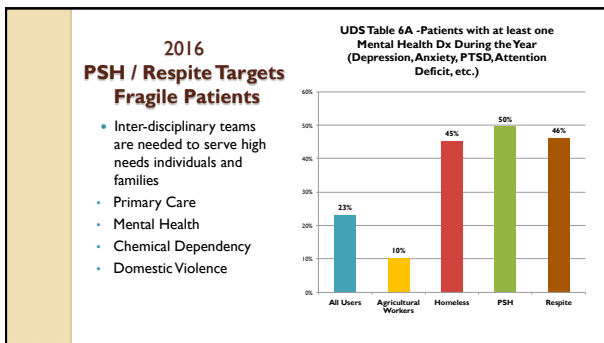
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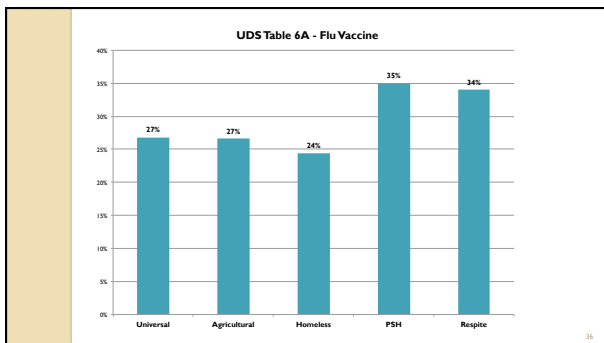
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**2016 Profile**  
Some Patients Need a Little -- Some Need EVERYTHING

All Primary Care Patients	22,310	Homeless Patients	2,232
Primary Care Visits	82,623	Primary Care Visits	10,855
Mental Health Visits	3,544	Permanent Supportive Housing- Fed/State/Local	77 households 134 people
Prescriptions Filled	106,118	Extreme Weather Shelter	238 people 3,387 nights
Enrolled WIC Clients	8,058	Medical Respite	58 People 1,287 nights
Affordable Care Act Applications	6,114	Housing & Essential Needs (HEN)	248 households

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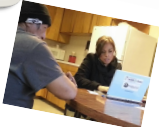
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*from The New Yorker*  
February 13, 2006  
DEPT. OF SOCIAL SERVICES  
**Million-Dollar Murray**  
*Why problems like homelessness may be easier to solve than to manage.*  
by Malcolm Gladwell

"It cost as one million dollars not to do something about Murray." O'Bryan

**Average PSH Cost Per Chronic Disabled at YNHS: \$11,656**

- Housing (\$7,056)
- Case management and Supportive services (\$4,600)



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**The Bottom line  
Once Housed.....**

- Mental Health Improves
- Less disruptive
- Infectious disease rate improves
- Pain is better controlled
- Medications better managed
- Treatment plans – compliance improves
- More likely to obtain and maintain employment or education




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list=FLIL5zSLLQh8mD5Xmvn8gfbw](https://youtu.be/LI3THohG7hw?list=FLIL5zSLLQh8mD5Xmvn8gfbw)

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