

Norfolk Homeless Consortium
Committee: Healthcare
Date: January 2, 2008

Attendees:

Yvonne Price, Park Place Med Ctr
Barbara Willis, Park Place Med Ctr
Linda Williams, Portsmouth CHC
Claudia Gooch, The Planning Council
Julie Dixon, The Planning Council
Bell McHugh, ACCESS
Alicia Mathews, St. Columba

Clara Smith Gosnold Apartments
Sue Baynes, Portsmouth CHC
Dr. Larry Ryan, Salvation Army
Katie Kitchin, Office to End Hmls
Stacie Walls Beegle, ACCESS
Pamela Davis, NCSB

I. Agenda Items

- Change of LPN / Case Manager at PPMC
- Healthcare for the Homeless Update / Data
- Transportation Update / Scheduling
- Project Homeless Connect Planning
- Medication Assistance Update
- Other business

II. Key Decisions/Action Items

- Yvonne Price replaced Linda Williams at PPMC and is now the LPN / Case Manager who is the point of contact for the homeless clients and providers. Linda is now located at the Portsmouth Community Health Center.
- PPMC: in November there were 27 appointments scheduled for new patients; 17 of them showed. For established patients, 25 showed of 51 appointments made. The extended evening and weekend hours are working well and usually 2 physicians are available during the extended hours. Delays in getting patient appointments in December were probably due to only 1 physician available during the holiday hours. No-show rates were worse in November and December than in previous months.
- ACCESS stated two issues with transportation pick ups: 1) there are sometimes established patients getting on the vans instead of only new patients (and the group decided if there was space then that is fine) and 2) picking up clients from the clinic to return back to either Union Mission or St CEM is more like 4:15 or 4:30 (one hour later than planned). PPMC said the delays are often related to the fact that clients are coming in without the proper referral paperwork. There was a

discussion how to assist the Union Mission with this since there is no full-time staff or case manager, especially for the men's side. A suggestion was made that Yvonne may be able to go to UM once a week prior to the day of appointments to help prepare them. A separate meeting between UM and PPMC staff will be set up ASAP by Julie.

- Other discussions around transportation were that other days of the week may be more convenient for providers and clients, as well as times. Union Mission clients leave around 6:00 am and if there was an early morning pick up from there for 8:30 appointments at PPMC it would help to fill the van and reach the male clients. This will be reviewed by ACCESS and providers for further discussion.
- Walk-in appointments instead of fixed days and times would still be preferable for the majority of the homeless clients who are most vulnerable and hard to manage. This would benefit many who live regularly at the UM and Salvation Army, as well as on the street. Barbara asked that the newly adapted appointment system with extended hours and more providers be given a chance and then reviewed in the near future.
- Outreach that was planned in the original grant application has not been realized due to budget constraints. Many HCH grants recommend this be a separate person rather than an additional task of the LPN / Case Manager. The providers hope that outreach to the clients of Union Mission can be made at least weekly by PPMC as they remain the clients with the greatest need and least amount of services.
- Katie and Julie are recruiting more medical providers for the upcoming Project Homeless Connect on February 28. More dentists have committed this time with a mobile van and several chairs. PPMC, the Health Dept and Sentara will all provide screenings and scheduling of follow-up appointments. ACCESS will provide HIV testing and counseling. Still needed: 1 optometrist and 1 podiatrist. Julie will follow up with Dr. Nick Midas regarding shoe donations.
- The Medication Assistance Program at St. Columba had 37 referrals in November. 5 were not picked up. 64 prescriptions were filled in all.

III. Additional business

- Clara noted she is need of a Medicaid bed and services for a client with dementia. So far her search has not produced any viable openings.
- Yvonne passed around the packet of documents that needs to be completed for each HCH client. If any more are needed by providers, please check with her.
- PPMC is still giving away free flu shots to homeless clients.
- There was a recommendation to look into a pick up for clients who leave NEST in the mornings (usually dropped at DHS after 8:00 am.)

IV. Upcoming Meetings

- **February 6 – 10:00 am, Gosnold Apartments**
- **March 5 – 10:00 am, Gosnold Apartments**