



Cultural Competency for Homeless Populations

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Objectives

- Explore the demographics of people experiencing homelessness.
- Discuss cultural competencies unique to caring for homeless individuals.
- Learn more about Los Angeles Christian Health Centers and how its clinic model is working to address needs of the Skid Row community.
- Review clinical pearls and resources available to clinicians caring for homeless populations.



Overview

- Demographics
- Principles of health care for homeless
- LACHC model
- Clinical pearls
- More resources



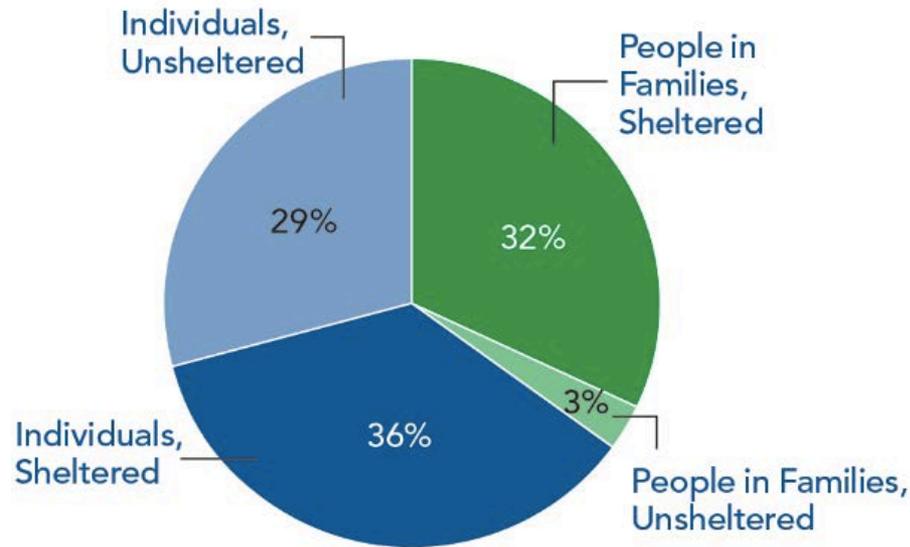
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Demographics of Homelessness

EXHIBIT 1.2: Homelessness
By Household Type and Sheltered Status, 2016



The 2016 Annual Homeless Assessment Report (AHAR) to Congress. The US Department of Housing and Urban Development, Office of Community Planning and Development. November, 2016.



Demographics of Homelessness

EXHIBIT 1.4: Demographic Characteristics of People Experiencing Homelessness 2016

EXHIBIT 1.3: Percent of People Experiencing Homelessness By Age and Sheltered Status, 2016

	All Homeless People		Sheltered People		Unsheltered People	
	#	%	#	%	#	%
Total	549,928	100.0	373,571	100.0	176,357	100.0
Under 18	120,819	22.0	108,866	29.1	11,953	6.8
18 to 24	50,001	9.1	33,281	8.9	16,720	9.5
Over 24	379,108	68.9	231,424	62.0	147,684	83.7

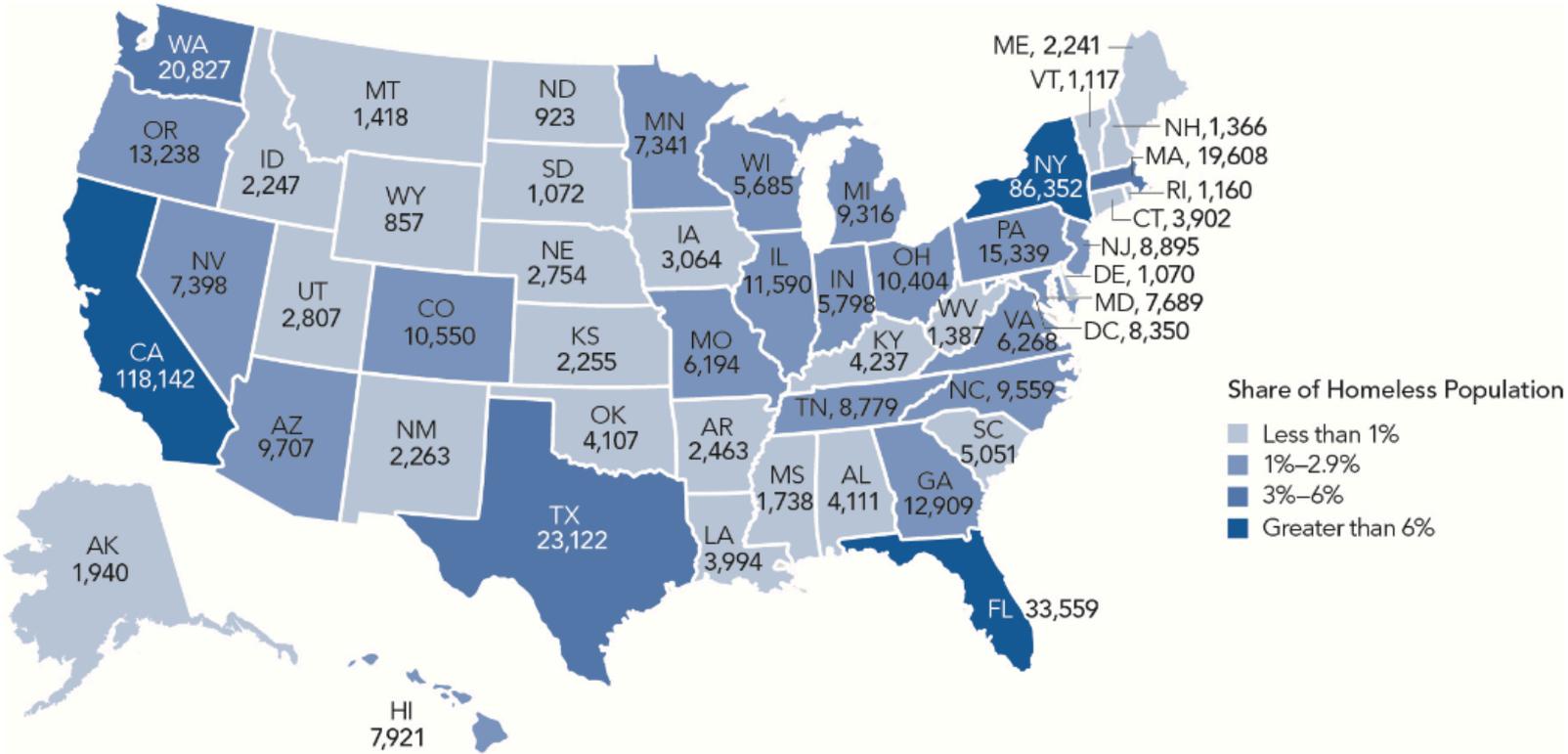
Characteristic	All Homeless People	
	#	%
Total	549,928	100.0
Gender		
Female	217,268	39.5
Male	330,890	60.2
Transgender	1,770	0.3
Ethnicity		
Non-Hispanic	428,629	77.9
Hispanic	121,299	22.1
Race		
White	265,660	48.3
African American	215,177	39.1
Asian	5,603	1.0
Native American	15,229	2.8
Pacific Islander	8,734	1.6
Multiple Races	39,525	7.2

The 2016 Annual Homeless Assessment Report (AHAR) to Congress. The US Department of Housing and Urban Development, Office of Community Planning and Development. November, 2016.



Demographics of Homelessness

EXHIBIT 1.7: Estimates of Homeless People
By State, 2016



The 2016 Annual Homeless Assessment Report (AHAR) to Congress. The US Department of Housing and Urban Development, Office of Community Planning and Development. November, 2016.



Homelessness in Skid Row

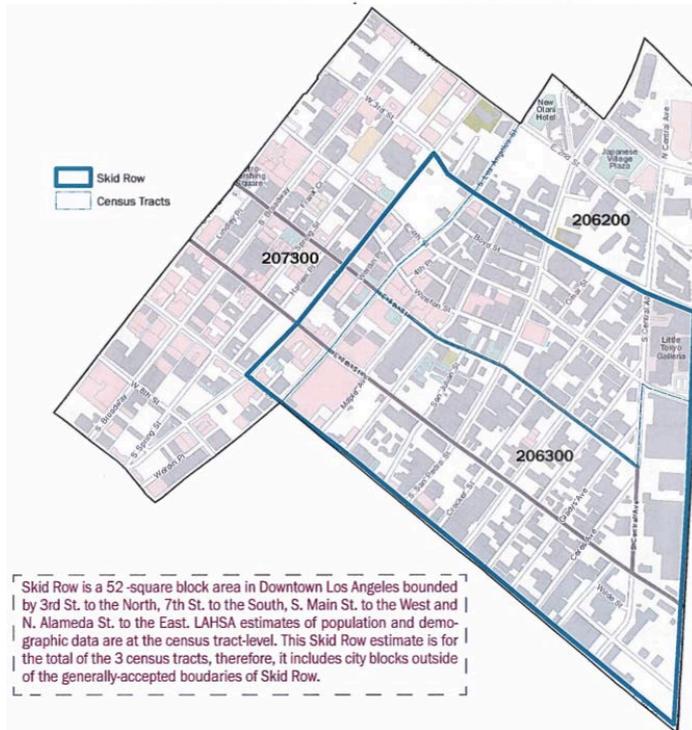
3,940 total # of homeless persons



1,828 (46%)
Unsheltered



2,112 (54%)
Sheltered

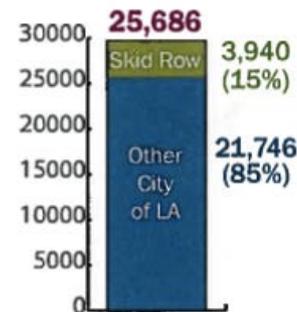


Demographics of Homelessness

Demographic characteristics are not mutually exclusive

All Veterans	473	12%
Female Veterans	18	.5%
Chronically Homeless Individuals	1,149	20%
Chronically Homeless Family Members	131	3%
Substance Abuse	939	24%
Mental Illness	1,152	29%
Persons with HIV/AIDS	105	3%
Domestic Violence Experience	652	17%
Physical Disability	844	21%
Chronic Health Issue	515	13%
Brain Injury	265	7%
Developmental Disability	164	4%

% Share of Total Homeless in the City of LA



Skid Row makes up 15% of the total number of homeless persons in the City of Los Angeles



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Principles of Health Care for Homeless

Care should be:

- Person-centered
- Trauma-informed
- Recovery-oriented

Other important components:

- Outreach and engagement
- Medical respite
- Consumer involvement
- Integrating service and advocacy

NHCHC.org. National Health Care for the Homeless Council; c2017. Available from: <https://www.nhchc.org/training-technical-assistance/online-courses/hch-101/>. Accessed February 12, 2017.



Person-Centered Care

- It is not paternalistic
 - does not make assumptions about a patient's character, what the patient needs or should value
- It invites full participation by the individual
 - draws on patient's strength and inner resources
- Provider's role is to offer medical expertise, examine options and resources, explore ambivalence, and support patient in their decisions.

NHCHC.org. National Health Care for the Homeless Council; c2017. Available from: <https://www.nhchc.org/training-technical-assistance/online-courses/hch-101/>. Accessed February 12, 2017.



Trauma-Informed Care

- A traumatic event is sudden, unexpected, perceived as dangerous
- Increases stress, impairs coping mechanisms
- Most of our patients are victims of past or present trauma
 - Homelessness itself is traumatic: lack of safety, exposure to elements, uncertainty about having basic needs met, loss of sense of place/self
- Be respectful of this, be forgiving, and be loving

NHCHC.org. National Health Care for the Homeless Council; c2017. Available from: <https://www.nhchc.org/training-technical-assistance/online-courses/hch-101/>. Accessed February 12, 2017.



Recovery-Oriented Care

- Consider what recovery means in the context of:
 - Medical condition
 - Addiction
 - Mental health disorder
 - Trauma
 - Homelessness
- The process is not linear. Be open-minded.
- The process is hopeful. Some people lose hope at a means of survival.

“It becomes the task of the provider to make hope available for others to borrow until they can reclaim it for themselves.”
- The pace of recovery is controlled by the patient.

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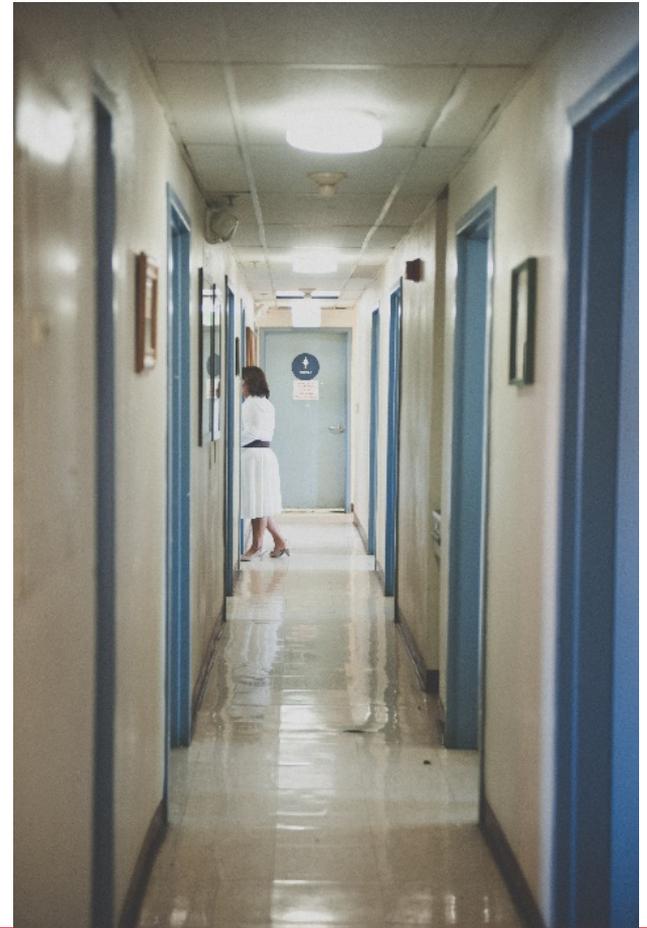
Los Angeles Christian Health Centers

- We are an FQHC that provides low-cost and no-cost health services throughout Skid Row, Boyle Heights and South Los Angeles.
- We opened our doors in 1995, in a small, 100 year old SRO hotel owned by the Los Angeles Mission.
- In 2016, our staff of approx. 130 cared for more than 10,000 people through 57,000 medical, dental, social work, optometry, substance use and mental health visits
- Our network –which is focused on improving access for those who are homeless and living in public housing– includes 2 full-time clinics and 13 part-time satellite sites

Mission: To show God's love by providing quality, comprehensive health care services to the homeless and underserved.



Joshua House in Skid Row



Satellites in Skid Row, Boyle Heights, Watts



Satellite Sites provide a means of medical outreach to people who are homeless and in public housing

- 3 shelter-based sites
- 1 harm-reduction/needle exchange site
- 2 permanent supportive housing-based sites
- 2 public housing sites
- 4 mental health sites
- 2 school based sites



Who We Serve

<u>Gender</u>	
58%	Male
42%	Female
<u>Race/Ethnicity</u>	
58%	Latino
23%	Non-Latino Black
7%	Non-Latino White
2%	Non-Latino Asian/PI
10%	Refused to report
<u>Income as Percent of Poverty Level</u>	
100% and below	91%
101-150%	7%
151-200%	<1%
Over 200%	<1%
Unknown	0
<u>Housing Status</u>	
Total homeless	46%
Public housing	40%
General community	14%



Our Staff



Health care can be a doorway to ending homelessness

- Whether someone comes in for medical, dental, optometry, or mental health... each of our patients has the opportunity to get connected to social work services which includes housing navigation.
- LACHC's social workers then break down the barriers to getting into housing, working through the Coordinated Entry System and ensuring patients get matched with housing they are qualified for. During the waiting period, the social workers keep them as stable as possible by working with shelters, using vouchers, and keeping their client engaged in every way possible.



Housing is just the beginning

- For homeless individuals who are recently-housed, staying linked with comprehensive health care services is critical.
- We work to keep our housed patients engaged in medical, dental, and mental care so that they can stay healthy and mentally stable enough to retain their housing.
- Permanent Supportive Housing facilities we work with include:

Abby Apartments

Alexandria Hotel

Angelus Inn

Carlton Hotel

Charles Cobb

Crescent Hotel

Gateways Hotel

Hayward Hotel

James Wood Hotel

Las Americas Hotel

New Genesis Hotel

New Pershing Hotel

Palmer House

Rainbow Apartments

Sanborn Hotel

Simone Hotel

St. Mark's Hotel

The Six

The Star



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What I've Learned

- Ask, don't assume
 - Open-ended questioning
- Be open-minded and non-judgmental
- Always think about barriers
 - Modify treatment goals
- Practice patience, flexibility
- Be compassionate, loving
- Take care of yourself too



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Cultural Competency for Patients Experiencing Homelessness

- National Health Care for the Homeless Council
- NHCHC.org
- Free online training courses
- Health Care for Homeless 101



Skid Row Coordinated Entry System (CES) Entry Points

CES Entry Points are designed to assess homeless individuals using the latest VI-SPDAT survey for entry into the countywide CES efforts.



Volunteers
of America®

Main Entry Point:

Volunteers of America (VOA)

628 San Julian Street
Los Angeles CA, 90014
(213)624-4357

Hours of Operation:

Monday-Friday
9AM-3PM



Frank Rice Access Center (Lamp Community)

627 S. San Julian Street
Los Angeles CA, 90014
(213)488-0031

Hours of Operation:

Monday- Friday
8AM-12PM

Please note: There will be a daily limit of assessments. A sign in sheet will be available at 8AM and the first twelve individuals will be assessed.



Downtown Women's Center

442 S. San Pedro Street
Los Angeles, CA 90013
213-680-0600

Hours of Operation:

Tuesdays Only
9AM-12PM

Please note: This site is available to homeless women only. A sign in sheet will be available at 9AM and the first 10 women will be assessed.



Questions?

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