

Network Success, Challenges, and Trends

2019 AND 2020



Contractor Successes

2019

- Ramping up of low acuity programs and increased RN hours in Permanent Supportive Housing and Shelters
- Low acuity outreach pilot program in SKC
- Increased collaboration between outreach teams and jurisdictional agencies (e.g. community court; law enforcement agencies)
- Increased collaboration between outreach teams and Street Medicine Team
- Expansion of Youth Medical Services with addition of new site in Auburn

2020

- Reports of fewer low acuity 911 calls at sites with increased Housing Health Outreach Team (HHOT) and RN hours
- Increased outreach capacity in SKC
- Extended clinical coverage in Medical Respite to reduce low acuity Emergency Department visits
- Welcomed new Senior Mobile Medical Outreach partner
- Increased support for HIV prevention, education, and treatment services

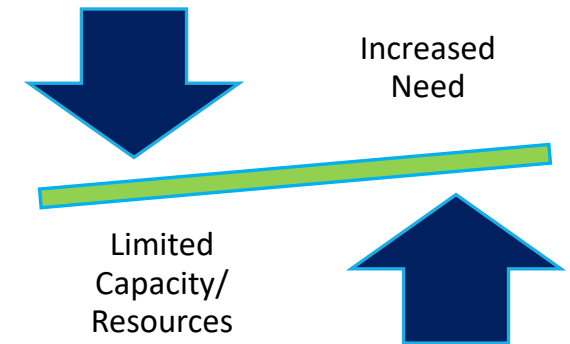
Continued Challenges

(applicable to 2019 and 2020)



- Needs continue to arise or are illuminated by specific events (e.g. outbreaks, pandemic), but capacity and available resources grow at a slower pace given various restrictions (such as limited funding, or insufficient housing availability)

- Specifically increased need for Mental Health Services, Harm Reduction based programming, and additional outreach capacity



- Despite achievements, need for additional low-acuity services County-wide
- Displacement of individuals living unsheltered and its impacts on continuity of care

COVID-19 Specific Success and Challenges



SUCSESSES

- Centralized supply distribution
- Continuation of all Network services
- Innovative adjustments to service models
- New venues for collaboration and coordination
- Enhanced testing capacity given the creation of contractor-run mobile testing team and community testing sites
- Contractor capacity leveraged for vaccine administration and engagement support



CHALLENGES

- Adjusting practices for exposure mitigation
- Shifting to telehealth models
- Limited staff capacity; training temp staff
- Temporary disruption of some in-person services
- Upholding Racial Equity and pushing back against the sense of urgency and being intentional about level setting
- Maintaining core services while also ramping up COVID-19 specific teams

Contractor Identified Priorities for 2021

VACCINATION

- Involvement and engagement in vaccine strategy
- Continue to promote vaccine access for staff & clients

RE-OPENING & SERVICE EXPANSION

- Return clinics and programs to full operations
- Bolster resources for staff to reach clients displaced due to various factors
- Maintain & expand telehealth options developed during COVID
- Address mental health services needs that were exacerbated by pandemic

EQUITY

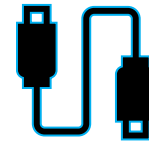
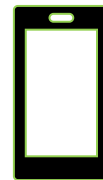
- Gain momentum on HCHN Racial equity priorities
- Review past service data with racial analysis tools to correct disparities
- Recruit, hire, retain, & promote more BIPOC staff to better serve clients

Support Requested from HCHN

(Contractor requests gathered from HCHN annual narrative reports)

Investigate options for additional funding to support:

- Peer Navigators
- Nurses
- Outreach
- Behavioral Health Outreach
- Clinical Supervision



Continued supply distribution, including:

- Phones for clients
- Solar chargers
- Survival Supplies (e.g. food, tents, water)
- Personal Protective Equipment

Addition request include:

- Training on equity and behavioral health practices
- Continued avenues for provider networking
- Supporting listening sessions & engagement activities
- Finding ways to support housing initiatives & increased housing resources

