



UT Health

San Antonio

Emergency Health Sciences

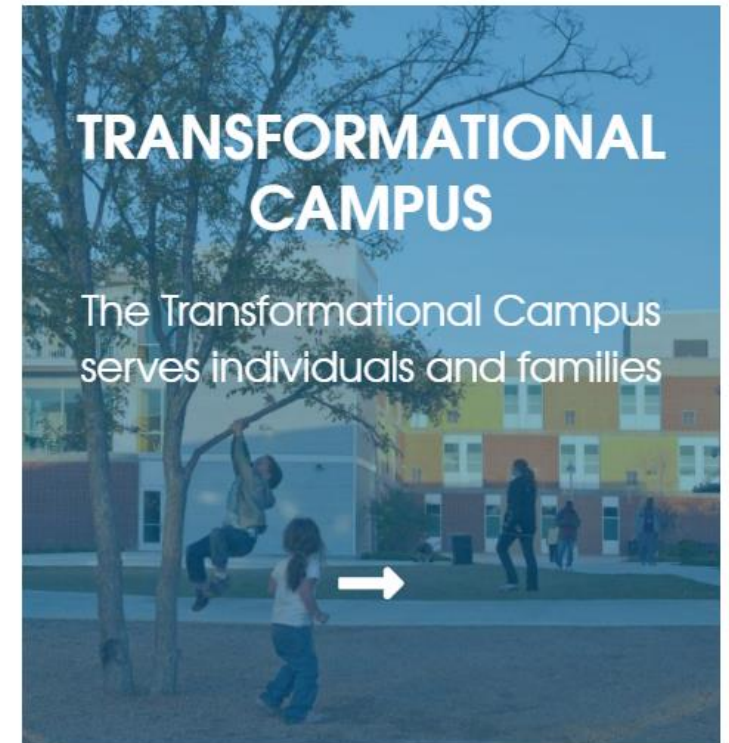
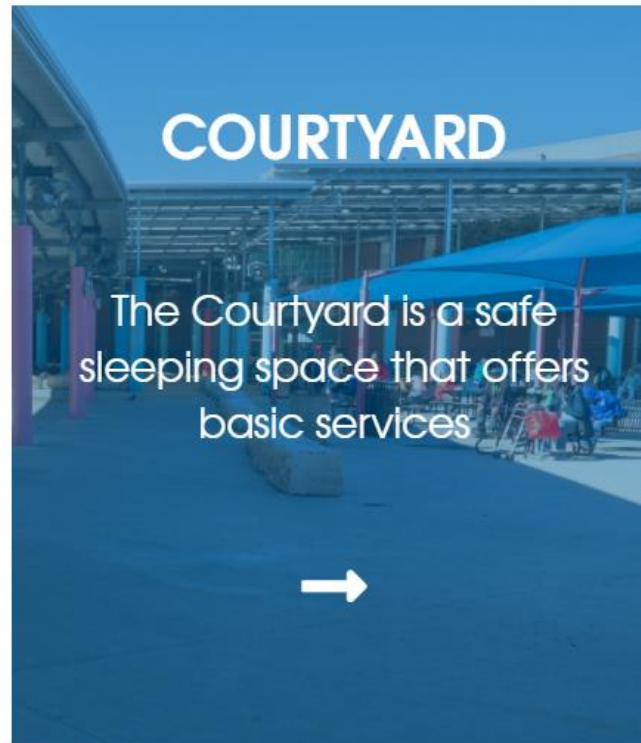
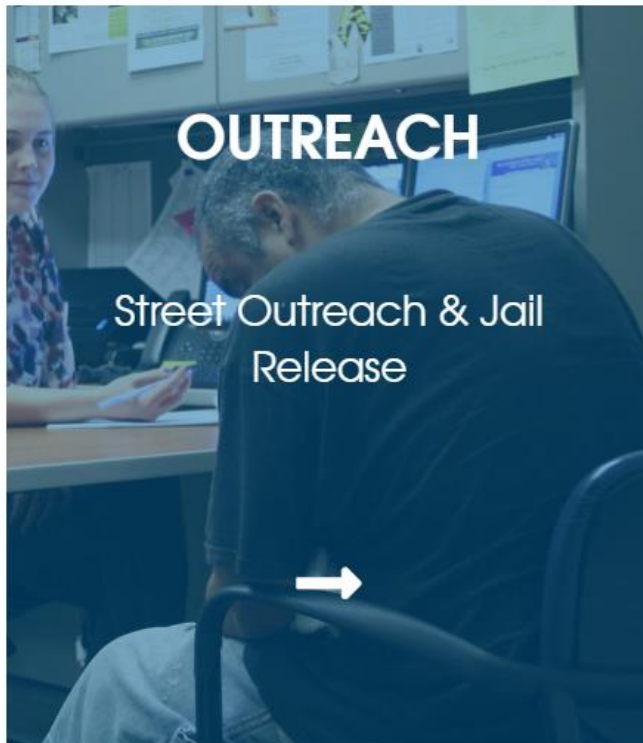
Office of the Medical Director

C. J. Winckler MD, LP

David Miramontes MD, NREMT-P*

Thinking Outside the Box for Care of Homeless Patients

HOW WE HELP OUR COMMUNITY



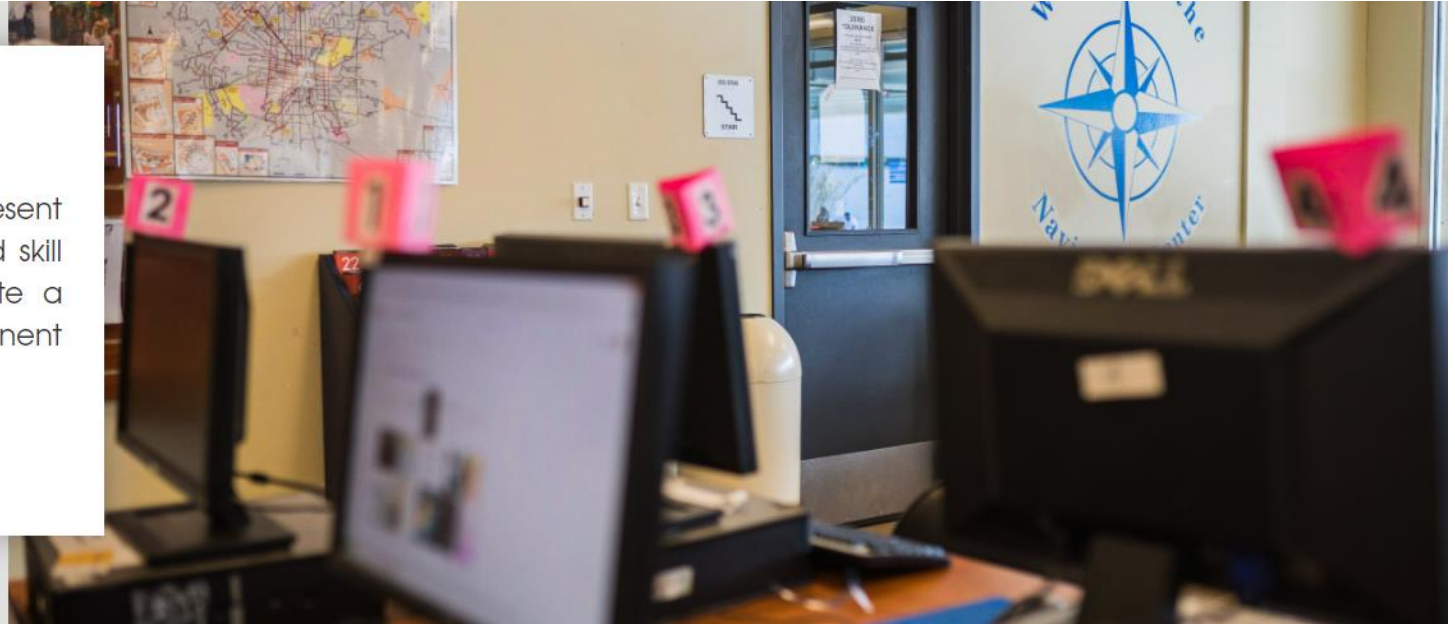
About



Homelessness Is Not One Dimensional.
The Solution Isn't Either.

Financial Sustainability

The goal of Financial Sustainability is to present opportunities and remove barriers to income and skill development, in order to help individuals create a strategy for long-term financial stability and permanent housing.





Haven to Home Recovery Team

The Recovery Team serves the needs of individuals and families residing on the Haven for Hope campus. The Teams connect clients to resources to support each clients' Person-Centered Housing Plan. Each team consists of a Clinical Manager, Residential Specialist, Peer Support Navigator, and Housing Liaison.

Supportive Housing

The Supportive Housing Team of Case Managers and Peer Support Coordinators help clients to transition into housing from the Haven campus. The Housing Team works to identify and procure safe, decent, and affordable housing while assisting clients in sustaining their long term recovery and housing.





Transformational Campus

The Transformational Campus provides residential housing while clients work to address the issues that have led to their homelessness. Over 150 partner organizations collaborate to provide wide-ranging comprehensive services, from obtaining identification to securing permanent housing.

Spiritual Services

Spiritual Services provides care to those who live and work at Haven. Emphasizing hope, recovery, and new beginnings, we provide opportunities for clients to meet with faith-based groups and establish relationships that will carry over into their lives after Haven.



Photo By Marie Langmore



Veteran Services

The Veteran Services Team supports all homeless individuals residing at Haven for Hope who have ever served in the armed forces of the United States, (including National Guard and Reserve units), regardless of the length of service, or type of discharge. Services provided to Veterans include Case Management, Counseling, Public Housing, Educational assistance, Employment assistance, and VA Benefits.



Legal Services

Legal services are provided by partners of Haven for Hope for clients experiencing homelessness. Services include ID recovery and warrant relief.



Kennel

Haven for Hope is the only homeless service provider in San Antonio that permits individuals to bring their beloved dogs or cats with them as they access services. Our Kennel Program provides shelter, food, toys, blankets, vaccinations, and veterinary services.

Jail Outreach

Clients are referred by Bexar County Pretrial Services and University Health Systems, while incarcerated in the Bexar County Jail. Individuals are connected to the Jail Outreach and clinical support teams, who assist clients in meeting their legal obligations, connecting to community resources, and adjusting to a new quality of life in the community.



Photo By Marie Langmore



Street Outreach

The Street Outreach Program seeks to find unsheltered homeless individuals and families throughout the community, mostly in encampments. The Team strives to build trust and rapport with people who are experiencing homelessness, in order to connect them to homeless services providers including Haven for Hope.

Courtyard

The Courtyard is a low barrier emergency shelter where individuals experiencing homelessness can take refuge as needed. Through our many community partners, clients at The Courtyard have access to three meals daily, safe sleeping, shower facilities, medical care, mental health outreach resources and more. Annually, over 500 people move from the Courtyard to the Transformational Campus.



About



Our Approach
Moving Toward Independence Through Trauma Informed Care

MISSION STATEMENT

The Haven for Hope mission is to offer a place of hope and new beginnings. We do this by providing, coordinating and delivering an efficient system of care for people experiencing homelessness in San Antonio.



WHO WE ARE

Our mission is to offer a place of hope and new beginnings. We do this by providing, coordinating and delivering an efficient system of care for people experiencing homelessness in Bexar County.

- In 2006, business and civic leader Bill Greehey along with City leaders, began the effort to create Haven for Hope.
- The Haven for Hope “one stop” design was born after 18 months of research of over 200 homeless shelters across the country.
- Haven for Hope is a 22-acre campus for people who are experiencing homelessness.
- Our one of a kind approach brings multiple service providers to a single location thus increasing accessibility and efficiency of resources.
- The Haven for Hope campus has been in full operation since June 2010.



WHAT WE DO

- Approximately 1,700 people are served daily on our campus.
- Haven for Hope serves over 700 people daily through our low barrier, emergency shelter program, The Courtyard.
- The Courtyard offers guests a safe place to sleep, hot meals, a place to shower, laundry services, and outreach services such as mental health care and housing services.
- Our Transformational Campus provides more intensive services for single men, women and families with children.

Services on our Transformational Campus include:

- Short-term residential housing on-campus
- Substance abuse and mental health treatment
- Employment Services
- Education Services
- Life-Skills Training
- Legal Services
- Childcare
- Health Care
- Animal Kennel
- Housing
- And much more!





HOW WE DO IT

- The individual is at the center of all our services. We meet them where they are.
- **We are Trauma Informed.** We recognize and understand the role trauma plays in the lives of those we serve.
- **We are Recovery Oriented.** We work with our clients to help them recover from conditions associated with mental health, substance abuse and trauma.
- **We are Peer Supported.** We recognize the importance of lived experience in those we serve.
- **We Collaborate.** We work with 140 partner organizations to provide over 300 comprehensive services.



The Center for Health Care Services

☰ Services:

- Crisis Care
- Substance Abuse Public Sobering Unit
- Residential Detoxification Program
- Co-Occurring Psychiatric and Substance Abuse Disorders Program

☎ Crisis Helpline:

210-223-7233





Centromed Sarah E. Davidson Clinic

☰ Services:

- Medical
- Family Practice
- Healthcare for the Homeless
- Lab Services
- Triage

📞 Phone:

210-922-7000

🌐 Website:

<https://centromedsa.com/locations/sarah-e-davidson-clinic>

I-Care San Antonio

☰ Services:

- Eye Exams
- Diagnostic Testing
- Eye Glasses
- Medications
- Surgical Care

☎ Phone:

210-220-2370

🌐 Website:

<http://www.icare-sa.org/about>





San Antonio Christian Dental Clinic

☰ Services:

- Dental Exams
- X-rays
- Fillings
- Cleanings
- Extractions

📞 Phone:

210-220-2300

🌐 Website:

<https://www.sachristiandental.org>

The Terraces at Haven for Hope

140 affordable apartment units for low-income and Haven for Hope Graduates. The complex has one to three bedroom units available for rent.

 **Phone:**

210-375-4090

 **Address:**

703 N San Marcos, San Antonio, TX 78207





YMCA – Haven for Hope Early Learning Center

Affordable child care for Infant, toddler and preschool aged children. The Y-Preschool programs are licensed by the Texas Department of Family and Protective Services. The programs serve working families at all income levels.

 **Phone:**

210-220-2565

 **Website:**

<https://ymcasatx.org/facility/haven-hope-early-learning-center/>



Alcoholics Anonymous



Center for Health Care Services





THE
CHILDREN'S
CHORUS
of San Antonio



ChildSafe®



cam
christian
assistance
ministry



City of SA Department
of Human Services -
Homeless Veteran
Services



City of SA Metropolitan
Health Authority



City of SA Municipal
Court



Cocaine Anonymous



Department of Defense
Medical Education and
Training Campus



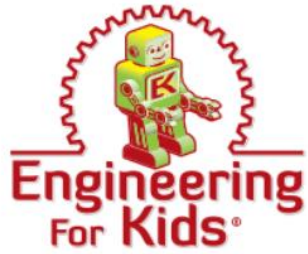
Department of Family
Protective Services -
APS



Department of Family
Protective Services -
CPS

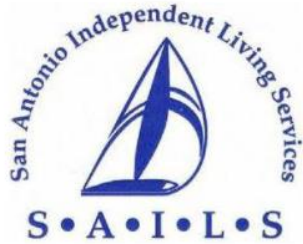
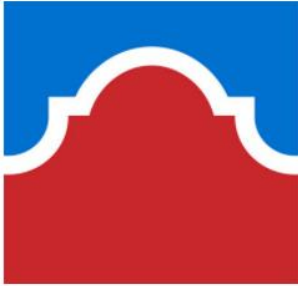
ENDEAVORS

Smart Social Service



NAMI provides training for staff and clients regarding how to improve the quality of life for all people affected by mental illness.







Texas State School of
Social Work



Texas Workforce
Solutions



the
children's
shelter
a family
of services





University of Texas San Antonio College School of Social Work



FEIK SCHOOL of PHARMACY



CentroMed Sarah E. Davidson Clinic

Services

Family Practice

Counseling

Pharmacy

Lab Services

Hours

8:00 AM – 5:00 PM Monday – Friday

San Antonio Fire Department Mobile Integrated Healthcare

Haven For Hope-Homeless Shelter Acute Care Station

- David Miramontes MD
- CJ Winckler MD



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Office of the Medical Director

WE sure go to the Haven Homeless Shelter a lot ?

- H4H was # 1 and #3 911 call location
- Houses >2000 people/families a night
- Has a **primary care clinic on campus**
 - 0800-1700 limited weekends
 - PA/NP based system
 - No Urgent Care capabilities.
- **NO Medical Care after hours---**911 was only resource



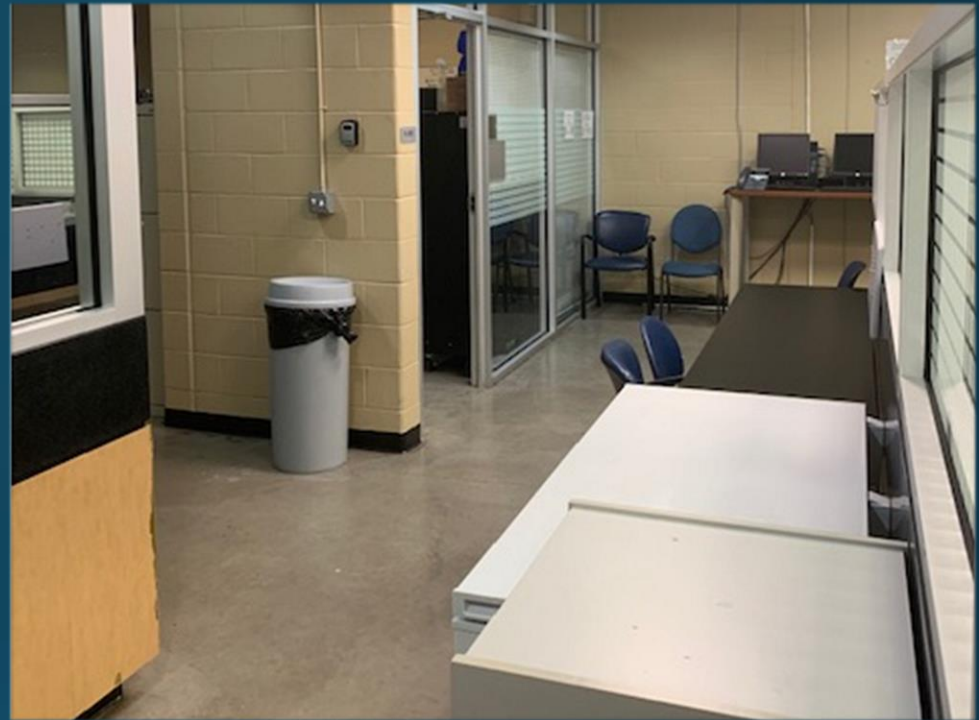
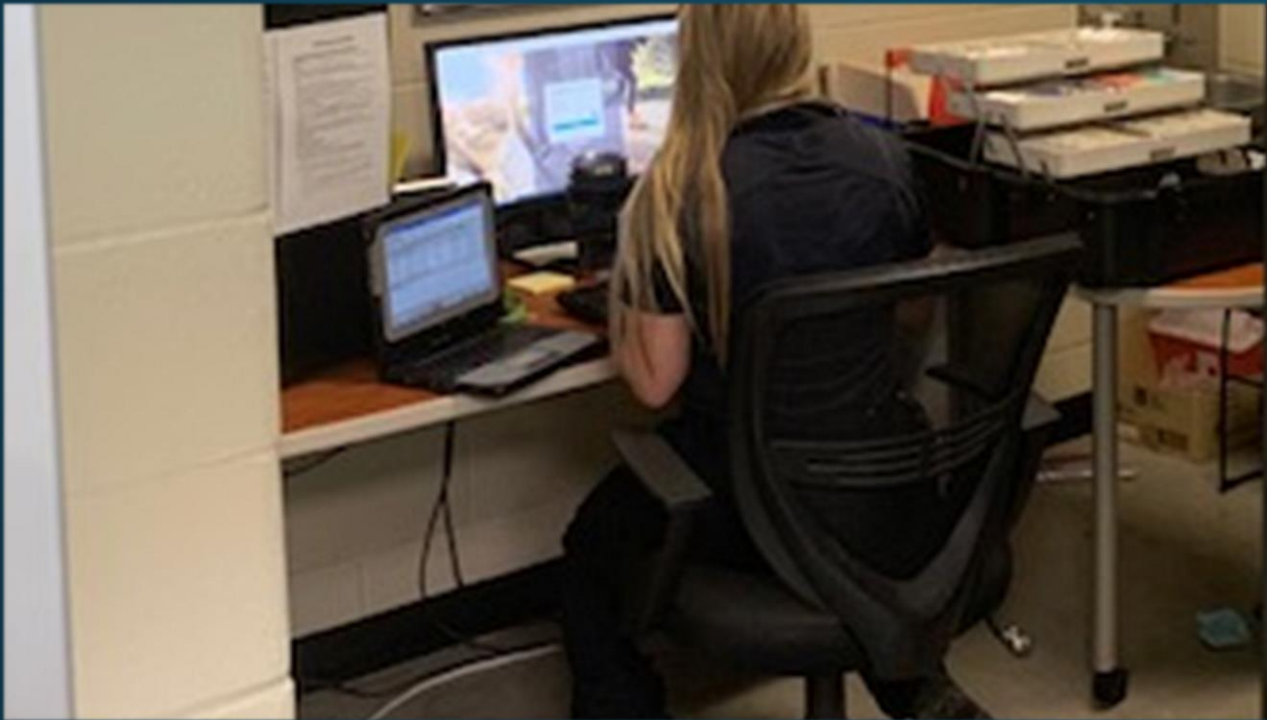
What is The goal ?

- Avoid Ambulance Transport
- Pain Relief for Acute Issues
- Fever Control
- Start Antibiotics if needed.
- Stop N/V/D

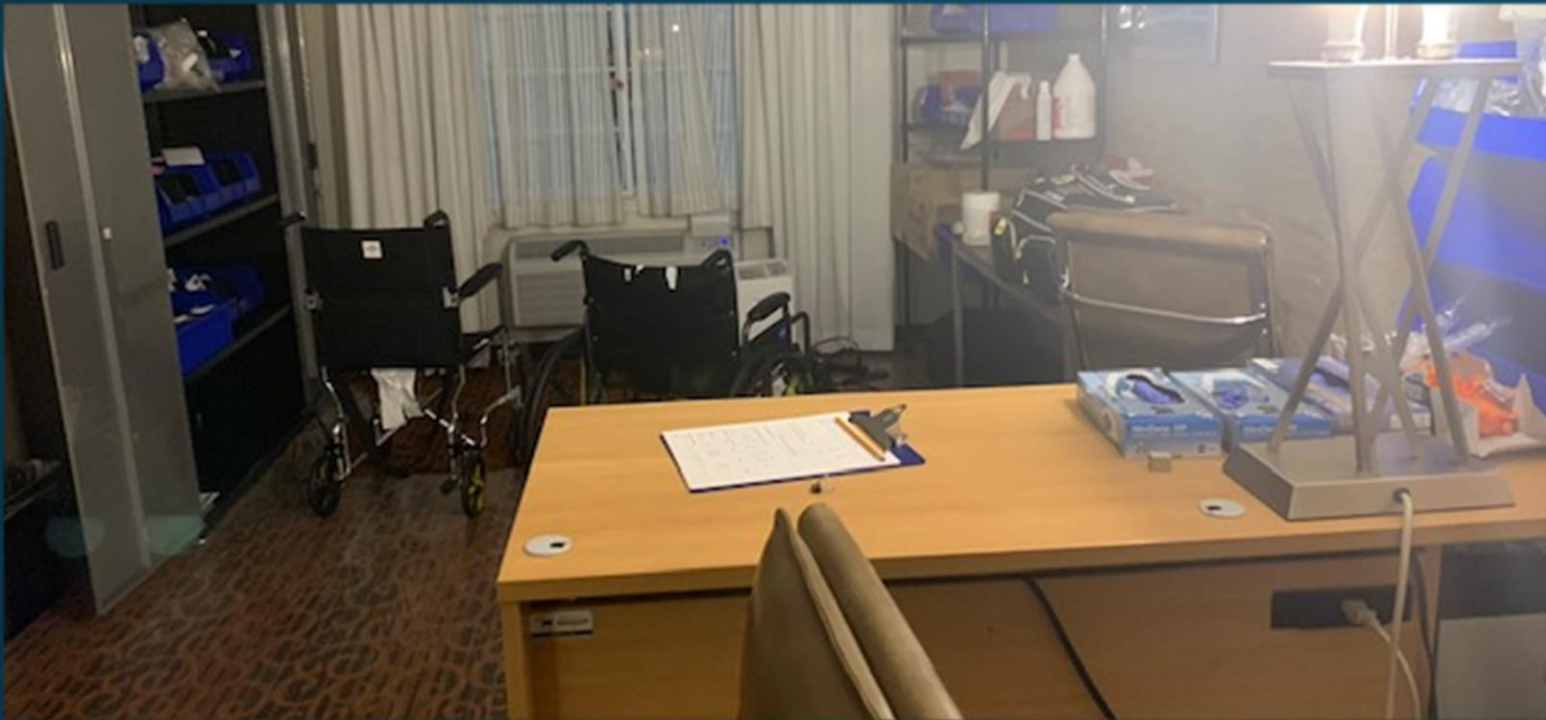


Put a Medic at the Haven !!!!

- Started as Grant project July 2018
- OT Paramedic 1900-0700 hrs. daily
- Quick response unit- **H₄H Medic**
- Clinic room with additional supplies
- OTC and RX meds
- Use standard ePCR
- 24/7 Physician Back-up



Treatment Area



Alternate Treatment Site

Med they can Give.....

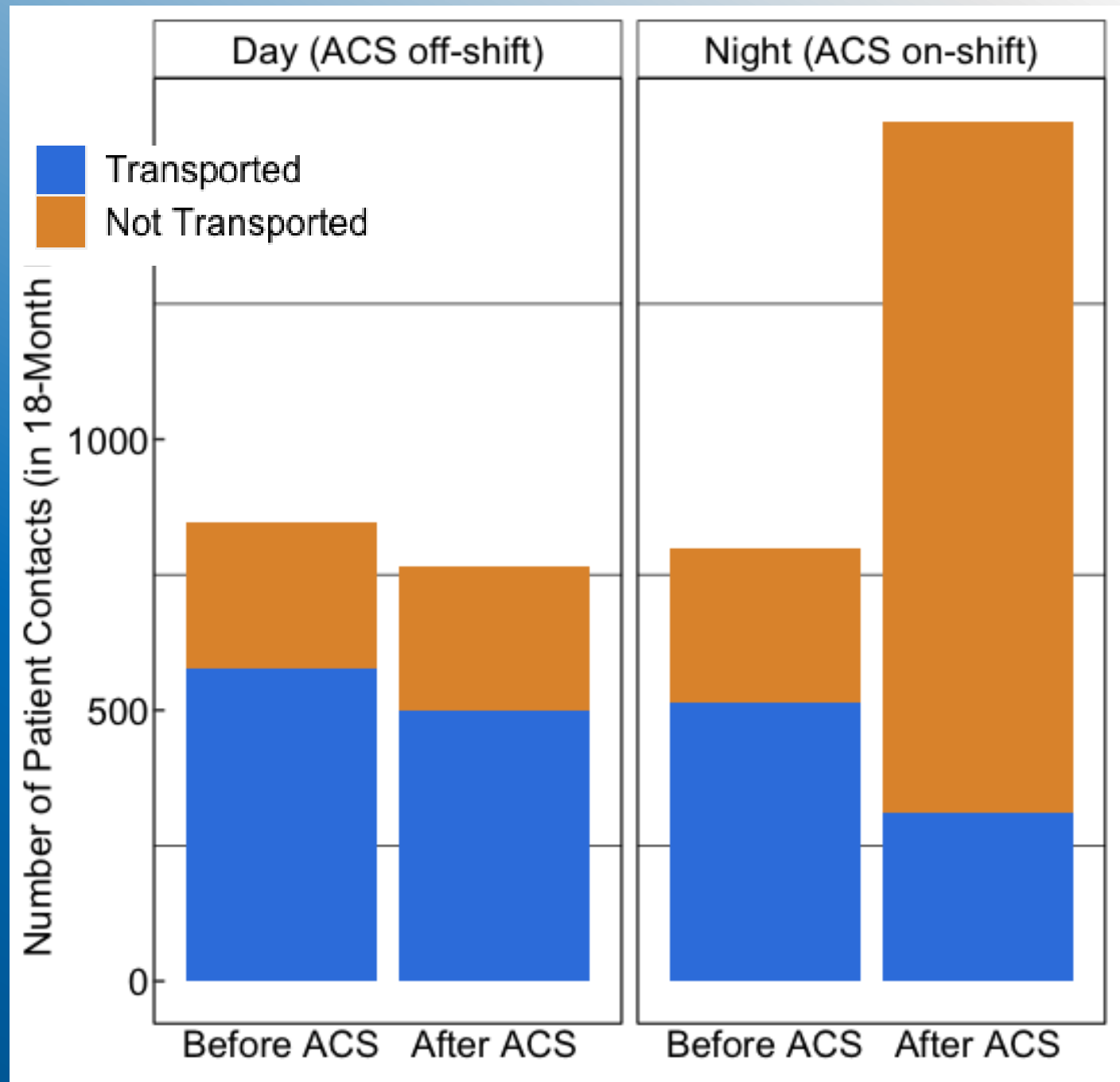
- OTC Analgesics
- Nausea and GI Meds
- Imodium
- Allergy meds
- Cough Meds
- Lice-Scabies treatment
- Limited Antibiotics
- Anti-fungals
- Wound/Burn care



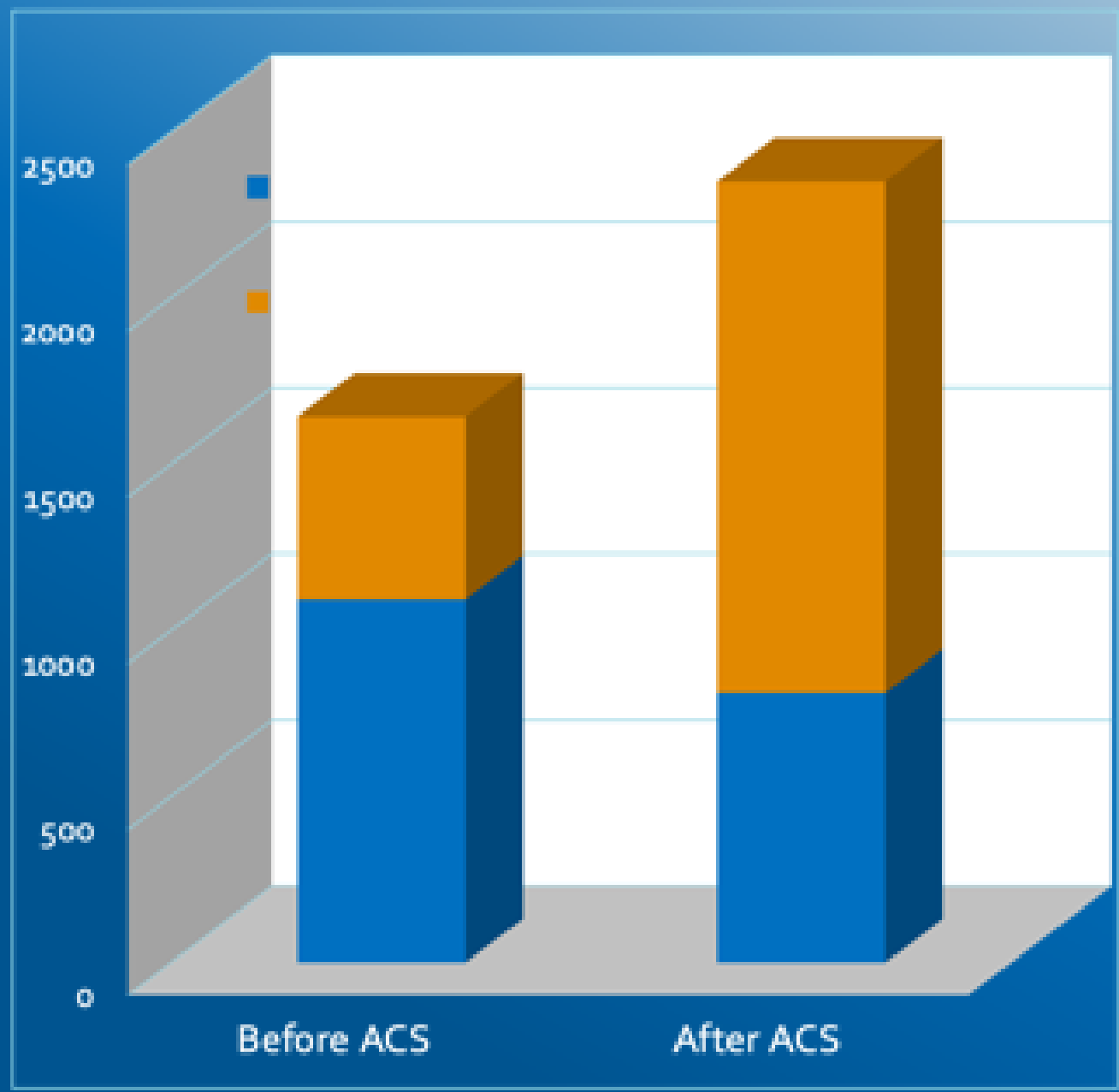
Results

18 months before and after
program start in July 2018

increased contacts with primary
care services at the ACS by Medic



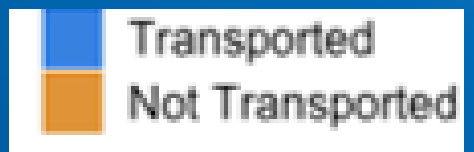
Number of 911-Contacts (in 18-month period)



Overall Results

Reduced 40 % transports from H4H

More patients navigated to Primary Care Clinic



The Bottom Line ---



- We are seeing almost twice as many patients after hours.
- Transporting half the number patients to an ER
- Directing patients to more appropriate Clinic based care.

QA/QI Program



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Office of the Medical Director

- All charts reviewed by a CTO Paramedic
- All charts audited by EMS Physician



Questions?

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Acknowledgments:

Sarah Hogan

Kellie Burnam

