



STREET MEDICINE SUPPORT CENTER

OVERVIEW/SERVICES OFFERED

Street Medicine includes health and social services developed specifically to address the unique needs and circumstances of unsheltered individuals. The fundamental approach of Street Medicine is to engage people experiencing homelessness where they are and on their own terms to maximally reduce or eliminate barriers to care access and follow-through services. Working in collaboration with various county, city, and community organizations, Street Medicine's ultimate goal is to address and improve the overall health outcomes of the unsheltered, unhoused individuals served. However, knowing that housing is health, this goal can only be fully accomplished through the provision of dignified temporary shelter and then ultimately housing.

When rapport is established and a member enrolled in Street Medicine is willing to leave the street, a location must be available where the individual can temporarily receive shelter along with the continued medical and wrap-around services of the Street Medicine program. Therefore, in order to fully operationalize CalOptima Health's Street Medicine program and accomplish the goals of the program, a Street Medicine Support Center is needed.

The Street Medicine Support Center is a service-enriched supportive housing facility focused on providing individuals enrolled in the Garden Grove Street Medicine Program with both continued medical wrap around services as well as housing navigation and Enhanced Care Management services. Outdoor space will be provided within the parameters of the facility for socialization and overall mental wellness and nutritious meals will be provided three times a day. Collectively these services will assist in retaining housing, improving health status, and maximizing each individual's ability to live and, when possible, work in the community.

PROGRAM INFORMATION

- **Rooms:** There will be 52 rooms. Each room will be furnished with:
 - Bed, nightstand, dresser, chair, table and television
 - Bathroom with toilet, sink, and shower or tub
 - Efficiency kitchen with sink, mini fridge, countertop and microwave
- **Number of Clients:** Rooms will be private, thereby providing a clean and dignified place to heal. Maximum number of clients at any one time is 52.
- **How will clients be referred:** All clients of the Street Medicine Support Center will be enrolled in both the street medicine program, as well as housing navigation and enhanced



care management services, Eligible client will have expressed a willingness to leave the street and the provider must determine the client is appropriate. No walk up or outside referrals will be accepted. The Street Medicine Support Center will work in partnership with the Garden Grove Navigation Center and as determined appropriate, will accept direct referrals from the Navigation Center.

- **Length of Stay:** While there will be no limit to the length of stay, it is estimated individuals will remain for approximately 90 days.
- **Priority:** Priority will be given to older adults, families, and Veterans.

MANAGEMENT AND SECURITY PLAN

The Street Medicine Support Center will be an extension of the Garden Grove Street Medicine program. Therefore, the provider of that service, HealthCare in Action, will also manage the support center. HealthCare in Action will follow policies and procedures that promote the utmost safety for the clients, staff, and the community. Specifically, Health Care in Action will:

- Provide security personnel on site 24 hours a day, 365 days per year.
- Implement a rounding program that ensures each client is engaged and monitored a minimum of 4 times per day.
- Ensure all staff will have communication with each other via portable electronic equipment.
- Install visible surveillance cameras both inside and outside the facility covering all public areas.
- Install security lighting both inside and outside the facility.
- Install an electronic gate for the entrance to the center.
- Ensure all guests enter the Community Living Center through the front entrance, utilize a coordinated sign in/out process.
- Ensure clients do not loiter in front of the building and instead use the outdoor space provided in the rear of the building.

The Street Medicine Support Center will be staffed to provide the safest, most dignified environment for all clients. Trauma informed staffing ratios (1:15) will be followed.

