Collective Impact for High Public Service Utilizers

Health Disparities Grant Program

Behavioral Health & Wellness Program

University of Colorado Anschutz Medical Campus • School of Medicine

www.bhwellness.org

A Partnership with:

Metro Denver Homeless Initiative (MDHI)
Colorado Mental Wellness Network (CMWN)
Denver Public Health
Jefferson County Public Health

Sites Hosting Peer Navigators

Metro Community Provider Network (MCPN)
Bridge House
Homeless Outreach Providing Encouragement (H.O.P.E.)

Project Summary

To connect homeless individuals who struggle with behavioral health and chronic care conditions to healthcare coverage and/or services utilizing peer specialists

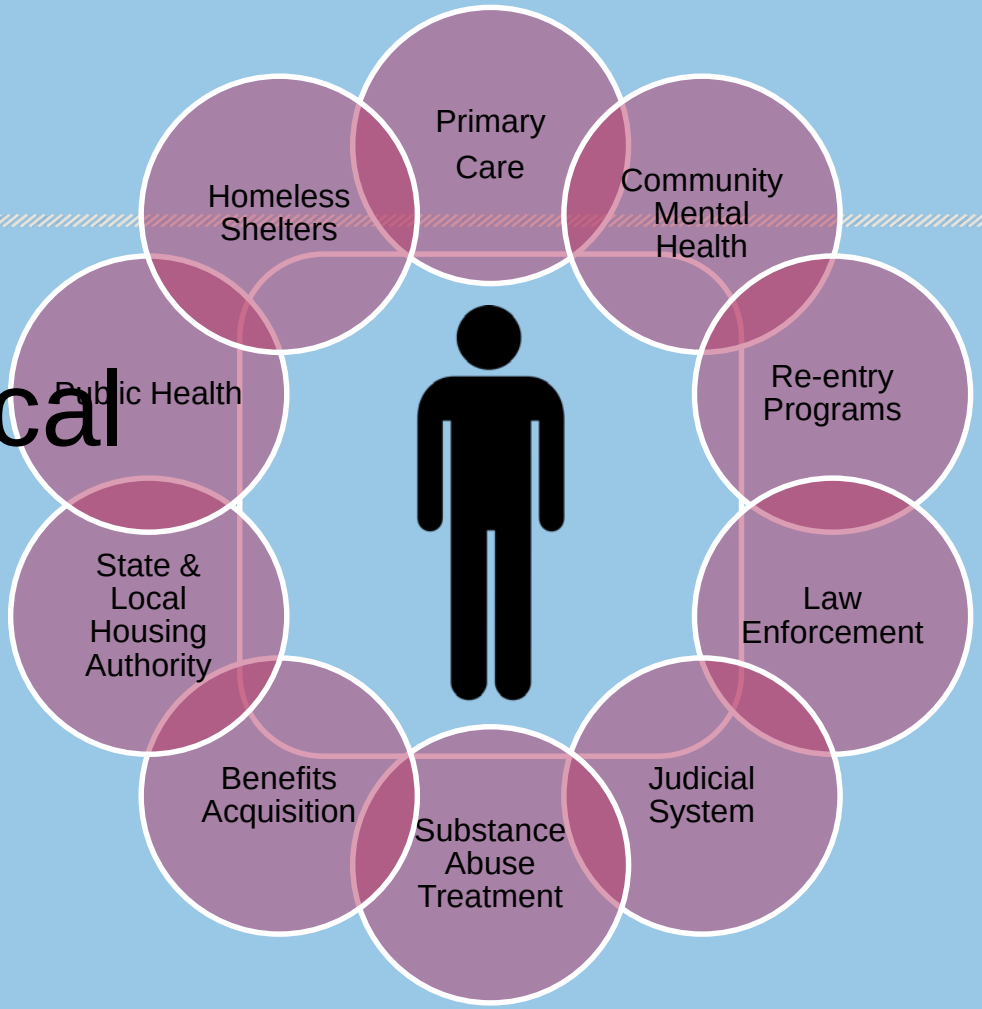
- Close gaps in the provision of chronic disease detection, surveillance, management, and healthy living
  - **Cancer**
  - **Heart Disease**
  - **Diabetes**
  - **COPD**

The Problem

- Denver Metro Point in Time Data
  - 6,130 homeless individuals
  - 13.1% unsheltered

- Higher rates of morbidity and mortality
- Multiplicative risk factors
- Overlapping vulnerabilities
- Insufficient access to care
- Complex healthcare needs

The Patient Centered Medical Neighborhood

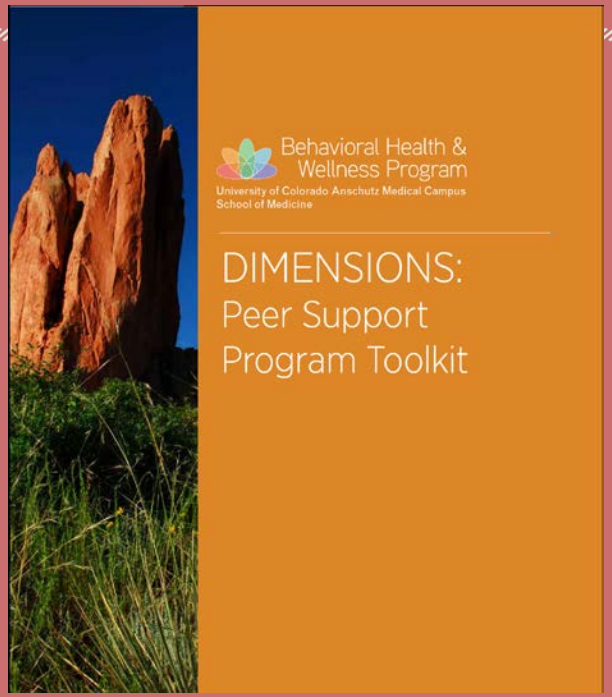


Lived Experience

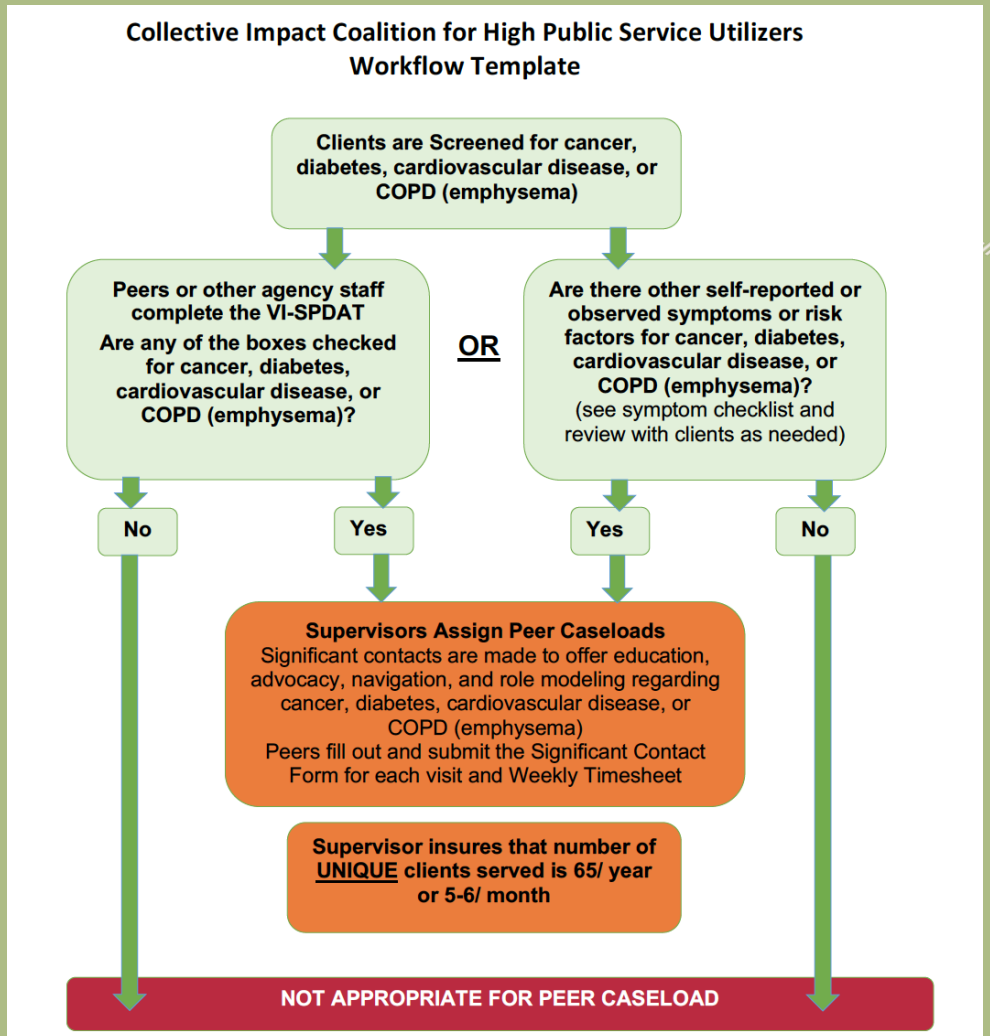
“A peer provider is a person who uses his or her lived experience of recovery from mental illness, addiction, or homelessness plus skills learned in formal training, to deliver services to promote mind-body recovery and resiliency.”

Tailored Training for Peers and Agencies

- Regular PN trainings and support occur, including:
  - Wellness Recovery Action Planning (WRAP)
  - Signs and symptoms of chronic diseases
  - VI-SPDAT facilitation
  - Onsite instruction, support & supervision
- 80-hour Peer Support Specialist Certification



http://www.bhwellness.org/resources/toolkits/



- Four PNs currently employed across three sites
- Roughly 50 participants in the project's coalition
  - For FY 17- 495 clients reached by PNs
  - 313 clients screened for four key chronic diseases
  - 118 clients referred to health care providers

Lessons Learned

- Coalition consensus building was time intensive but effective
  - Training needs identified
  - Workflows determined
  - Activity categories identified

- Iterative process of building program tracking and evaluation strategies
  - Peer Navigator Activities:
  - Client Health Information:
    - Reported diagnoses
      - Symptoms and problems self reported or
      - Behavioral habits/individual characteristics self reported or observed
  - Peer Navigator/Client Interactions:
    - Assess services provided by peer navigators at each and every visit