

Citizens Advisory Commission for Community Grants (CAC) Agenda
October 3, 2019 5:30 pm
City Hall, 2nd Floor –Community Development Conference Room

Chair: Jason Telerski

Commissioners: Jennifer Bishop; June Caron (Aldermanic Liaison); Tricia Casey; Betsy Houde; Beth Todgham; Lisa Tourangeau

General meeting:

-) Approve minutes from last meeting
-) Review proposed updates to the online application (presented by Beth Todgham)
-) Action regarding funding to Harbor Homes Respite Care Program (attached Harbor Homes communication)
-) Other/open discussion as needed

Schena, Carrie

From: Vanessa Talasazan <v.talasazan@nhpartnership.org>
Sent: Friday, September 20, 2019 12:07 AM
To: Jason Telerski; Schena, Carrie
Subject: RE: medical respite CAC funds - Harbor Homes

CAUTION: This email came from outside of the organization. Do not click links/open attachments if source is unknown.

Good afternoon Jason and Carrie,

Please see our replies, below. Should you have further questions, please don't hesitate to reach out.

Thank you,

Vanessa Talasazan
Chief Strategy Officer and Chief of Staff
Direct: 603-816-6335
Partnership for Successful Living Affiliates
v.talasazan@nhpartnership.org

) **Why and when did the program end?**

The program closed mid-March 2019. As stated within the application to the CAC in January 2019:

HHI operates [the Peggy and David Gilmour Medical Respite Center (GMRC)] with no dedicated source of funding beyond a small amount of insurance reimbursements. HHI is reorganizing GMRC to increase sustainability. That has decreased the program's budget substantially, but allows us to continue serving individuals of the Safe Station program. Nevertheless, HHI cannot afford another deficit within the program. Without funding, we will reduce or eliminate this life-saving service, which is a key driver behind Nashua's opioid death reduction of 22%. Harbor Homes respectfully requests funding historically allocated for our Maple Arms Emergency Shelter (\$35,000) and our affiliate Keystone Hall (\$40,000) be reallocated to GMRC. [Note Harbor Homes' request was for \$50,000.]

Despite adjustments to the program and community interest, additional funding from government and private sources did not materialize. The largest cause of the program's deficit was 24/7 staffing costs required to receive, treat, and coordinate care of patients with complex medical and behavioral health issues who required medical detoxification services. While the Medical Respite Center was never intended to become a "detox center", when the City of Nashua asked us to partner with them to open Nashua Safe Station, we responded with the level of care that was critically needed at the time, but absent from the community: medical detox. This resulted in a \$1.4 million staffing model to ensure the necessary medical provider and nursing staff were present 24/7, something that is not sustainable without significant reimbursement (absent in NH), or an abundance of private grants and donations. But, people were dying, no one else stepped up to the plate to offer the service, and once we began to do so, we could not in good conscious abruptly stop the service. We worked hard for years to try and find the necessary funding to keep the medical respite center and its detoxification services open, but ultimately were unable to do so. This program was the primary cause of the organization's cash challenges. When we exhausted all options, and after several consecutive years of approximately \$400,000 in program deficits (of which Harbor Homes paid for through its general operating funds), the Gilmour Medical Respite Center closed in March 2019. However, we planned ahead and continue to offer crisis shelter and

medical and behavioral health care through our Harbor Care Health and Wellness Center , our healthcare for the homeless clinic, combined with other existing residential beds that are available throughout our owned perproperties. See below for further details.

) Since the medical respite program has ended, what services does Harbor Homes now provide to meet the medical needs of substance using community members in crisis?

Through the Harbor Care Health and Wellness Center (HCHWC), Harbor Homes' health care clinic for the homeless and low-income, our agency operates as Nashua's de facto hub for many individuals facing substance use issues, particularly opioid use issues. In the HCHWC, 72% of our 3,000+ patients have a behavioral health issue, including more than 40% diagnosed with a substance use disorder (SUD). Our services guide clients from their first urgent encounter to long-term recovery. Services include:

-) Access to a continuum of outpatient and residential substance use disorder treatment that is fully integrated with medical and mental health care, in partnership with Keystone Hall.
-) SBIRT Integration: Because of its high-incidence in the population we serve, all healthcare programs include a pathway to recovery services. This pathway is known as SBIRT (Screening, Brief Intervention, and Referral to Treatment) and is integrated into medical, behavioral, dental health care, and social services of the clinic, enabling assessments for substance use disorders to occur at every encounter with a patient, identifying needs earlier on in the addiction cycle when they can be more successfully treated, and ensuring folks don't fall through the cracks and get the care they need.
-) Nashua Safe Stations: The program turns fire stations into access points for immediate assessment and triage to substance use treatment. Harbor Homes provides transportation, referral, and other treatments as a key member of Nashua's Safe Stations programming. We continue to serve more than 80% of clients of the program, picking folks up from fire stations and transporting them to our crisis beds, where they receive an immediate evaluation and essential services, so treatment can begin ASAP.
-) Co-located full-service health care clinic within Keystone Hall's residential treatment facility: We operate a satellite health care clinic site within Keystone's 615 Amherst Street location, a 66-bed treatment facility serving men, women, and families; both the clients of Keystone and community members can access care through this satellite site of our clinic.
-) Medication Assisted Treatment (MAT): The preferred method for treating OUD, Harbor Homes is one of the few providers serving homeless and low-income individuals in Nashua, with more than 300 active patients in the past six months – many of whom originated from Nashua Safe Station.
-) Psychiatry and mental health counseling.

In 2018, Harbors Homes' substance misuse treatment services served approximately 1,500 individuals. Through our affiliates and partners, we also provide residential treatment, long-term supportive housing, and long-term peer recovery supports. Comparing 2016 to the past year, Harbor Homes' services have helped Nashua decrease opioid overdoses by 22% and opioid-related fatalities by 24%. Programs also reduced emergency department utilization for opioid use disorder treatment.

) The grant application noted that the co-location of the GMRC and Harbor Care Health and Wellness Center provides access to physicians and other medical staff. How is Harbor Homes staffing delivery of medical respite services with medical personnel and where is care being provided?

Harbor Homes operates several clinic sites throughout Nashua where health care providers can perform services, some with co-located crisis beds on site (similar to the Peggy and David Gilmour Medical Respite Center). Additionally, once a person is identified as a clinic patient, staff can deliver services in the patient's home (or shelter bed, etc.). Harbor Homes also facilitates transportation to and from our clinic locations as needed, so patients can continue to receive care once permanently housed. Because we have a clinic site co-located in Nashua's only comprehensive residential treatment center (Keystone Hall), we are able to provide those clients with the most acute/ chronic SUDs access to our

full range of medical and behavioral health services, including on-site Medication Assisted Treatment, within Keystone Hall.

) Does Harbor Homes plan to continue offering these services for the rest of the year?

Harbor Homes has the necessary funding in place to continue offering medical and behavioral health care, including Medication Assisted Treatment, to individuals with SUDs, for the remainder of the year. Additionally, we have a pending grant application through the Nashua region's IDN that will increase our ability to provide medical respite care.

) How does Harbor Homes plan to measure the outcomes of the services?

Outcomes remain exactly the same as in our original application. Of clients experiencing opioid use disorder receiving medical care in any of Harbor Homes' programs:

-) 80% will access Medication Assisted Treatment
-) 95% will be tested for communicable disease and referred to treatment
-) 75% will receive services from a Behavioral Health Counselor

We also look at decreases in opioid overdose, Narcan use within the community by first responders, and overdose deaths.

) Were any funds spent from the grant from the Citizens Advisory Commission for Community Grants?

No CAC funding for the Peggy and David Gilmour Medical Respite Center has been spent at this time. To reiterate, given that medical respite services were previously offered through Harbor Care Health and Wellness Center, we feel the ideal scenario is to maintain this funding within the Harbor Care Health and Wellness center, allowing us to use it in support of the medical, behavioral health, and/or dental care that community members with substance use disorder require.

From: Jason Telerski <jasontelerski@gmail.com>

Sent: Sunday, September 15, 2019 7:59 PM

To: Carrie Schena <schenac@nashuanh.gov>; Vanessa Talasazan <v.talasazan@nhpartnership.org>

Subject: Re: FW: medical respite CAC funds

Vanessa,

Thank you for contacting us about this. I'm sorry to hear that the Medical Respite program has closed. We have a few questions that will help us determine next steps.

-) Why and when did the program end?
-) Since the medical respite program has ended, what services does Harbor Homes now provide to meet the medical needs of substance using community members in crisis?
-) The grant application noted that the co-location of the GMRC and Harbor Care Health and Wellness Center provides access to physicians and other medical staff. How is Harbor Homes staffing delivery of medical respite services with medical personnel and where is care being provided?
-) Does Harbor Homes plan to continue offering these services for the rest of the year?
-) How does Harbor Homes plan to measure the outcomes of the services?
-) Were any funds spent from the grant from the Citizens Advisory Commission for Community Grants?

Regards,

Jason Telerski
Chair, Citizens Advisory Commission for Community Grants

From: Vanessa Talasazan [mailto:v.talasazan@nhpartnership.org]
Sent: Thursday, August 22, 2019 2:48 PM
To: Schena, Carrie
Subject: medical respite CAC funds

Hi Carrie,

We closed our medical respite program temporarily, which was part of the Safe Station initiative at the time providing medical detox. One of the CAC awards to Harbor Homes provided approximately \$17k for the medical respite program. We are still providing the services outlined in the funded proposal, at other locations. Can we use these funds for the services indicated at these other locations? Alternately, can we use them within our Harbor Care clinic? The medical respite center is/was a service of the Harbor Care clinic and will be once again, when it is reopened in the future. Let us know how to proceed.

Thanks!

Vanessa Sarlo Talasazan

Chief Strategy Officer and Chief of Staff

Harbor Homes, Inc. and the Partnership for Successful Living Affiliates

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