University of Cincinnati Community Para medicine Conference

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Maryhaven

Served over 7,000 patients in fiscal year 2012. The Engagement Center at Maryhaven served 1,100 customers.
Maryhaven

- Established 1953
- Over 30 programs
- Expanding into Marion-Crawford and Union counties
- Addiction and Mental Health services
- Collaboration with Columbus Neighborhood Health Center-Health for the Homeless-On site health care clinic
- Expanded homeless services into three different programs
  - Engagement Center – 1999
  - Street Outreach – 2004
  - Permanent Supportive Housing - 2006
National Alliance to End Homelessness (NAEH) Leadership Council tour The Engagement Center at Maryhaven

Representatives from across the country including Chicago, Virginia, Michigan, New York City, Columbus, Fort Worth, Seattle, Minneapolis, Philadelphia and Washington D.C.
Engagement Center at Maryhaven

- Established 1999
- Replaced Open Shelter
- Stakeholders: City, County, Hospital, public, private, shelters and community agencies
- Funds provided by Franklin County ADAMH Board and the Community Shelter Board
- Large percent of homeless publicly inebriates using the majority of services through the system-shelter, jail, EMS and emergency room
- Connected across the parking lot of the oldest most comprehensive behavior health provider in Columbus and Franklin County
Engagement Center at Maryhaven

- Collaborative meetings with
  - Local area law enforcement
  - Columbus Fire Department
  - Shelter Providers
  - Community Service Providers
  - Mental Health Agencies
- Ongoing meetings develop out of service needs
  - Frequent Users
  - Columbus Fire Department
  - Mental Health Providers
Engagement Center at Maryhaven

- Established criteria
- Prioritized transportation
- Focused service delivery
- Cost benefit to the community
- Immediate access to addiction treatment services
- Collaborative relationships
  - Columbus Fire Department
  - Local law enforcement
  - Court system-jail
  - Health and mental health care system
Engagement Center at Maryhaven
Define criteria for emergency calls

- Unstructured system-call for need
- Meeting with Columbus Fire Department
  - Developed more focused criteria for emergencies
  - Defined EMS protocol
  - Non-emergent approach (bus and taxi)
  - Community health facility opened February 2013
Engagement Center at Maryhaven
Statistics of Emergency Calls

- April 2013
- Eleven calls
  - Six EMS and Five others (taxi, bus or CNHC clinic)
  - In and out of consciousness
  - BAC .42
  - Head injury
  - Seizure disorder
  - Chest pain
  - BAC .41
Engagement Center at Maryhaven
Statistics of Emergency Calls

- March 2013
- Nine calls
  - Six EMS and Three others (taxi, bus or CNHC clinic)
  - Chest pain and shortness of breath
  - Seizure disorder
  - Chest pain (scale 6)
  - Vomiting continually – admitted
  - Chest pains – admitted CIU and stable
  - Trouble walking without assistance
Engagement Center at Maryhaven

- Conclusion
- Questions and Answers