

2020 ITUP Conference

Meeting clients where they are: Emerging best Practice in Care Coordination

Shasta Community Health Center is one of two Federally Qualified Health Center's in Shasta County. We see approximately 34,000 unduplicated patients per year. A core statement in our mission is, "We serve the underserved".

We have 6 specialty case management programs that are able to provide intensive case management services to individuals that are impacted by homelessness, mental health, chronic health conditions, and other social determinants of health. The specific programs are: Whole Person Care, Intensive Outpatient Case Management, Early Intervention Services, Integrated Behavioral health, Primary Neuropsychiatry and our Homeless outreach program. We are also working on building a Medical Respite program. On average these six case management programs serve approximately 200 people a month.

In addition to being an administrator of the majority of these programs, I also have the opportunity to be a case manager in our Whole Person Care Program, these are some of the lessons I have learned through that journey.

- Never underestimate the impact of trauma.
- Persistence and Patience.
- Understand the long term impact of living with a chronic health issue.
- However reasonable you think your expectations are, adjust them again.
- Be prepared to offer concrete solutions.
- Know your community and the resources that are available.
- Relationships are the currency of our work; they must be valued.
- Teaming between medical and housing solutions will be the long term solution to have an impact on these chronic health conditions and the reduction of high utilization of the Emergency Room Department.
- Be an expert with your data on a qualitative and a quantitative level.