A Primary Care Primer on Housing Insecurity in Children

First Steps: Improving Child Health and Housing
The Illinois Chapter, American Academy of Pediatrics is accredited by the Illinois State Medical Society (ISMS) to provide continuing medical education for physicians.

The Illinois Chapter, American Academy of Pediatrics designates this live webinar activity for a maximum of 1.5 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses and Nurse Practitioners can submit Certificates of Attendance to their accrediting board for credit for participation in the live webinars.
Webinar Planning Group

Stephanie Liou, MD
Jennifer McDonnel, MD
Markeita Moore, MD, FAAP
Vijay Subramaniam, DO
Rebecca Unger, MD, FAAP

Planning Group

Stephanie Liou, MD
Jennifer McDonnel, MD
Markeita Moore, MD, FAAP
Vijay Subramaniam, DO
Rebecca Unger, MD, FAAP

CME Application Reviewers

Joseph Hageman, MD
Susan Woo, MD

Content Reviewers

Stephanie Liou, MD
Jennifer McDonnel, MD
Tamela Milan-Alexander, MPPA
Markeita Moore, MD, FAAP
Recording

The webinar will be recorded and made available at illinoisaap.org.

During the Webinar

Participants will be muted during the webinar. Please type questions or comments into the chat box and they will be answered at the conclusion of the presentation.
Commercial Disclosures

Presenters, the webinar planning group, and content reviewers have no financial relationships to disclose.
Primer Learning Objectives

• Review definitions and prevalence of homelessness and housing insecurity in Chicago

• Identify and implement screening tools to sensitively screen children and families for housing insecurity

• Develop skills in specific clinical guidelines and best practices for delivery of care to families experiencing housing insecurity

• Apply resources available for children and families experiencing homelessness

• Implement ICAAP housing referral tool into practice
Primer Outline

1) Overview of Chicago Housing System
2) Practice Site and Physician Cultural Sensitivity
3) Child Welfare Reporting Issues Related to Families with Housing Insecurity
4) Patient Communication and Identification of Risk
5) Clinical Guidelines
6) Referral Options and Tool
Overview of the Chicago Housing System

Johnna Lowe, MNA
Corporation for Supportive Housing
Learning Objectives

• Gain a basic understanding of how homelessness is defined in the Chicago housing system and the scope of the problem

• Discover the foundational role structural racism plays in shaping Chicago housing policy
Section Topics

- Federal Definitions of Homelessness
- Scale and Scope in Chicago
- Structural Racism and Impact
- Chicago’s Housing Interventions and Resources
Federal Program Definitions of Homelessness
Housing Insecurity

• Multiple definitions for various federal programs
• No unified definition, like food insecurity
  o Housing instability
  o Literal homelessness
HUD definitions

Categories 1 and 4 are eligible for HUD Homeless Dollars

1. Literally Homeless
   - Individuals who do not have a permanent nighttime residence. It could include someone who stays at a shelter, on the street, or any place not meant for people to sleep.

4. Domestic Violence
   - Any individual or family who is attempting to flee domestic violence, has no other residence, and has no means of accessing housing.

Categories 2 and 3 are eligible for federal mainstream entitlement funding

2. Imminent Risk (Housing Insecure)
   - Those who are at risk of losing their home within 14 days of asking for housing assistance. They have not identified where they will go next and lack the resources to access housing.

3. Other considerations
   - Unaccompanied youth under 25 years of age, or families with children and youth, living doubled up for economic reasons, or awaiting foster care placement.
Education for Homeless Children and Youth Program

Children/youth
• lack a fixed, regular, and nighttime residence

or
• ha[ve] a primary nighttime residence that is
  o a supervised or publicly operated shelter designed to provide temporary living accommodations
  o an institution that provides a temporary residence for individuals intended to be institutionalized including welfare hotels, congregate shelters, and transitional housing for the mentally ill or
  o a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings
Scale and Scope in Chicago
## The State of Homelessness

<table>
<thead>
<tr>
<th>Number of Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illinois</td>
</tr>
<tr>
<td>10,643</td>
</tr>
<tr>
<td>Chicago</td>
</tr>
<tr>
<td>5,290</td>
</tr>
<tr>
<td>Families in Shelters</td>
</tr>
<tr>
<td>559</td>
</tr>
<tr>
<td>No. of Individuals in families</td>
</tr>
<tr>
<td>1,996</td>
</tr>
<tr>
<td>% of Black population in system</td>
</tr>
<tr>
<td>69–73%</td>
</tr>
<tr>
<td>No. of families accessing Chicago</td>
</tr>
<tr>
<td>Services</td>
</tr>
<tr>
<td>1300</td>
</tr>
<tr>
<td>No of families w/o access to Chicago</td>
</tr>
<tr>
<td>Services</td>
</tr>
<tr>
<td>8770</td>
</tr>
</tbody>
</table>

2019 Point in Time Count
Structural Racism and Impact
Historical Context Timeline

- Slavery ends in 1865 with the 13th amendment
- 1930s – Institutionally segregated public housing
- Systemic redlining prohibiting sale or resale of homes to African-Americans by the Federal Housing Authority
- 1970s – Laws and policies set to impose barriers and inaccessibility based on race
- U.S. public housing program replaced by Section 8 program
Deinstitutionalization of mental health services (JFK Community Mental Health Act)

1980s – $140B in domestic cuts to HUD, unemployment, disability, food stamps, welfare

War on drugs & crack cocaine epidemic disproportionally affected black and Latino communities

Generational poverty in the African–American community

People of color comprise disproportionate share of US homeless population
Chicago Racial Segregation

These maps illustrate where white, African American and Latino people live in the Chicago region. Each dot represents 1,000 people.

1 dot = 1,000 people
Population: 8,505,977
- White (52.2%)
- African American (17.0%)
- Latino (22.4%)

Source: Map by MPC, based on Urban Institute map and analysis of 2011-2015 American Community Survey (ACS) five-year estimates
1) Overview of Chicago Housing System
2) Practice Site and Physician Cultural Sensitivity
3) Child Welfare Reporting Issues Related to Families with Housing Insecurity
4) Patient Communication and Identification of Risk
5) Clinical Guidelines
6) Referral Options and Tool
Practice Site and Physician Cultural Sensitivity

Markeita Moore, MD FAAP
Advocate Children’s Medical Group
Learning Objectives

• Identify steps needed to create a welcoming health care practice site

• Apply physician and provider cultural sensitivity for housing insecure population
Why is Cultural Sensitivity Needed for the Housing Insecure Population?

• Ensures care is unbiased
• Aids in creating trust
• Leads to ideal health outcomes
Cultural Sensitivity– Staffing

• Diversity & Inclusion:
  o Incorporate staff that resembles the population being served, speak same language(s)
  o Assign staff to perform ongoing competency training

• Adapt services and atmosphere to meet culturally unique needs
  o Staff to help patient navigate healthcare system
  o Staff to maintain current pamphlets/resource information in waiting area/exam rooms for:
    o transportation services
    o local food shelters
    o assistance programs
    o prescription mailing programs
    o employment opportunities
    o heating and and cooling sites
Cultural Sensitivity – Scheduling

- Give priority for scheduling
- If phone access is limited, inform patient to walk in first thing in the morning
- If there is a no walk-in policy, retain morning and evening same day slots
- When possible, accommodate all children within a housing insecure family on the same day
Cultural Sensitivity– Physicians and Providers

• Treat each visit like it’s the last
• Ask and screen for social determinants
  o Assess housing situation
  o Address factors that inhibit attending appointments
• Create a bond/trust through effective communication
  o Understand range of health literacy
  o Don’t make assumptions for/about
  o Emphasize their strengths, resilience
  o Maintain empathy, trauma responsive care
Cultural Sensitivity—Physicians and Providers

- Recognize communication may be limited
- Create resource sheet
- Understand their housing situation then develop a treatment plan
  - Decrease barriers to treatment/compliance and follow-up plans
  - If medication is needed, aim for simplest plan, less doses, shortest course
  - For acceptable cases, allow a phone follow-up instead of an in-office visit
AAP Recommendations

- Facilitate enrollment of eligible children in Medicaid
- Become familiar with management of chronic diseases in homeless populations
- Optimize health visits to provide comprehensive, preventive care
- Connect families to community resources
- Identify the underlying causes of homelessness
- Assist in development of shelter-based care
Summary

• Cultural sensitivity is key to providing unbiased care

• Culturally sensitive care allows housing insecure patients to feel welcomed and understood, creating a trust

• Achieving cultural sensitivity is a constant process that requires empathy and concrete policy-level action
Implementation in Practice

- Institute ongoing competency training for staff
- Compile a list of resources to distribute to patients
- Promote flexible scheduling as a priority for children and families experiencing housing insecurity
- Implement trauma responsive care
- Designate staff for follow-up and navigation
Trauma Responsive Care Resource

AAP Trauma Toolbox for Primary Care
Next Presentation Section

1) Overview of Chicago Housing System
2) Practice Site and Physician Cultural Sensitivity
3) Child Welfare Reporting Issues Related to Families with Housing Insecurity
4) Patient Communication and Identification of Risk
5) Clinical Guidelines
6) Referral Options and Tool
Child Welfare Reporting
Issues Related to Families with Housing Insecurity

Margaret Scotellaro, MD
Medical Director
Illinois Department of Children and Family Services
Learning Objectives

• Distinguish circumstances of poverty from those of child maltreatment

• Appropriately comply with Illinois Mandated Reporter laws

• Utilize available resources to improve healthcare access and utilization for housing insecure families
Why is Child Welfare Reporting an Issue in Caring for Families with Housing Insecurity?

**Common risk factors** for child maltreatment and homelessness:

- Isolation, Stress
- Mental health, Substance use
- Poverty
- Racial bias and disparities
Mandated Reporters and the Abused and Neglected Child Reporting Act (ANCRA):

Mandated reporters are required to report suspected child abuse or neglect immediately when they have “reasonable cause to believe” that a child known to them in their professional or official capacity may be an abused or neglected child”. (325 ILCS 5/4)
Definition of Neglect

Occurs when a person responsible for the child:

- Deprives or fails to provide the child with adequate food, clothing, shelter, or needed medical treatment
- Provides *inadequate supervision* of a child
- Provides an *environment which is injurious*
- The likely harm to the child is the result of a *blatant disregard* of parent or caretaker responsibilities
Common Questions Asked Regarding Child Maltreatment Laws

- Is corporal punishment considered abuse?
- Is failure to attend school neglect?
- When is inadequate food, clothing or shelter neglect vs. poverty?
- Is failure to vaccinate medical neglect?
- When do multiple failed medical appointments, or failure to provide Rx medication become medical neglect?
Consider Barriers to Accessing Healthcare and Methods to Overcome Barriers

- Fear of child welfare report, judgement
- Caregiver’s physical/mental health
- Health literacy
- Transportation
- Child care
- Flexible scheduling
- Communication
Summary

• Poverty is not maltreatment
• Providing support services and removing barriers to healthcare is often the best path to improve the health of children without stable housing
• In some situations, child welfare reports are necessary and can provide needed supports to a family in crisis
1) Overview of Chicago Housing System
2) Physician and Practice Site Cultural Sensitivity
3) Child Welfare Reporting Issues Related to Families with Housing Insecurity
4) Patient Communication and Identification of Risk
5) Clinical Guidelines
6) Referral Options and Tool
Patient Communication and Identification of Risk

Barbara Bayldon, MD
Medical Director, Primary Care Section
Lurie Children’s Hospital
Learning Objectives

• Develop the skills to sensitively and effectively identify patient/families who have housing insecurity

• Support medical home family centered communication for children and families facing housing insecurity
Section Outline

• How to Screen in a Culturally Sensitive Way
• Specific Screening Methods
• Communication Barriers
• Follow-up
How to Screen in a Culturally Sensitive Way
Principles of Screening Families with Housing Insecurity


Within this highly variable and multidimensional context, the AAP and others have encouraged pediatric providers to develop a screening schedule that uses age-appropriate, standardized tools to identify risk factors that are highly prevalent or relevant to their particular practice setting.
Identifying Barriers in a Culturally Sensitive Way

• Understand Barriers to Disclosure
  o “Are you homeless?” does not effectively identify homelessness
  o Stigma, shame, fear of being treated poorly
  o Parents may worry about DCFS
  o Street address could belong to a friend, relative, shelter, or church, or be a previous residence

• Low Health Literacy—Poverty is a risk factor
  o Both oral and written communication should be at 5–6th grade level
  o Ensure understanding, use TEACH BACK
  o Family may wish to have a support, i.e. case manager with them or other staff member
Identifying Barriers in a Culturally Sensitive Way

- Be aware patients may perceive screening to include traditional institutional judgement
- Explain why asking
  - You have a sincere concern and you wish to support them
  - Pediatricians cover all parts of life because they can all affect child health
  - Normalize by saying we ask everyone
- What will you do with the information
  - “We wish to support families who have life stresses and we can link you to resources”
Implementing Screening for Housing Insecurity

• Decisions on implementation
  o Will you do face to face, on paper/electronically, or both – different people prefer different formats
  o How frequently will you ask – one size does not fit all
  o Who will ask in clinic and when – you can tailor to your clinic workflow but make sure the people are trained
  o How will you ensure confidentiality
Implementing Screening for Housing Insecurity

• Be prepared to respond

“Screening for any condition in isolation without the capacity to ensure referral and linkage to appropriate treatment is ineffective and, arguably, unethical.” Garg, 2016

• Empathetic listening can be a response in and of itself
Implementing Screening for Housing Insecurity

A Team Effort

- In the clinic: nurse, medical assistant, front desk, and if you have social service support – all can have a role
- In the community: schools, legal, government and nonprofit agencies – need to all play a role
Resources for Referrals

• Housing Resources – depending on whether it is a crisis and if family is homeless
  o Coordinated Entry System can be posted in waiting or provided by a social worker
  o Specific groups may have access to particular programs– Victims of Domestic Violence, Veterans

• Other Resources
  o Create a list of community resources: e.g. CPS, Legal, Public Aid, Child Find, Mental health
Specific Screening Methods
Specific Screens for Housing Insecurity

• **Risk of Homelessness**
  
  • **WE CARE** – “Do you think you are at risk of becoming homeless?” (Garg, 2007)
  
  • “During the last 12 months, was there a time when you were not able to pay the mortgage or rent on time?”

• **Current Homelessness**
  
  o “What type of housing does the child live in?”
  
  o **History of Homelessness**
  
  o “Since the child was born, has she or he ever been homeless or lived in a shelter?”
Centers for Medicare & Medicaid Services 2017

• What is your housing situation today?
  o I do not have housing (I am staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, abandoned building, bus or train station, or in a park)
  o I have housing today, but I am worried about losing housing in the future.
  o I have housing
a. What is your housing situation today?
   o I have housing
   o I do not have housing (staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, or in a park)
   o I choose not to answer this question

b. Are you worried about losing your housing?
   o Yes
   o No
   o I choose not to answer this question

c. What address do you live at? (include street and zip code)
   o Street:
   o City, State, Zip code:
Communication Barriers
Communication Barriers

• Understand barriers to communication/ follow-up
  o Fear
  o Moving around
  o Lack of access to phone
  o Competing needs and shelter restrictions
  o Lack of experience with prior continuity of care or health system in general
Communication Barriers

• Ask address and phone information at every visit—contacts may change
• Phone: extra number
• Secondary Contact: “who is the person who always knows where you are or you can reach out to when in trouble?” – this could be a family member, case manager, school, mental health provider
• Text or e-mail: only non–HIPPA information
• Portal use
• Mail: “where is the place that you can always receive mail?”
Follow-up
Follow-up

- Check on transportation barriers
- Be flexible with appointment times – family focused scheduling
- Engage in outreach – consider going to shelters
Summary

• Help families by screening for housing insecurity in a culturally sensitive and unbiased way and offer interventions

• Use specific screens which allow one to assess for different levels of housing insecurity

• Communicate with and follow-up of patients with housing insecurity with enhanced efforts to make sure they can be reached and they are able to access services
Implementation in Practice

- Create a process for assessing and identifying families for risk of housing insecurity
- Promote flexibility in scheduling as a priority for children and families experiencing housing insecurity
- Explore all possible avenues of communication with families with housing insecurity
1) Overview of Chicago Housing System
2) Practice Site and Physician Cultural Sensitivity
3) Child Welfare Reporting Issues Related to Families with Housing Insecurity
4) Patient Communication and Identification of Risk
5) Clinical Guidelines
6) Referral Options and Tool
Clinical Guidelines

Barbara Bayldon, MD
Medical Director, Primary Care Section
Lurie Children’s Hospital
Learning Objectives

• Develop understanding of clinical topics relevant to impact of housing insecurity on families with young children

• Develop skills in specific clinical guidelines of care and best practice for delivery of that care for families with housing insecurity
Section Outline

• Clinical Impact of Housing Insecurity
  o Physiologic
  o Brain Health
  o Social

• Best Practices for Clinical Encounters
Clinical Impact of Housing Insecurity

Physiologic Health
Brain Health
Social Health
Clinical Impact of Housing Insecurity – Physiologic Health

• Altered Nutrition – under or inappropriate nutrition
• Increases risk of infectious disease
  o Otitis media, respiratory, diarrhea, scabies, lice
  o Tuberculosis
• Increased dental caries risk
• Decreased stability of chronic disease such as asthma
• Increased risk of accidents
Clinical Impact of Housing Insecurity – Brain Health

• Increased prevalence of developmental delay
• Increased risk of behavior and mood problems
• Increased parental/guardian stress and depression may affect attachment with child, engagement and parenting
Clinical Impact of Housing Insecurity – Social Health

- Social environment and support disruption
- Academic disruption
- Benefits disruption
- Transportation barriers
- Risk of underlying social circumstances including domestic violence and drug/substance abuse
Best Practices for Clinical Encounters
Best Practices for Clinical Encounters

• History
  o General history – medical care
  o Eating behaviors and patterns, food security and barriers to healthy diet
  o Sleep hygiene and safety
  o Dental hygiene and prior history of appointments and barriers to appointments
Best Practices for Clinical Encounters

• History
  o Address safety in housing—safeguarding and supervision
  o Screen for infection—exposure to infectious individuals and GI and respiratory symptoms, rashes specifically
  o Assess understanding of adherence to management and barriers to adherence for patients with chronic conditions
Best Practices for Clinical Encounters

• History
  o Full developmental assessment
    • Observation
    • Use formal tools such as Ages and Stages (ASQ)
  o Socio–Emotional Assessment
    • Such as PEDS ≥ 2 yrs
  o Daycare/school history and interruptions
  o Family history– parental depression, disability, drug use/abuse and past sexual and physical abuse
Best Practices for Clinical Encounters

• Social History
  o Family structure and supports and domestic violence, parental drug/substance use challenges
  o Prior housing
  o Interruptions in care
  o Employment as appropriate
  o Transportation and communication issues
  o Interrupted benefits– SNAP, WIC, TANF, legal
  o Consider screening for Adverse Childhood Experiences
Best Practices for Clinical Encounters

• Physical
  o Document and address either weight for length < 2 yrs or BMI ≥ 2 yrs and Head Circumference
  o BP ≥ 3 yrs or at younger age if risk factors
  o Focused observation on behavior and development in clinic setting
  o Dental exam and application of fluoride varnish
  o Careful evaluation for infectious disease or infestation
  o Careful dermatologic exam
Best Practices for Clinical Encounters

• Screening
  o CBC or hemoglobin or ferritin, lead (until 7 yrs)
  o Tuberculosis screening
    • If ≥ 2 yrs AND able to obtain enough blood Quantiferon gold
    • If < 2 years PPD
  o Determine which developmental, socio–emotional screens you wish to use eg. ASQ, M–CHAT at 18 and 24 months
  o Check vaccine records and ICARE for gaps in immunization
  o Screens for specific conditions such as Asthma Control Test
Clinical Management

Consider constraints to manage effectively

- Access to refrigeration and storage
- Electrical access
- Access to facilities e.g., bathrooms and kitchens
- Privacy
- Change in living situation
- Barriers to communication
Best Practices for Clinical Encounters

• Resources and supports
  o Supporting resilience
    • Reach Out and Read
    • 7C’s of resilience (competence, confidence, coping, connectedness, character, contribution, control)
    • Parenting Programs- Nurturing Parenting, Triple P, The Incredible Years
  o Supporting developmental/behavioral problems
    • Connect to Early Intervention
    • For housing insecure, ODLSS Child Find Centers may work better than an in-home evaluation

Best Practices for Clinical Encounters

• Concrete community resources – if in a shelter, these may be supplied there
  o Medicaid
  o Benefits assistance
  o Transportation
  o Legal

• Daycare/School– CPS Students in Temporary Living Situations Program (STLS)
Model of Care Delivery

- Optimize acute care visits to best resolve patient concerns and provide comprehensive care when possible
- Identify underlying causes of homelessness and help facilitate connection to appropriate resources
- Partner with families to develop care plans that acknowledge barriers posed by homelessness—e.g., transportation, communication

AAP, Pediatrics, 2013
Coding and Adjusting for Care of Housing Insecure

- ICD–10–CM code for homelessness – Z59.0

- In EHR or medical record
  - No fixed address – to designate that homeless
  - Flag EHR for frequent users to address whether homeless
Summary

• Housing Insecurity places families at increased risk for poor outcomes

• Children with Housing Insecurity need to be screened for specific issues associated with housing in physiologic, mental health and social realms

• Management needs to account for challenges and frequently requires community partnership
Implementation in Practice

- Create a template to support the clinical encounter for children with housing insecurity
- Adjust management to incorporate challenges faced by families with housing insecurity (flexible scheduling, medicines that do not need refrigeration)
- Compile lists of resources by topic to distribute to patients
- Help Medicaid enrollment to increase access to care
Next Presentation Section

1) Overview of Chicago Housing System
2) Practice Site and Physician Cultural Sensitivity
3) Child Welfare Reporting Issues Related to Families with Housing Insecurity
4) Patient Communication and Identification of Risk
5) Clinical Guidelines
6) Referral Options and Tool
Referral Options and Tool

Referral Options
Johnna Lowe, MNA
Corporation for Supportive Housing

Referral Tool
Stephanie Liou, MD, Resident
University of Chicago
Learning Objectives

• Increase basic understanding of the Chicago housing system and how to access it
  o Crisis Systems
  o Coordinated Entry
  o Affordable Housing
  o Supportive Housing

• Effectively utilize the housing referral tool in order to assist families with needed referrals
Section Outline

• Housing System Summary
• Housing Interventions
• Referrals and Resources
• Case Studies
Housing System Summary
Local Interventions and Crisis Systems

Goals: Short term and immediate needs for safety and stabilization

- Shelters
- Domestic Violence Hotline
- Human Trafficking Hotline
- Homeless Prevention Call Center
Coordinated Entry Process

1. Engage
2. Assess
3. Prioritize
4. Match
5. Navigate
6. Housed
Chicago’s Path to Housing

Coordinated Entry Assessment Through HMIS to Determine Housing Strategy

- Transitional Housing
- Rapid Re-Housing
- Permanent Supportive Housing
- Permanent Housing w/ Short Term Support
- Diversion
- Community Supports
Housing Interventions
Housing Interventions

• Prevention
  o Prevents homelessness by paying past due rent, mortgages, utility bills, or other financial needs

• Rapid Re-Housing (RRH)
  o Rapid housing intervention with time limited rental assistance, support for housing identification, move-in, and case management
Housing Interventions

• Subsidized affordable: subsidy attached, ensuring affordable (30% of income)

• Just because someone meets criteria doesn’t mean they will get it

• Need is greater than supply
  o 35 affordable and available homes per 100 who need it
  o 75% of extremely low-income renters without a subsidy pay 50% of income on rent/utilities
Housing Interventions

• Supportive Housing
  o Affordable housing paired with supportive services to assist individuals in achieving goals, maintaining stability
  o A household member must have a disability
  o Housing with a subsidy attached, long term affordability
  o Chicago unmet need: 4,200 units
Referrals and Resources
Health Care Providers Without Care Coordination/Referral Support

Homeless: Chicago or Cook County

• If patient/parent reports homelessness, provide patient with Text to Connect Flyer
  o Distribute flyer or text 773–786–9916
  o Directs patients to locations for housing assessments in the coordinated entry system

• Homeless Prevention and Diversion
  o Call 311 and ask for Short Term Help to be screened for homelessness prevention resources (rental assistance, etc. to define short term help)
TEXT TO CONNECT
IF YOU ARE EXPERIENCING HOMELESSNESS
HELP IS A TEXT AWAY

CONNECT TO 773-786-9916 FOR ASSISTANCE

YOU WILL RECEIVE A BRIEF SURVEY TO ASSESS WHICH REFERRALS WILL BE THE MOST HELPFUL FOR YOU

If you can't text but have access to the internet, visit our website at www.connectmenow.org
Health Care Providers with Care Coordination/Referral Support

• Clinic staff can make additional referrals directly

• Requires
  o Staff and Time
  o 1-on-1 support for the family to understand household needs and situation to identify best referral
  o Best practice – critical referrals, call/initiate together before they leave or set time to return
  o Assess and address barriers the family faces in following up (phone access, internet, language)
Crisis Referral Resources

Shelter

• Chicago
  o Salvation Army Shield of Hope, 924 N Christiana Ave
  o Call 311 from a police station, emergency room, or 10 S Kedzie (DFSS-funded service center) and Catholic Charities will provide transportation to Shield of Hope

• Suburban
  o Connect to appropriate resource based on location
  o [http://www.suburbancook.org/emergency](http://www.suburbancook.org/emergency)
Crisis Referral Resources

Safety
- Illinois Domestic Violence Hotline
  - 877–863–6338
- National Human Trafficking Hotline
  - 888–373–7888

Refugee
- RefugeeOne
  - (773) 989–5647
Veteran Referral Resources

• Veterans who are homeless or at imminent risk of becoming homeless
  o Call or visit local VA Medical Center or Community Resource and Referral Center
  o National helpline:
    1–877–4AID–VET
    (877–424–3838) to access VA services
Crisis Referral Resources

• Diversion Services
  o Short term resources to prevent homelessness, assistance with deposit, utilities, conflict mediation, connections to other resources

• Chicago
  o 311 and ask for Short Term Help

• Suburban Cook
  o 800–426–6515
Coordinated Entry Referral – Chicago

• Chicago Call Center for Healthcare Providers
  o Staff must call with the patient: 312–361–1707, 8:30 am – 4:00 pm
• Families connecting to resources on their own
  o Text to Connect for housing assessment locations: 773–786–9916
• Eligibility assessed through call center, must currently reside
  o In a shelter
  o On the streets or a place not meant for human habitation – abandoned building, CTA, park, etc.
  o In an institution (hospital, jail, respite facility, nursing home, etc.) where they stayed for 90 days or less and resided in either of the above locations prior to institution
  o Fleeing domestic violence or human trafficking
Coordinated Entry Referral – Cook County

• Suburban Cook Call Center
  o Family can call on their own: 877-426-6515, 8:30 am to 4:30 pm Monday – Friday

• Walk in Access Points
  o http://myentrypoint.org/get-help/connect/#walk-in-center

• Eligibility assessed through call center, currently residing:
  o In a shelter
  o On the streets or a place not meant for human habitation such as an abandoned building, CTA, a public park, etc.
  o In an institution (hospital, jail, respite facility, nursing home, etc.) where they stayed for 90 or less and who resided in either of the above locations before entering the institution
  o Fleeing domestic violence or human trafficking
Affordable Housing Resources

• Chicago Housing Authority
  o Homeless preference, wait times by property, apply online
  o https://www.thecha.org/

• Chicago Department of Planning and Development
  o Affordable Rental Housing Resource List

• Statewide Referral Network
  o Listing, search by zip, includes rent amount, can search by accessibility features
  o www.ilhousingsearch.org
Head Start and Early Head Start

- Eligibility:
  - Birth to 5, from families with low income, according to US Poverty Guidelines
  - Children in foster care, who are homeless, or receiving public assistance (TANF or SSI) regardless of income
- Prioritize families experiencing homelessness
- Case management for pregnant women
- Early Head Start FAQ's
- Connecting to Head Start
School Program for Housing Insecure Students

- McKinney–Vento Homeless Assistance Act protects educational rights of children who are homeless

- Chicago Public Schools – Students in Temporary Living Situations (STLS)
  - Additional Services available, right to stay in their school
  - [https://cps.edu/Programs/Pathways_to_success/Pages/StudentsInTemporaryLivingSituations.aspx](https://cps.edu/Programs/Pathways_to_success/Pages/StudentsInTemporaryLivingSituations.aspx)

- Chicago Coalition for the Homeless – Law Project
  - Family may need legal advocacy – (800) 940–1119
Free Cell Phone

• If you receive benefits from any of these programs:
  o Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
  o Medicaid
  o Supplemental Security Income (SSI)
  o Federal Public Housing Assistance (Section 8)
  o Veterans Pension and Survivor's Benefit
  o Bureau of Indian Affairs General Assistance (BIA)
  o Tribally Administered TANF
  o Tribal Head Start
  o Food Distribution Program on Indian Reservations (FDPIR)

• May also qualify in Illinois if Household Income at/under 135% of the Federal Poverty Guidelines.

• [https://www.freegovernmentcellphones.net/states/illinois-government-cell-phone-providers](https://www.freegovernmentcellphones.net/states/illinois-government-cell-phone-providers)
Legal Resources

• **Cook County** – Coordinated Advice & Referral Program for Legal Services (CARPLS) – private attorney as well as low-income resources
  - **Hotline** – (312) 738-9200 (waiting time required)
  - Give legal advice, connect to legal counsel, or assist patient in getting connected to the most appropriate agency for their situation

• **Chicago** – low-income legal resources
  - **Rentervention**
    - covers such issues as eviction, rental assistance, court case, lock out
  - **Legal Aid Chicago** (prioritizes subsidized housing issues)
    - **Screening/Intake** – (312) 341-1070 – call early in the day

Expedited Disability Income Benefits

• Social Security Administration
  o Refer children with disability, parent with disability, or survivor’s benefits
  o Referrals for legal or application assistance with Social Security applications
    • https://www.illinoislegalaid.org/

• Guidebook to share with patients
Referral Tool

Stephanie Liou, MD
Resident
University of Chicago
Case Study #1

- Ms. Johnson has brought her 8 year-old daughter Bianca in for a school physical. During the visit, Dr. Hasting conducts a social determinants of health (SDOH) screening.

- Ms. Johnson shares she and Bianca are in an unsafe living situation. Ms. Johnson is experiencing intimate partner violence, and needs some support to leave. She doesn’t have any family who can help her right now.

**What should Dr. Hasting do? What resource(s) can she share with the family?**
ICAAP Chicago/Cook County Housing Referral Tool for Physicians (2020)

- Is there domestic/intimate partner violence?
  - Assess for safety; involve police or DCFS if needed
  - Call Illinois DV Hotline at 1-877-863-6336 or www.dangerassessment.org
- Is the parent/guardian a military veteran?
  - Call VA Hotline 1-877-424-3838
- Is the parent/guardian a refugee?
  - Contact RefugeeOne at (773) 889-5647

Family presents with housing concerns

None of those apply

Does the family currently have safe and stable housing?

No -- needs shelter tonight!

- Chicago: Call 311 to get transportation to a shelter that night
  - Suburban Cook County: Go to www.suburbancook.org/emergency

- Chicago: Call 311 for "short term help" which can cover a deposit, utilities, overdue rent, etc.
  - Suburban Cook County: Call (800) 426-6515

If eviction or legal concerns are present: Call CARPLS at 312-738-9200

Text 773-786-9916 or visit www.connectmenow.org

During business hours, you or a colleague can call 312-361-1707 to connect w/ Coordinated Entry

Free cell phone program www.lifelinesupport.org

Don't forget! All kids facing unstable housing or homelessness are eligible for special school services through the CPS “Students in Temporary Living Situations” program. Contact information: (773) 553-2242, fax (773) 553-8182, email STLsinformation@cps.edu

For help accessing services: Call the Chicago Coalition for the Homeless at 1(800) 940-1119

American Academy of Pediatrics
DEDICATED TO THE HEALTH OF ALL CHILDREN

Illinois Chapter

Tool created by Julie Nelson, Associate Director of the Corporation for Supportive Housing (CSH) and Han Yu Stephanie Liou MD, Pediatric Resident at UChicago Medicine, for the ICAAP Committee on the Social Determinants of Health - Improving Child Health and Housing Work Group. Last Updated 5/21/2020. For more information, please contact Mary Etter (msetter@illinois AAP.com).
Case Study #2

- Mr. Jones brings his two children, Maria (2yo) and Derrick (4yo) into the clinic for check ups. During the visit, Dr. Hasting conducts a SDOH screening.
- Mr. Jones shares that they have been staying with his sister in Chicago for 3 weeks, and he and the kids have to be out of her place in 5 days. Mr. Jones doesn’t know where they will be staying.

What should Dr. Hasting do? What resource(s) can she share with the patient?
ICAAP Chicago/Cook County Housing Referral Tool for Physicians (2020)

Don’t forget! All kids facing unstable housing or homelessness are eligible for special school services through the CPS “Students in Temporary Living Situations” program. Contact information: (773) 553-2242, fax (773) 553-8182, or email StlSInformation@cps.edu

For help accessing services: Call the Chicago Coalition for the Homeless at 1(800) 940-1119

Chicago: Call 311 to get transportation to a shelter that night
Suburban Cook County: Go to www.suburbancook.org/emergency

American Academy of Pediatrics
DEDICATED TO THE HEALTH OF ALL CHILDREN

Illinois Chapter

Tool created by Julie Nelson, Associate Director of the Corporation for Supportive Housing (CSH) and Han Yu Stephanie Liou MD, Pediatric Resident at UChicago Medicine, for the ICAAP Committee on the Social Determinants of Health - Improving Child Health and Housing Work Group. Last Updated 5/21/2020. For more information, please contact Mary Elser (melerse@illinoisap.org).
ICAAP Chicago/Cook County Housing Referral Tool for Physicians (2020)

Don’t forget! All kids facing unstable housing or homelessness are eligible for special school services through the CPS “Students in Temporary Living Situations” program. Contact information: (773) 553-2242, fax (773) 553-2182, or email STLSInformation@cps.edu

For help accessing services: Call the Chicago Coalition for the Homeless at 1(800) 940-1119

Chicago: Call 311 for “short term help” which can cover a deposit, utilities, overdue rent, etc.

Suburban Cook County: Call (800) 426-6515

Illinois Chapter

Tool created by Julie Nelson, Associate Director of the Corporation for Supportive Housing (CSH) and Han Yu Stephanie Liou MD, Pediatric Resident at UChicago Medicine, for the ICAAP Committee on the Social Determinants of Health - Improving Child Health and Housing Work Group. Last Updated 5/21/2020. For more information, please contact Mary Ettsner (melttsner@illinoisap.org).
Where can I find the tool?

illinoisaap.org/first-steps

Let us know if you are interested in patient handouts (in English and Spanish) or EHR smartphrases!
Community Partners and Contributors

- Access Community Health Network
- Advocate Children’s Medical Group
- AIDS Foundation of Chicago
- Ann and Robert H. Lurie Children’s Hospital of Chicago
- Catholic Charities
- Center for Housing and Health
- Chicago House
- Christian Community Health Center
- Cook County Health
- Corporation for Supportive Housing
- Esperanza Health Center
- Facing Forward to End Homelessness
- Friend Family Health Center
- Heartland Alliance Health
- Housing Opportunities for Women (HOW Inc)
- Illinois Association of Medicaid Health Plans
- Inspiration Corporation
- La Casa Norte
- Logan Square Health Center of Cook County
- Loyola University Medical Center
- Memorial Health System of Central Illinois
- New Moms
- Northwestern Children's Practice
- The Ounce of Prevention Fund
- Primo Center for Women and Children
- Rush University Medical Center
- Sinai Urban Health Institute
- University of Chicago Comer Children’s Hospital
- WellCare Health Plans Inc.
Project Funding

This activity is supported by grants from the Otho S.A. Sprague Memorial Institute and WellCare Health Plans, Inc.