



# Homeless Services Overview

January 2020

The Central Health Enterprise leads and participates in many initiatives serving the needs of Travis County's homeless population. This work is carried out by Enterprise staff and through a network of health care and social service providers. Central Health's homeless population includes people experiencing street homelessness, residents of judicial transition programs, and those experiencing other forms of housing instability. Therefore, Central Health's homeless population census—10,813 in FY2018—is larger than estimates of other local homeless advocacy groups such as the annual ECHO Point in Time count.

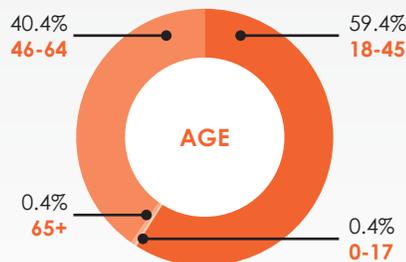
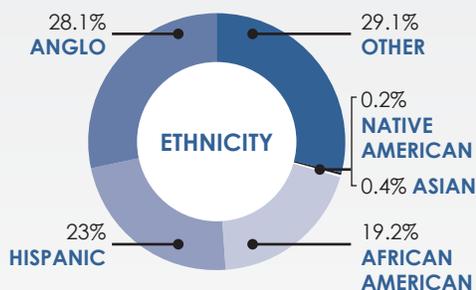
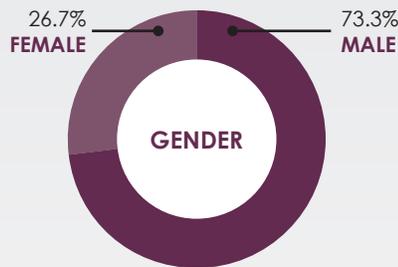
## Coverage

### ENROLLMENT (2018)

**10,813 \***  
Travis County homeless residents enrolled in MAP

**28,187**  
primary care visits provided to homeless patients

### DEMOGRAPHICS



## Care Opportunities

**Recuperative care program**—Patients receive case management services through local nonprofit Front Steps after they are transitioned from the hospital to a skilled nursing facility.

**Residential rooming services**—Begun in August 2019, this pilot program allows homeless MAP patients in case management a place to rest and recover from short-term illnesses.

**Care Connections Clinic**—Through CommUnityCare Health Centers, Central Health supports specialized care for homeless residents at the Care Connections Clinic, including comprehensive medical, social and behavioral services, along with wound care and podiatry.

## Clinical Case Management

**Hospital discharge**—Central Health's Medical Management team stations a nurse at Dell Seton Medical Center's emergency department to assist homeless MAP patients with accessing resources, connecting to primary care and navigating the health care system.

**Benefit assistance**—Central Health's Medical Management Team helps homeless MAP patients suffering disabilities navigate the complexities of applying for social security benefits. In the past two years, Central Health case workers have helped over 55 patients receive approval for benefits, a process that can average six months.

## Collaboration

**Enrollment**—Since 2017, Central Health has supported Austin/Travis County EMS' pop up resource clinics, including providing MAP enrollment and renewal assistance for homeless residents.

**Local working groups**—Central Health is an advisory member of the Ending Community Homelessness Coalition (ECHO) Membership Council, which shapes the community's annual application to federal homelessness programs.

### MAP ZERO COPAY BENEFITS

\$0 premium/\$0 copay/\$0 prescriptions



\*Central Health's homeless population includes people experiencing street homelessness, residents of judicial transition programs, and those experiencing other forms of housing instability.