



## Harris Health System Health Care for the Homeless Program Houston, Texas

### Program Overview

The Harris Health System Health Care for the Homeless Program provides dental care and other preventive and primary health care services to homeless individuals in Houston, Texas. This program operates multiple shelter-based clinics and mobile units to improve the health of the homeless population in Houston and engage them in health promotion and prevention activities.

### Program History and Development



Harris Health System Health Care for the Homeless dental van.

The Harris Health System Health Care for the Homeless Program is an extension of Harris Health System's Community Health Program and has been in operation since 1988. Dental services have been offered since 2002. The program has grown to be one of the largest homeless programs in the United States, providing health care to homeless individuals in 10 homeless shelters and day centers within Harris County, Texas. The services provided through this program include medical care, immunizations, and behavioral health services. The program provides dental services through a mobile van that travels to multiple homeless shelters in Harris County.

### Program Sustainability

- The Harris Health System Health Care for the Homeless Program partners with many organizations, including the Bureau of Primary Health Care and the Houston Police Department Homeless Outreach Team.
- The majority of this program's funding comes from federal funding (Bureau of Primary Health Care).
- The dental program is staffed by a contracted dentist, dental assistants, and support staff.
- The annual budget for the Health Care for the Homeless Program is \$3,709,884.
- The Harris Health System Health Care for the Homeless Dental Program has been in operation since 2002.
- Past funders include the Harris County Hospital District Foundation and the Simmons Foundation.

### Program Impact

- In 2015, the Harris Health System Health Care for the Homeless Dental Program provided 1,464 dental services to 433 homeless individuals.
- The Health Care for the Homeless Program collects data on participant demographics, participant medical history, client satisfaction, and health outcomes.
- Surveys have demonstrated high patient satisfaction with increased access to care.
- This program is accredited by the National Integrated Accreditation for Healthcare Organizations (NIAHO) from Det Norske Veritas AS (DNV), which is recognized as a symbol of quality and awarded to few homeless programs. Three sites have also been recognized as National Committee for Quality Assurance (NCQA) patient-centered medical homes.

### Program Contact Information

Program Phone Number: 713-757-0572

Program Website: <https://www.harrishealth.org/en/our-community/outreach-services/pages/healthcare-homeless.aspx>



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### Program Features

Note: A checked box below indicates an existing program feature.

#### Age

- 0-17 (Children and Youth)
- 18-60 (Adult)
- 60+ (Older Adult)

#### Specific Populations

- Homeless individuals
- Individuals with intellectual and/or developmental disabilities
- Individuals with physical disabilities
- Individuals with specific or complex medical conditions
- Individuals with low income
- Individuals with no dental insurance
- Individuals with Medicaid
- Veterans
- Refugees/immigrants

#### Geography

- Rural
- Urban

#### Service Delivery Setting

- Hospital
- Dental school
- Community/safety net clinic
- Private dental office
- Long-term care facility
- Senior center/community center
- Private residence
- Fairgrounds/stadium/parking lot
- Church
- School
- Homeless shelter
- Public housing

#### Service Delivery Model

- Dental clinic model (e.g. permanent setting)
- Mobile-portable model
- Eligibility and enrollment model (e.g. referrals, care coordination)
- Virtual model (e.g. telehealth)
- Event-based model
- Outreach and education model

#### Staffing

- Dentist
- Dental hygienist
- Dental therapist
- Dental assistant
- Dental/dental hygiene students
- Nursing staff
- Community health workers
- Non-dental clinical staff
- Non-clinical staff

#### Payment for Care

- Medicaid
- No charge to client
- Sliding fee scale
- Out of pocket
- Commercial dental insurance

#### Program Funding

- Foundation/organization grant
- Public funding (e.g. local, state, federal)
- Private donations (e.g. individuals, businesses)

#### Dental and Oral Health Services

- Emergency services
- Basic services
  - Screenings
  - Cleanings
  - Fluoride varnish
  - Sealants
  - X-rays
- Comprehensive services
  - Fillings
  - Scaling/root planing
  - Extractions
  - Oral surgery
  - Root canals
  - Dentures, partials, relines, repairs
  - Crowns
  - Bridges
  - Orthodontics

#### Other Program Services

- Referrals to dental and oral health services
- Care coordination/care management
- Patient education
- Caregiver education
- Provider education
- Advocacy/coalition

#### Integration with Services

- Medical services
- Behavioral health services
- Vision services
- Pharmacy services
- Transportation services
- Translation services
- Nutrition services

This profile was prepared using publicly available information. Date of last update: March 2016