



# **Findings from the 2007 Annual Needs Assessment**

## **Healthcare for the Homeless—Houston**

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# Background

- Convenience sample of 383 currently homeless individuals
- Clients and patients solicited from the general population at a site
- 29 participating agencies
- Conducted June-July 2007
- 26 volunteers
- 75% multiple choice and Likert scale; 25% open ended questions
- Average length=20 minutes



# Topics Covered

- Access to services
- Opinions about healthcare services
- Use of healthcare and social services
- Homeless status
- Health status
- Demographics

# Access to Health-Care Services

- 38% had no healthcare coverage (32%\*)
  - 26% had Gold Card (39%\*)
  - 8% had Medicaid
  - 10% used VA
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- 18% unsuccessful at getting Gold Card

\*2006



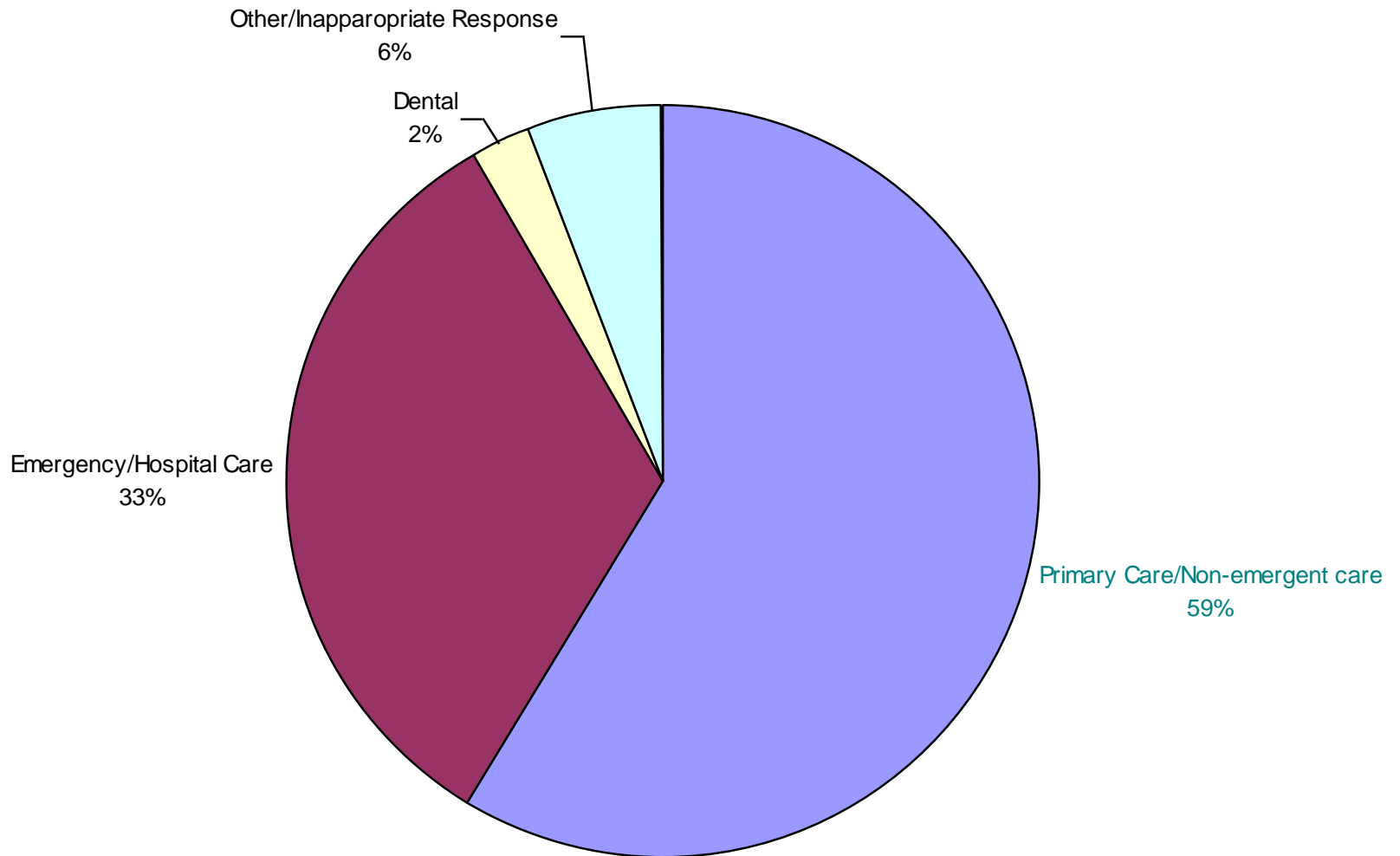
# Opinion of Health-care Services

- 49% *satisfied or very satisfied* with care
- Biggest problem: Long waiting times
- Most important: dental care, housing, medical care and respect
- Major theme: Respect/How treated by staff

# Use of Health-Care Services

- ER as usual source of care: 40%
- Frequent flyers: 12% went to ER  $\geq 6$  times (41% total ER visits)
- Clinic as usual source of care dramatically decreased: 38% to 29%
  - More visits made to clinics than all other sources of care; ER still most self-reported as usual source of care

# Type of treatment received at ER



# Use of Health-Care Services

- 30% hospitalized in last 12 months
  - ~11% average for general population [www.cdc.gov](http://www.cdc.gov)
- 37% wanted or needed drug treatment
  - 32% attempted to get treatment
  - 27% received treatment
- 77% wanted or needed dental
  - 25% received dental



# Homeless Status

- 33% homeless  $\geq 12$  months (chronic homelessness) (24%\*)
- 55% homeless for the first time
- Perceived barriers to permanent housing:  
Lack of money and employment;  
drug/alcohol use

\*2004

# Health Status

- 61% had TB skin test within last 12 months
- 58% had HIV test within last 12 months
- 23% felt health *always* limited their daily activities (15%\*)
- 43% mental health was *fair to very poor*
- 71% dental was *fair to very poor*
- 45% overall health *fair to very poor*

\*2006

# Demographics

- 56% men; 38% women
- Average age=43; range 19-73 years old
- 51% African American (64%\*); 29% White (23%\*); 10% Hispanic (9%\*)
- 37% single/never married (46%\*)
- 46% divorced/ separated (39%\*)
- 6% married/living with partner

\* 2006

# Demographics

## Education

- 4% grade school
- 21% some HS
- 30% completed HS/GED
- 28% some college
- 6% college graduate

## Employment

- 15% working full/part time (21%\*)
- 52% unemployed
- 19% disabled
- 19% veterans

*\*2004*

# Highlights

- Significant decrease in Gold Cards
- Increase ER use for non-emergent care
- Dental continues to be high demand
- Increase number who felt health *always* limited their daily activities
- Decrease in employed

# The Good, the Bad and the Future

- Collected more surveys; Still too long
- Findings not dramatically different than in the years before
  - Use the past Needs Assessments to develop specific assessments on health status
  - Future assessment to target emerging themes: medical homes, continuity of care, reduction of inappropriate ER use, etc.

# Themes from the Gaps Analysis

- Expanding access (primary care and mental health)
- Respite, transitional and short-term care
- Continuity of care
- Advocacy for SSI and SSDI
- Transportation
- MORE services: housing, beds, detox, meds, etc.