

SUBJECT:           **HEALTHCARE IN ACTION PRESENTATION**

INITIATED BY:    **HUMAN SERVICES & RENT STABILIZATION DEPARTMENT**  
                          (Leslie Isenberg, Acting Social Services Manager)  
                          (Derek Murray, Acting Social Services Supervisor)

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**STATEMENT OF THE SUBJECT:**

The City Council Subcommittee on Homelessness will receive a presentation from Healthcare in Action, a 2022-23 newly contracted program, about services provided to West Hollywood community members.

**RECOMMENDATION:**

Receive and discuss.

**BACKGROUND ANALYSIS:**

The City of West Hollywood entered into new contracts with several social services providers through the 2022-25 Social Services Request for Proposal (RFP) process.

Healthcare in Action is one of those new providers and they provide a medical response team to respond to the health needs of unhoused community members within the city limits.

The street medicine teams offer medical and mental health care and substance use treatment services and will respond to a request for service within an hour or less. The service is available seven days a week, from 7AM to 7PM, including holidays.

Services include, but are not limited to wound care, medications, vaccinations, STI testing and treatment, PrEP and PEP, psychotherapy, psychiatry, linkage to housing and shelter, and other support services.

**OFFICE OF PRIMARY RESPONSIBILITY:**

HUMAN SERVICES & RENT STABILIZATION DEPARTMENT / SOCIAL SERVICES DIVISION

**ATTACHMENT:**

ATTACHMENT A – Healthcare in Action Presentation Slides

# HIA MISSION AND VISION

**Mission:** to improve the lives of people experiencing homelessness through quality holistic care

**Vision:** that all people experiencing homelessness have access to quality healthcare that addresses their mental and physical health needs



**ATTACHMENT A**

# CITY OF WEHO & HIA PARTNERSHIP

- **Initiative Name:** Mobile Street Medicine Crisis Response
- City of West Hollywood contacts with Healthcare in Action (HIA) to respond to the needs of **city's unsheltered population (Mon-Sun, 7a-7p)**
- HIA aims to arrive **within 1 hour** to render **short term care**
  - Medical assessment
  - Urgent medications
  - Warm hand off to higher levels of care as needed
- For patients who consent, HIA can also provide more **long-term care:**
  - Primary care
  - Substance abuse treatment
  - Behavioral health, and
  - Housing navigation

# SUCCESSES

## Quick Wins

- Strong kick off with city partners (e.g. Sheriffs and Block by Block)
- Easy and direct messaging via secure platform

## Case Study

- 57-year-old male with a long history of being unhoused | chronic leg wounds, in and out of the hospital
- Contact with HIA initiated in Feb
- Patient was successfully transferred to a recuperative care facility in March
- Health has drastically improved. Team is able to provide spot wound care in conjunction with home health, and patient's leg wounds have greatly improved
- Patient now receiving 3 meals a day and grateful to be indoors, he now is open to our assistance with permanent housing

# CHALLENGES & OPPORTUNITIES

- HIA is looking to foster stronger partnership with city partners in order to boost referrals and raise program awareness





# A DAY IN THE LIFE OF STREET MEDICINE

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# THANK YOU

For questions/comments regarding this initiative or HIA, please contact:

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