Procedure for the Hospital Discharge of Homeless Patients
To Contra Costa County Respite and Shelters – June 2010

Criteria for Placement
- Must be homeless or lack adequate housing to support recovery.
- Must have a medical condition that can be effectively addressed within a limited amount of time, \( \leq 6 \) weeks (Respite criteria only, does not apply to shelter clients).
- Must be \( \geq 18 \) years old.
- Must be willing and able to comply with C.C.C. Shelter and Medical Respite rules and agree to admission there.
- Must be able to perform all activities of daily living independently, including taking own medications.
- Must be independently mobile and able to self-transfer in and out of bed.
- Must be independent with wound care, or need assistance less than 4 times a week, or have Home Health nursing provided.
- Must be continent of urine and stool.
- Must not have received benzodiazepine for alcohol withdrawal in past 24 hours.
- Must be alert and oriented.
- Must not require IV therapy or other skilled nursing care.
- Must be behaviorally appropriate for a group setting.

Please realize that the Respite team is basing the intake acceptance on the faxed information and an honest communication during phone interview. If the client does not present to the Respite Center in a manner assumed to be appropriate by the Respite team, the hospital discharge planner will be contacted and the client will be returned to the hospital's ED.

Procedure for Hospital Staff (Monday – Friday Only)
1. Assessment
   Patients needing placement will be assessed by the Respite Nurse with the Contra Costa County Health Care for the Homeless Program.

   Contact: (925) 646-5309
   Monday-Thursday from 8:00am to 5:00pm
   Friday from 8:00am to 2:00pm

2. Bed Availability
   The nurse on-call with the Contra Costa County Health Care for the Homeless Program will contact the respite center or emergency shelter to determine bed availability, and then inform the hospital if a bed is available. By 3:00, the referring hospital will confirm that the client will be sent to the shelter or respite.

3. Acceptance into Respite/ Shelter
Upon acceptance into respite or shelter, the hospital will fax a copy of the following to the Respite Nurse:
- History and physical
- TB clearance documentation
- Hospital face sheet
- Discharge summary (must include medication reconciliation form)
- Discharge orders (includes wound care instructions, f/u appointments, etc.)

Healthcare for the Homeless Program
Attn: Respite Nurse  FAX: 925-646-5011

4. Follow-up Medical Care
Prior to discharge, the hospital will ensure that a patient has an appointment for follow-up medical care.

Homeless patients without health insurance coverage can be seen at one of the Homeless Ambulatory Clinics located at each of the County’s Outpatient Health Centers in Antioch, Concord, and Richmond.

For appointments call: 1-877-616-8674 or 925-313-6166

5. Transfer to Respite/ Shelter
- The referring hospital will make arrangements to transport the patient by an appropriate vehicle to the respite center or shelter.

- The referring hospital must provide the following – to be sent with the patient:
  - Seven day supply of medications including syringes or other diabetic supplies if applicable
  - Instructions and necessary supplies for dressing changes, if applicable
  - Walker, crutches, cane, wheelchair or other durable medical equipment, if required.
  - Oxygen source if required.

- The referring hospital will ensure that the patient leaves with their belongings and is appropriately clothed.

Procedure for Hospital Staff on Weekends (Saturday and Sunday)
- Adult respite and shelter clients who access non-emergency and/or emergency services on the weekends are able to return to the respite and shelters. To determine if a patient is a currently residing at a county-operated shelter, the hospital can call the shelter (Brookside, Calli, or Concord; phone numbers listed below).

- Adult shelter and respite clients who have been hospitalized will not be accepted back to the shelters until the next business day.

- All other homeless patients needing placement in respite or shelter must follow the procedure outlined in the previous section. No new placements will be made on weekend days (Saturday and Sunday).
Contra Costa County Operated Shelters

<table>
<thead>
<tr>
<th>Shelter</th>
<th>Address</th>
<th>Phone/ Fax</th>
<th>Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brookside Shelter</td>
<td>847C Brookside Drive</td>
<td>510-374-7950 510-374-7956 (F)</td>
<td>Adult men &amp; women only</td>
</tr>
<tr>
<td></td>
<td>Richmond, CA 94801</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calli House</td>
<td>845B Brookside Drive</td>
<td>510-236-9612 510-236-9615 (F)</td>
<td>Youth, 14-21 yrs old</td>
</tr>
<tr>
<td></td>
<td>Richmond, CA 94801</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concord Shelter</td>
<td>2047C Arnold Industrial Way</td>
<td>925-646-5082 925-646-5095 (F)</td>
<td>Adult men &amp; women only</td>
</tr>
<tr>
<td></td>
<td>Concord, CA 94520</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Philip Dorn Respite Center</td>
<td>2047D Arnold Industrial Way</td>
<td>(925) 646-5309 (925) TBD (F)</td>
<td>Adult men &amp; women only</td>
</tr>
<tr>
<td></td>
<td>Concord, CA 94520</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other Shelter Options – NOT County Operated

Call the shelter directly; do not call Healthcare for the Homeless.

<table>
<thead>
<tr>
<th>Shelter</th>
<th>Address</th>
<th>Phone</th>
<th>Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antioch Shelter</td>
<td>1401 W. 4th Street</td>
<td>925 778-3750</td>
<td>Men &amp; women with a mental health diagnosis. Must have Medi-Cal and be known to a CCHS Mental Health provider before admission.</td>
</tr>
<tr>
<td></td>
<td>Antioch, CA 94509</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rescue Mission</td>
<td>200 Macdonald Ave.</td>
<td>510-215-4870 510-215-4863 (F)</td>
<td>Men only</td>
</tr>
<tr>
<td></td>
<td>Richmond, CA 94801</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bay Area Rescue Mission</td>
<td>224 Macdonald Ave.</td>
<td>510-215-4860 510-215-4863 (F)</td>
<td>Women &amp; families only</td>
</tr>
<tr>
<td></td>
<td>Richmond, CA 94801</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Greater Richmond Interfaith Program Family Housing</td>
<td>165 22nd Street</td>
<td>510-233-2141</td>
<td>Families only</td>
</tr>
<tr>
<td></td>
<td>Richmond, CA 94801</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mountain View House</td>
<td>1391 Shell Avenue</td>
<td>925-957-7583 talk to Elsa</td>
<td>Families only</td>
</tr>
<tr>
<td></td>
<td>Martinez, CA 94553</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional Community Resources

**Homeless Hotline:** 1-800-799-6599  
**Youth Shelter Services:** 1-800-610-9400

Call 211 for information and referral for health and human services. The service is open 24 hours a day, 7 days a week. Information is also available online at www.crisis-center.org through the County Online Resource Database (CORD).