

Bridging the Gap: Healthcare, Disability, and Social Support

Homeless Services Department Provider Conference - June, 6th 2025

Session Facilitators

Name	Organization	Role
Lisa Rose Gagnon (she/her)	Homeless Services Department	Cross Sector Integration Program Specialist Senior
Adam Peterson (he/him)	Health Share of Oregon	Portfolio Manager for Healthcare and Homeless Services Integration
Benjamin Becerra (he/him)	Homeless Services Department	Healthcare & Housing Program Specialist
Cristal Otero (she/her)	Homeless Services Department	SHS Program Specialist Senior
Rachel Smith (she/her)	Providence Health & Services	Senior Program Manager for Population Health

Session Overview

Many individuals within the homelessness response system require healthcare, disability, and social service support in addition to housing navigation and support. This session seeks to encourage collaboration among service providers regarding the needs of clients, challenges in accessing services, and available resources for clients and their providers throughout the homelessness to housing continuum. The session will include several rotating small group discussions focusing on areas like physical healthcare, specialty care, mental health and substance use services, and long-term in-home care.

Small Group Discussions Topics

- [Primary & Dental Care](#) - Group 1
- [Speciality Care & Care Coordination](#) - Group 2
- [Behavioral Health Care](#) - Group 3
- [Disability, Long-Term Care, & Health-Related Social Needs](#) - Group 4

Small Group Discussion #1 - Primary & Dental Care

Facilitator

Rachel Smith

Definitions

Primary Care: Serves as the initial point of contact and a central hub for their medical needs. They provide a range of health services, including prevention, wellness, and treatment for common illnesses. Primary care includes doctors, nurses, nurse practitioners, and physician assistants. They often develop long-term relationships with patients, give advice and treatment for many health issues, and can also coordinate care with specialists.

Dental Care: Services provided by dentists and hygienists that preserve and restore the health of teeth, gums, and supporting tissues.

Questions

- What are the top three issues you encounter when supporting clients in accessing primary care and dental care?
- What are the main resources that you know of or utilize to support clients getting connected to primary or dental care?
- What are some resources you wish that you had to help your clients with their primary and dental care needs?
- What have been the most effective trainings you have completed connecting clients with primary and dental care?
- Do you feel you need more education or training to support your clients with accessing primary and dental care? If so, what would be helpful?

Notes

Small Group Discussion #2 - Speciality Care & Care Coordination

Facilitator

Adam Peterson

Definitions

Speciality Care: Involves treatment by doctors trained in specific medical fields, addressing injuries and ongoing conditions. Examples include Cardiology, Obstetrics-Gynecology, and Oncology.

Care Coordination: Provides clients and their team with education, support, and access to community resources. This service assists clients in managing their health and navigating the healthcare system effectively.

Questions

- What are the top three issues you encounter when supporting clients in accessing specialty care and care coordination?
- What are the main resources that you know of or utilize to support clients getting connected to specialty care and care coordination?
- What are some resources you wish that you had to help your clients with their specialty care and care coordination needs?
- What have been the most effective trainings you have completed relating to connecting clients to specialty care and care coordination?
- Do you feel that you need additional education or training to support your clients with accessing specialty care and care coordination? If so, what would be helpful?

Notes

Small Group Discussion #3: Behavioral Health Care

Facilitator

Cristal Otero

Definitions

Behavioral Health: An overarching term that encompasses topics related to mental health (including well-being, mental health conditions, mental distress) and substance use.

Questions

- What are the top three issues you encounter when supporting clients in accessing behavioral health care?
- What are the main resources that you know of or utilize to support clients getting connected to behavioral health care?
- What are some resources you wish that you had to help your clients with their behavioral health care needs?
- What have been the most effective trainings you have completed relating to connecting clients to behavioral health care?
- Do you feel that you need additional education or training to support your clients with accessing behavioral health care? If so, what would be helpful?

Notes

Small Group Discussion # 4 - Disability, Long-Term Care, and Health Related Social Needs

Facilitator

Benjamin Becerra

Definitions

Disability Services: Disability services refers to offices supporting people with disabilities. The Office of Intellectual and Developmental Disabilities (IDD) and Aging and People with Disabilities (ADVSD) are the key offices responsible for these services, including assessment and connections to long-term care.¹

Long-Term Care: Long-term care services are for people who need help meeting their daily health or personal care needs. These services can be provided in the home, in the community, or in a facility.

Health Related Social Needs (HRSN): Social needs are the basic things we all need to stay healthy and happy, like having enough food, a safe place to live, a way to get around, and things like heat and water. In recent years, OHP has begun to offer programs, such as flex funds and HRSN, to support members in addressing their health-related social needs. There can be some flexibility to meet member needs, but there are many restrictions.

Questions

- What are the top three issues you encounter when supporting clients in accessing disability services, long-term care, and health related social needs?
- What are the main resources that you know of or utilize to support clients getting connected to disability, long-term care, and health related social needs?
- What are some resources you wish that you had to help your clients with their disability, long-term care, and health related social needs?
- What have been the most effective trainings you have completed relating to connecting clients to disability, long-term care, and health related social needs?
- Do you feel that you need additional education or training to support your clients with accessing disability, long-term care, and health related social needs? If so, what would be helpful?

¹ Mental Health services, while considered within disability services, will be discussed separately in group #3

Notes