

The Montrose Center Houston, TX Cohort 2

“If I Knew then What I Know Now...”

Overview

- Integration model – the **Montrose Center and Legacy Community Health Services** are providing integration at both sites. The Center providing substance abuse and case management at Legacy, Legacy providing screening, wellness and nutrition at the Center.
- Strategies used to incorporate primary care - health screenings, wellness classes and events, nutritional counseling
- Enrollment target – 60/year

Background & Partnership

- MCC was founded in 1978 out of a town hall meeting in the GLBT community
- Legacy was founded in 1981 as an STD clinic for the gay community and is now an FQHC serving the entire community
- There has been a long history of collaboration on projects for HIV prevention, breast cancer outreach and screening, senior services

Accomplishments & Successes

- Special populations served – **the Lesbian, Gay, Bisexual and Transgender population and people living with HIV**
- Wellness services offered – yoga, fitness room, peer resiliency series, tobacco cessation, mindfulness and stress reduction class, healthy eating series, and psychoeducation of **Serious Mental Illnesses**
- SAMHA's 8 dimensions of wellness - we use it as a tool to take a holistic approach to our work in individual therapy. We use the wellness dimensions to help consumers understand and expect that in therapy we will also address their physical health and goals.
- Use of peers – resiliency series and consumer advisory panel, assisting consumers in ACA Marketplace sign-up

Challenges & Outcomes

- Mission SLIM Possible:
 - focused more on psycho-education than on physical activity.
 - Had to incorporate more physical activity.
- Learned to “practice what we preach,” especially related to wellness goals.
 - Promoted staff wellness through an incentivized peer wellness support group.
 - Led to more empathy with clients.
- Communication!
 - Each partner had programming that the other didn’t know about.
 - Regular emails about new and salient programming

Challenges & Outcomes

- Learning the importance of introducing yourself to new members of the team, especially when co-located.
- Find creative ways to let providers know we’re available and when you are on site at partner agency
- Needed greater understanding of the difficulties navigating the medical care system our clients faced.
- Importance of modeling for clients how to advocate for themselves within the system.

Moving Forward

- Since Texas did not expand Medicaid and is not developing health homes, both Legacy and the Center aggressively assist consumers in signing up for Marketplace policies.
- Using the FQHC wrap-around rate whenever possible.

Words of Wisdom: Don't Do What We Did/or What I Wish We'd Done Differently

- Don't assume everyone on the team understands the details. Communicate!
- Dig into the reassessment process day one.
- Cross train everyone on the essential functions as there will be staff turnover.

Words of Wisdom: Tips for Success

- Integrate your Electronic Health Records
- Share data on your network so everyone can see it.
- Plan wellness services together.
- Buy in from the top of both agencies essential for success.