



## SOCIAL JUSTICE AND PEACE THROUGH INTERFAITH UNDERSTANDING AND COOPERATION

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## Restorative Experience for a Safer Transition (REST)

### EXECUTIVE SUMMARY:

The hospital system is not tailored to serve individuals who no longer require medical care, but have no safe place that is conducive to healing to be discharged to. This leads hospitals to make the costly choice to retain these individuals as “social” admissions or discharge them to unsafe situations that put them at higher risk for recidivism. Further, when medically fragile people are discharged to the shelter with minimal coordination, it becomes a double burden for our community to address -- the strain on the hospital system, as well as the homeless response system. Interfaith Works REST program will offer a safe, healing environment for recovering, and on-site coordination of support services to set patients up for success. The Interfaith Works REST program provides a streamlined, cost effective solution to the need for comprehensive supportive recovery space for unhoused individuals.

### BACKGROUND:

Traditional hospital discharge criteria is based on “medical necessity”. When people no longer meet the requirements for a “medically necessary” admittance to the hospital, they are considered ready for discharge to their “home” with an after-visit follow-up plan. However, a simple discharge plan is complicated quickly when people are experiencing homelessness and do not have a shelter bed or safe place to be discharged to. In these circumstances, patients do not have adequate opportunity to heal, to follow through with aftercare plans, and their medical problems often exacerbate quickly leading to frequent readmission. Severe shelter bed shortages in Thurston County, high hospital occupancy, and the need for turnover of hospital beds compound an already overloaded system.

The REST program is modeled after a similar successful program started in Spokane between Catholic Charities and Providence with 3 beds, and in just 5 years has expanded to nearly 30 due to it being such a beneficial program for the local hospitals. A successful pilot effort with Interfaith Works would not only support the people who would be discharged more safely, but would strengthen the relationship between Thurston County’s community service leaders as well as leading local healthcare providers. Covid-19 has put an incredible amount of strain on both the hospital system, and on resources for those experiencing homelessness. Thurston County’s shelter bed count has been reduced almost in half as we approach winter, and the need for these services is likely to increase as the full economic impacts of Covid-19 are felt. The REST Program would serve the missions of Interfaith Works, and leading local healthcare providers, as Thurston County navigates a truly unprecedented level of crisis.

**PURPOSE:**

The Interfaith Works REST pilot project would begin with an initial 6 month partnership between Interfaith Works, Providence St. Peter Hospital. The project would provide six dedicated 24/7 shelter beds complete with wrap around case management, hygiene services, and meals. Providence would have exclusive discharge authority through a contract drafted by Interfaith Works for four beds. The program is designed to offer patients experiencing homelessness the opportunity for additional time to heal from their acute medical issue, post-acute care, or acute flare-up of chronic health conditions. When referred by the appropriate healthcare provider staff, REST will provide a short-term - up to 30 days, safe, resource-rich environment in which to recover while engaging in community health support services to address basic needs, connection to primary care, and housing resources.

**DETAILS:**

The REST program is not a medical treatment, psychiatric, skilled nursing, assisted living, rehabilitation, long term shelter, substance use or mental health care facility. The REST program only serves those individuals who meet the program criteria (appendix A) and simply require a restful place to heal. The REST program would occupy dedicated separate space to offer the guests the restful, calm atmosphere required for recovery. No on-site medical care is provided, but the REST Specialist Navigation Team case manager will support and coordinate outside visiting healthcare and caregiving providers. The Navigation Team case manager will also work for a safe step down plan for discharge from the REST bed within the 30 day time frame.

The Program will be located at a centrally located hotel. All of our staff are specially trained in trauma informed care, harm reduction, de-escalation, cultural humility, and resource navigation. Two dedicated case managers from our Navigation Team Program will work with the patients to coordinate aftercare, and ideally housing placements within their 30 day stay. The REST staff will link into the existing shelter staffing, managerial, and on-call structure, and be in close communication at all times. The REST Specialist Navigation Team case manager will coordinate with local healthcare providers, discharge planners, Providence Home Health workers, in-home caregivers, visiting providers, and community based volunteers to visit with and support REST guests.

## **REST Pilot Project: Appendix A: Discharge Criteria**

### **INTAKE CRITERIA:**

Intake acceptance is based on the criteria provided in the table below and honest communication during the phone interview between discharge planners and Interfaith Works REST support staff. If the guest does not arrive in a state consistent with the intake information, the referring social worker will be contacted and the guest will be returned to the hospital emergency department. It is important to note that currently the hospital tends to send people who are very medically fragile and not meeting the following required criteria to the Interfaith Works shelters and it is an inappropriate discharge on many levels. By putting a clear structure in place with the hospitals about medically fragile people being discharged to IW shelters, it will create a more efficient system of limits and accountability than we have currently. All referred patients to the REST program would be required to follow the Interfaith Works rules, policies, and procedures that all shelter guests are required to abide by. We expect that the hospital will go over our Space Use Agreement (Appendix C) with REST patients prior to discharge.

### **INFRASTRUCTURE:**

Interfaith Works proposes to operate the REST program in a centrally located hotel to be determined. Meals will be served daily, as well as access to showers and laundry.

See sample discharge form below:

## INTAKE CRITERIA FORM Sample:

**Admission Criteria: Check boxes below -- all criteria must be met before referral is made.**

Discharge Requirements	Met? Y/N
Acute medical condition that would benefit from short-term respite stay (including acute flare ups of chronic conditions).	
Has no active Infectious Disease concerns including but not limited to Covid 19, TB, C-diff, vomiting and/or diarrhea of unknown origin.	
Not in active medical withdrawal from alcohol, prescription, or illicit drugs.	
Medically stable and able to actively participate in planning their medical care.	
Independent in medical management and administration (including oxygen).	
If diabetic, independent in diabetic regimen including blood sugar monitoring and oral medication/insulin administration.	
Independent in mobility (walker, wheelchair, cane)/is not a Fall Risk.	
Independent in Activities of Daily Living (such as showering, hygiene, dressing, toileting, transferring, and eating). OR, if not fully independent in ADL's must have appropriate care-giving support set up and/or assistive device(s) prior to discharge.	
Disclosure of all recent, and previously known suicidal, homicidal, or assaultive ideation or actions.	
Name of discharging hospital employee: Phone number:	
In checking these boxes, and discharging an individual through the Interfaith Works REST program, the discharging party certifies that the discharged individual meets this criteria. Interfaith Works reserves the right to refuse service to individuals that do not meet this criteria, or to return individuals to the care of the discharging party should a change in status affect these criteria.	

## **REST Pilot Project: Appendix C: Space Use Agreement**

### **Expectations of Interfaith Works Homeless Services Program**

Welcome, we're glad you're here! In order to stay at our shelter, there are expectations that we have of everyone in and around any of our locations. If you have any questions about these expectations, ask to talk privately with a staff person--we are here for you. You are able to make your own decision about whether to stay here or not, and if you are unable to meet these expectations, we may ask you to leave.

### **Come As You Are, Accept Others As They Are**

Treat yourself and everyone with respect and dignity.

### **Be Safe, Act Safe**

No violence! Violence includes (but is not limited to) targeting someone because of their sexual orientation, race, ethnicity, gender/gender expression, age, ability, religious beliefs, etc. Violence can take the form of threats, hate speech, recognized symbols of oppression, unwanted physical contact, verbal and physical sexual harassment and assault and/or verbal and emotional abuse. Weapons of any kind are not allowed at the shelter. You may check smaller weapons like knives, pocket knives, bats, hatchets etc. with staff and get them back. Guns are never allowed under any circumstances!

### **Respect People's Bodies/What They Do With Their Bodies**

There are many different kinds of people here and all are welcome exactly as they are. We expect that you will not talk about, comment on, insult, use slurs, shame or otherwise remark about people's appearances or bodies to other guests or in common areas of the shelter. If you are annoyed with someone, don't make it about their race, ethnicity, gender/gender expression, sexual orientation, drug use, age, body size, or anything like that. If you are confused, have questions about another guest, staff person or volunteer, or feel like you are being targeted, please ask for support from a staff person in private—you are not alone.

### **Respect the Routine**

There are daily routine guidelines posted at all locations including lights on, lights off, and curfew times.

### **No Sex In/Around The Shelter at Anytime/No Nudity in Common Areas**

Common areas include dorms, all sleeping areas, the lounge, the office, bathroom areas, the lobby, the kitchen, the clothing room and the outdoor area.

### **Respect and Protect the Space**

Clean up after yourself, help out when you can, pick up trash outside, be good to our neighbors, no illegal or dangerous activities, no fighting, don't blow up the spot, etc. Sleep only in the bed or mat that you were assigned for the night. We have fire code regulations and need to be able to respond to emergencies adequately so we can't have people sleeping outside, in the lounge etc. unless a staff person has specifically okayed it for that night. There is no camping in or around the building or the parking lot area and personal belongings need to be contained at all times.

**No Drug Use/Dealing**

While we can't have drugs/drug use on the property, we always try to create an environment where people can talk openly about their use. If you have used and are at risk of overdose or worried about your safety, please tell us! We are here to help and want you to be as safe as possible. Being open and honest with us about your risk of overdose/fears around your use will not jeopardize your ability to access the shelter or the CCC. We have naran at both our locations.

**Take Responsibility For Yourself and Your Belongings**

Including bikes, carts, and pets. Visitors with pets must follow the pet policy at the shelter. All belongings must fit under your bed area and can't block any walkways/fire exits. Guests should expect personal belongings that exceed the bed area limit will be removed from the shelter; this will happen daily for One Night Stay (ONS) guests and weekly for assigned guests through the pare down process. Bikes that are stored in the bike rack area over 24 hours will be removed each day. Personal belongings may not be left on or around the property grounds.

**Respect the Neighborhood**

Treat the building, parking lot, grounds and all of the people that use the building with respect, dignity and compassion. Treat all neighboring businesses, and residents with that same level of respect. Please don't leave personal belongings stashed around or block entryways to the neighboring businesses/other people in the neighborhood. Fighting, yelling, disturbing the neighborhood, etc. puts the shelter and the CCC at risk! In other words, don't blow up the spot! We will always aim to resolve a situation before asking someone to leave. However, if you are unable to meet these expectations, you may be asked to leave. We will make barring decisions with compassion and only to re-establish safety within our programs.

Signature \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name \_\_\_\_\_