Community Need

According to the National Coalition for the Homeless, healthcare and homelessness are intimately interwoven, with poor health being both a cause and a result of homelessness. Accessing basic healthcare can be difficult for this population and, as a result, the homeless are one of the most medically underserved populations. The most recent homeless count for Service Planning Area 7 (SPA 7), which includes Whittier, reported 3,571 homeless individuals, a 47% increase from 2013.

Source: Los Angeles Homeless Service Authority, Greater Los Angeles Homeless Count, 2015

In addition, many hardworking individuals and families lack healthcare access or can’t afford their health insurance premiums or co-pays.

Our Response

PIH Health is committed to meeting healthcare needs of our communities’ most vulnerable.

**Whittier First Day Health & Wellness Center**: The Health & Wellness Center is a successful collaboration between PIH Health and Whittier First Day, a six-month emergency transitional shelter. Health & Wellness Center services meet the onsite healthcare needs of First Day residents, as well as those in the community who are chronically homeless or at-risk for homelessness. PIH Health resident physicians provide free, preventative healthcare services and screenings, chronic disease management, as well health-related education, support and referrals to vital services.

**In-Kind Services and Support**: As many uninsured and underinsured patients lack vital support needed in order to return home, PIH Health provides in-kind items such as durable medical equipment or even clean clothes. Upon hospital discharge, physical, occupational, or speech therapies are also provided as needed, along with skilled nursing, mental healthcare services and charity medications.

**Illumination Foundation Recuperative Care for the Homeless**: The vital partnership between PIH Health and Illumination Foundation ensures a safe discharge plan for homeless patients, providing a safe place to heal, crucial wraparound services, client-centered education and linkage to housing options.
Caring for Our Communities’ Most Vulnerable

Impact for Fiscal Year 2014-2015

Whittier First Day Health & Wellness Center

Whittier First Day Patients
(94 total patients served)

IMPROVED HEALTH STATUS

86% (2015)
Representing 44 patients receiving health management services

88% (2005-2015)
Representing 967 patients since inception

HEALTHCARE UTILIZATION
(represent 68 patients)

When comparing utilization of PIH Health services for six months before residing at Whittier First Day to the six month time period while residing at Whittier First Day.

22% Reduction in Emergency Department Visits

60% Reduction in Hospitalizations

All Health & Wellness Center Patients
(176 total patients served)

If Whittier First Day were not available for you today, where would you have gone for care?

29% Emergency Room
20% Would Not Have Gone Anywhere
19% Community Clinic
16% Urgent Care
11% Other
5% Physician

8 PIH Health patients connected with Whittier First Day for transitional shelter upon hospital discharge.
*Reflects connections made from October - March.

Serving Our Most Vulnerable Patients

38 patients provided with in-kind mental health, skilled nursing facility, or home health services
38 at-risk patients provided with in-kind durable medical equipment or medications
9 homeless patients connected with Illumination Foundation for recuperative care services
3,650 callers received vital information through our Care Management Department for low-cost healthcare and social services