

## ONE-STOP MULTI-SERVICE CENTER & OTHER SERVICES FOR THE HOMELESS IN VENTURA COUNTY

### INTERNET CONNECTIONS:

- One-Stop website: [http://portal.countyofventura.org/portal/page/portal/HCA/AMBULATORYCARE/One\\_Stop\\_Center](http://portal.countyofventura.org/portal/page/portal/HCA/AMBULATORYCARE/One_Stop_Center)
- Healthcare for the Homeless website: [http://portal.countyofventura.org/portal/page/portal/HCA/AMBULATORYCARE/Ambulatory\\_Care\\_Healthcare\\_for\\_Homeless](http://portal.countyofventura.org/portal/page/portal/HCA/AMBULATORYCARE/Ambulatory_Care_Healthcare_for_Homeless)
- County of Ventura Homeless Services website: <http://portal.countyofventura.org/portal/page/portal/VCHSA/HomelessServices>
- East Ventura County Homeless Services pamphlet: [http://portal.countyofventura.org/portal/page/portal/VCHSA/Content%20-%20Homeless%20Services/Homeless%20Resources%20-%20East%20County%200111\\_web.pdf](http://portal.countyofventura.org/portal/page/portal/VCHSA/Content%20-%20Homeless%20Services/Homeless%20Resources%20-%20East%20County%200111_web.pdf)
- West Ventura County Homeless Services pamphlet: [http://portal.countyofventura.org/portal/page/portal/VCHSA/Content%20-%20Homeless%20Services/Homeless%20Resources%20-%20West%20County%200111\\_web.pdf](http://portal.countyofventura.org/portal/page/portal/VCHSA/Content%20-%20Homeless%20Services/Homeless%20Resources%20-%20West%20County%200111_web.pdf)

### OVERVIEW OF ONE-STOP:

The One-Stop Multi-Service Center is a collaboration between county-wide public and private agencies sponsored by the Health Care Agency. No appointment is needed. Staff and volunteers provide the following services:

- Medical services for the homeless (including a mobile clinic)
- Application assistance for Ventura County Medical Center's medical services discount program (ACE) and Medi-Cal insurance
- Medication assistance for the homeless
- Free TB and HIV testing
- Legal assistance (by arrangement)
- Behavioral health assessments
- Counseling services

- Housing application assistance
- Food Stamp and General Relief application assistance
- Homeless referral services
- Veterans' services
- Sack lunches
- Job Club (Oxnard)
- "White cards" confirming homelessness, (see below)
- Links to other community-based public and private agencies

#### ONE-STOP LOCATIONS & CONTACT INFORMATION:

##### One-Stop in Ventura:

Ventura Public Health Building  
 3147 Loma Vista Road, Ventura, CA  
 Tuesdays, 10am-1pm (for newcomers)  
 Thursdays, 9am-1pm (clinic only, for return patients only)

##### One-Stop in Oxnard:

Community Action Building  
 621 Richmond Ave, Oxnard, CA  
 (Corner of Richmond Ave. and Fifth St.)  
 Wednesdays, 8:30am-11:30am

##### Contact:

Kate Mills, Program Administrator  
 3147 Loma Vista Road, Ventura, CA 93003  
 Office: 805-652-6111 // Fax: 805-652-6298

#### INFORMATION FOR VCMC RESIDENTS AND OTHER PROVIDERS:

##### SUMMARY:

- The One-Stop pharmacy is available to homeless patients! Just write a Rx, and they can get it filled on Tuesdays and Thursdays (see below for hours; all first-time patients must go on Tuesdays).
- The One-Stop clinic is NOT a long-term primary care clinic! Its primary purpose is to help homeless patients establish a connection with the Ventura County clinic system. For all patients who need ongoing care, every effort is made to get them into one of the county clinics.
- Patients can obtain "white cards" at the One-Stop Service Center, which are used to identify patients as homeless and allow them (frequently) to minimize clinic fees.

- The best times to volunteer at the One-Stop Clinic are Tues & Wed, 9am-noon. The mobile clinic's hours are Tues 8am to 2pm and Wed 8am to 4pm.
- In all Ventura County clinics, don't forget to write "homeless" on all billing sheets for homeless patients!

#### DETAILS:

First, while One-Stop providers do take care of many of our homeless people, they do not like to serve as the primary clinic for these patients and try hard to get each patient into a PRIMARY CARE PROVIDER in one of the VCHCA clinics.

They do this by giving the patients laminated "WHITE CARDS" which can be used to identify themselves as certified homeless clients. While no service is ever "free," the majority of the homeless clients are seen with "no charge" associated. Occasionally, for individual reasons, even a homeless client may be expected to pay at the level of the self pay discount program that applies to their situation (so they still have to fill this form out). The "White Card" identifies to the front office staff of all the Ventura County Clinics that no co-pay or up front fee should be demanded of the patient at the time they sign in. Most of the homeless clients who are registered with the "White Card" will not see a bill.

So, what this means is that you (the provider) can send your homeless patients to One-Stop to start with, and they can get them white cards to facilitate getting them back into our clinics.

However... while the One-Stop clinic does not like to serve as a primary clinic for these patients, the ONE STOP PHARMACY \*will\* continue to provide free medications to them! This means you can tell your patients to continue utilizing One Stop to obtain their meds. You can view it as an adjunct to what we have in our hospital already: ACE; MIA (for undocumented immigrants and others who don't qualify for ACE); PAP (if a med isn't on the ACE formulary or if MIA approval is pending); and the \$4 programs at Target, Ralph's, etc.

The One Stop pharmacy is still working on publishing their FORMULARY (as of May 2011). Currently, it carries a variety of medications, similar to the Target list of \$4 meds with the addition of many basic medications, such as inhalers that are not on the Target list. The pharmacy also carries some OTC's like antibiotic ointment, and hemorrhoid care. You may write your PRESCRIPTION as you would for a retail pharmacy on your Rx Pad. Dispense for up to one month at a time, two refills before the patient must see you again for an updated Rx.

If you wish to VOLUNTEER in the One Stop clinic, the best times are Tuesday and Thursday mornings, 9am to noon or so. The MOBILE CLINIC is present on Wednesdays at the Oxnard One Stop site from 8am to around 4pm. On Tuesdays, the mobile clinic alternates locations throughout the month and its hours are slightly shorter (8am to 2pm). Patient volume is currently less in the Tuesday mobile clinics but tends to be higher at the Ventura and Oxnard locations.

For all providers in the Ventura County system, every time you see a patient (in the clinic or in the hospital) who is homeless, or at risk of homelessness, please make sure to write "homeless" as a diagnosis on your BILLING SHEET (route, superbill).

For a MORE COMPREHENSIVE LIST OF SERVICES provided by the One-Stop Service Center - including social work help in filling out applications for various support programs, legal services, sack lunches, etc. - see the top of this document. You can also find other links to Ventura County homeless resources, including copies of the pamphlets that cover homeless resources for East and West Ventura County.

(Last updated by Jake Donaldson, M.D. on 1 May, 2011)