

## North Sound Community HUB Eligibility Criteria

The population of focus for the North Sound Community HUB are individuals with co-occurring behavioral and physical health conditions, who are also experiencing confounding social needs. (See qualitative description below). Distinct elements of HUB eligibility must include all indicators noted in provided checklist:

- Individual must be a Medicaid recipient or Medicaid eligible.
- Individual resides in Island, San Juan, Snohomish, Skagit, or Whatcom Counties.
- Individual needs the HUB's services because they are not receiving similar care coordination services elsewhere. \*
- Individual is experiencing mental health and substance use concerns.
- Individual is experiencing EITHER a chronic disease OR pregnancy.
- Individual is experiencing one of the following concerns:
  - Homelessness- *Homeless in at least one month during the year. Narrow definition includes "homeless with housing" living arrangement code from the Automated Client Eligibility System (ACEs)*
  - High utilization across health care, emergency and/ or criminal justice services.

### Qualitative Description of HUB Population

The section below further outlines the HUB criteria. This is for either care coordinators meeting individuals in the field, or referral/ provider partners who are assessing whether or not an individual meets the above criteria. These are some of the behaviors individuals experiencing mental health, substance use, and chronic disease are typically illustrating. Listed are some interpretive examples of qualitative descriptions to provide some detail and context for some of the characteristics that may be encountered:

Common signs of those experiencing Homelessness:

- Poor hygiene, or may look grimy at one encounter and freshly dressed at another
- May be sleeping in a car, tent, hotel/motel, or identifies staying with friends/family, transitional housing "for awhile", or "couch surfing"
- Verbalizes complaints of pain in feet, poor sleep, sporadic relationships with family/friends
- Repeated complaints of possessions being stolen
- Lack of mailing address
- Not weather appropriate attire, such as no coat or socks during low temperatures

- Seeks out opportunities for services providing a hot meal, clean clothes
- Transportation problems
- Inability to store prescriptions as directed

Common signs of High Utilizers (Urgent Care, ER):

- Higher rates of incidence with admissions and discharge paperwork, chart files, EHR/EMR
- Repeat inpatient hospital stays
- Verbalizes perceived disrespect/ dismissal with primary care services. Or, verbalizes perceived positive, enabling relationships with ER providers.
- Identifies urgent value in all chest, abdominal, or urinary tract pains/complaints.
- Seeking refills of prescriptions
- Inability to store prescriptions longterm

Common Signs of High Utilizers (Criminal Justice Services):

- Recidivism; repeated offense incarceration rates, or multiple offence charges
- Multiple discharge papers on file
- Drug crimes
- Mental/behavioral health distress (verbalized feelings of anger, isolation)
- Social distress
- Abject poverty related crimes
- Verbalizes recent release

Common Signs of Pregnancy:

- Body swelling, usual attire is snug fitting
- Hormonal changes, heightened or intense mood changes
- Overdue menstruation/period cycle
- "Spotting"
- Sensitive to odours and tastes
- Breast tenderness
- Higher body temperature, hot flashes
- Complaints of nausea

Common signs of individuals struggling with substance use concerns are:

- Using more substances than wanting to
- Using substances for longer than wanting to
- Wanting to cut down on use and not being able to
- Spending a lot of time getting or using substances
- Cravings for substances including dreams about using
- Dilated pupils
- Manic behaviour, incoherence to frantic
- Seeking frequent requests for refills/ dosage change
- Stealing or selling prescriptions for street value

- Self-dosing
- Having difficulty managing usual activities
- Problems with relationships
- Giving up hobbies and activities that the person did in the past
- Risky and dangerous behavior
- Continued use despite knowing it is causing problems
- Tolerance for substances (increasing use needed for the desired effect)
- Withdrawal of substances (varies but may include physical, emotional, and/or psychological symptoms)
- Problems with finances
- Difficulty keeping a job or staying in school
- Changes in behaviors such as type of music listened to or clothing style
- Associating with a different group of friends than before
- Criminal activity such as shoplifting
- Isolation

Common signs of individuals with mental health concerns are:

Thoughts:

- Suicidal thoughts/thoughts of harming or killing self
- Homicidal thoughts/thoughts of harming or killing others
- Rumination (repeatedly thinking over problems, situations), intrusive or obsessive thoughts
- Self-destructive thoughts
- Thoughts related to low self-esteem and self-worth
- Thoughts of hopelessness and isolation
- Excessive worry
- Paranoia
- Delusions (beliefs maintained despite evidence to the contrary)

Feelings/Emotions/Mood:

- General uncomfortableness
- Prolonged negative feelings such as anger, sadness, and fear
- Extreme sadness and hopelessness
- Extreme anxiety and nervousness
- Excessive positive feelings such as over importance and indestructibility
- Inability to control or manage feeling
- Up and down feelings
- Irritability
- Agitated
- Guilt
- Shame

Physical Signs and Behaviors:

- Lack of interest in activities
- Risky behaviors such as gambling, promiscuous sex, substance abuse
- Impulsivity
- Aggression
- Manipulation
- Manic behaviour
- Inability to focus
- Engaging in behaviors you normally wouldn't do
- Changes in eating habits
- Changes in sleeping habits
- Increased or decreased energy
- Exaggerated self-confidence and self-importance
- Aches and pains that have no physical explanation
- Self-harm
- Suicide Attempts
- Responding to internal stimuli (e.g., hearing voices, seeing things, etc that others don't also sense)

Common signs of individuals struggling with chronic disease are:

- Being sick or not feeling well for a prolonged amount of time
- Getting sick easily
- Not recovering from illness in a normal amount of time
- Changes in ability to manage activities of daily living
- Prolonged incapacity/ bedridden
- Body aches and pains
- Visible/audible pains and sounds
- Unkempt appearance/ poor hygiene

\*Note for care coordinators: This question is noted on initial checklists and should be asked at initial encounters. See referral policy to determine next steps if individual is already connected for care coordination services.