

From Street to Stability:

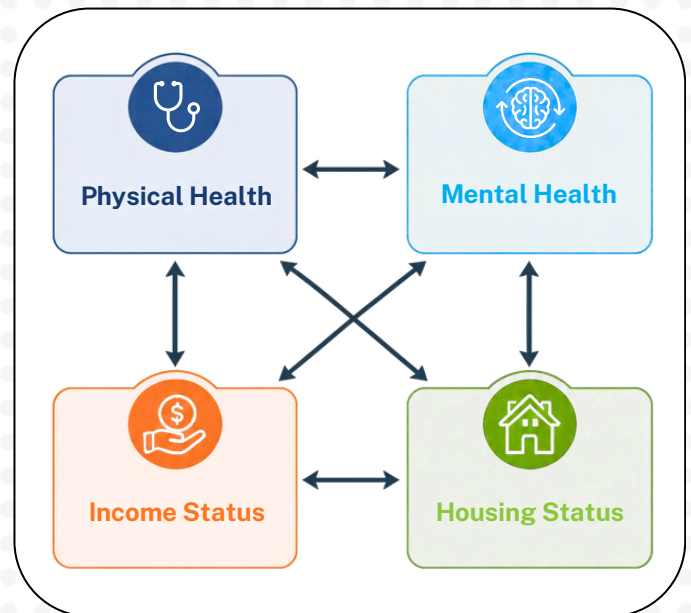
Integration Improves Healthcare Outcomes in Richmond



Integrated Care: A Path Toward Stability

When serving a population of people experiencing homelessness, **integrated care provides a path toward stability** by utilizing patient-centered care that addresses all of the complex barriers to stability.

Stability can be divided into four primary interacting factors: physical health, mental health, income status, and housing status. The factors for stability can quickly become barriers to stability. In Richmond, where 18.2% of residents live in poverty, one setback can mean losing housing and stability.¹



Chronic illnesses have high rates of comorbidity with mental health disorders: People with diabetes are anywhere from 2-3x more likely to develop depression. This comorbidity can be devastating for a patient. Among diabetics, there is a 46% greater mortality risk in those with depression than without.²

Lack of housing is associated with significant rates of physical and mental health issues: The population of people experiencing homelessness faces mortality rates 3.5-4.2x higher, experience violence 25x more often, and endure 60% greater mortality risk than those in poverty, but in stable housing.³ In 2025, 27% of adults experiencing homelessness in Virginia had a serious mental illness, much greater than the overall statewide Virginia average of 5.2%.^{4,5}

Serious mental illness is linked with high unemployment rates: Of those struggling with a serious mental illness, 80% are unemployed, despite 60% expressing a desire and ability to work.⁶ A major contributor to this disparity is the stigma and lack of public education surrounding mental illness.⁷ However, when given sufficient support and guidance, 66% demonstrate the capability to maintain a job.⁸

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Importance of Integrated Care for Populations of People Experiencing Homelessness

Integrated care is when different care teams and specialties work together to address the patient's needs as a whole, rather than as isolated issues, which effectively helps a patient regain their stability.⁹ At Daily Planet Health Services, a variety of accessible services prioritize the entire patient.

Why Integrated Healthcare at Daily Planet Health Services?



• **Creates** a path to stability that addresses the impact of interactions between physical health, mental health, income status, and housing status



• **Provides** continuity and builds trust with the patient and enables long-term plans, which can be necessary for recovery



• **Grouped** services reduces the need for transportation



• **Communication** between providers eliminates confusion about which services are necessary, decreasing costs



• **Increases** services due to reduced stigma around mental health, addiction, and disability¹⁰



• **Ensures** patient understands next steps for health and housing through patient education



DPHS Coordinates Care



Medical



Behavioral Health



Dental



Pharmacy



Substance Use Treatment



Outreach & Case Management

Acknowledging the complex needs of every patient starts with offering a variety of health and social services, but doesn't end with the services Daily Planet Health Services directly provides; it extends to helping patients understand other programs and services that may be necessary to navigate on their journey to stability. When stability is interrupted, Daily Planet Health Services doesn't let fragmented care create another barrier to recovery.

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Effective for Patients = Efficient for Costs

Integrated care helps patients navigate treatment and may reduce annual costs by an estimated **10.8% per patient**.¹¹ The benefits extend across Richmond: **accessible primary and preventive care can help avoid costly hospital stays**.

From 2019 to 2024, average **hospital expenses increased** due to hospitalized patients reporting to be 5% sicker.¹² This is likely from avoidance of primary care, often due to high cost. Through comprehensive primary and preventative care, costly hospitalizations can be avoided.

Richmond's population of people experiencing homelessness has **~1.9x hospital readmissions** as the population of people in stable housing and tend to need to stay longer in the hospital.^{13,14} The only effective treatment is addressing the interconnected barriers to stability, through long-term medical and behavioral healthcare, housing assistance, employment resources, and identity establishment.¹⁵

10.8%

ESTIMATED ANNUAL COST
REDUCTION

per patient

5%

INCREASE IN REPORTED
PATIENT SICKNESS

associated with rising hospital
expenses · 2019–2024

1.9x

HOSPITAL READMISSIONS

Lasting Effects of Homelessness on Children

Within the population of people experiencing homelessness in Virginia, **36% are families with children**, as each year **1 in 18 children under the age of 6 are homeless**.^{16,17} Additionally, due to the increased threat of violence, **25% of children experiencing homelessness report having seen violence**, often resulting in chronic stress.¹⁸ As a result, **children experiencing homelessness have 3-4x the number of developmental delays** before the age of 4 as children who are stably housed.¹⁹

36%

OF HOMELESS ARE
FAMILIES WITH
CHILDREN

1 in 18

CHILDREN UNDER
AGE 6
EXPERIENCE
HOMELESSNESS

25%

OF HOMELESS
CHILDREN HAVE
WITNESSED
VIOLENCE

3–4x

DEVELOPMENTAL
DELAYS
BEFORE AGE 4

A Comprehensive, Patient-Centered Approach to Care and Stability

By offering community outreach, case management, primary care, behavioral health, dental, and pharmacy services, Daily Planet Health Services is able to improve care accessibility, long-term continuity, and overall health outcomes for individuals experiencing homelessness. Establishing lasting stability requires patients to be engaged in a plan that they understand and feel capable of accomplishing.



Community Outreach

Bringing services to patients experiencing homelessness is often a vital first step because it can identify more urgent needs, connect patients with resources, and build trust between the patient and provider. In 2025, **DPHS workers served 527 patients through 17,004 outreach encounters**. Of these, basic needs that are essential for patient health (i.e. food, water, clothing) were supplied during 2,122 encounters.



Case Management

Overcoming the barriers to stability requires coordination of housing, benefits, healthcare, and employment. All personalized to meet each patient's unique circumstances. **Case management provides hope** and a path to enable patients to actively participate in their recovery.



Dental

Providing accessible emergency, restorative, and preventative dental services **can completely change a patient's life**. Emergency services can eliminate long-term pain and issues, preventative services can help protect a patient from tooth decay and gum disease, and restorative services can remove roadblocks to employment or social acceptance.



Primary Care

In 2025, Daily Planet Health Services served **7,161 medical patients over the course of 20,425 medical visits**. In 2026, DPHS is experiencing an increase in the number of both patients and visits, particularly uninsured patients, which have increased to 50% of the patient population.



Behavioral Health

Addressing mental health concerns is crucial, especially when a patient's opportunities are limited by their mental health. Offering an array of services including counseling, psychiatric care, and substance use treatment supports recovery and independence.

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