

# “NO WRONG DOOR” THROUGH HORIZONTAL INTEGRATION

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Working Group on Horizontal Integration

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# Members of the Working Group include:

- 211 California
- Alliance to Transform CalFresh
- California Association of Food Banks
- California Coverage and Health Initiatives
- California Family Resource Association
- California Food Policy Advocates
- California Immigrant Policy Center
- California Pan-Ethnic Health Network
- California WIC Association
- Catholic Charities of California United
- Child Care Law Center
- The Children's Partnership
- National Health Law Program
- United Ways of California
- Western Center on Law and Poverty



# Opportunity for Horizontal Integration

PPACA states that the Exchange must have the

*“Ability to expand the enrollment system to integrate new programs, rules, and functionalities, to operate at increased volume, and to apply streamlined verification and eligibility processes to other Federal and State programs, as appropriate.”*

- Integration is optional but strongly advised
- 90/10 federal funding match through 12/2015

# Goals for Human Services Integration

- Families should tell their story only once.
- Maintain current connections between Medi-Cal, CalFresh, and CalWORKs – “Apply Now”
- Health  CalFresh, CalWORKs, WIC
- CalFresh, CalWORKs, WIC  Health
- Many Doors and Options: “Learn More” & “Connect Here” to Additional Benefits
- Two-way integration

# Health → CalFresh / CalWORKs / WIC

- Maintain current connections between Medi-Cal, CalFresh, and CalWORKs
- Seamless connection to CalFresh, CalWORKs, WIC after households enroll in health coverage
- Allow consumers to “Apply Now” for these benefits
  - Get preliminary eligibility determination
  - Answer some additional questions
  - Submit an application
  - Schedule an interview
- Plan now & Phase in by late 2015
- Leads to better health outcomes by supporting nutrition & basic family income

# “Connect Here”

- Includes 4 elements: preliminary eligibility based on health app, local referral, general program info, online resources, summary sheet for print out ([Learn more](#))
- “Connect Here” could include:
  - Non-CalWORKs child care subsidies
  - EITC (Earned Income Tax Credit)
  - CTC (Child Tax Credit)
  - LIHEAP (Low Income Home Energy Asst Program)
  - Housing & Homelessness Assistance
  - Emergency Food & Shelter Program
  - SSI (Supplemental Security Income)
  - IHSS (In Home Supportive Services)
  - Veteran’s Assistance
  - Head Start\*

\* not inclusive list

# CalFresh / CalWORKs / WIC → Health

- When health isn't presenting need - many come for food, income support and other assistance
- Open more doors for consumers who initially seek public assistance by easily connecting them to health
- This would help meet health enrollment goals
- “Apply Now”

# “Connect Here” & “Open More Doors”

- Two-way horizontal Integration – to & from other benefits
  - IT or human processes / warm transfer
- People often seek other assistance first
- Need to start planning now



# Many Doors and Options

- Open all doors (online, in-person, phone, mail) and let consumers switch between communication channels
- Let consumers choose to seek or decline additional connections – but offer and inform (“Learn more”)
- Navigators / assisters facilitate connections to human services for those who also seek or qualify for other human services
- Always protect consumer privacy
- HI runs through all major issues – IT, Service Centers, Assisters, Outreach – address in all, should be criteria in all as we look for opportunities.

# Questions for Discussion

- What are the next steps for this topic?
- What is the forum where these cross cutting issues can be addressed in depth?
- What is the process for moving this forward?

# Questions?

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