# Blue decorative Header d h c s logo Housing and Homelessness Incentive Program (HHIP)

Submission 2 Appendix

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## Cover Sheet

This document outlines instructions for completing the Housing and Homelessness Inventive Program: Submission 2 (S2) Appendix submission.

When submitting Appendix responses, Managed Care Plans (MCPs) should include: (1) MCP name; and (2) MCP county to which this Appendix applies in the header of their submission (header should repeat across all pages except Page 1). MCPs should also include a Cover Sheet with tables as shown below.

**NOTE:** MCPs that operate in multiple counties will need to submit a separate Appendix for each county in which they operate.

|  |  |
| --- | --- |
| 1. Details of Appendix | |
| MCP Name |  |
| MCP County |  |
| Submission | Submission 2 |
| Measurement Period | January 1, 2023– October 31, 2023 |

|  |  |
| --- | --- |
| 1. Primary Point of Contact for Appendix | |
| First and Last Name |  |
| Title/Position |  |
| Phone |  |
| E-mail |  |

*End of Section*

## Evaluation Criteria

### Measure Criteria

Payment to MCPs is based on a successful completion of reporting and performance against measures in the Appendix. The Appendix materials indicate performance targets and point allocations for each measure. MCPs may earn no, partial, or all points on measures, as indicated.

Each measure in the Appendix is assigned to one of the following HHIP Priority Areas:

1. Partnerships and Capacity to Support Referrals for Services
2. Infrastructure to Coordinate and Meet Member Housing Needs
3. Delivery of Services and Member Engagement

### Points Structure

MCPs can earn a maximum of 440 points in Submission 2. If a MCP achieves only a subset of these points, the Plan will earn a partial payment proportional to performance.

|  |  |
| --- | --- |
| Priority Area | Points Allocation |
| 1. **Partnerships and Capacity to Support Referrals for Services** | Up to **140** points |
| 1. **Infrastructure to Coordinate and Meet Member Housing Needs** | Up to **120** points |
| 1. **Delivery of Services and Member Engagement** | Up to **180** points |
| ***TOTAL*** | Up to **440** points |

*End of Section*

## Instructions

MCPs must submit their completed Submission 2 Appendix via e-mail to [DHCSHHIP@dhcs.ca.gov](mailto:DHCSHHIP@dhcs.ca.gov) by **Friday, December 29, 2023.**

Please reach out to [DHCSHHIP@dhcs.ca.gov](mailto:DHCSHHIP@dhcs.ca.gov) if you have any questions.

## Appendix Format

The Submission 2 Appendix consists of two documents: the Narrative Report (examples contained in Appendix A of this Word document), and an accompanying quantitative reporting template (MCP Submission 2 Template) as an Excel document.

## Quantitative Responses

MCPs must submit responses for quantitative measures using the accompanying quantitative reporting template (MCP Submission 2 Template) in the Excel document available on the [DHCS HHIP website](https://www.dhcs.ca.gov/services/Pages/Housing-and-Homelessness-Incentive-Program.aspx).

## Narrative Responses

In response to the narrative measure prompts, MCPs should describe activities conducted during the measurement period of January 1, 2023, through October 31, 2023.

**MCPs must submit narrative responses in the format specified in Appendix A: Narrative Report Format.**

For narrative measures, there are multi-part prompts within the measures. MCPs are required to respond to all parts of the question for their response to be considered complete.

*End of Section*

## Priority Area 1: Partnerships and Capacity to Support Referrals for Services

## Engagement with Continuum of Care (CoC), including, but not limited to attending CoC meetings, joining the CoC board, joining a CoC subgroup or workgroup, and/or attending a CoC webinar. *20 Points*

### Quantitative and Narrative Response

**Measure Numerator:** List the number of each type of CoC meeting the MCP attended during the measurement period:

1. CoC board meetings
2. CoC workgroups
3. CoC webinars
4. Other CoC meetings

**Measure Denominator:** List the number of each type of CoC meeting held during the measurement period that encompasses the MCP/CoC engagement as described in the LHP:

1. CoC board meetings
2. CoC workgroups
3. CoC webinars
4. Other CoC meetings

*Enter response in the MCP Submission 2 Template.*

**Narrative Response (1,500-character limit):**

Include a narrative description of the engagement the MCP has with these other city and county housing and homelessness partners during the measurement period, including coordinating data, referrals, and service delivery.

Other city and county housing and homelessness partners the MCP coordinated with during the measurement period, including:

* City/county social services
* Housing development/Public Housing Authority
* Health services/public heath
* Other

Type(s) of engagement with the entity listed above, including:

* Coordinating data
* Coordinating referrals
* Coordinating service delivery
* Other

*Enter response in the Narrative Report; example in Appendix A.*

## Connection and Integration with the Local Coordinated Entry System (CES).

*20 Points*

### Narrative Response Only

Include a narrative description of any updates made to the CES process as part of the MCP’s involvement, including how health factors and risks were incorporated into the CES assessment and prioritization process, as well as the MCP’s progress toward becoming a CES access point based on the action plan submitted in S1.

(1,500-character limit)

*Enter response in the Narrative Report; example in Appendix A.*

## Identifying and addressing barriers to providing medically appropriate and cost-effective housing-related Community Supports services or other housing-related services to MCP members who are experiencing homelessness.

*10 Points*

### Narrative Response Only

Based on the barriers described in the LHP, provide a narrative description of the approach the MCP took to address the barriers. Include information on the sustainability of the approach and how the MCP will continue to address these barriers beyond HHIP

(1,500-character limit)

*Enter response in the Narrative Report; example in Appendix A.*

## Partnerships with counties, CoC, and/or organizations that deliver housing services (i.e., interim housing, rental assistance, supportive housing, outreach, prevention/diversion\_ with which the MCP has a data sharing agreement that allows for timely exchange of information and member matching

*40 Points*

### Quantitative Reporting

**Measure Numerator:** Enter the number of housing-related service providers and partners by Provider and partner type who are actively sharing MCP Member housing status information in accordance with their local data sharing agreement and/or California’s Data Exchange Framework Data Sharing Agreement with:

* Interim Housing
* Rental Assistance
* Supportive Housing
* Outreach
* Prevention/Diversion

**Measure Denominator:** Enter the number of providers and other partners by provider and partner type that the MCP has contracted with to deliver housing-related services:

* Interim Housing
* Rental Assistance
* Supportive Housing
* Outreach
* Prevention/Diversion

*Enter response in the MCP Submission 2 Template.*

## Data Sharing Agreement with County MHPs and DMC-ODS (if applicable)

*20 Points*

### Narrative Response Only

Indicate Yes/No:

Is there a data sharing agreement in place with county MHPs or DMC-ODS (if applicable) that includes ability to perform member matching and sharing information on housing status?

*NOTE:* MCP will receive full points for reporting ‘YES’. MCP will receive 0 points for reporting ‘NO’.

*Enter response in the Narrative Report; example in Appendix A.*

## Partnerships and Strategies the MCP will develop to address disparities and equity in service delivery, housing placements, and housing retention (Aligns with Homeless Housing Assistance and Prevention (HHAP) Round 3 Application).

*20 Points*

### Narrative Response Only

Provide a narrative evaluation of the MCP’s implementation of partnerships with local organizations, including but not limited to, providing funding, referrals, and other supports to address the stated disparities and inequities as they related to service delivery, housing placements, and housing retention.

(1,500-character limit)

*Enter response in the Narrative Report; example in Appendix A.*

## Lessons learned from the development and implementation of the Investment Plan (IP).

*10 Points*

### Narrative Response Only

Provide a narrative description outlining:

1. Which investments were successful in progressing the HHIP program goals to:
   1. Ensure MCPs have the necessary capacity and partnerships to connect their members to needed housing services; and
   2. Reduce and prevent homelessness

(1,500-character limit)

1. Which investments were not successful in progressing the HHI program goals to:
   1. Ensure MCPs have the necessary capacity and partnerships to connect their members to needed housing services; and
   2. Reduce and prevent homelessness

(1,500-character limit)

1. Lessons learned from what works and what did not work to meet the goals.

(1,500-character limit)

1. Which investments have the capacity to sustain HHIP program goals going forward, and alignment with ongoing CalAIM efforts?

(1,500-character limit)

*Enter responses in the Narrative Report; example in Appendix A.*

*End of Section*

## Priority Area 2: Infrastructure to Coordinate and Meet Member Housing Needs

## Connection with Street Medicine team providing healthcare for individuals who are homeless (Street Medicine defined as health and social services developed specifically to address the unique needs and circumstances of unsheltered homeless individuals delivered directly to these individuals in their own environment.).

*40 Points*

###### Quantitative and Narrative Response

DHCS to calculate LHP baseline using the revised LHP denominator provided in cell G7 of the MCP Submission 2 Template.

*10% increase from Submission 1 is required to earn points.*

**Measure Numerator:** Enter the number of MCP Members receiving care from the MCP’s Street Medicine partner (or, for MCPs operating in a designated rural county\*, the alternative services provided directly by the MCP if a Street Medicine team is not present in the county).

*\*Designated rural county as defined by OMB, as a county that is not part of a Metropolitan Statistical Area (MSA).*

**Measure Denominator:** Enter the number of MCP Members experiencing homelessness during the measurement period of January 1, 2023, to October 31, 2023.

*Members who were deceased or who were in a SNF for more than 9- days during the measurement period should be excluded.*

*Enter response in the MCP Submission 2 Template.*

**Measure Denominator Methodology:**

*Provide a list of data sources and a narrative description of the methodology the MCP used to determine this number.*

*Enter response in the Narrative Report; example in Appendix A.*

## MCP connection with the local Homeless Management Information System (HMIS).

###### *40 Points* Narrative Response Only

Indicate Yes/No:

Does the MCP have the ability to receive timely alerts from their local HMIS when a MCP’s Member experiences a change in housing status?

**Narrative Response (1,500-character limit):**

Include a narrative description regardless of the response in the cell above and describe the MCP’s process to translate timely alerts from their local HMIS into supporting referrals for Community Supports, from CoCs, and other housing Providers.

*Enter response in the Narrative Report; example in Appendix A.*

## (2.2A) MCP connection with the local Homeless Management Information System (HMIS).

*20 Points*

###### Narrative Response Only

Enter Yes/No (in the cell to the right):

Does the MCP have the ability to match their Member information with HMIS client information?

*Enter response in the Narrative Report; example in Appendix A.*

## MCP process for tracking and managing referrals for the housing-related Community Supports it is offering during the measurement period, which may include: (1) Housing Transition Navigation, (2) Housing Deposits, (3) Housing Tenancy and Sustaining Services, (4) Recuperative Care, (5) short-Term Post-Hospitalization Housing, and (6) ay Habilitation Programs (MCPs will be evaluated based only on the Community Supports they are offering during the measurement period.)

*20 Points*

###### Quantitative Response Only

*5% increase from Submission 1. MCPs will be evaluated based only on the Community Supports the MCP is offering during the measurement period. Partial points allowable if greater than 2%.*

**Measure Numerator:** Number of contracted housing-related Community Supports Providers who electronically received, followed-up, and closed a referral.

*\*Closed loop referral is defined as coordinating and referring the Member to available community resources and following up to ensure services were rendered.*

In each cell below, enter the requested figures. If an MCP did not offer the Community Support during the measurement period, list “N/A”.

1. Housing Transition Navigation
2. Housing Deposits
3. Housing Tenancy and Sustaining Services
4. Recuperative Care
5. Short-Term Post-Hospitalization Housing
6. Day Habilitation Programs

**Measure Denominator:** Number of contracted housing-related Community Support Providers.

In each cell below, enter the requested figures. If an MCP did not offer the Community Support during the measurement period, list “N/A”.

1. Housing Transition Navigation
2. Housing Deposits
3. Housing Tenancy and Sustaining Services
4. Recuperative Care
5. Short-Term Post-Hospitalization Housing
6. Day Habilitation Programs

*Enter response in the MCP Submission 2 Template.*

*End of Section*

## Priority Area 3 Measures: Delivery of Services and Member Engagement

## Percent of MCP Members screened for homelessness/risk of homelessness

## *20 Points*

###### Quantitative Response Only

*5% increase from Submission 1 required; partial points allowable if greater than minimum performance level of 2% increase.*

**Measure Numerator:** Enter the number of MCP Members screened for homelessness or risk of homelessness from January 1, 2023, to October 31, 2023.

**Measure Denominator:** Enter the number of MCP Members during the measurement period of January 1, 2023, to October 31, 2023.

*Enter response in the MCP Submission 2 Template.*

## MCP Members who were discharged from an inpatient setting or have been to the emergency department for services two or more times in a 4-month period who were screened for homelessness or risk of homelessness from January 1, 2023 to October 31, 2023

## *20 Points*

###### Quantitative Response Only

*5% increase from Submission 1 required; partial points allowable if greater than minimum performance level of 2% increase.*

**Measure Numerator:** Enter the number of MCP Members who were either discharged from an inpatient setting or in the emergency department for services two or more times over four consecutive months screened for homelessness or risk of homelessness from January 1, 2023, to October 31, 2023.

**Measure Denominator:** Enter the MCP Members who were either discharged from an inpatient setting or in the emergency department for services two or more times over four consecutive months from January 1, 2023, to October 31, 2023.

*Enter response in the MCP Submission 2 Template.*

## MCP Members experiencing homelessness who were successfully engaged in ECM

## *20 Points*

###### Quantitative Response Only

*5% increase from Submission 1 required.*

**Measure Numerator:** Enter the number of MCP Members in the ECM Population of Focus #1: Individuals and Families Experiencing Homelessness engaged in ECM (as reported in the most recent Quarterly Implementation Monitoring Report) during the measurement period of January 1, 2023, to October 31, 2023.

**Measure Denominator:** Enter the MCP Members experiencing homelessness during the measurement period of January 1, 2023, to October 31, 2023.

*Enter response in the MCP Submission 2 Template.*

## MCP Members experiencing homelessness receiving at least one housing-related Community Supports, including: (1) Housing Transition Navigation, (2) Housing Deposits, (3) Housing Tenancy and Sustaining Services, (4) Recuperative Care, (5) Short-Term Post-Hospitalization Housing, and (6) Day Habilitation Programs.

## *40 Points*

###### Quantitative Response Only

*5% increase from LHP or S1 required (whichever is higher, reported by CS, performance evaluated across aggregate).*

**Measure Numerator:** Enter the number of MCP Members experiencing homelessness who received at least one of the MCP’s offered housing-related Community Supports during the measurement period of January 1, 2023, to October 31, 2023.

In each cell below, enter the requested figures. If an MCP did not offer the Community Support during the measurement period, list “N/A”.

1. Housing Transition Navigation
2. Housing Deposits
3. Housing Tenancy and Sustaining Services
4. Recuperative Care
5. Short-Term Post-Hospitalization Housing
6. Day Habilitation Programs

**Measure Denominator:** Enter the MCP Members experiencing homelessness during the measurement period of January 1, 2023, to October 31, 2023.

In each cell below, enter the requested figure. The response will be the same in each cell. If an MCP did not offer the Community Support during the measurement period, list “N/A”.

1. Housing Transition Navigation
2. Housing Deposits
3. Housing Tenancy and Sustaining Services
4. Recuperative Care
5. Short-Term Post-Hospitalization Housing
6. Day Habilitation Programs

*Enter response in the MCP Submission 2 Template.*

## MCP Members who were successfully housed\*

## *\*Successfully housed defined in guidance document “Measurement 3.5 and 3.6 Defining Successfully Housed”.*

## *40 Points*

###### Quantitative Response Only

*25% improvement on S1 required to achieve the points in full. Partial points will be awarded for significant improvement that is less than 25%.*

**Measure Numerator:** Enter the number of MCP Members experiencing homelessness who were successfully housed\* between January 1, 2023, to October 31, 2023.

*\*Successfully housed defined in guidance document “Measure 3.5 and 3.6 Defining Successfully Housed.”*

*Members who were deceased or who were in a SNF for more than 90 days during the measurement period should be excluded.*

**Measure Denominator:** Enter the MCP Members experiencing homelessness during the measurement period of January 1, 2023, to October 31, 2023.

*Enter response in the MCP Submission 2 Template.*

## 3.6 MCP Members who remained successfully housed\*

## *\*Successfully housed defined in guidance document “Measurement 3.5 and 3.6 Defining Successfully Housed.”*

## *40 Points*

###### Quantitative and Narrative Response(s)

*85% required. Partial points will be awarded for significant improvement that is less than 85%.*

**Measure Numerator:** Enter the number of MCP Members experiencing homelessness who were successfully housed\* from January 1, 2022, to April 30, 2022, who remained housed through October 31, 2023.

*\*Successfully housed defined in guidance document “Measure 3.5 and 3.6 Defining Successfully Housed.”*

*Members who were deceased or who were in a SNF for more than 90 days during the measurement period should be excluded.*

**Measure Denominator:** Enter the MCP Members who were successfully housed\* from January 1, 2022, to April 30, 2022.

*\*Successfully housed defined in guidance document “Measure 3.5 and 3.6 Defining Successfully Housed.”*

*Members who were deceased or who were in a SNF for more than 90 days during the measurement period should be excluded.*

*This reporting requirement measures individuals housed during the LHP measurement period wo remained housed through the end of the S2 measurement period.*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**Measure Numerator:** Number of MCP Members experiencing homelessness who were housed from May 1, 2022, to December 31, 2022, who remained housed through October 31, 2023.

**Measure Denominator:** Number of MCP Members experiencing homelessness who were successfully housed between May 1, 2022, and December 31, 2022.

This reporting requirement measures individuals housed during the S1 measurement period who remained housed through the end of the S2 measurement period.

*Enter response in the MCP Submission 2 Template.*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**Narrative Response (1,500-character limit):**

Include a narrative description of the methods the MCP used to keep the Members housed.

*Methods the MCP used to keep Members housed, including:*

* *Rental subsidies*
* *Direct financial assistance*
* *Housing matching*
* *Other*

*Enter response in the Narrative Report; example in Appendix A.*

*End of Section*

## Appendix A: Narrative Report Format

* Narrative responses should be submitted as a Word document file with one-inch margins and a 12-point Arial font.
* A Cover Sheet is required, as shown on page two of the Appendix.
* The MCP name and county must be included in the header on each page of the document.
* The measure name and point allocations must be at the top of the page as shown in this example.

## Narrative Response

## *20 Points*

* Include only one measure per page.
* The following pages contain sample Narrative Response formatting.

## Narrative Response

## *20 Points*

[MCP response in 12-point Arial font]

## Narrative Response

## *20 Points*

[MCP response in 12-point Arial font]

## Narrative Response

## *10 Points*

[MCP response in 12-point Arial font]

## Narrative Response

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## Narrative Response

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## Narrative Response

## *40 Points*

[MCP response in 12-point Arial font]

## 2.2A Narrative Response

## *20 Points*

[MCP response in 12-point Arial font]

## 3.6 Narrative Response

## *40 Points*

[MCP response in 12-point Arial font]

*End of Section*

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