

Integrating CalAIM Services for Individuals and Families Experiencing Homelessness

May 31, 2024

Webinar

Today's DHCS Presenters



» **Palav Babaria, MD, MHS**

Chief Quality and Medical Officer

Deputy Director, Quality and Population Health Management



» **Susan Philip, MPP**

Deputy Director, Health Care Delivery Systems

Continuous Coverage Unwinding

- » **The continuous coverage requirement ended on March 31, 2023**
- » **Medi-Cal redeterminations began on April 1, 2023, and will continue for all Medi-Cal members through May 2024 based on the individuals established renewal date.**
- » **Top Goal of DHCS:** Minimize member burden and promote continuity of coverage.
 - DHCS implemented several federal flexibilities to make the renewal process simpler during the continuous coverage unwinding.
- » **How you can help:**
 - Become a **DHCS Coverage Ambassador**
 - [Join the DHCS Coverage Ambassador mailing list](#) to receive updated toolkits as they become available
 - Check out the [Medi-Cal COVID-19 PHE and Continuous Coverage Unwinding Plan](#) (Updated March 7, 2023)

Continuous Coverage Unwinding Communications Strategy

- » On February 8, 2023, DHCS launched the Medi-Cal renewal campaign, a broad and targeted public information, education, and outreach campaign to raise awareness among Medi-Cal members about the return of Medi-Cal redeterminations when the continuous coverage requirement ended March 31, 2023. The campaign will complement the efforts of the [DHCS Coverage Ambassadors](#) that was launched in April 2022.
- » **DHCS launched the [Keep Your Community Covered Resources Hub](#)** which includes resources in all 19 threshold languages.
- » **DHCS released the new, interactive [Medi-Cal Continuous Coverage Unwinding Dashboard](#)** that will allow you to gain demographic and geographic insights to enrollment and renewal data.
- » **Direct Medi-Cal members to [KeepMediCalCoverage.org](#) or [MantengaSuMedical.org](#)**, which includes resources for members to update their information and find their local county offices. It will also allow them to sign up to receive email or text updates from DHCS.

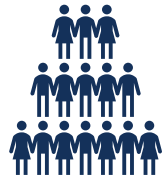
Today's Agenda

- » Welcome and Introductions
- » Reminder of CalAIM Services for Individuals and Families Experiencing Homelessness
- » Bringing ECM and Community Supports Together to Serve Members
- » Outreach and Engagement for Individuals and Families Experiencing Homelessness
- » Panel Discussion
- » Q&A

Before we begin: A poll to learn who is in the audience

Homelessness in California

California accounts for a quarter of all homeless people in the U.S., with more than 180,000 Californians facing homelessness each night.¹



Who is Experiencing Homelessness in California

36% are individuals experiencing chronic homelessness (Jun 2023)²

44% are individuals experiencing chronic substance abuse (2019)³

42% are individuals experiencing untreated mental health conditions (2019)³



Common Characteristics of People Experiencing Homelessness in the U.S.

Compared with the general population, unsheltered individuals:

Have higher rates of **hypertension**, **diabetes**, and **HIV**⁴

Have 4 to 10 times higher **mortality rates**⁴

Experience more frequent and longer **hospital stays**, and are three times more likely to be readmitted⁴

State and County Housing-Related Programs

California is investing billions of dollars and undertaken a multi-agency effort to address housing and homelessness across the state. The following is a non-exhaustive list of state-funded housing-related programs.



California State Agency

Housing-Related Programs



Business, Consumer Services and Housing Agency (BCSH)

Homeless Housing Assistance and Prevention (HHAP)



Department of Housing and Community Development (HCD)

Homekey, Housing for a Healthy CA, No Place like Home Program, Veterans Housing



Department of Social Services (CDSS)

CalWORKS Housing Support Program, Housing and Disability Advocacy Program, Home Safe



Department of Health Care Services (DHCS)

ECM & Community Supports, HHIP, BH Bridge Housing, Street Medicine, Transitional Rent (proposed), BHSA Housing Interventions

ECM and Community Supports



ECM & Community Supports

- » Enhanced Care Management (ECM) and Community Supports are foundational parts of Medi-Cal's **extension beyond traditional hospitals and health care settings into communities**
- » ECM and Community Supports are both administered by Medi-Cal Managed Care Plans to MCP members, in partnership with community-based providers

Enhanced Care Management

- » Care management as a MCP contract requirement – all MCPs must offer ECM to specific “Populations of Focus”
- » MCPs contract with community providers, who deliver care management

Community Supports

- » Optional services that MCPs are strongly encouraged to offer
- » MCPs contract with community providers, who deliver the Community Supports. Some providers are both ECM and Community Supports providers.

Housing Community Supports

Of the 14 pre-approved Community Supports, several are designed to support housing and housing transitions.

<i>Housing "Trio" to Support to Reach Long- Term Housing</i>	<i>Community Support Service</i>	<i>Brief Service Description</i>
	Housing Transition Navigation Services	Members experiencing homelessness or at risk of experiencing homelessness receive help to find, apply for, and secure housing.
	Housing Deposits	Once housing is found, Members receive assistance with housing security deposits, utilities setup fees, first and last month's rent, and first month of utilities. Members can also receive funding for medically-necessary items like air conditioners, heaters, and hospital beds to ensure their new home is safe for move-in.
	Housing Tenancy and Sustaining Services	Once housing is secured, Members receive support to maintain safe and stable tenancy, such as coordination with landlords to address issues, assistance with the annual housing recertification process, and linkage to community resources to prevent eviction.

For detailed eligibility and service definitions, see *Community Supports Policy Guide* (July 2023)

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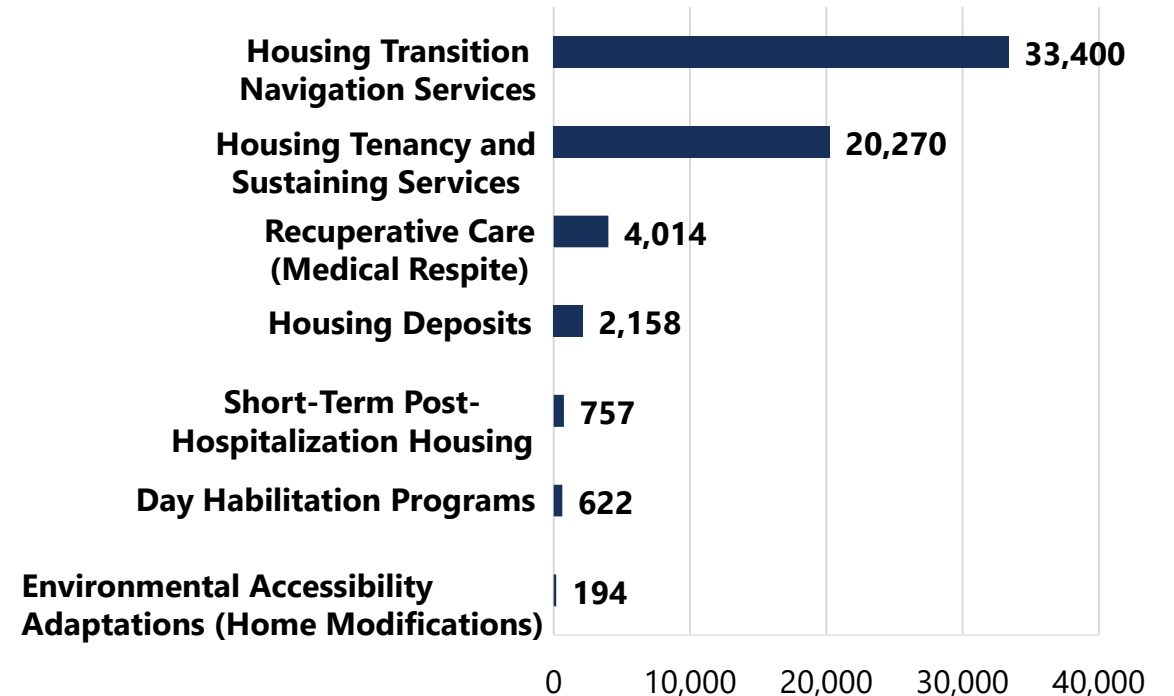
Recovery-Focused Housing	Community Support Service	Brief Service Description
	Recuperative Care (Medical Respite)	Short-term residential care to Members who no longer require hospitalization but still need support to heal from an injury or illness.
	Short-Term Post-Hospitalization Housing	Short-term housing for Members who do not have a residence and who have high medical or behavioral health needs while continuing their medical/psychiatric/substance use disorder (SUD) recovery.
	Day Habilitation	Programs provided in a Member’s home or an out-of-home, non-facility setting designed to assist the Member in acquiring, retaining, and improving self-help, socialization, and adaptive skills necessary to reside successfully in their natural environment.

For detailed eligibility and service definitions, see [Community Supports Policy Guide](#) (July 2023)

Housing Community Supports Utilization Data

- » Long-term housing services are among the most offered and utilized Community Supports, particularly Housing Transition and Navigation Services
- » Recovery-focused housing services have more room to grow uptake as MCPs continue to establish provider networks and referral pathways.

Total Number of Members Who Utilized Housing Community Supports by Service
(October 2022 – September 2023)



Source: [ECM and Community Supports Quarterly Implementation Report](#) (Q3 2023 Update)

What Is Enhanced Care Management (ECM)?

ECM is a statewide Medi-Cal Managed Care Plan (MCP) benefit to support comprehensive care management for Members with complex needs provided primarily through in-person interactions with Members where they live, seek care, or prefer to access services.

Medi-Cal MCP Care Management Continuum

ECM is the **highest tier of care management** for MCP Members.

ECM

Complex Care Management

*For MCP Members with higher-
and medium-rising risk*

**Basic Population Health
Management**

For all MCP Members

**Transitional
Care Services**

*For all MCP
Members
transitioning
between care
settings*

» The ECM Population of Focus (POF) for individuals and families experiencing homelessness launched in phases:

- **Jan 2022:** launched for adults and families experiencing homelessness in 25 counties.
- **July 2022:** launched for adults and families experiencing homelessness in the remaining 33 California counties.
- **July 2023:** launched for unaccompanied children and youth experiencing homelessness in all counties.

ECM Eligibility for Individuals and Families Experiencing Homelessness

Eligibility Criteria

- » *Children and Youth:* Members who are experiencing homelessness (unhoused, in a shelter, losing housing in the next 30 days, exiting an institution to homelessness, or fleeing interpersonal violence).
- » *Adults:* Meet homelessness criteria above plus have at least one complex physical, behavioral, or developmental health need for which the Member would benefit from care coordination.
- » *Families:* For families experiencing homelessness, MCPs are strongly encouraged to work with ECM Providers to serve the family unit together through one ECM team.

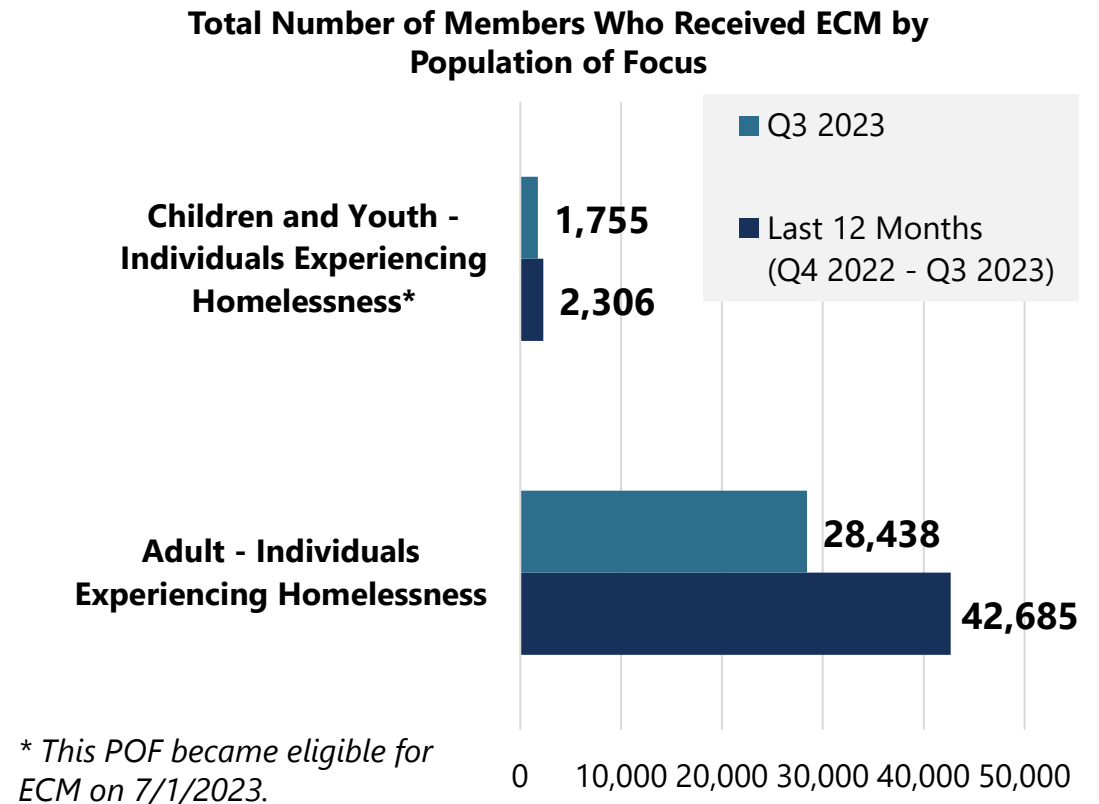
Examples of Eligible Members *Not an exhaustive list*

- » Member over age 21 experiencing homelessness who has complex health care needs due to medical conditions.
- » Member with complex health care needs due to a SUD-related condition, who has recently received an eviction notice and will imminently lose housing in the next 30 days.
- » Youth who has been excluded from home due to their gender identity or sexual orientation and is now temporarily living with the family of a friend (e.g., couch surfing).
- » Parent and child who are fleeing domestic violence from a spouse at home.

For a full definition of POF eligibility, see the [ECM Policy Guide](#) (February 2024)

ECM for Individuals and Families Experiencing Homelessness POFs Data

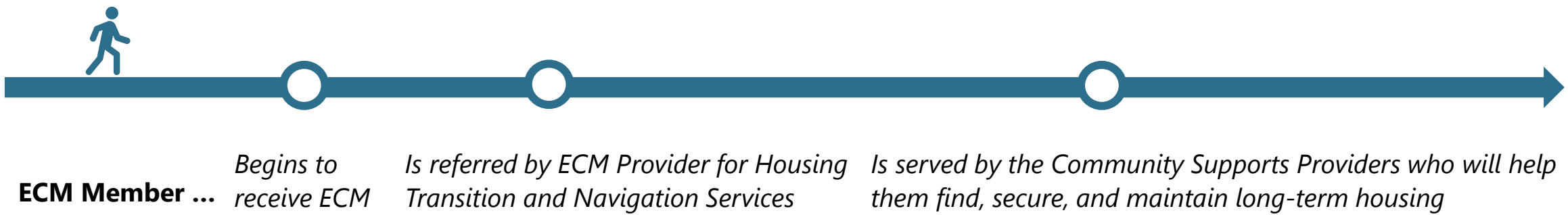
- » From Q4 2022 to Q3 2023, 42,685 Members receiving ECM were eligible for the Adult Individuals Experiencing Homelessness POF and 2,306 Members were eligible for the Children and Youth Individuals Experiencing Homelessness POF.
- » Additional **data by health plan and county** is available through the DHCS Quarterly Implementation Report Dashboards each quarter.



Source: [ECM and Community Supports Quarterly Implementation Report](#) (Q3 2023 Update)

Linking ECM and Community Supports for Members

MCP Members may receive ECM and Community Supports at the same time, and ECM Lead Care Managers are encouraged to refer Members to necessary Community Supports.



ECM Provider (e.g. FQHC) ...	Community Supports Provider (e.g. Housing CBO)...
<p>Overall role in supporting Member: Serves as the lead coordinator across all the Member’s clinical and nonclinical support needs (e.g. referrals to SNAP or WIC, connection to BH services and medication)</p> <p>To support housing needs specifically: Places referrals for Community Supports that provide specialized housing services, and coordinates with Community Supports Providers.</p>	<p>Housing Transition and Navigation Services: Provides support to help find, apply for, and secure housing.</p> <p>Housing Deposits: Provides assistance with housing security deposits, utilities setup fees, first and last month’s rent, and first month of utilities. Can also receive funding for medically-necessary items like air conditioners and heaters.</p>

How Do Members Access Services?

Providers and Members can access ECM and Community Supports in multiple ways.

ECM and Community Supports Referral Tips

- » DHCS requires MCPs to have information on making a referral to ECM and Community Supports on their website.
- » DHCS expects MCPs to source the majority of referrals for ECM and Community Supports from Providers and Community-Based Organizations.
- » Members can also access both services through self-referrals.
- » For Members in ECM, the ECM Lead Care Manager may work with the Member to identify the need for Community Supports, place referrals, and coordinate services.

Examples of referral partners well-positioned to refer individuals and families:

- | | |
|--------------------------------------|--|
| » Shelters | Providers |
| » Street medicine providers | » Behavioral Health Providers |
| » Homeless services providers | » FQHCs |
| » Recuperative care providers | » County agencies |
| » Homeless Coordinated Entry Systems | » Service providers with experience working with individuals and families experiencing homelessness (including ECM and Community Supports Providers) |
| » Homeless Navigation Centers | |
| » Transitional Housing | |

Outreach and Engagement

ECM Providers have shared the following tips for outreaching and engaging Members experiencing homelessness who are new to ECM.



Contact information from the MCP:

- Try to reach the Member by contacting the emergency contact, primary care provider or a local CBO where they seek support



In-person outreach:

- Deploy an outreach team of **individuals with lived experience** to connect with the Member in the community, including at shelters and encampments.
- Outreach team members may **bring water and show up consistently** in the community to build a trusting connection with Members.



Contact information through other systems:

- Leverage community partners (e.g., regional homeless coordinated entry systems) to find contact information



DHCS Regularly Seeks Inputs that Inform Updates to ECM and Community Supports



Stakeholder Advisory
Groups



Surveys



Interviews



DHCS Leadership Listening
Tours



Data Submitted from MCPs

ECM and Community Supports Policy Updates

- » **ECM Statewide Referral Standards:** To streamline referral process for ECM (*Coming Soon*)
- » **ECM Presumptive Authorization:** To streamline authorization process for key ECM Providers, including ECM Providers that are also street medicine providers
- » **Community Supports: Housing Deposits Service Definition Improvements**
 - Clarify key components and improve standardization across MCPs
- » **Proposed addition of Transitional Rent:** DHCS is currently seeking CMS approval to provide up to six months of Transitional Rent under both 1115 Demonstrations (CalAIM and BH-CONNECT).
 - Slated to go live, on a rolling basis, in the Managed Care and Behavioral Health delivery systems on 1/1/25 (subject to CMS approval).
 - Transitional Rent concept paper/draft guidance to be released in July 2024.
- » **Medi-Cal Housing Support Services Data Sharing Authorization Guidance Toolkit:** Guidance to support housing providers, MCPs and CBOs navigate consent and information sharing to deliver Community Supports housing-related services

Provider Panel Discussion: Housing Supports in Action



Today's Panelists



Kelly Bruno-Nelson

Executive Director, Medi-Cal/CalAIM

CalOptima Health



Andrew Kilgust

Associate Director, Medi-Cal/CalAIM

CalOptima Health



Mia Arias

Director, CalAIM Operations

CalOptima Health



Jillian Marks

Director of CalAIM

Community HealthWorks

Panel Discussion

Today's panel will focus on how one plan, CalOptima, and one provider, Community Health Works, are implementing ECM and Community Supports for Individuals and Families Experiencing Homelessness

**Becoming and
ECM and/or
Community
Supports Provider**

**Engaging
Individuals and
Families
Experiencing
Homelessness**

**Bringing ECM and
Community
Supports Together
for Members**

**Spreading the
Word and
Cultivating
Referral Partners**

Technical Assistance Available through CalAIM

If you are a provider or entity that supports individuals and families experiencing homelessness who qualify for ECM and Community Supports, please consider becoming involved by working with your local MCP.

Additional Technical Assistance Resources Prospective and Contracted ECM and Community Supports Providers:

- ☐ Investigate the [TA Marketplace](#) to help you get started
- ☐ Join your regional CalAIM [Collaborative Planning and Implementation groups](#)
- ☐ Outreach to your local MCP(s) to discuss contracting for ECM and Community Supports; for more on ECM, see the [ECM Provider Toolkit](#)



How to Ask a Question

What questions do you have for DHCS? For today's panelists?



Use the chat

- » Ask questions
- » Share your own experiences

If you logged on via phone-only

Press "*9" on your phone to "raise your hand"

Listen for your phone number to be called by moderator

If selected to share your comment, please ensure you are "unmuted" on your phone by pressing "*6"

Thank You



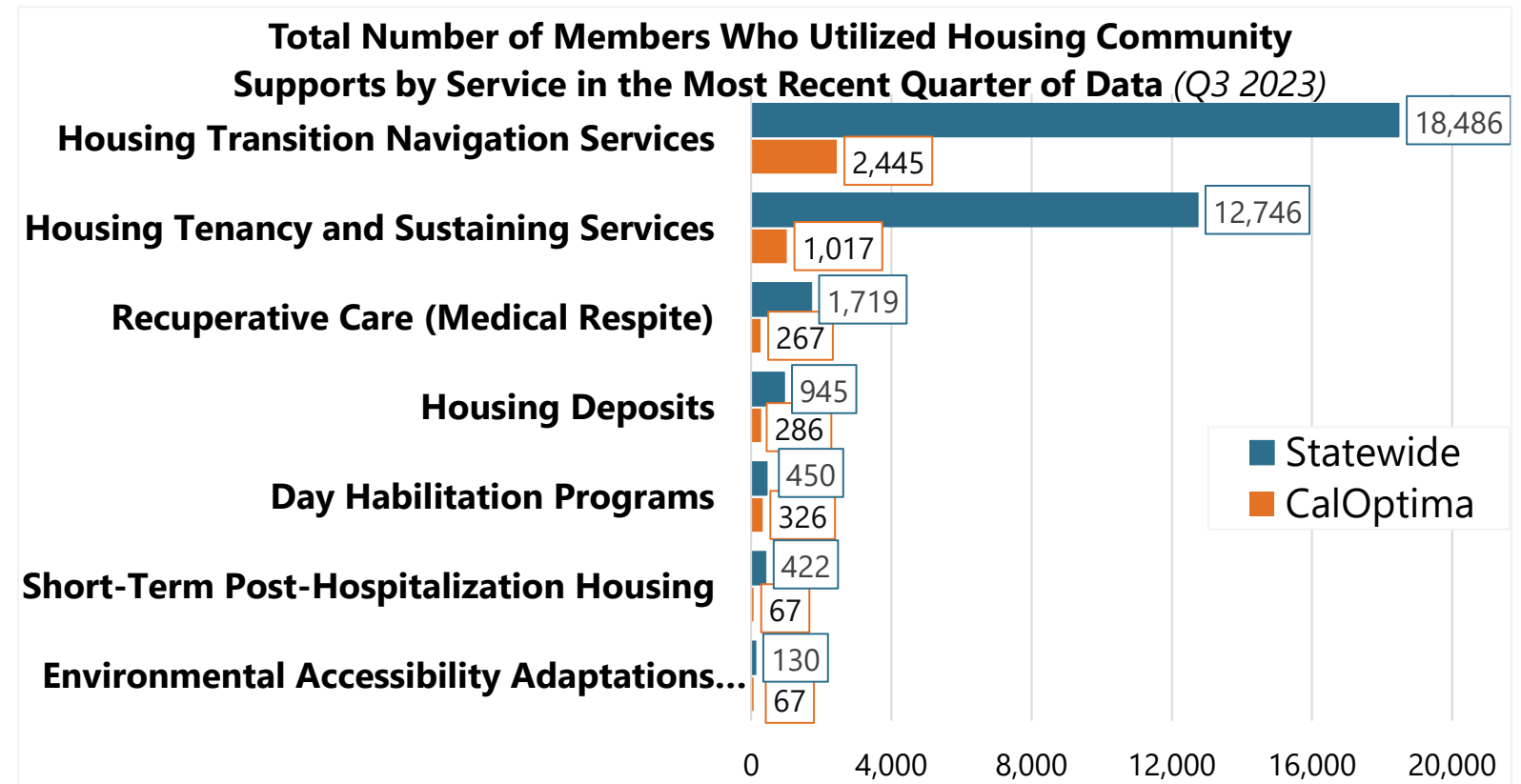
Please send any questions and comments about ECM, Community Supports or this event to CalAIMECMILOS@dhcs.ca.gov

Appendix



CalOptima Spotlight: Housing Community Supports Utilization

- » CalOptima offers all 14 Community Supports services to its members and reports the second-highest overall Community Supports utilization rate statewide
- » In the most recent quarter for which data is available (Q3 2023), CalOptima accounted for an outsized share of housing Community Supports service utilization



Source: [ECM and Community Supports Quarterly Implementation Report](#) (Q3 2023 Update)