



# **INVESTMENT PLAN**

## **HOUSING AND HOMELESSNESS INCENTIVE PROGRAM**

September 30, 2022

Butte County



## MCP INFORMATION

Provide the name and contact information for the MCP submitting this IP response.

<b>MCP Name</b>	California Health & Wellness
<b>Lead Contact Person Name and Title</b>	Deanna Eaves, Director, Compliance Sally Chow, Senior Manager, Compliance
<b>Contact Email Address</b>	deanna.l.eaves@cahealthwellness.com sally.c.chow@cahealthwellness.com
<b>Contact Phone</b>	Deanna Eaves: 916-935-1275 Sally Chow: 916-935-8157

## PART I: INVESTMENTS

To determine local HHIP investment opportunities, California Health & Wellness and our Plan Partner collaborated with the Butte County Continuum of Care, which serves Butte County. The costs listed below were determined based on conversations with the CoC and our Plan Partner and are apportioned to Butte County based on Medi-Cal membership in the county.

Investment Activity	Gap or Need Addressed	Description (2 – 3 sentences for each activity)	Dollar Amount or Range	Recipient(s) or Recipient Type(s)	Timeline	HHIP Measure(s) Impacted	Domain Targeted
1. Supporting CoC Infrastructure	<p>During an MCP and CA-519 Butte County CoC meeting on 9/7/22, the CoC identified infrastructure needs and additional support necessary to partner with MPCs on HHIP implementation.</p> <p>Butte CoC is in the process of enhancing HMIS systems, trainings, and policies.</p>	<p>Investments will support CoC staffing to engage with MCPs, data sharing capabilities, HMIS access/user fees, CES enhancements, HMIS training for CoC staff, and development and implementation of equity strategies.</p>	\$48,844	Butte County CoC/Butte County Department of Employment and Social Services	10/2022-10/2023	1.2, 1.4, 1.6, 2.2, 3.3, 3.4	Provider/ Partner Infrastructure

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2. Supporting the Point in Time (PIT) Count	During an MCP and CA-519 meeting on 9/7/22, the CoC identified the need for additional funds to support a strong 2023 PIT Count	Funds will support CoC staffing, volunteer recruitment, supplies, and incentives. Funds will also support “hub” locations in community.	\$26,050	Butte County CoC/Butte County Department of Employment and Social Services	1/2023 – 10/2023	1.1	Provider/ Partner Infrastructure
3. Supporting Street Outreach Services	During an MCP and CA-519 meeting on 9/7/22, the CoC identified a lack of street outreach services to engage those living unsheltered. Over half of people experiencing homelessness were unsheltered in 2022 PIT Count.	Funds will support increased street outreach operations. Street outreach services will also include strategies to connect eligible members with ECM and CS services and other street health services.	\$195,377	Street outreach services providers	10/2022 – 10/2023	1.2, 1.6, 3.1, 3.3, 3.4, 3.5	Provider/ Partner Infrastructure

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4. Supporting Flexible Financial Assistance for Housing Lease Up	<p>During an MCP and CA-519 meeting on 9/7/22 with community stakeholders, the CoC identified the need to have flexible funds available to support housing lease up activities.</p> <p>Currently there are programs that support these strategies, but funds are limited.</p>	Funds will support program operations for housing lease up activities – deposits, landlord incentives, furniture. This investment activity will be combined with CS Housing Deposits activities.	\$325,629	Butte County Department of Employment and Social Services and other homeless services providers	10/2022 - 10/2023	3.4, 3.5, 3.6	Direct Member Interventions
5. Supporting Housing Navigation/Case Management Capacity at Shelters	During an MCP and CA-519 meeting on 9/7/22 with community stakeholders, the CoC identified the need for additional housing navigation	Funds will support enhanced staffing at local shelter programs.	\$325,629	Homeless Services & Shelter Providers	10/2022 – 10/2023	1.2, 2.2, 3.3, 3.4, 3.5	Provider/ Partner Infrastructure

Investment Activity	Gap or Need Addressed	Description (2 – 3 sentences for each activity)	Dollar Amount or Range	Recipient(s) or Recipient Type(s)	Timeline	HHIP Measure(s) Impacted	Domain Targeted
	and case management staff at local shelters.						
6. Supporting Street Medicine Capacity Building	During an MCP and CA-519 meeting on 9/7/22, the CoC shared that the county has limited street medicine services, and that additional infrastructure (i.e., staffing, technology) support is needed to enhance unsheltered member connections.	Funds will support housing service providers with needed infrastructure support to expand street medicine service delivery within Butte County.	\$25,000	Street medicine providers	10/2022 – 12/2023	1.3, 1.6, 2.1, 3.1	Provider/ Partner Infrastructure
7. Developing a California Health & Wellness Social Determinants of Health (SDOH)	California Health & Wellness needs to enhance its existing technical capabilities and	California Health & Wellness is developing a Social Determinants of Health (SDoH) Platform to	\$96,867	California Health & Wellness	10/2022 – 12/2023	1.2, 2.2, 2.3, 3.1, 3.3, 3.4	MCP Infrastructure

Investment Activity	Gap or Need Addressed	Description (2 – 3 sentences for each activity)	Dollar Amount or Range	Recipient(s) or Recipient Type(s)	Timeline	HHIP Measure(s) Impacted	Domain Targeted
Platform	processes to more optimally handle SDoH/HMIS workflow to be able to match our member information with HMIS client information and to receive timely alerts from their local HMIS when our member experiences a change in housing status.	ensure there is a unified, holistic, and scalable technology approach for enabling race, ethnicity, and language (REL), sexual orientation and gender identity, (SOGI) and housing and other SDoH data exchange and integration with various 3rd party vendors and community provider systems. This platform will include data exchange through SFTP/FHIR API with HMIS systems.					

## PART II: RISK ANALYSIS

### Description of Anticipated Contingencies (500 - 1000 word limit)

#### **I. What factors the MCP anticipates may arise that would make it challenging for the MCP to achieve its goals and the HHIP program goals:**

Through the DHCS Housing and Homelessness Incentive Program (HHIP), California Health & Wellness is committed to collaborating with CA-519 and our Plan Partner in Butte County to make investments that enhance Medi-Cal Managed Care Plan (MCP) capacity and partnerships to connect members to needed housing services and ultimately reduce and prevent homelessness.

Factors that may arise that may impact California Health & Wellness' ability to achieve our goals and HHIP program goals include, but are not limited to, the following:

- The ability of California Health & Wellness, local providers, and community partners to quickly build and maintain the operational processes and data connections between MCPs and the homeless system to connect members to needed housing services and, ultimately, permanent housing. This will ultimately determine if MCPs can meet HHIP program measure requirements and thereby draw down HHIP funds to invest in the local communities we serve.
- The time needed to educate providers on HHIP. Throughout the development of the HHIP County Local Homelessness Plan that California Health & Wellness submitted to DHCS on June 30, 2022 and this HHIP Investment Plan deliverable, there has been a learning curve for all stakeholders to understand Medi-Cal managed care, the local housing system, and how the two will be connected through CalAIM and HHIP. We expect this collective learning and development to continue throughout the HHIP program period, which may impact the progress of HHIP strategies.
- Staffing capacity and infrastructure of our local level partners. The CoC and community partners have resource constraints that may impact their ability to engage with MCPs on HHIP. Staff turnover, competing priorities, budget limitations or freezes, and other operational changes (i.e., human resources, information technology, legal) that are experienced by our local level partners may impact the MCP's ability to demonstrate the required measure performance necessary within the measurement period to draw down the full HHIP allocation to be able to invest these funds in our local communities.

#### **II. Which aspects of the IP might be affected by those factors:**

California Health & Wellness is making investments to support our internal data systems and the local HMIS in achieving

bidirectional data connectivity; however, the success of these investments may depend on whether both MCP and CoC staff are able to upgrade both platforms to support HHIP program goals, as well as stand up processes between all entities that ensure data confidentiality and compliance with both Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH). This may impact all three steps related to the timely transit of information – 1) Securely move the data between entities, 2) validating data quality, and 3) developing the ability to bucket the data within the MCP – and may require the development of new risk mitigation strategies, and corresponding trainings, to ensure that all MCPs, providers, and partners input accurate local housing data and maintain a secure and effective data exchange.

Finally, our ability to ultimately house our members and meet HHIP Priority Area 3 measures through investments in case management and navigation services may be impacted by our ability to make the systemic changes necessary within the HHIP measurement period to unlock current housing units and/or expand housing supply. For example:

- The CoC and community partners have shared concerns about landlord hesitancy to open units to those most vulnerable. Shifting the perceptions that landlords have about the ability of our members experiencing homelessness to maintain stable housing will require significant relationship building and time between community housing providers (i.e., housing navigators), landlords, and the MCPs.
- As noted through the 2022 PIT Count and our ongoing conversations with the CoC, the County is experiencing a shortage in housing supply. There is a risk that newly available units through our HHIP investments may not be given to our members, but rather, to those on the By Name List who are determined to be more vulnerable through the prioritization criteria.

### **III. What steps the MCP would take to address these factors and avoid or mitigate impact to the IP.**

To address these potential risks and avoid or mitigate their impact on the Investment Plan, steps that California Health & Wellness will take include, but are not limited to, the following:

- Establish and maintain ongoing communication channels between our Plan Partner and the CoC to track the status on HHIP investments, identify operational risks, and troubleshoot problems that arise. As part of the County Local Homelessness Plan submitted on June 30, 2022, the MCPs and the CoC agreed to reoccurring meetings to discuss and assess HHIP implementation. HHIP investments will be discussed in these forums.
- Develop guardrails that promote accountability and minimize fraud, waste, and abuse, including ensuring that the financial agreements between California Health & Wellness and entities receiving HHIP disbursements include provisions with specific fund use cases and clear processes to ensure funds are used properly.
- Related to our internal technology investments, we will be intentional in applying focused resources and working in collaboration with our CoC partners to achieve results in a secure and timely matter. Additionally, California Health & Wellness will leverage the expertise of our parent company, Centene Corporation, to launch these capabilities.
- Continue to educate the CoC and community partners about CalAIM, its housing-related service offerings, and

associated funding opportunities to support infrastructure development and capacity-building. Our community partners are implementing a variety of local and innovative solutions to tackle the housing crisis and are still learning about CalAIM, Medi-Cal managed care, and the housing-related service offerings. To support CalAIM implementation and ensure non-duplication of funding, we are committed to educating stakeholders about the various funding opportunities offered through CalAIM (i.e., HHIP, CalAIM Incentive Payment Program, Providing Access and Transforming Health (PATH) Capacity and Infrastructure Transition, Expansion and Development (CITED) initiative, etc.)

- Finally, California Health & Wellness is committed to assessing the lessons learned from the development and implementation of the Investment Plan and we look forward to sharing these learnings as part of the Submission 1 and Submission 2 deliverables. Through continuous improvement and working closely with the CoC and community partners, we can ensure that investments address the HHIP program goals to build MCP capacity to connect members to services and ultimately reduce and prevent homelessness.

### **PART III: CoC LETTER OF SUPPORT**

Please find attached the Butte County CoC's Letter of Support in the Investment Plan Appendix.

### **PART IV: Attestation**

Please find attached California Health & Wellness' MCP Attestation in the Investment Plan Appendix.



## Butte Countywide Homeless Continuum of Care

September 19, 2022

To: California Department of Health Care Services

**RE:** Housing and Homelessness Incentive Program (HHIP) Investment Plan Letter of Support

The Butte County Continuum of Care (CoC) is supportive of the California Department of Health Care Services (DHCS) Housing and Homeless Incentive Program Investment Plan(s) (IP) being submitted by Anthem Blue Cross and California Health and Wellness. The CoC had the opportunity to engage and collaborate with the Managed Care Plans (MCP's), provide input on the IP, and were able to review the IP prior to the Medi-Cal managed care plan (MCP) submission. The Butte County CoC understands that the IP reflects a non-binding general direction for investments the MCPs are willing to initially make to meet DHCS' HHIP program metrics independent of how the MCPs plan to invest HHIP incentive funds once earned. The CoC also understands that the MCPs' HHIP investments are contingent on the MCPs meeting HHIP measures over the two-year HHIP program. To this end the CoC is committed to collaborating with the MCPs as they engage locally to meet HHIP program metrics.

If you have any questions, please feel free to reach out directly.

Sincerely,



Anastacia L. Snyder  
Executive Director for Catalyst Domestic Violence and  
Chair to the CA-519 Chico, Paradise/Butte County Continuum of Care

