



# **INVESTMENT PLAN**

## **HOUSING AND HOMELESSNESS INCENTIVE PROGRAM**

September 30, 2022

Nevada 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 Nevada County Continuum of Care, which serves Nevada County. The costs listed below were determined based on conversations with the CoC and our Plan Partner and are apportioned to Nevada 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	During an MCP and CA-531 Nevada County CoC meeting on 9/6/22, the CoC identified the need for additional support to partner with MCPs on HHIP implementation.	Funds will support the CoC capacity to engage with MCPs on data sharing, HMIS access/user fees, administration, and development and implementation of equity activities in alignment with HHIP goals.	\$71,933	Homeless Resource Council of the Sierras (a "collaborative applicant" and administrative entity for the CoC) and/or CoC's HMIS administrator	10/2022 – 10/2023	1.2, 1.6, 2.2	Provider/ Partner Infrastructure
2 Supporting the Point in Time (PIT) Count	During an MCP and CA-531 meeting on 9/6/22, the CoC identified the need for additional funds to support a strong 2023 PIT Count.	Funds will support engagement incentives for individuals to participate in 2023 PIT Count surveys, such as gift cards.	\$6,166	Homeless Resource Council of the Sierras and/or homeless-serving community partners	1/2023 – 6/2023	1.1	Provider/ Partner Infrastructure
3. Supporting Street Outreach, Case Management, and	During an MCP and CA-531 meeting on 9/6/22, the CoC identified the need to support additional outreach	Funds will support the implementation and operations of a central resource HUB where basic services are	\$82,209	Homeless Resource Council of the Sierras and homeless-serving	10/2022 – 10/2023	1.2, 1.3, 3.3, 3.4	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
Navigation Services	and engagement efforts to leverage county investments to implement a navigation/resource center.	delivered and where multiple service providers including outreach teams can meet and provide services in a coordinated way.		community partners			
4. Enhancing the local HMIS and Coordinated Entry System (CES) Infrastructure	During an MCP and CA-531 meeting on 9/6/22, the CoC identified inadequate HMIS/CES capacity and infrastructure to effectively disaggregate data for timely and accurate data analysis to support more strategic deployment of resources.	Funds will support the CoC with building the data analysis and technical capabilities to separate data in HMIS/CES. Funds will also support an HMIS platform infrastructure transition and updates to support MCP connectivity, CES “By Name List” data cleanup, and updates to CES assessments and enhanced referral and screening processes to identify health needs and other risk factors, particularly for transitional age youth.	\$34,939	Homeless Resource Council of the Sierras and/or CoC’s HMIS administrator	10/2022 – 10/2023	1.2, 2.2	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
5. Enhancing Collaborative Case Management	During an MCP and CA-531 meeting on 9/6/22, the CoC Board identified a need for stronger collaboration between homeless-serving community providers and health systems to improve health outcomes for individuals and enhanced collective tools and resources to enable this work.	Funds will support CoC efforts to streamline and bolster collaborative case management across CoC community partners and build a closed loop referral system within the Coordinated Entry System (CES).	\$30,828	Homeless Resource Council of the Sierras and homeless-serving community partners	10/2022 – 10/2023	1.2, 3.3, 3.4	Provider/ Partner Infrastructure
6. Supporting Prevention & Diversion Services and Flexible Financial Assistance for Housing Lease Up	During an MCP and CA-531 meeting on 9/6/22, the CoC Board identified the need for additional funds to support prevention/diversion services and flexible dollars to assist individuals in obtaining permanent housing.	Funds will support landlord engagement and advocacy activities, legal aid prevention and diversion services, and flexible financial assistance to get and keep individuals housed (i.e., deposits, landlord incentives, furniture, etc.).	\$133,589	Homeless Resource Council of the Sierras and homeless-serving community partners	10/2022 – 10/2023	3.4, 3.5, 3.6	Direct Member Interventions

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
7. Supporting Street Medicine Capacity Building	During a MCP and CA-531 meeting on 9/6/22, 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 outreach to unsheltered people in Nevada County.	\$25,000	Street medicine providers	10/2022 – 12/2023	1.3, 1.6, 2.1	Provider/ Partner Infrastructure
8. Developing a California Health & Wellness Social Determinants of Health (SDOH) Platform	California Health & Wellness needs to enhance its existing technical capabilities and 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.	California Health & Wellness is developing a Social Determinants of Health (SDoH) Platform to 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	\$19,901	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
		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-531 and our Plan Partner in Nevada 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 landlord engagement/advocacy 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 Nevada County CoC's Letter of Support in the Investment Plan Appendix.

### **PART IV: Attestation**

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



# HOMELESS RESOURCE COUNCIL OF THE SIERRAS

September 15, 2022

To: California Department of Health Care Services

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

The Nevada 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 in Nevada County. The CoC has had the opportunity to engage and collaborate with Managed Care Plans (MCP), provide input on the IP, and were able to review the IP prior to submission. The 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 to Samuel Holmes at [samuel@hrcscoc.org](mailto:samuel@hrcscoc.org).

Thank you,

Samuel Holmes, Executive Director, Homeless Resource Council of the Sierras

Jennifer Singer, Chairperson - Nevada County Continuum of Care CA-531



