



INVESTMENT PLAN

HOUSING AND HOMELESSNESS INCENTIVE PROGRAM

September 30, 2022

Sutter County



MCP INFORMATION

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

MCP Name	California Health & Wellness
Lead Contact Person Name and Title	Deanna Eaves, Director, Compliance Sally Chow, Senior Manager, Compliance
Contact Email Address	deanna.l.eaves@cahealthwellness.com sally.c.chow@cahealthwellness.com
Contact Phone	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 Sutter Yuba Homeless Consortium, the local Continuum of Care that serves Sutter and Yuba Counties. The costs listed below were determined based on conversations with the CoC and our Plan Partner and are apportioned to Sutter 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 & Building Capacity	During an MCP and CA-524 Sutter Yuba Homeless Consortium meeting on 8/31/22, the CoC identified the need for additional staffing capacity to work with MCPs on connecting homeless individuals on Medi-Cal with benefits and services under CalAIM.	Funds will support costs to engage with MCPs on data sharing, HMIS access/user fees for MCPs and community partners, 'By Name List' data clean-up, and technical upgrades to HMIS and CES. Additionally, funds will support the coordination of persons experiencing homelessness into CalAIM enhanced care management and (ECM) community support (CS) services.	\$20,224	Sutter Yuba Homeless Consortium and/or community partners addressing homelessness	10/2022 – 10/2023	1.2, 1.6, 2.2, 3.3, 3.4, 3.5, 3.6	Provider/ Partner Infrastructure
2. Supporting the Point-in-Time (PIT)	During an MCP and CA-524 meeting on 8/31/22, the	Funds will support staffing, software and hardware	\$14,069	Sutter Yuba Homeless Consortium and/or	1/2023 – 10/2023	1.1	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
Count	CoC identified the need for additional funds to complete the 2023 PIT Count.	upgrades, and data analysis to facilitate more streamlined data collection and provide enhanced insight into the deployment of resources to address homelessness in the county.		community partners addressing homelessness			
3. Enhancing HMIS and Coordinated Entry (CES)	<p>During an MCP and CA-524 meeting on 8/31/22, the CoC noted that the current HMIS system does not support the ability for MCPs to conduct member matching.</p> <p>There is a lack of capacity to conduct timely housing assessments and ensure that the data in the CES is up-to-date.</p>	<p>Funds will support IT costs for upgrades to HMIS and CES, as well as the inclusion of health and risk factors.</p> <p>Investments will also facilitate MCP connection to HMIS and CES and fund staffing support to ensure timely entry of assessments into CES.</p>	\$49,241	Sutter Yuba Homeless Consortium and/or community partners addressing homelessness	10/2022 – 10/2023	1.2, 2.2, 3.5	Provider/ Partner Infrastructure
4. Expanding Street Medicine &	During an MCP and CA-524 meeting on	Funds will support expansion of	\$35,172	Providers of street medicine	10/2022 – 10/2023	1.6, 2.1	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
Outreach Services	8/31/22, the CoC noted that Sutter County currently has limited street medicine service capacity to assist unsheltered individuals and requires additional staffing support, technical assistance, and other resources to grow capacity.	street medicine and street outreach services throughout the county and provide resources to update workflows and processes to connect patients with Medi-Cal benefits and track MCP enrollment information.		services in the county and/or other homeless-serving community partners			
5. 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	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	\$19,964	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
	experiences a change in housing status.	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-524 and our Plan Partner in Sutter 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 street outreach and case management 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 Sutter Yuba Homeless Consortium'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.



Sutter-Yuba Homeless Consortium
PO Box 3642
Yuba City, CA 95992

The mission of the Sutter Yuba Homeless Consortium is to coordinate the services of community based organizations, faith based organizations, and local governments to provide a continuum of services and maximize resources to better serve the homeless people of Sutter and Yuba Counties.

Board Members

*Chris Sachs, President
Marysville Police Department*

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Yuba County Health and Human Services*

*John Floe
Vice President Service Access
Sutter Yuba Behavioral Health*

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September 9, 2022

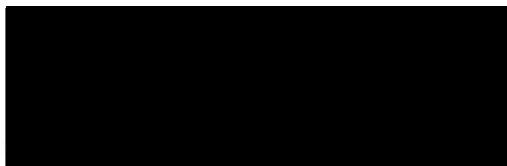
To: California Department of Health Care Services
Re: Housing and Homelessness Incentive Program (HHIP) Investment Plan Letter of Support

The Sutter Yuba Homeless Consortium, Continuum of Care CA-524, is supportive of the California Department of Health Care Services (DHCS) Housing and Homelessness Incentive Program Investment Plan(s) (IP) being submitted by Anthem Blue Cross and California Health and Wellness in Yuba and Sutter counties. 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.

Thank you,



Johnny Burke, Executive Director
Sutter Yuba Homeless Consortium, CA-524
director@syhomelessconsortium.org
(530)-632-5761

**Medi-Cal Managed Care
Housing and Homelessness Incentive Program (HHIP) Investment Plan (IP)
Certification (to be completed by Health Plan CEO/CFO/COO/Authorized Executive)**

Health Plan: California Health & Wellness

County: Sutter

I certify that, to the best of my knowledge, the IP provides a true representation of the MCP's expected investment plan and strategy for achieving program measures and targets.

As a CEO, CFO, COO, or Executive duly authorized to sign on behalf of the Health Plan listed above, I am authorized or designated to make this Certification, and declare that I understand that the making of false statements or the filing of a false or fraudulent claim is punishable under state and federal law.

By: Martha Santana-Chin
Print name

September 29, 2022
Date


Signature

Medi-Cal President
Title