HEALTH & HOME Community Stakeholder Listening Session

October 9, 2017



Welcome and Introductions





Agenda

- Pathways to Health + Home Mission & Vision
- Welcome & Mayor's Vision for Sacramento
- Whole Person Care Background Fed & State Perspective
- Health and Housing Service Approach
- Community Feedback Session
- Communication Pathways & Opportunities
- Next Steps





Mission & Vision

Mission: To improve the health, quality of life, and housing stability for Sacramento's most vulnerable individuals experiencing or at-risk of experiencing homelessness through an integrated system of care.

Vision: A city where all individuals have a home and access to adequate health care.





Partner Organizations



























































Mayor Darrell Steinberg





Whole Person Care Background – Federal & State Perspective





The Big Picture



- Four-year pilot program authorized by CMS and administered by DHCS for high-risk Medi-Cal beneficiaries who are frequent users of multiple care systems and have poor health outcomes
- Provides flexible federal funding to improve health and housing outcomes and more efficiently and effectively use health care resources
- Pilots identify target populations, assess health and housing needs, coordinate care in real-time, and evaluate outcomes
- Promotes deeper collaboration and coordination between service providers by requiring pilots to form partnerships and share data





Target Population & Eligibility Criteria

Medi-Cal enrolled or eligible individuals experiencing homelessness or at risk of homelessness who are:

- Individuals with complex health care needs
- Frequent users of emergency services and the crisis health system
- The most vulnerable and unsheltered
- High-risk individuals exiting institutions





Key objectives for Sacramento's program

Align	Align Whole Person Care with the City of Sacramento's commitment to moving 2,000 individuals experiencing homelessness from the streets to housing by 2020
Integrate	Integrate the systems of care serving high-risk, high-utilizing homeless populations through care coordination and data-sharing
Achieve	Achieve performance outcomes, including a reduction in unnecessary use of emergency rooms and avoidable hospital stays
Improve	Improve the health and quality of life for individuals experiencing homelessness





Health and Housing Service Approach







with a new approach to service delivery

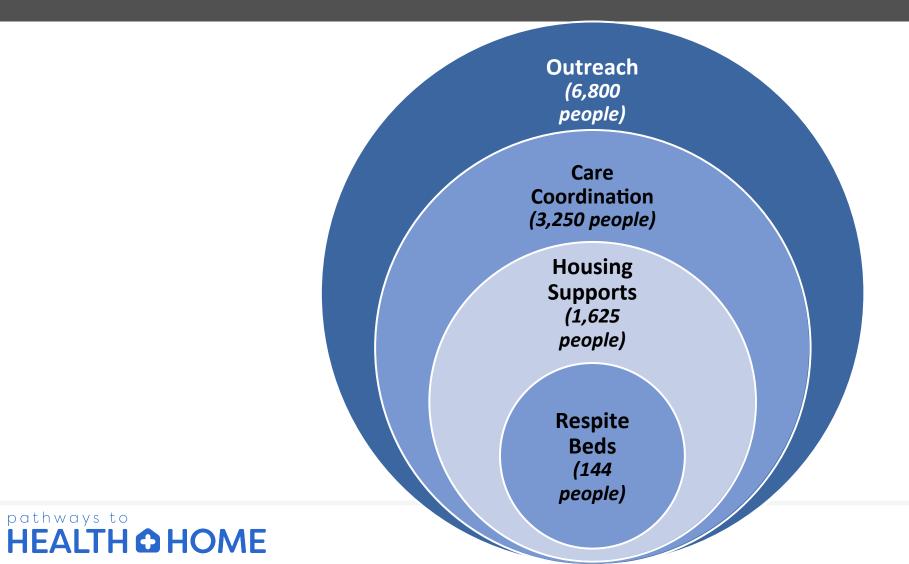
Approach to Health and Housing: Service delivery model - 5 Components

- 1. Referrals, Enrollment, and Eligibility
- 2. Field-Based Interdisciplinary Care Teams
- 3. Coordinated Access to Health Care, Social Services and Housing
- 4. Expansion of Sacramento's Continuum of Housing Options
- 5. Care Management Platform





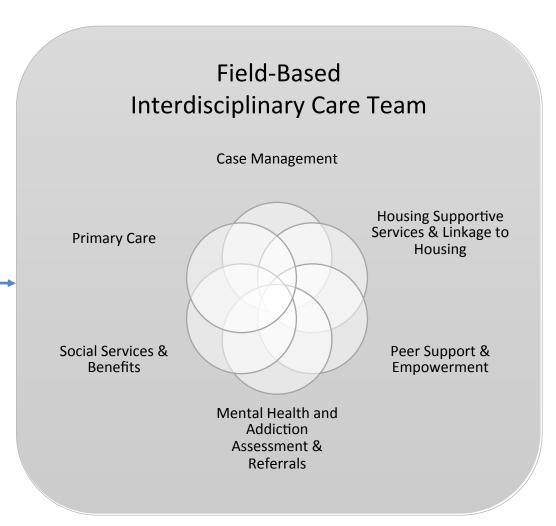
Service Delivery Goals





WPC Referrals ICP + Agencies Emergency Rooms Clinics PD Impact Eligibility & Enrollment Identify and enroll target population in Sacramento Medi-Cal and WPC Program Emergency Shelters CBOs Health Plans Homeless Services

Service Delivery Model



Principles and Expectations

- Coordinate and Align Cross-System Health, Behavioral Health, Housing, and Social Services for high risk, high utilizing homeless individuals
- Enhance cross-sector communication & data sharing
- Adopt a "No Wrong Door" approach to working with individuals
- Commitment to Learning & Quality Improvement (PDSA testing)
- Participation in learning community to share promising practices





Building on Community Assets

- Integrated Primary Care & BH/Housing/Social Services
- Impact Team
- Homeless Health and Housing
- Care management/navigation services
- City commitment





INPUTS

Related Initiatives

- 2K by 2020
- Hospital high utilizer navigator programs
- **Statutory & Regulatory Market Changes**
- **Community Assets**
 - Integrated Primary Care & BH / Housing/ **Social Services**
 - Impact Team
 - · Homeless Health and Housing
 - Care management / navigation services
 - City commitment

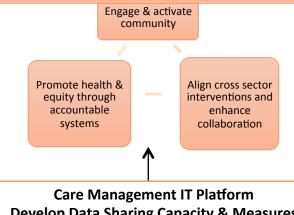
ACTIVITIES

Develop Governance Capacity

- Shared vision & understanding of the problem and opportunity
- Engaged health, behavioral health, housing, and social service partners
- Engaged community stakeholders

Coordinate and Align Cross-System Health, **Behavioral Health, Housing, and Social Services** for high risk, high utilizing homeless individuals

- "No Wrong Door" Assertive Outreach, **Engagement, Enrollment**
- Field-based Interdisciplinary Team
- **Expand continuum and coordination of** housing options



Develop Data Sharing Capacity & Measures

OUTCOMES

Short-Term (2017-2020)

Governance

- Responsive to community stakeholders
- Engaged, collaborative communication and problem solving among partners
- Accountability and trust among partners

Intervention

- Aligned & coordinated services across sector, and alignment with City's 2k by 2020 Initiative
- Achieve performance outcomes, including reductions in unnecessary ER use and hospitalizations
- Improved connections to the continuum of housing options

Data & Measures

- Developed shared measurement system
- Established data sharing among key partners
- Shared PDSA data used by partners for QI and decisionmaking
- Data reported to partners, community, and DHCS

Service Delivery Targets

- Outreach: 6,800 people
- Case management: 3,250 people
- Housing supports: 1,625 people
- Respite beds: 144 people
- House 2,000 homeless individuals by 2020

Longer-Term (2021+)

- **Enduring platform** for collaboration and coordinating health, BH, housing, and social services
- Improved health and quality of life for individuals experiencing homelessness

Pathways to Health + Housing Mission

To improve the health, quality of life, and housing stability for Sacramento's most vulnerable individuals experiencing or at-risk of experiencing homelessness through an integrated system of care.

Audience Feedback Session





Community Feedback

1. On Card # 1 (green card), please share any reactions to or feedback on the Pathways to Health + Home pilot.

2. On Card # 2 (pink card), please share successful examples of cross-sector health/housing partnerships in Sacramento. What's working well and why?





Communication Opportunities

- Newsletter
- Future community education sessions
- Email pathways@transformhc.com to provide feedback
- Website www.p2hh.com

