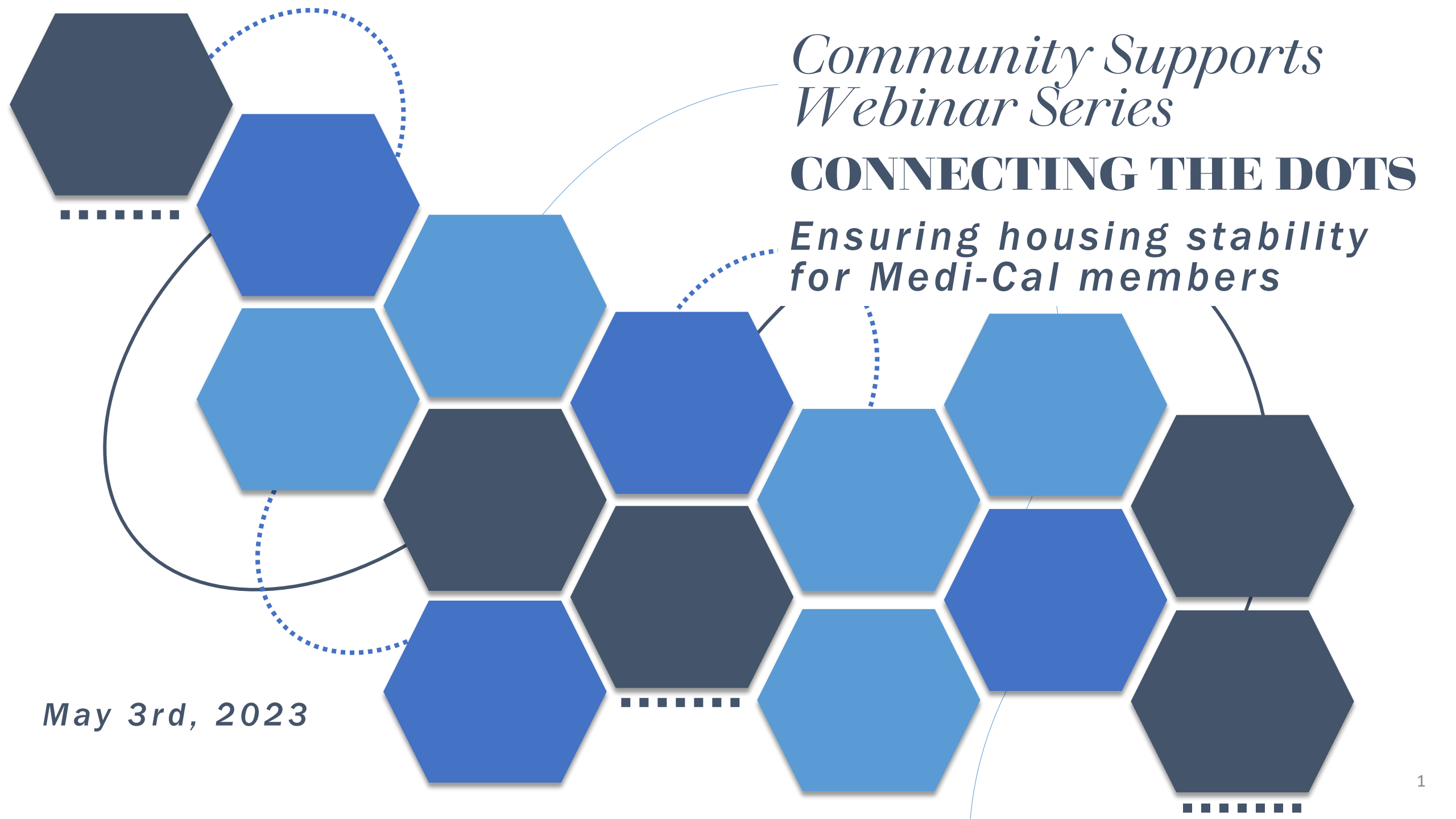


*Community Supports  
Webinar Series*

**CONNECTING THE DOTS**

*Ensuring housing stability  
for Medi-Cal members*

*May 3rd, 2023*



# *Agenda*

1. **Welcome and Introductions**
2. **Learning Objectives**
3. **Importance of Housing**
4. **Key Terms**
5. **Referral Pathways**
6. **HMIS**
7. **Housing Options**
8. **Housing Community Supports**
9. **Appendix**



# *Welcome and Housekeeping*



**This webinar is being recorded**



**Attendance will be tracked via log-in**



**Send a message to the host if you cannot hear or see the slides**



**After the webinar you will get a copy of the PowerPoint and recording link**



**Participants are automatically MUTED. Please communicate via the chat**



**If we are unable to address your questions in today's webinar, we will address your questions in an upcoming forum**

# *WELCOME AND INTRODUCTIONS*



**Nancy Wongvipat Kalev, MPH**  
*Senior Director  
Systems of Care*



**L.A. Care**  
HEALTH PLAN®

*For All of L.A.*

**Paola Valdivia**  
*Manager  
Community Health*

# *Today's Presenters*



**Rachel Johnson-Yates, MA, LMHC, LAC**  
**Health Management Associates**



**Flint Michels, RN, MBA, MHSA**  
**Health Management Associates**

# *Learning Objectives*

1. Describe housing-related Community Supports and how these services can support their clients
2. Explain Housing Transition/Navigation, Housing Deposits, Housing Tenancy and Sustaining Services Community Supports in greater detail
3. Describe various referral pathways to and from various Community Supports providers
4. Illustrate best practices in transitioning individuals from one location to another

**\*Note:** Housing Transition Navigation Services and Housing Tenancy and Sustaining Services are referred to as Homeless and Housing Support Services (HHSS) at L.A. Care



*Why do you think housing is important?*



# *Impact of Stable Housing*

- Reduces morbidity and mortality – both physical and mental health
- Reduces trauma
- Improves outcomes for both chronic and acute conditions, for both adults and children
- Reduces healthcare costs overall while increasing access to primary care





# *Potential Referral Pathways*

Hospital Discharge (DC) Planner



Housing Navigation Provider

Primary Care Provider (PCP)



Housing Navigation Provider

Enhanced Care Management (ECM) Provider



Housing Navigation Provider

Managed Care Plan (MCP)



Housing Navigation Provider

Any Community Supports Provider



Housing Navigation Provider

# *Sophie Struggles With Housing*

Consider the following:

1. Almost ready for discharge from hospital
2. Homeless
3. Recovering from knee surgery
4. Working with hospital discharge planner
5. Ready for referral for Housing Navigation Community Supports!



**POLL:** What do you think is best choice for Sophie's Housing on discharge?

Pending Clearance





# *Housing Services*

How does a housing navigator provider determine the “best housing option” for Sophie?

# *Let's talk about ambivalence*

- Feeling two ways about something normally precedes change.
- What happens if you confront someone who is feeling ambivalent?
  - We become committed to that which we voice
  - Confrontation elicits defensiveness which predicts lack of change



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# *People Need...*



## **Respect**

- It is essential to consistently offer respect
- Respect helps counter mistrust and calm trauma triggers
- People who have been marginalized may not be accustomed to being offered respect

## **Information**

- Providing information can help to reassure the person
- Information helps calm the nervous system

## **Safety**

- To begin to take charge of one's life, means relinquishing old patterns
- To do so, one must feel safe

# *People Need...*

## **Trust**

- **Trustworthiness is an essential antidote trauma recovery and helps with client retention**
- **Consistency and following through are key – honor your promises, return calls, be on time for appointments**

## **Choice**

- **In some circumstances we don't always have a choice, so how can we build choice in?**
- **Provide choices wherever possible to enhance autonomy**

## **Collaboration**

- **A collaborative approach helps to enhance autonomy and trust**

Over 450,000 in Print

THIRD EDITION

# MOTIVATIONAL INTERVIEWING

*Helping People Change*

William R. Miller and Stephen Rollnick

"Co-Active Coaching remains the bible of coaching guides."

-Stephen R. Covey, Author of *The 7 Habits of Highly Effective People*

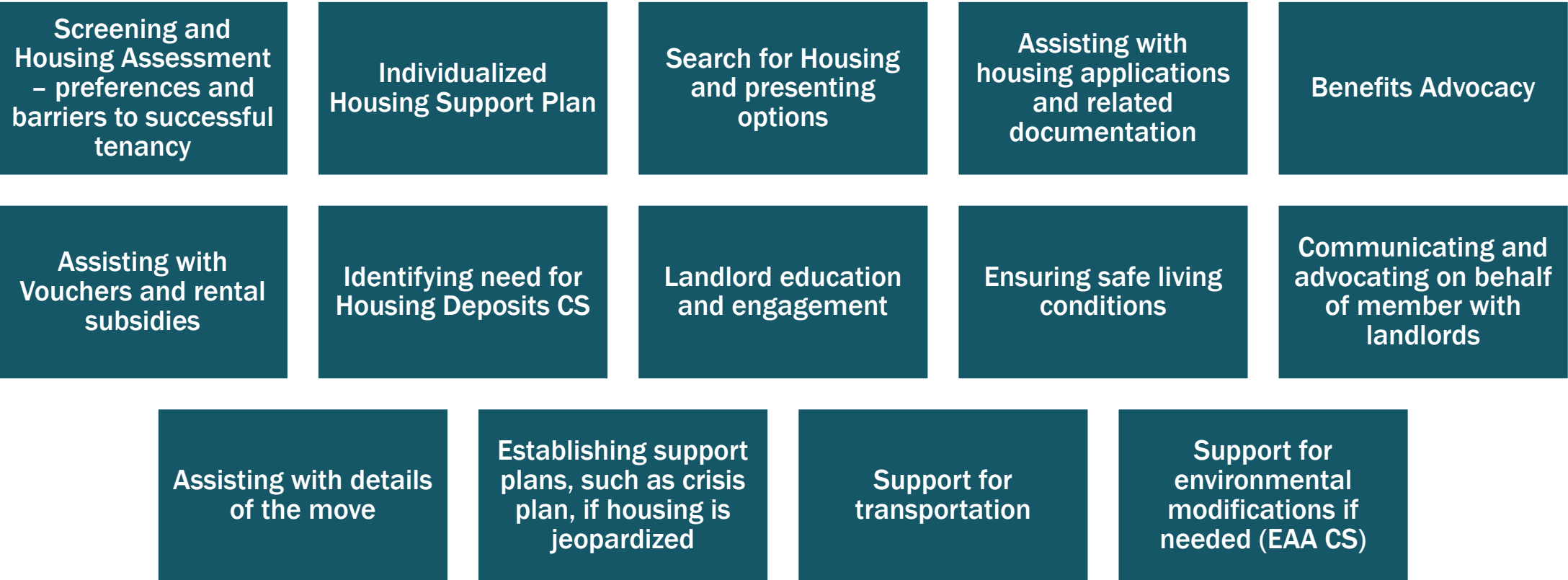


Fourth Edition

## Co-Active Coaching

Henry Kimsey-House, Karen Kimsey-House,  
Phillip Sandhal, Laura Whitworth

# Housing Transition Navigation Services: Help Homeless Find Housing



**NOTE:** this community support is NOT a guarantee of housing.

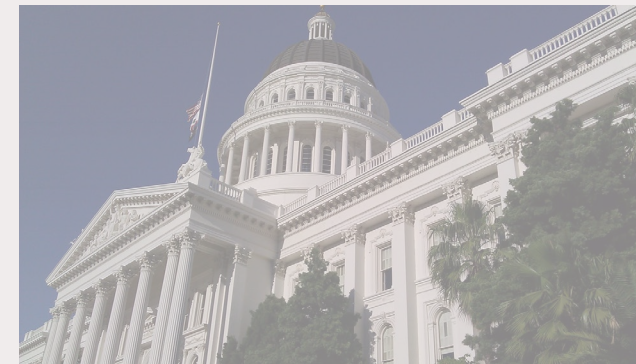


# *HMIS: Homeless Management Information System*

## *In Los Angeles County: LAHSA*

### What is HMIS/LAHSA?

- Software that helps collect, organize, and utilize private, sensitive, and confidential information of local homeless populations.
- Purpose is to facilitate collaboration between organizations and state and federal funding opportunities.
- Provides an accurate count of the homeless population and tracks the patterns of services used, as well as the locations of populations and services.
- Data is used to evaluate the effectiveness of services and to analyze where funding would be most appropriate.
- Useful for HUD's reporting to Congress.



# *Value of HMIS*

- **Who else the member is working with within the community**
- **What housing programs they may have participated in in the past**
- **What supporting documentation may already be saved in their file (income, identification, verification of homelessness).**

**All of this information help Housing Navigators with developing the member's individualized housing plan.**

# *When might a Community Supports referral be declined by the health plan?*

- 1. If an individual does not meet eligibility requirements**
- 2. If an individual is already working with a Community Supports provider for this same service**
  - Individuals can select a new Community Supports provider!
- 3. If you have access, check HMIS to verify if an individual is already working with a Community Supports provider**
  - Sometimes an individual may forget who they are working with
  - Plan of care should not be interrupted
- 4. Overlap of Supports can happen – For example: ECM and Housing Navigation**
  - Braided Funding Concept

# *Housing Deposits: Helping with Specific Move-in Needs*

Housing Deposits assist with **identifying, coordinating, securing, or funding** one-time services and modifications necessary to enable a person to establish a basic household that do not constitute room and board, such as:

- Security deposits required to obtain a lease on an apartment or home.
- Set-up fees/deposits for utilities or service access and utility arrearages.
- First month coverage of utilities, including but not limited to telephone, gas, electricity, heating, and water.
- First month's and last month's rent as required by landlord for occupancy.
- Services necessary for the individual's health and safety, such as pest eradication and one-time cleaning prior to occupancy.
- Goods such as an air conditioner or heater, and other medically-necessary adaptive aids and services, designed to preserve an individual's health and safety in the home such as hospital beds, Hoyer lifts, air filters, specialized cleaning or pest control supplies, etc., that are necessary to ensure access and safety for the individual upon move-in to the home.



Services provided should be based on individualized assessment of needs and documented in the individualized housing support plan; and:

1. Provided "Once in a Lifetime"
2. Each service has dollar max and in total max

**NOTE:** Please check eligibility before requesting services from a provider



## *Housing Tenancy and Sustaining Services: Coaching To Maintain Housing*

- **Providing early identification and intervention for behaviors that may jeopardize housing**, such as late rental payment, hoarding, substance use, and other lease violations.
- **Education and training** on the role, rights, and responsibilities of the tenant and landlord.
- **Coaching** on developing and maintaining key relationships with landlords/property managers with a goal of fostering successful tenancy.
- **Coordination** with the landlord and case management provider to address identified issues that could impact housing stability.
- **Assistance in resolving disputes** with landlords and/or neighbors to reduce risk of eviction or other adverse action including developing a repayment plan or identifying funding in situations in which the Member owes back rent or payment for damage to the unit.
- **Advocacy and linkage** with community resources to prevent eviction when housing is or may potentially become jeopardized.
- **Assisting with benefits advocacy**, including assistance with obtaining identification and documentation for SSI eligibility and supporting the SSI application process. Such service can be subcontracted out to retain needed specialized skillset.

(continued on next slide)

A photograph of a woman with dark hair pulled back, wearing glasses and a light blue t-shirt, sitting in a wheelchair. She is smiling and looking towards the right side of the frame. The background is a blurred indoor setting.

## *Housing Tenancy and Sustaining Services: Coaching To Maintain Housing*

- Assistance with the annual housing recertification process.
  - Coordinating with the tenant to review, **update and modify their housing support and crisis plan** on a regular basis to reflect current needs and address existing or recurring housing retention barriers.
  - Continuing assistance with lease compliance, including ongoing support with activities related to household management.
  - Health and safety visits, including unit habitability inspections.
  - Other prevention and early intervention services identified in the crisis plan that are activated when housing is jeopardized (e.g., assisting with reasonable accommodation requests that were not initially required upon move-in).
  - Providing independent living and life skills including assistance with and training on **budgeting, including financial literacy** and connection to community resources.
- 
- **NOTE:** The services provided should be based on individualized assessment of needs and documented in the individualized housing support plan.
  - **NOTE:** This Community Support may have specific time limits and eligibility requirements.

# *THANK YOU!!!! Before You Go...*

Please Complete the Evaluation of Today's Session

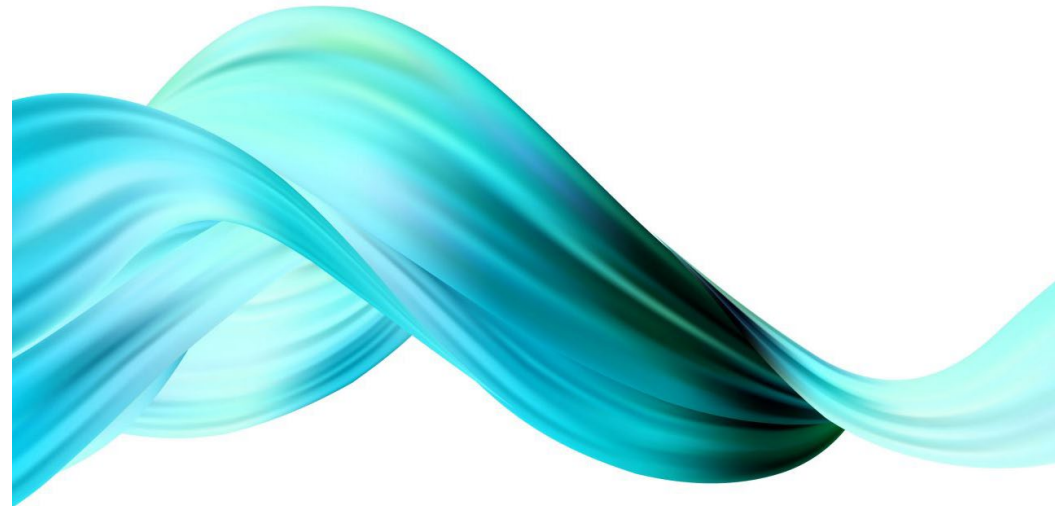
**Complete the pop-up questions on  
your screen!**

Save the Date!!!! June 7th, 10 am

The next Webinar will be on “Best Practices for Working with Complex Clients.”

# *GLOSSARY OF TERMS*

- CS – Community Supports
- DC - Discharge
- EAA – Environmental Accessibility Adaptions
- ECM – Enhanced Care Management
- HHSS – Housing Support Services
- HMIS – Homeless Management Information System
- HUD – Housing and Urban Development
- LAHSA – Los Angeles Homeless Services Authority
- MCP – Managed Care Plan
- PCP – Primary Care Provider





## *RESOURCES/LINKS*

- CS Policy Guide: <https://www.dhcs.ca.gov/Documents/MCQMD/DHCS-Community-Supports-Policy-Guide.pdf>
- CalAIM for Providers:  
[https://www.healthnet.com/content/healthnet/en\\_us/providers/support/calaim-resources.html](https://www.healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html)
- CalAIM for Members:  
[https://www.healthnet.com/content/healthnet/en\\_us/members/medi-cal/calaim-resources.html](https://www.healthnet.com/content/healthnet/en_us/members/medi-cal/calaim-resources.html)

# Community Supports available in L.A. by Health Plan

Community Support Service	L.A. Care	HealthNet
Housing Transition/Navigation*	✓	✓
Housing Deposits	✓	✓
Housing Tenancy & Sustaining Services*	✓	✓
Short-Term Post-Hospitalization Housing	Launch TBD	✓
Recuperative Care (Medical Respite)	✓	✓
Day Habilitation Programs	N/A	✓
Nursing Facility Transition/ Diversion	<i>Available in 2024</i>	✓
Community Transition Services/Nursing Facility Transition to a Home	<i>Available in 2024</i>	✓
Personal Care and Homemaker Services	✓	✓
Respite Services for Caregivers	✓	✓
Environmental Accessibility Adaptations	✓	✓
Medically Supportive Food/ Meals/ Medically Tailored Meals	✓	✓
Sobering Centers	✓	✓
Asthma Remediation	<i>Available in 2024</i>	✓

\*Note: Housing Transition Navigation Services and Housing Tenancy and Sustaining Services are referred to as Homeless and Housing Support Services (HHSS) at L.A. Care