

Housing with Services: Project Update

March, 2015

- **Health Navigation:** As of March 30, 2015, the Housing with Services Navigators have engaged in care coordination for over **355 residents**, about half of whom are CareOregon enrolled. The main services they are providing are health education, new diagnosis consultation, connecting residents to PCPs and mental health providers, getting durable medical equipment, connecting to social services, and transferring the highest needs people to the Health Resiliency Specialist team and HUB project. The Health Navigators (1.5FTE), originally deployed to HWS as temporary assigned staff have been permanently assigned. Assessment of project capacity needs will be ongoing as enrollment continues to increase.
- **Community Services Participation:** Project participants continue to include all of the LLC partners in addition to Multnomah County Aging and Disability Services, APS HealthCare, Harsch Property Management, Neighborhood House, Clay Street Table, Hollywood Senior Center, and Metropolitan Family Services. Primary and secondary contacts have been identified for each agency. An additional connection made during the month of March has been Adult Protective Services which has provided staff phone numbers and is now actively working with the Health Navigators and mental health staff on the ground. An Intergovernmental Agreement (IAA) has been signed by all parties and was fully executed in February.
- **Mental Health Services:** An agreement is in place involving Cascadia Behavioral Healthcare (CBH) and LifeWorks NW (LWNW) to provide on-site services and expand caseload capacity at HWS project buildings. Cascadia is primarily serving the Home Forward buildings and LifeWorks NW is serving the Cedar Sinai Park buildings and REACH buildings. Residents may choose any service provider and previously established provider relationships will not be disrupted. Asian Health and Service Center (AHSC) will continue providing culturally specific services to all HWS building locations. Health Navigators are referring based on this agreement and report that it is working well.

Encounter data indicates that approximately 40% of the enrolled residents are presenting with mental health needs. Early Health Share data indicated that 33% of their enrollees in the 11 HWS project buildings are diagnosed with serious and persistent mental illness. CBH and LWNW have hired staff who will provide services in the 1200 Building Clinic, in their own office locations and on-site at HWS building locations. LWNW began providing services in January and CBH and AHSC initiated services in February. Lease agreements have been executed with AHSC and LWNW and their staff are using office, clinical and activities space in the Clinic.

Mental Health Services Funding: A meeting was held with David Hidalgo, Multnomah County Director of Mental Health and Addiction Services (MHASD) on February 12th. HWS staff, Cascadia Behavioral Health, LWNW and AHSC participated. The focus of the meeting was expansion of mental health services for HWS building services through an enhanced case rate and alternative payment methods. A HWS proposal was positively received by the County and will be further refined with the involvement of County staff. The HWS Mental Health Work Group and county staff convened in March and is finalizing a proposal to expand Medicaid billing and increase outreach capacity that will be submitted in April. Submission of a request for county funding to support HWS was discussed and David Hidalgo also agreed to explore the possibility with Joanne Fuller, Director of the County Health Department.

- **Culturally Specific Navigation Services:** Contracts are in place with Islamic Social Services, Jewish Family and Child Service, Catholic Charities, and the Asian Health and Service Center to provide health navigation services to Spanish, Farsi, Chinese, Vietnamese, Korean and Russian speaking residents. Services began in December. Approximately 30 individuals have been served through these contracts.
- **Give2Get:** Give2Get is a program developed by CareOregon designed to support community inclusion, service and skill exchange among building residents. Services and skills exchanged may include assistance with tax preparation, resume writing, neighbor check-in, food preparation, pet-sitting, and housekeeping. CareOregon launched Give2Get program at 12th Ave Terrace in January and has since expanded to all HWS buildings. CareOregon staff and Social Work Interns have been assigned to support this effort. A resident led project at Hollywood East, Lean on Me, inspired the Resident Advisory Council to pursue expansion of this program at other building sites. Give2Get has started a Social Hour on Mondays and Fridays at the Weinberg Clinic which is open to all HWS building residents to meet and plan the program. Give2Get has also partnered with Give2Get to develop the volunteer infrastructure to deliver ongoing fresh produce and baked goods to HWS project buildings.
- **Food Pantry Development:** Through a partnership with CareOregon's Food Rx and Give2Get programs, Housing with Services is working with the Resident Advisory Council to determine each building's food access issues and developing a plan for each building. The main focus points have been community gardens, building specific emergency food pantries and partnership with local food pantries.

On March 25th and 27th, Food Rx in partnership with Give2Get and HWS organized a food distribution event at the 1200 Building Clinic and with the help

of Resident Advisory Council members and volunteers distributed over 500 lbs. of food to HWS building residents.

- **The Program to Encourage Active Rewarding Lives (PEARLS):** Asian Health and Service Center and Jewish Family and Child Services continue to provide no cost mental health services to persons with disabilities or people 60 years or older who are experiencing symptoms of depression and interested in receiving home-based services. PEARLS provides eight, 50-minute sessions with a trained social service worker in the resident's home over 19 weeks. Referrals are being made but only about 4 individuals have been served by this program.
- **Resident Advisory Council:** The HWS RAC met in March to further discuss implementation of Give2Get and provide general HWS Project feedback. A subcommittee of the RAC has formed as a resident planning group for the Give2Get program to recruit volunteers and support program implementation.
- **FamilyMetrics Software Application Launch:** FamilyMetrics is the software purchased by HWS to be used by participating agencies for care coordination, communication, data collection and reporting. Following extensive review, input and customization by HWS partners, the software is now on-line and in use. Ongoing trainings are planned for software users to ensure consistency in data collection and understanding of the full capacity of the application.
- **1200 Building Clinic Occupancy and Activity Update:** Providence ElderPlace staff are working in the Clinic, and have enrolled 10 clients as of April 1st. Dr. Kirsten Carr, a PCP who contracts with both Health Share Medicaid plans and FamilyCare provided services in the Clinic in February and continues to expand her patient base. Asian Health and Service Center has assigned 2 staff to the Clinic and are conducting Diabetes Prevention and Management classes (presented in Mandarin) in the Clinic activities room on Fridays and a community arts and crafts group on Wednesdays. LWNW has assigned an LCSW to the Clinic and she is actively engaged in outreach and services delivery. Give2Get has Social Hours with coffee and snacks twice a week at the clinic along with one resident planning group each week.
- **PSU Evaluation:** PSU has completed the initial resident needs assessment and project development process evaluation. The evaluation is being circulated and stakeholder presentations are planned.
- **HIPAA Compliance and Resident Privacy:** HWS has retained Davis Wright Tremaine, who are specialists in HIPAA compliance, as legal counsel. DWT is also legal counsel for HealthShare and Legacy. Release of Information, HWS Consent to Participate and Notice of Privacy Practices forms were finalized in December and are now in use.

- **Publications:** Enterprise Community Partners has produced a program brief describing HWS that has been distributed locally and nationally. LeadingAge Oregon has produced a HWS project summary that is being distributed to Oregon legislators.
- **Presentations:** Howard Klink presented at a LeadingAge National Health and Housing Symposium in Washington D.C. on March 15th.
- **Health Care System Engagement:**
 - ✓ **Legacy:** CareOregon has provided data that represents HWS resident's use of Legacy primary care, emergency room and inpatient resources. Legacy has assigned staff to coordinate primary care access and services delivery with HWS. Health Share has provided additional data that provides more detailed and comparative enrollment information. This data will be used as the basis for future funding discussions
 - ✓ **Providence:** Initial discussions with Providence that included CareOregon looked promising but have bogged down. Follow-up contact has been made with Community Benefits staff and a follow-up meeting has been scheduled.
 - ✓ **Health Share:** Health Share has added a significant number of fields to their member dashboard and now has the capacity to report detailed enrollment, demographic and service utilization data for HWS residents. HSO has agreed to generate reports for the HWS LLC that will provide site-specific aggregate data for all 11 buildings. The reporting format is being finalized and the reports will be available in April.
 - ✓ **FamilyCare:** FamilyCare has requested a meeting with HWS to move forward with the discussion of their participation in the project. This meeting has been scheduled for May 5th.
- **Resource Development Activities:**
 - ✓ Discussions are underway with healthcare systems stakeholders.
 - ✓ Meyer Memorial Trust has invited HWS to submit a capacity development proposal. REACH Community Partners has agreed to partner with HWS on submission of this grant and will take on the role of Fiscal Agent. The Letter of Intent was submitted in March. It is expected that REACH/HWS will be invited to submit a full proposal.

- ✓ Enterprise Community Partners has invited HWS to submit a capacity development proposal for their next grant cycle. An LOI will be submitted in April.
- ✓ Other grant application and partnership opportunities are being identified and will be pursued as appropriate.
- ✓ Upon state approval of the Year 2 budget and pending carryover requests, a discussion of additional funding in Year 3 will be initiated.