

Housing with Services LLC June, 2015 Project Update

Work plan priorities for this billing period are highlighted as follows:

- **Health Navigation:** As of June 30th, the Housing with Services Navigators have engaged in care coordination with approximately **436 residents**, around half of which are CareOregon enrolled. The main services they are providing are reassignment of PCPs, 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. The Health Navigators (1.5FTE), originally deployed to HWS as a temporary assignment have been permanently assigned and increased to 2.0FTE. In April, CareOregon hired a 1.0FTE Transition Nurse to do in-home hospital discharge follow up for their members in the HWS buildings. According to CareOregon they're seeing about 8-12 of their HWS building members being hospitalized every week.

Navigators are beginning to use medical benefit exception forms to help residents acquire needed medications when they are unable to afford their prescriptions because of co-pays. There is also targeted outreach to use Medicaid Flexible Funds to get air conditioners to Medicaid enrolled residents who have a diagnosis of congestive heart failure and/or COPD with Asthma. The flexible funding forms are going through Health Share and has been a slow process for eligible residents. Health Navigators continue to find new eligible residents.

- **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 LWNW 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. 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.

As of June 30th 2016 LWNW and CBH staff have engaged with over 70 residents. Below is an overview of presenting mental health issues the providers have been noting in FamilyMetrics before they conduct a formal assessment with a resident. The **Resident Count** is the number of people who have presented

with a particular mental health issue. Some residents appear in more than one list. For example, one resident may show up once in the anxiety resident row, and the depression row. The **Referral Count** is the number of encounters that the mental health provider documented with that resident that led to a formal referral. The referrals range from encouraging a resident to attend a Give2Get coffee hour to having the resident sign a release so the staff can obtain records from a past provider.

Service Type	Resident Count	Service Log Count	Referral Count
Mental Health Services			
Addiction-Gambling	1	1	1
Addiction-Substance Abuse	15	28	2
Aging Issues	23	33	1
Anxiety	35	70	1
Attention Problems	15	27	1
Caregiver Issues/Stress	7	9	1
Chronic Illness/Disability	23	32	1
Chronic Pain	17	27	1
Communication Skills	21	31	2
Delusions	10	21	1
Depression	30	50	1
Discrimination	1	5	1
Eating Disorders	2	3	1
Financial Issues	9	12	2
Grief & Loss	5	7	1
Hallucinations	1	3	1
Hoarding	1	2	1
Impulse Control Problems	18	32	1
Isolation (Social Isolation)	15	20	1
Life Transitions	10	12	1
Mania/Hypo-mania	7	12	1
Memory Issues	14	27	2
Mood Swings (Managing Emotions)	24	41	1
Motivation	17	28	1
Multicultural Concerns	1	1	1
Paranoia	9	23	1
Psychosis	1	1	1
Relationship Issues	12	16	2
Sleep Disorders	1	1	1
Trauma/Abuse	5	5	1
Traumatic Brain Injury	1	1	1

- **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 for Asian, Russian and Persian residents are being provided.
- **Food Pantry Development:** This May Food Rx, a CareOregon program, partnered with Urban Gleaners and began distributing fresh and prepared food weekly to Housing with Services residents. Activities are described as follows:
 1. Food Rx accepts a drop off every Tuesday at the 1200 building at 2:30pm. A group of volunteer residents from the HWS buildings, organized by Give2Get, helps sort and package the food.
 2. Several HWS resident volunteers have completed the Multnomah County Health Department's Food Handler training, which was provided on-site at the 1200 Building Clinic.
 3. With the assistance of the volunteers, there is a delivery to 5 buildings each week (rotating schedule). Each HWS building can expect a delivery every other week. Food Rx and the volunteers from Give2Get will help distribute food to the residents and/or pantry in the community room of the buildings.
- **Give2Get:** Give2Get is a program developed by CareOregon designed to support community inclusion, service and skill exchange among building residents and currently has **76** active participants. 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.
- **The Program to Encourage Active Rewarding Lives (PEARLS):** Asian Health and Service Center and Jewish Family and Child Services continues to work together to provide no cost mental health services to persons with disabilities or people 60 years or older who experience symptoms of depression and are 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.

- **Resident Advisory Council:** The RAC met on July 3rd. The meeting's agenda will focus on creating a health navigation training so that neighbors can help neighbors direct each other towards resources like Aging and Disability Services and the Aging and Disability Resource Connection.

- **1200 Building Clinic Occupancy and Activity Update:**
 - ✓ Providence ElderPlace staff are working in the Clinic, and have enrolled 5 clients as of June 30th. This reduction from previous reports is due to residents moving to a higher level of care and one resident passing away at home. HWS staff met with Providence this month and confirmed their commitment to continuing the lease through next year.
 - ✓ Multnomah Family Care Center, which includes PCPs who contract with Medicare, and most Medicaid plans provided services in the Clinic in June. Challenges with appointments and scheduling may result in a reduction in clinic utilization.
 - ✓ Asian Health and Service Center has assigned 2 staff to the Clinic and are conducting Caregiver classes on Mondays, Diabetes Prevention and Management classes (presented in Mandarin) in the Clinic activities room on Fridays and a mental health group centered around arts and crafts group on Wednesdays.
 - ✓ LWNW has assigned an LCSW to the Clinic and she is actively engaged in outreach and services delivery. The clinic is also now headquarters for Give2Get and Food Rx activities.

- **PSU Evaluation:** Ongoing data analysis based on Year 1 tenant survey, administrative data, and interviews with stakeholders and LLC members (implementation evaluation). Prepare 1-page snapshots of individual buildings.

- **HIPAA Compliance and Resident Privacy:** HWS continues to provide privacy, security and resident rights documents to all residents, regardless of resident formal enrollment status.

- **Mental Health Services Funding:** A meeting was held with mental health providers and a representative from Multnomah County Mental Health and Addiction Services (MHASD) on May 21st. The focus of the meeting was expansion of mental health services for HWS building services through an increased capacity payment to mental health providers. The goal of the increased capacity payment would be to increase enrollment and funding for outreach for a targeted number of residents in the next 18 months. The proposal is being finalized and will be submitted to Multnomah County in July.

➤ **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:** Providence's hospital and health plan managers will be taking a tour of the Weinberg Clinic to learn more about Housing with Services on July 9th. **Providence Community Benefits has granted Housing with Services \$75,000 to support operations and culturally specific health navigation.**
- ✓ **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.
- ✓ **FamilyCare:** In a meeting held on May 14th, FamilyCare requested HWS submit a proposal to support HWS administration in Year 3 and fund a MSW to provide care coordination support to the HWS team. **FamilyCare notified HWS that a \$124,000 grant will be made available to support program administration in Year 3 and add a medical social worker to the care coordination team. AHSC will be the fiscal agent for this grant.**
- ✓ **Kaiser Permanente NW:** A meeting to discuss Kaiser's support of HWS is in the process of being scheduled. Community Benefits staff have requested permission to distribute HWS program materials to national staff in Oakland.

➤ **Resource Development Activities:**

- ✓ Discussions are underway with healthcare systems stakeholders as described above.
- ✓ Meyer Memorial Trust has invited HWS to submit a Housing Initiative 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. The LOI was approved and a full proposal will be submitted in August.
- ✓ Enterprise Community Partners has invited HWS to submit a capacity development proposal for their next grant cycle. An LOI was submitted in April and CSP was identified as the lead applicant and fiscal agent. The

LOI was approved and a full application was submitted in June. Notification is expected by August 1st.

- ✓ Providence Community Benefits has approved a \$75,000 grant proposal for Housing with Services.
- ✓ Other grant application and partnership opportunities are being identified and will be pursued as appropriate.