Community Care Hub
National Learning Community

Network Expansion Track Meeting

February 9, 2023

Introductions

- Please let us know who is here by sharing via chat:
  - Your name
  - Organization

- It's also helpful to update your name in Zoom to include your name, organization, and state
  - To change how your name appears in Zoom:
    - Go to "Participants" list and select the icon with 3 dots to the right of your name
    - Select "Rename"
    - Enter your name and organization and select "Change"

Agenda

- Welcome

- ACL Updates

- Building Partnerships with Homeless & Housing Systems for CCHs

- Open Discussion

- Preview – Billing, coding, and payment NLC curriculum

- Closing

Logistics

- Recordings and meeting material
  - NLC meetings will be recorded and shared with NLC participants via email
  - Meeting material will be posted to the NLC technical assistance page
- Sound
  - Please keep yourself on mute unless speaking
- Use the Raise Hand function to engage
  - To raise your hand, click on the "Reactions" box and then click "Raise Hand." You can also lower your hand by following the same process.
  - Please provide your name and organization when speaking
- Closed captioning
  - A live transcript of the meeting is available. To turn on closed captioning click on the upward arrow next to Live Transcript and select "Captions." The captions option may also be available under the icon labeled "More."

ACL Updates

- Technical assistance support

  - Access to individualized TA support from subject matter experts

  - TA requests will be fielded through a TA request form

- Updated meeting times

  - Starting on March 9th, the Network Expansion track meetings will be shifted from 1 hour to 90 minutes (meeting time 2-3:30pm ET)

  - This will accommodate a new format which will leverage the ECHO model

Marcella Maguire, Ph.D.

Director of Health Systems Integration, The Corporation for Supportive Housing

Building Partnerships with Homeless & Housing Systems for
Community Care Hubs

About CSH

CSH collaborates to advance solutions that use housing as a platform for services to improve the lives of the most vulnerable people, maximize public resources and build healthy communities.
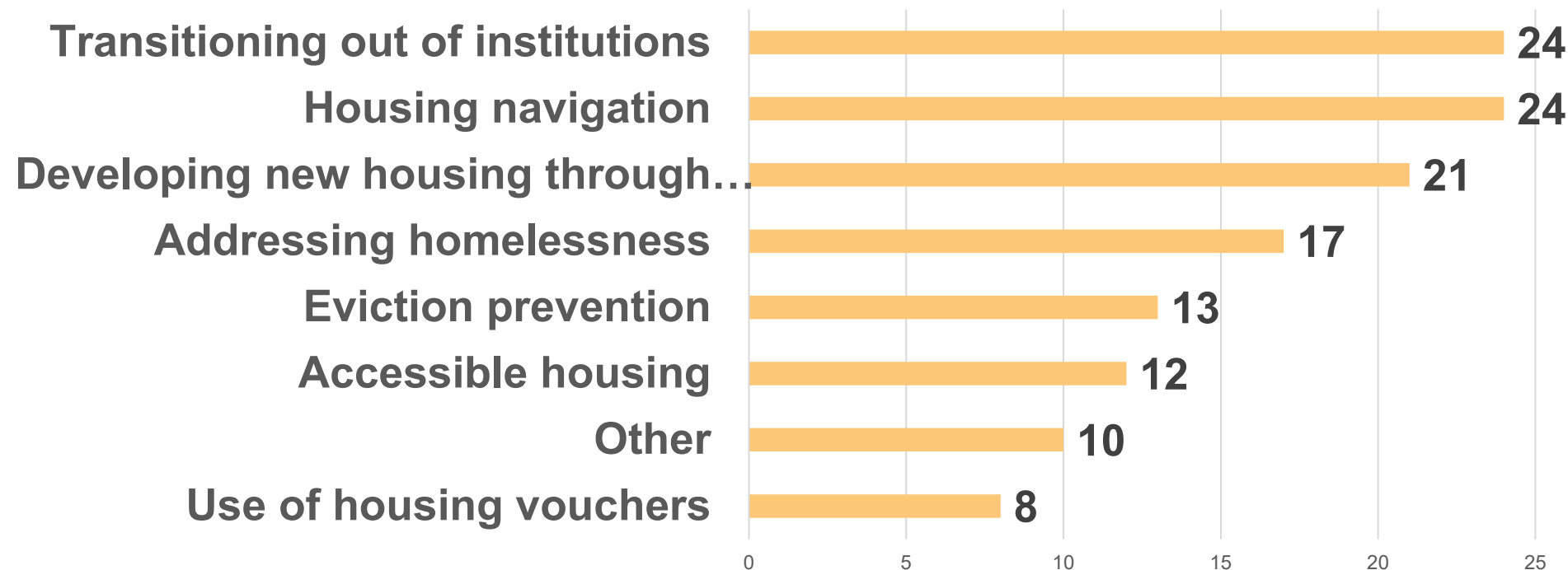
What You Will Learn

The roles of various homeless and housing system partners

Best practices in partnerships

What next steps might your CCH take to develop this partnership in your geography

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Priority Focus Areas

What are the top 3 areas you would like to focus on over the next 12 months?

Focus Area	Value
Transitioning out of institutions	24
Housing navigation	24
Developing new housing through…	21
Addressing homelessness	17
Eviction prevention	13
Accessible housing	12
Other	10
Use of housing vouchers	8

Other:
- Contracting opportunities to address housing
- Use of ARPA to address housing
- How to access funding streams for housing
- A deeper understanding of financing
- Funding sources for housing unstable
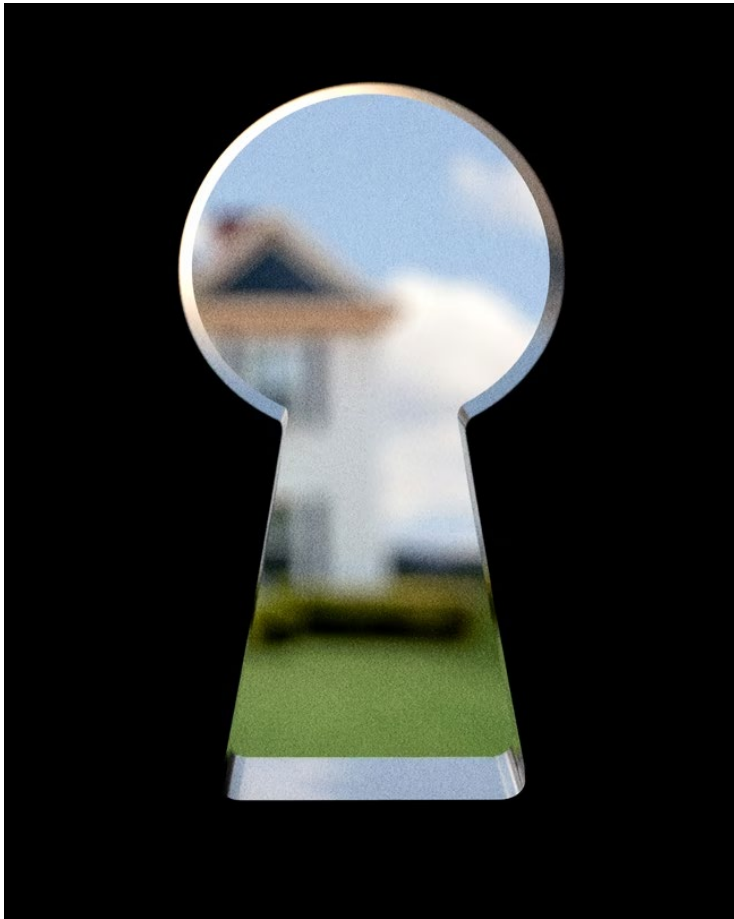- CCH partnerships to address housing

There is no single door in our communities to access affordable or supportive housing

The Obvious Answer to Homelessness - The Atlantic

CSH Supportive Housing for older adults toolkit

COMMUNITIES DIFFER IN SIGNIFICANT WAYS AS IT RELATES TO HOUSING

Superstar Cities

Average Community

Accessing Housing Resources

- Only 1 in 4 low-income at-risk individuals can access Federal Rental Assistance

- People with substance abuse use disorder face additional barriers and challenges with housing

- Partnerships and persistence are key ingredients to addressing scarcity

Affordable to whom?

Low Income Housing Tax Credit (LIHTC) program

LIHTC is affordable to people with 60% of Area Median Income (AMI). Those on SSI have about 18-20% of AMI.

Housing Stock

If a person can get a subsidy will a landlord rent to them?

Affordable

Household uses 30% of their income for household expenses which includes rent and utilities

Services to Access Housing

Housing is complicated and many people need assistance to access it even with a rental subsidy

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What the Housing Sector Means by Housing Related Services

Housing Navigation

Housing Deposits and Move In Costs

Tenancy Sustaining Services

Eviction Prevention

Care Coordination to Clinical Services

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Key Questions Regarding Housing Related Services

Resident to staff ratio

Who delivers services? Skill level

Role and network connections beyond housing systems

Project based or scattered site

Quality metrics programs are held to

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Potential Housing Partners

- Continuums of Care (COCs)
- Housing Authorities
- Local Housing Departments
- State Housing Finance agencies
- Housing financiers, developers and operators

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Strengths and Challenges for Each Potential Partner

Continuums of Care (COCs)

- Homelessness focused
- Likely has access to housing but needs services funding
- Data driven and can match data from their system with support if they choose to do so
- Under resourced administratively

Public Housing Authorities

- Controls inventory and subsidies
- Also needs services funding
- Focused on current residents and fair housing
- Wait list may be closed
- Likely also developing housing in your community
- Scale similar to a AAA or ADRC- community wide
- Under resourced administratively

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Strengths and Challenges for Each Potential Partner

Local Housing Departments and State Housing Finance Agencies

- Building focused and building usually takes 2-4 years from conception to lease up
- Dependent on local priorities
- For communities with limited housing stock, best to start here

Housing Finance, Development and Operations

- Like other providers, focused on executing what they are funded to do
- Unmet services needs
- Under resourced administratively
- Limited by local housing stock
- Skills and networks in place for what housing already exists in your community

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What activities can support your efforts?

Local landscape assessment – What are your goals? Which housing partners can help you meet your goals? What are their goals, and do you have resources that can help meet them?

How do you plug into these networks? Their planning processes may be a good place to start

Is data sharing an option? What data do you have around need in your community and what data do they have that can guide your efforts?

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Stages of Partnership

ATTEND EACH OTHER'S MEETINGS

LIAISON STAFF BETWEEN SECTORS

CROSS SECTOR ADVOCACY

DATA SHARING - JOINT PRIORITIES, JOINT PEOPLE, DISCOVERING NEED, QUANTIFY GAPS AND THE COST TO FILL GAPS

PILOT PROJECTS

JOINT FUNDING OPPORTUNITIES

SYSTEM CHANGES AND SCALE

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CSH Cross Sector Partnership Road Map Process

1
- **Understand the Need: Convene People with Lived Expertise and Analyze Data**

2
- **Formalize Cross Sector Stakeholder Planning Team**

3
- **Assemble Resources with Each Sector Contributing According to their Core Mission**

4
- **Design the Intervention Model**

5
- **Design Multi System Agency Referral and Engagement Process**
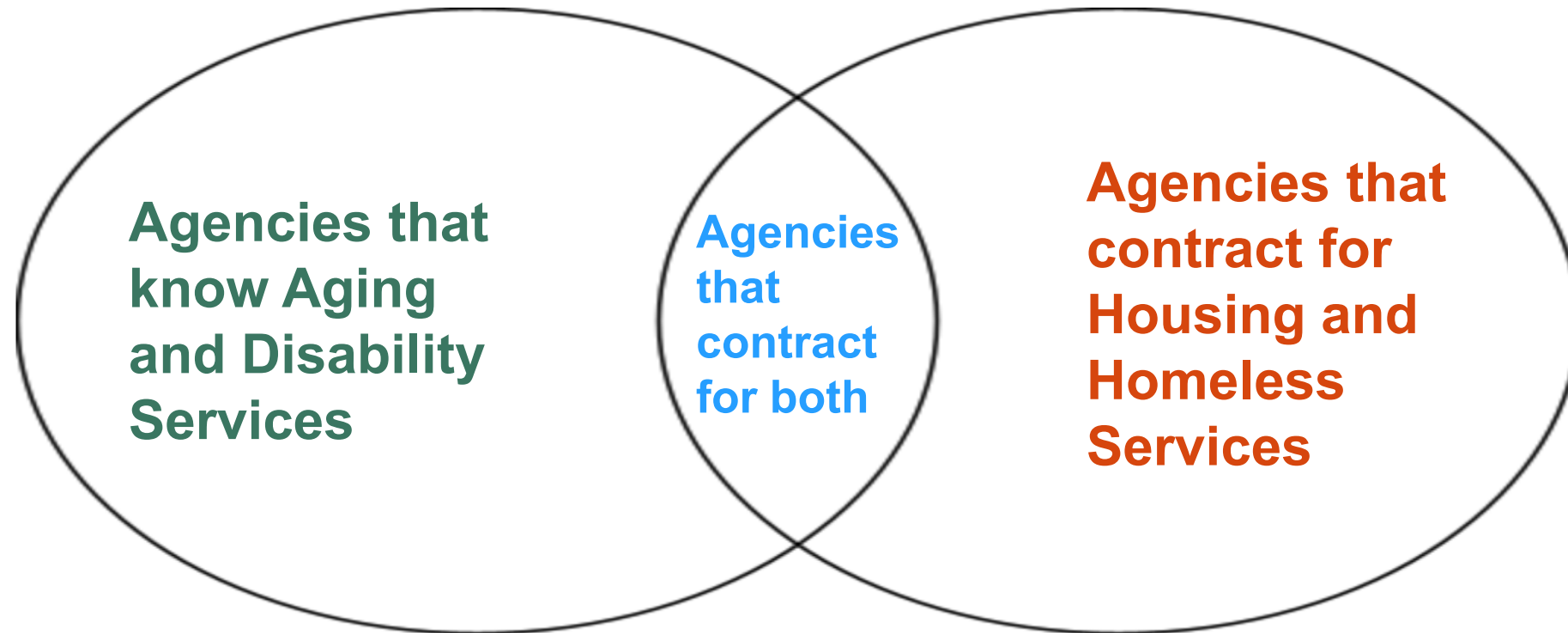
6
- **Develop Evaluation and Dashboard to Monitor Outcomes**

7
- **Implement Using a Rapid Cycle Quality Improvement Model**

8
- **Analyze Results and Communicate Outcomes and System Impacts**

Who Convenes this Cross Sector group?

What stakeholders are they answering to?

What local or state group has the attention of the diverse partners that are needed for this process to be successful?

What is their agenda? Some options include:

- Advancing health equity
- Improving population health
- Addressing needs of older adults or persons with disabilities in our communities
- Ending homelessness
- Creating thriving, equitable communities

Where do we start?

BE AS SPECIFIC AS POSSIBLE. WHAT ISSUE IS YOUR CCH TRYING TO ADDRESS?

WHAT RESOURCES AND EXPERTISE DOES YOUR CCH BRING?

WHAT RESOURCES AND EXPERTISE DO YOU NEED YOUR PARTNERS TO BRING?

WHAT CONNECTIVE TISSUE EXISTS BETWEEN THESE SYSTEMS? WHAT NEEDS TO BE CREATED AND HOW?

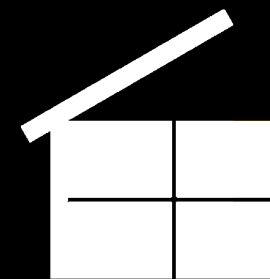LANDSCAPE ASSESSMENT: WHERE CAN YOU STRATEGICALLY PARTNER?

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Early Bird Registration is Open

CSH Supportive Housing Summit 2023:
Building the Field
Philadelphia, PA
May 31, 2023 – June 2, 2023

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SUPPORTIVE
HOUSING
SUMMIT **2023**

Thank you and stay in touch!

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- The Billing and Coding Phase will use the ECHO Learning Framework for each session
- Overview of the ECHO Learning Framework
  - https://hsc.unm.edu/echo/what-we-do/about-the-echo-model.html
- Hallmark tenant of the ECHO Learning Framework
  - **All Teach, All Learn**
- ECHO participants engage in a virtual community with their peers where they share support, guidance, and feedback.
- Goal: Collective understanding of best practices to address complex issues that is derived from interactive discussion in a virtual group setting.

- The language of healthcare speaks Billing and Coding.
- If your organization cannot speak Healthcare Billing and Coding, **you cannot** effectively communicate with the rest of Healthcare.
  - You will never secure a contract in Latin America is you are speaking English and they are Speaking Spanish – the same goes for healthcare.
- Healthcare refers collectively to the following key groups:
  - Health Plans
  - Hospitals
  - Providers/Clinicians

- Core framework: a) Share best practices, b) Case-based discussion, c) Evaluate outcomes

- During an ECHO session, participants are presented with real issues impacting with input from Industry leaders

- An anonymized case study is presented to the group that aligns with the information learned.

- The group will engage in a **Group Discussion** and problem solve the issue to provide recommendations.

- Participants learn from one another.

Session Schedule and Invited Industry Leaders

Session Topic	Session Guests (Tentative)
Session #1: NCQA Health-Related Social Needs screening and reporting requirement impacting health plans	NCQA HRSN Research Team and Health Equity Officer
Session #2: Z-Code reporting and CMS IPPS Hospital requirements, Joint Commission requirements and the role of Community-Based Organizations	Dr. Sarah DeSilvey, Gravity Project
Session #3: Health Systems engaged in value-based contracting with health plans and meeting Joint Commission requirements for Health Disparities. Need for harmonization of requirements impacting hospitals.	Ji Im, MPH, CommonSpirit Health System

Session	Session Guests (Tentative)
Session #4: CMMI Alternative Payment Models, the CBO and Health-Related Social Needs	Lakeland Health System, Michigan
Session #5: Medicare Advantage Plan implementation of SSBCI to address HRSNs	Independent Health Medicare Advantage Plan
Session #6: Health plan engagement with Health Systems for Value-Based Contracts and conforming to requirements for HRSN screening and reporting on a large scale.	United Healthcare

FREEDMEN'S HEALTH
HEALTH IS FREEDOM

Session #1 Snapshot: **90-Minute Duration**

Time	Session Flow

10 minutes	Welcome and Overview
	• Learning Objectives:
	    • Increase billing and coding literacy
	    • Understand the value CBOs bring to health systems/plans
	    • Identify ways that CBOs can sustain activities to address health-related social needs (HRSNs)

10 minutes	Didactic presentation of key issues policy issues and best practices for interventions to address HRSNs
20 minutes	NCQA Presentation • Health-Related Social Needs HEDIS Measure Overview Billing and Coding Overview
10 minutes	Discussion/Questions for Presenters
5 minutes	Anonymized Case Study Presentation
30 minutes	Group Discussion and Problem solving for the issues presented in the case study
5 minutes	Summary, Wrap-Up, Planning for Next Session

Participant Needs Assessment

- Purpose: ECHO sessions will be adjusted to ensure that the discussions are meeting the needs of the ECHO participants.

- Process: Electronic feedback request will be sent to each participate to elicit priority needs.

- All input will be captured and tabulated to identify trends.

- Sessions will be adjusted based on the preponderance of feedback from the participants.

- Feedback is due by COB, **Friday, February 24, 2023**

Questions

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Upcoming Meetings & Events

- Peer Group Dialogue Meeting – February 23, 2023, 2-3pm ET
  - 1st half will include a case study of IT infrastructure implementation
  - 2nd half will be an open discussion

- Network Expansion Track Curriculum Meeting – March 9, 2023, 2-3:30pm ET (new time)
  - Theme: Billing and coding overview

Thank you!
Please contact
CommunityCareHubs@acl.hhs.gov
with any questions.