Interagency Council on Homelessness Executive Committee
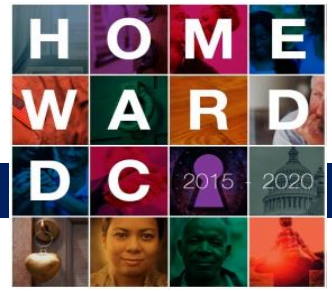
July 13, 2021

# Meeting Agenda

I. **Welcome & Call to Order**

❖ **Approval of Minutes from Prior Meeting**

❖ **Agenda Review**

II. For Approval (N/A)

III. Discussion Items

❖ Leveraging Medicaid

❖ Establishing Employment Priorities for FY22

IV. Governance

❖ Annual Review of Roles, Responsibilities, and Special Projects

❖ Committee Co-Chair Process & Selection Criteria

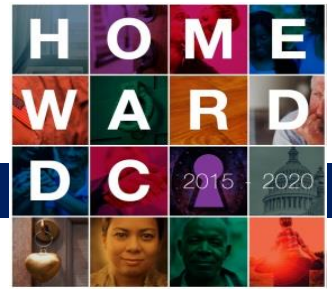V. Partner Updates/Announcements

VI. Adjournment

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Leveraging Medicaid
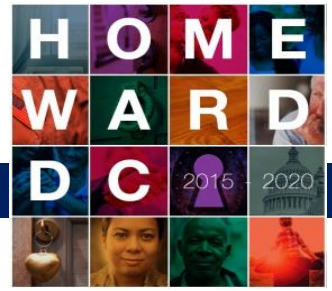
- Overview of Scope & Eligible Services

- Timeline & Project Management

- Rate Structure for Individuals and Families

- Establishing New Enrollment Process to comply with CMS Requirements

Overview

- Establishing a new Medicaid benefit for **Housing Supportive Services (HSS)**

- To leverage federal funding for housing navigation and stabilization services associated with locally funded PSH
  - **Current:** 100% of services paid with by local dollars
  - **Goal:** 70/30 federal/local split of eligible services

- Potential savings: difficult to estimate
  - New PSH rates account for administrative burden of billing to Medicaid
  - Account for expenses associated with meeting CMS requirements related to third party, conflict free assessments and care planning

Eligible Housing Supportive Services
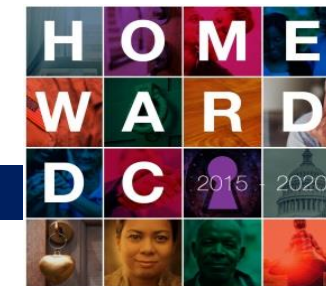
HOUSING *NAVIGATION*

- Assess client to identify the client's housing preferences & barriers
- Assist client with:
  - obtaining key documents needed for the housing application process
  - the housing application process
  - the housing search process
  - communicating with the DCHA to schedule & finalize the DCHA's unit inspection
  - identifying resources to cover expenses such as security deposit, moving costs, furnishings, adaptive aids, etc.
  - arranging for & supporting the details of the move into housing
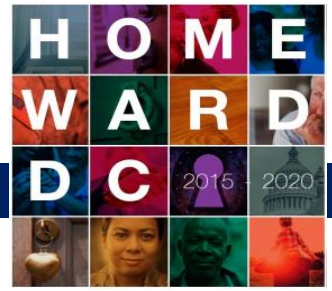 - applying for a Home Health Aid, if needed or desired

HOUSING *STABLIZATION*

- Assess for client strengths that could help them thrive in housing
- Provide clear and concise written information about services available to the client
- Provide early identification and intervention for behaviors that may jeopardize housing; Advocate for the client and link the client to community resources focused on preventing eviction
- Educate & train the client on the role, rights, & responsibilities of the tenant & landlord, & how to be a good tenant
- Ensure the client is connected to all benefits he/she is eligible for (e.g. SNAP, SSI/SSDI, VA)
- Understand the client's current connections to health care services and help client connect to needed services
- Assess the client's ability to navigate public transportation.
- Assist client with
  - monitoring their progress toward their housing goals
  - developing& maintaining key relationships with landlords/property managers
  - resolving disputes with landlords and/or neighbors to reduce risk of eviction
  - household budget and in mapping available community resources
  - developing a housing support crisis plan
  - accessing both formal (i.e., access to food), and informal resources (i.e., community or peer support groups)
  - finding and maintaining natural community supports
  - connecting to employment, education, volunteering, and/or other community programming and resources
  - the housing recertification process
  - developing a plan to accomplish ADLs and IADLs
  - scheduling appointments to health care services
  - understanding of follow-up actions after an appointment with a service provider, including their medication and when their next appointment(s) is scheduled
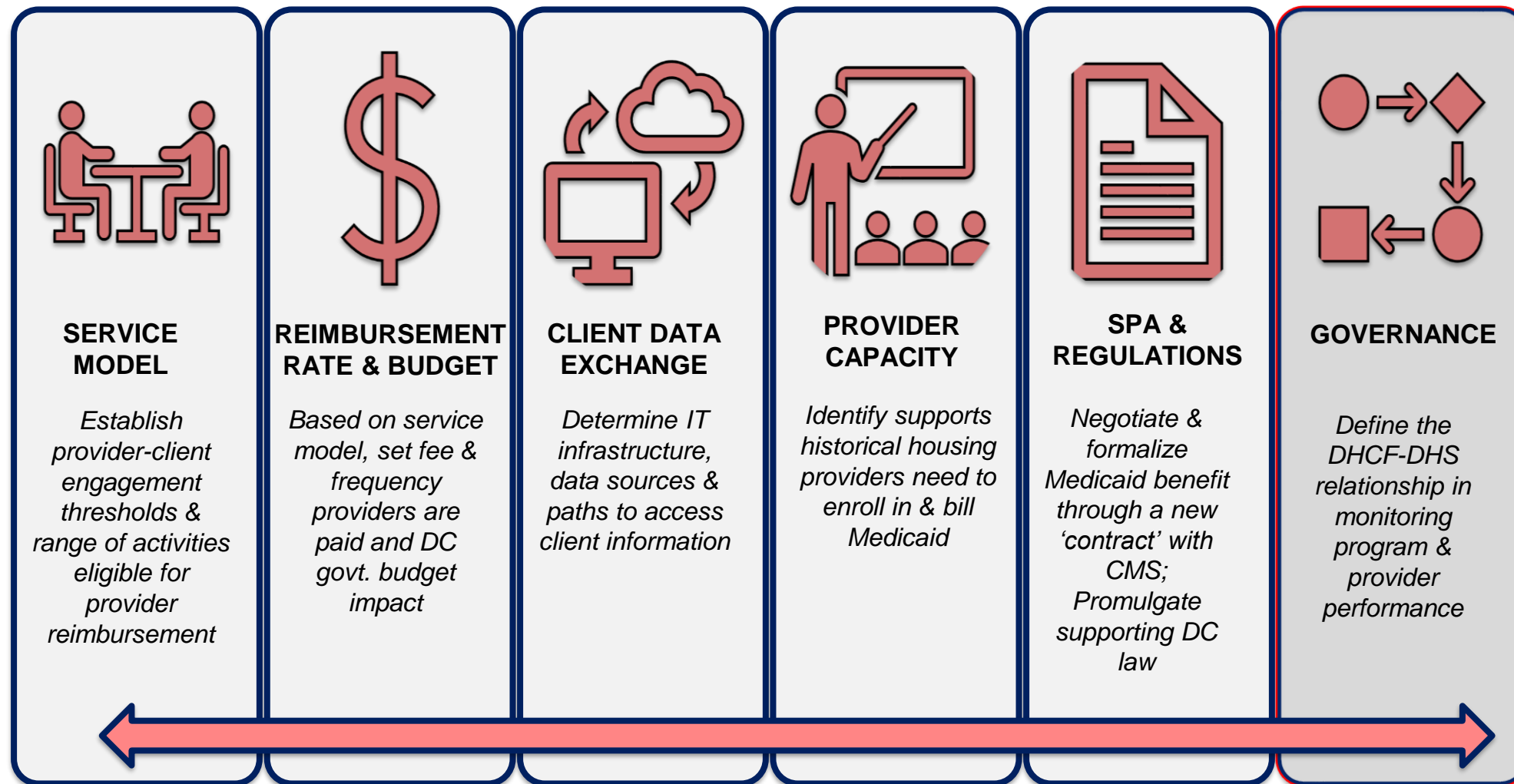
❖ State Plan Amendment (SPA) submission: **October 2021**

❖ MOU/MOA for Oversight/Agency Relationship: **January 2022**
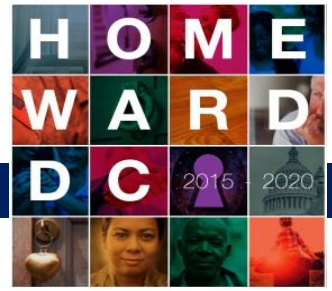
❖ Benefit Start: **April 2022**

Project Management: Workstreams

❖ Several workstreams have been identified as necessary for preparing a State Plan Amendment

SERVICE MODEL	REIMBURSEMENT RATE & BUDGET	CLIENT DATA EXCHANGE	PROVIDER CAPACITY	SPA & REGULATIONS	GOVERNANCE
Establish provider-client engagement thresholds & range of activities eligible for provider reimbursement	*Based on service model, set fee & frequency providers are paid and DC govt. budget impact*	*Determine IT infrastructure, data sources & paths to access client information*	*Identify supports historical housing providers need to enroll in & bill Medicaid*	*Negotiate & formalize Medicaid benefit through a new 'contract' with CMS; Promulgate supporting DC law*	*Define the DHCF-DHS relationship in monitoring program & provider performance*

Rate Structure for Individuals & Families

❖ Established a Per Member Per Month rate for HSS benefit that covers:

➢ cost of delivering navigation and stabilization service AND

➢ associated overhead costs with billing to Medicaid

❖ Significant features:

➢ Blended rate to reduce complications associated with tiering clients

➢ Expectation that providers will adjust services based on client need as documented by and monitored against Individual Service Plans (ISPs)

➢ Covers adults only, not dependents; establishing local add-on rate to compensate providers for serving dependents in families

Enrollment Process & CMS Requirements

- ❖ CMS requirement for
  - ➢ Third Party, Conflict Free Assessments
 - ➢ Individual Service Plans that are reviewed and approved by the District

- ❖ Proposed enrollment process:
  - ➢ Initial assessment and matching via CAHP
  - ➢ DHS will complete comprehensive client assessment and develop services plan with clients and work with client to select a PSH service provider
    - ➢ *NEW!* Designed to meet CMS requirements for 1) third-party, conflict free, face-to-face assessment, 2) meaningful client choice in selection of provider and 3) State review and approval of Individual Service Plans (ISPs)
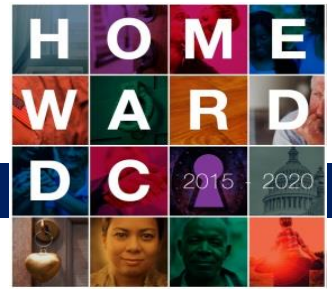 - ➢ Finalize assignment to PSH provider based on client choice

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Establishing FY22 Employment Priorities
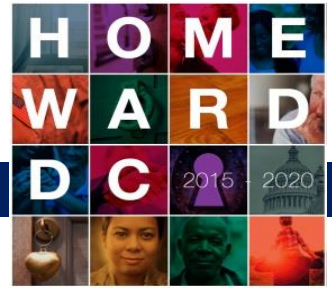
❖ Need for Establishing FY22 Employment Priorities

❖ Overall Recommendations

❖ Key Areas for Feedback from Community

❖ Topics for Focus Groups

Establishing Employment Priorities for FY22

- ❖ <u>Homeward DC 2.0</u> identifies 17 strategies under Goal 8: Improve Employment and Income Growth Opportunities for Clients (pgs 50 – 52)
  - ➢ Need to identify FY22 priorities and develop work plans
  - ➢ In conjunction with Workforce Development partners, particularly Workforce Investment Council (WIC) and Dept of Employment Services (DOES)

- ❖ Priorities to account for FY22 opportunities and resources
  Preliminary discussion at 6/08 Executive Committee Mtg highlighted:
  - ➢ Social work candidate pipeline
  - ➢ Hiring and training peers for front-line, entry-level opportunities
  - ➢ Improving client access to employment & workforce programs
  - ➢ Building provider capacity to deliver employment & workforce development services

Overall Recommendation

❖ Convene targeted focus groups:
  ➢ Ideally specific to topic areas and distinct aspects of system (e.g., subsystem or services)
  ➢ To include people with lived experience and clients currently receiving services

❖ Allows Workforce Development Partners (e.g., WIC and DOES) to
  ➢ Directly hear from community
  ➢ Probe and ask questions to better understand challenges/barriers
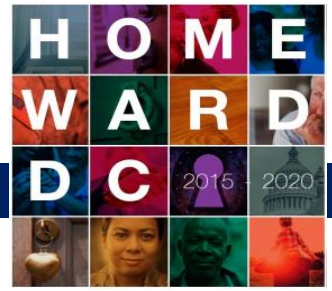 ➢ Ideate solutions

❖ Potential Timeline
  ➢ Proposed: July (planning); Aug/Sept (convening focus groups), Oct/Nov (report out)
  ➢ Time to plan and ensure right parties, with direct experience of barriers/challenges, are at the table
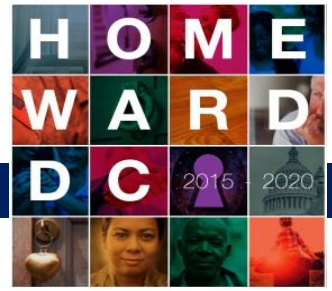
❖ Need to balance
  ➢ level of effort vs availability of staff &
  ➢ planning vs doing

❖Are these the right key topics?

➢ Focus group for each topic needed or can we consolidate topics?

➢ Where should we start? In case we cannot do all 4.

❖When do we need to hear from different/distinct perspectives in the Continuum?

➢ Is that a separate focus group/meeting?

➢ If so, how can we make that split in a way that is manageable?

➢ 1 idea is housing programs (PSH & RRH) vs front door services (diversion, shelter, outreach and day centers).
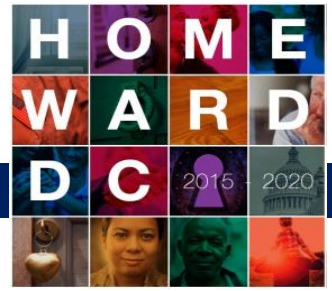
Topics for Focus Groups

❖ 4 Topic Areas Identified:

1) Social work candidate pipeline

2) Developing strategy for training/hiring peers

3) Improving client access to employment programs

4) Building Provider Capacity

Topic 1: Social Work Candidate Pipeline

❖ Issues identified: 2 unique aspects

1. Bachelor/Master degree candidate pipeline

2. Opportunities for training/hiring peers for front line and entry level positions

❖ Acknowledging limitation of Workforce Development partners:

➢ Focused on serving District residents who do not have college degrees

➢ Ideal for developing/implementing peer training/hiring strategy

❖ Follow up on this front requires

➢ Scoping out opportunities for peer training/hiring with Workforce Development Partners <u>and</u>

➢ **Identifying partners/opportunities for tackling Bachelor/Master degree candidate pipeline**

Topic 2: Developing Strategy for Training/Hiring Peers

❖ Questions to explore in focus group:

- ➢ What is the goal? (e.g., doubling the number of peers, frontline workers, etc.)
- ➢ What front-line, entry-level opportunities are available? Are these different by provider type?
- ➢ Who provides training for front-line occupations? Is there a curriculum? Do we need to develop one?
- ➢ Federal training is limited to industry recognized credentials. Is there an industry recognized credential for front-line occupations and roles?
- ➢ Are there others pots and ways to build out training by leveraging partnerships w/ education entities (e.g., adult education charter schools)?

❖ Potential scope of work coming out of focus group discussions:

- ➢ Defining jobs
- ➢ Identifying credentials and skills
- ➢ Developing curriculum
- ➢ Identifying funding sources (maybe limited depending on availability of credentials)

Topic 3: Improving Client Access to Employment Programs

- ❖ Questions to explore in focus group:
  - ➢ What are the barriers to accessing Workface Development programs/services?
    - ✔ Physical access points to services, entry standards to start specific programs of interest, supports needed (transportation, income, housing, health, case management, etc.)
  - ➢ Are barriers different by homeless services subsystem (singles, families, youth)?
  - ➢ Or by provider type (shelter, outreach, RRH vs PSH)?
  - ➢ Career interests - are there some key themes on what types of jobs people are looking for the system could respond to?
- ❖ Potential scope of work coming out of focus group discussions:
  - ➢ Defining challenges/barriers to accessing programs
  - ➢ Defining low-hanging fruit and quick/easy adjustments for immediate implementation
  - ➢ Identifying longer terms strategies

Topic 4: Building Provider Capacity

- ❖ Questions to explore in focus groups:
  - ➢ Do providers understand the overall landscape?
  - ➢ If so, which programs are providers interested in and want to participate in?
  - ➢ What are the barriers to participation?
    - ✔ New: have providers reviewed available 101 materials? Or do they not know where and how to start?
    - ✔ Experienced: what is working well? What is not working well?

- ❖ Potential scope of work coming out of focus group discussions:
  - ➢ Identifying relevant programs/opportunities for homeless service providers
  - ➢ Developing tailored resources to support new and experienced providers

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Goal for Annual Review

- ❖ Identify new priorities/projects, if needed/necessary
  - ➢ based on Homeward DC 2.0 or
  - ➢ Mayor's Proposed Budget for FY22

- ❖ Integrate Executive Committee Roles, Responsibilities & Special Projects in the nomination call/process for community co-chair

Exec Committee Roles & Responsibilities

- ❖ Oversee ICH governance and review function annually;

- ❖ Establish annual agenda/priorities and determine issues to come before the Full Council for discussion/resolution;

- ❖ Assign new/unanticipated issues to committee for resolution; and

- ❖ Ensure coordination among standing committees of ICH

❖ Priorities:

  ➢ HMIS visibility

❖ Work Groups:

  ➢ Consumer engagement

  ➢ ***NEW in 2020!*** Racial equity & inclusion

  ➢ ***NEW in 2020!*** Public awareness

❖ **Updating priorities/projects for FY22**

  ➢ Anything we should remove?

  ➢ New items for Executive Committee to tackle?

  ➢ New items to assign to another standing committee?

FY22 Priorities for ICH as a Whole

❖ Next steps for establishing FY22 agenda and priorities for ICH as a whole

July/Aug tasks: Standing Committees to
  ➢ Review work plans,
  ➢ Establish FY22 priorities, and
  ➢ Align work group/special teams to FY22 priorities
  ➢ Task for July so Exec Committee can review and adopt in August/Sept

Sept/Oct: Exec Committee to review & adopt FY22 priorities

Committee Co-Chair Selection Process & Criteria

- ❖ Nomination process:
  - ➢ Call for Co-Chair within a week of today's meeting
  - ➢ Will be open for 2 weeks
  - ➢ Review and selection at next Executive Committee meeting

- ❖ Goals for today's discussion:
  - ➢ Scan responsibilities & nomination/selection criteria
  - ➢ Identify additional/specific qualifications to align with Exec Committee roles, responsibilities & special projects

General Co-Chair Responsibilities

- Assist with developing **annual priorities, projects, and deliverables** for committee.
- Contribute to development of **agenda and content** for monthly meetings.
- Manage **logistics of meetings**, including maintaining listserv of stakeholders and sending out reminders, agendas, and notes from monthly meetings.
- **Facilitate discussions and decision-making** during meetings – including speaking as a "leader" of group when conversations get stuck, helping groups arrive at a decision or recommendation, preventing any one person from monopolizing the conversation, etc.
- Serve as an **ambassador for the CoC's work** in the community – including speaking at community engagement events, updating community members on progress, or making a connection to important stakeholders in the community.
- **Ensure information is shared back** with appropriate "oversight" body – either by self or by designating another member to attend and share updates.
  - Work groups report to Standing Committees, and
  - Standing Committees report to the Executive Committee.
- Time commitment: Attending one 90 min meeting/month plus an additional 2-4 hrs/month (meeting prep and follow-up). May occasionally be more if special projects are underway.

Standing Committees

1. Any interested community partner with appropriate expertise
2. Subject matter expertise
3. Voted in by the Standing Committee
4. History of active participation/demonstrated commitment
5. Ability to acknowledge constraints and remain solutions-oriented
6. Serve a 2-year term

Questions/Discussion

Questions for the nomination form

❖ <u>Systems/strategic orientation</u>: most important strategic opportunity over the next two years?

❖ <u>Race equity inclusion</u>: What do you see as your role in advancing race equity in the ICH and what are you doing to advance that work at your organization or in the District at large?

❖ <u>Data/HMIS Management</u>: ???

❖ <u>Employment</u>: ???