

# Medi-Cal Academy

Session 3: Evidence Based Practices in  
Housing-Related Community Supports &  
Permanent Supportive Housing, February 8, 2023

Link to recording



This work is made possible  
because of funding from the



California  
Health Care  
Foundation



# 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.



[csh.org](https://csh.org)



# What content is covered?

Some Counties are holding contracts with MCPs and subcontracting to homeless service providers- in this case the sessions with the asterisks (\*) will benefit providers most.

Topic	Audience	Timeline
Medicaid 101: Medicaid basics, including contracting, documentation, billing and CalAIM CS 101*	Providers, CoC, County Staff	January 11, 2023
Business Planning for Medi-Cal Housing-Related Community Supports	Providers	January 25, 2023
Evidence Based Practices in Housing-Related Community Supports and PSH*	Providers and MCPs	February 8, 2023
Money Matters 101: Services Costs, Cash Flow and Blended Funding	Providers	February 15, 2023
Money Matters 201: Tools for understanding Costs, Cash Flow and Blended Funding	Providers	March 8, 2023
Incorporating Community Health Workers and Peers into your Workforce*	Providers, County Staff and MCPs	April 5, 2023
MCP and Medi-Cal Compliance Requirements and Claims Processes*	Providers, CoC and County staff	April 12, 2023
Common Policies and Procedures for Medi-Cal Providers*	Providers and County Staff	April 26, 2023
Medi-Cal Documentation Standards and Processes*	Providers and County Staff	May 3, 2023
EHR Elements to Support Documentation, track funding source and medical necessity*	Providers, MCPs, CoC and County Staff	May 17, 2023

# **Medi-Cal Academy**

## **Today's Training Team**



**Jaline Gilliam (she, her), LICSW**  
**Associate Director, CSH Los Angeles**



**Ariana Saunders (she, her)**  
**Associate Director,**  
**National Training Center, CSH**



**Cheryl L. Winter (she, her),**  
**LICSW, MPH, Senior Program**  
**Manager, CSH Los Angeles**





**Where are  
you joining  
us from?**





# Today we'll cover:

**What  
services  
are  
included**

**How to  
approach &  
deliver** services  
to reflect  
Evidence Based  
Practices  
(EBPs)

**Resources**  
for self-  
assessment  
& navigating  
acronym  
Soup

**What  
evidence &  
outcomes  
DHCS\* cited**

**What tools &  
trainings  
exist to  
promote  
EBPs**

\*DHCS = California Department of Health Care Services

# Learning Objectives

Understand which of the Housing-Related Community Supports align with the services your agency currently offers, and which would be new.

Review the outcomes that DHCS and MCPs will hope to achieve and determine which you can monitor, and which need external data/tracking.

Recognize the practices your agency currently incorporates that are evidence-based and plan for what needs additional support to implement

Gain practical tips and tools for providing high quality services in PSH

Access and save the organizational Quality Self-Assessment and Acronyms Cheat for later use

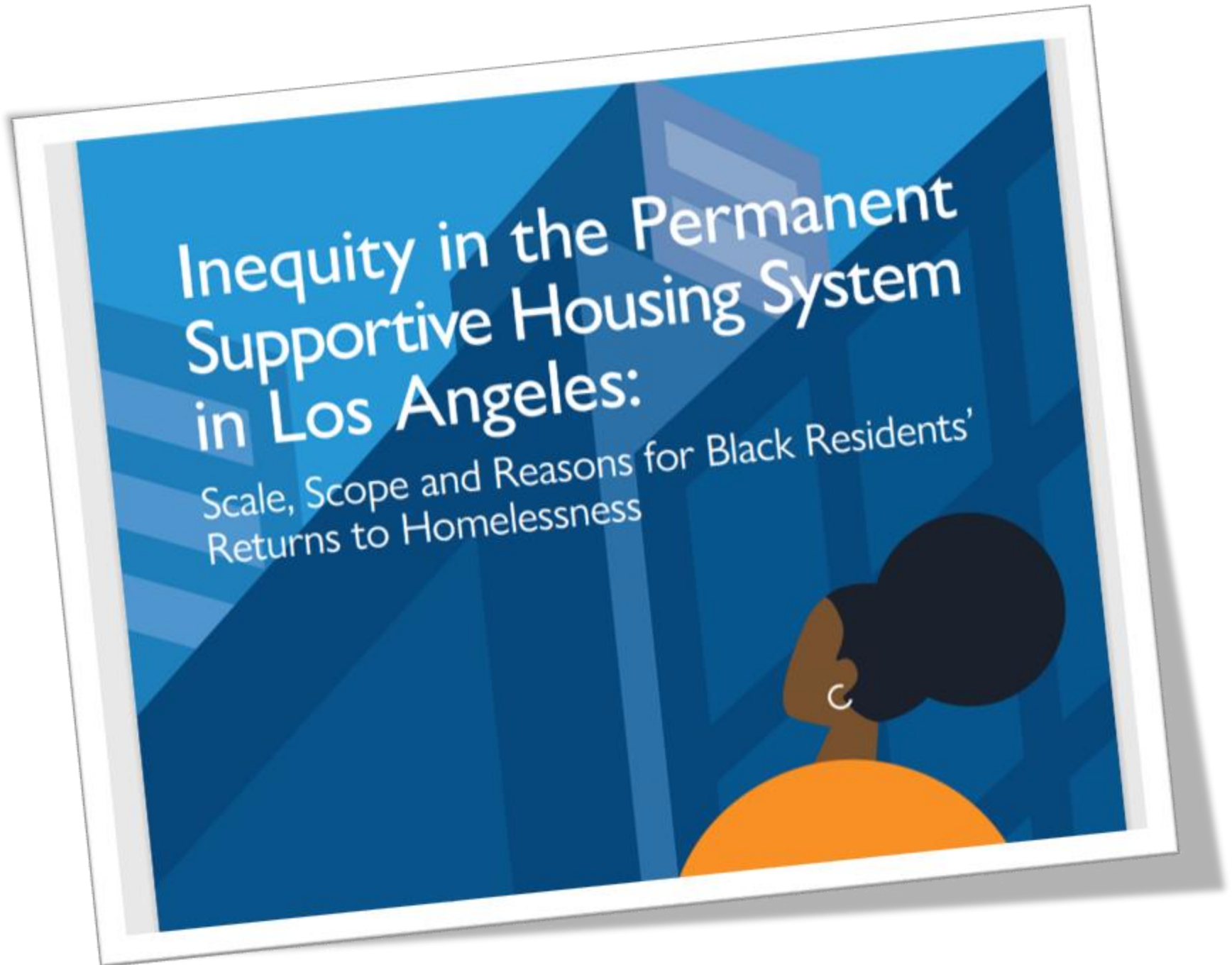


Why discuss EBPs with homeless  
service providers who are experts?



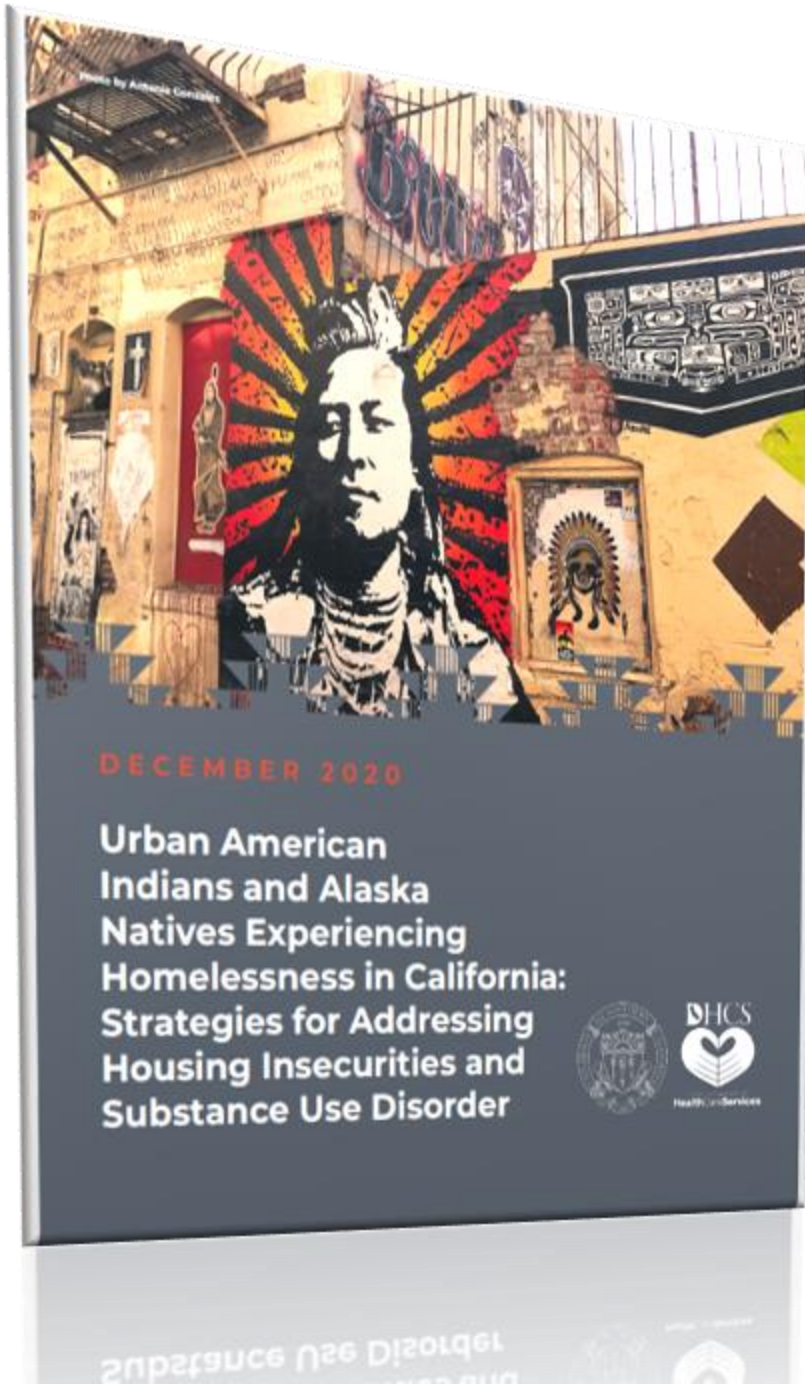
# Resource Spotlight

Inequity in the Permanent  
Supportive Housing  
System in Los Angeles:  
Scale, Scope and  
Reasons for Black  
Residents' Returns to  
Homelessness  
(capolicylab.org)



# Resource Spotlight

[NAH-Report--Tribal-MAT.pdf \(usc.edu\)](#)





# Community Supports for Members Experiencing Homelessness

# What services are **included**?

## **Housing-related Community Supports are:**

1. Housing Transition and Navigation Services
2. Housing Deposits
3. Housing Tenancy Sustaining Services





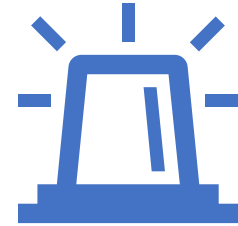
# **Housing Transition and Navigation Services:** **Intake, assessment and planning**



Tenant needs and  
assessment



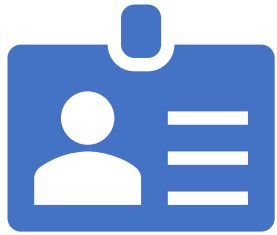
Individualized Housing  
Support Plan



Developing housing  
support crisis plan

# Housing Transition and Navigation Services:

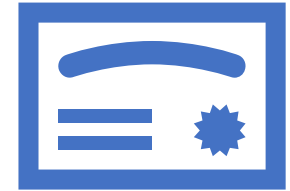
## Securing resources for housing



Obtaining ID's



Accessing benefits (SSI, etc.)



Identifying and securing rental assistance/housing voucher

# Housing Transition and Navigation Services:

## Housing search



Reviewing options



Completing housing  
applications



Engaging and educating  
property management



Facilitating transportation  
for housing search

# Housing Transition and Navigation Services:

## Move-in



Obtaining reasonable accommodations/  
environmental  
modifications



Identifying and securing  
resources to cover security  
deposits and other one-  
time expenses



Ensuring unit is safe and  
ready for move-in



Communicating with  
property management and  
organizing details of move



# Housing deposits: **One-time expenses**



Can be used for security deposit,  
utility set-up; and  
first and last month rent



Services and goods for health and  
safety (e.g., pest eradication, air  
conditioner, etc.)

# Housing Tenancy and Sustaining Services:

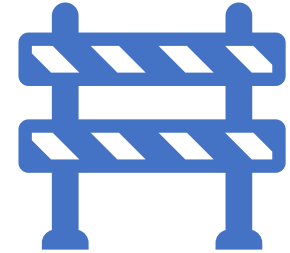
## Assessments & Service Planning



Reviewing Individualized Housing Support and Housing Crisis plans



Updating to reflect current needs



Modifying to address recurring barriers

# Housing Tenancy and Sustaining Services:

## Education and collaborative support



Educating on tenant rights and responsibilities



Coaching on maintaining relationships with property management



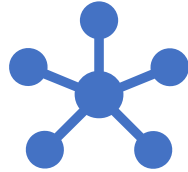
Coordinating with property management to identify potential issues

# Housing Tenancy and Sustaining Services:

## Eviction prevention



Providing early identification and intervention for behaviors that may jeopardize housing



Advocacy and linking with community resources to prevent eviction



Resolving disputes with property management and neighbors



Other activities identified in housing crisis plan



# Housing Tenancy and Sustaining Services:

## Maintaining stable housing



Assisting with lease compliance and household management



Securing benefits (e.g., SSI) and assisting with housing recertification



Providing independent living and life skills



Health and safety visits



What is the evidence and corresponding expected outcomes?

## INGREDIENTS

1. Services and staffing models

2. Housing rental subsidies and quick move in

3. Best practice service approaches and activities

## DIRECTIONS

DHCS Evidence Library

Appendix B of MCP Handbook for Housing-Related Supports

**What goes into an Evidence Based Practice?**

<http://www.csh.org/wp-content/uploads/2017/04/CSH-Lit-Review-All-Papers.pdf>

# DHCS CalAIM Community Supports Evidence Library

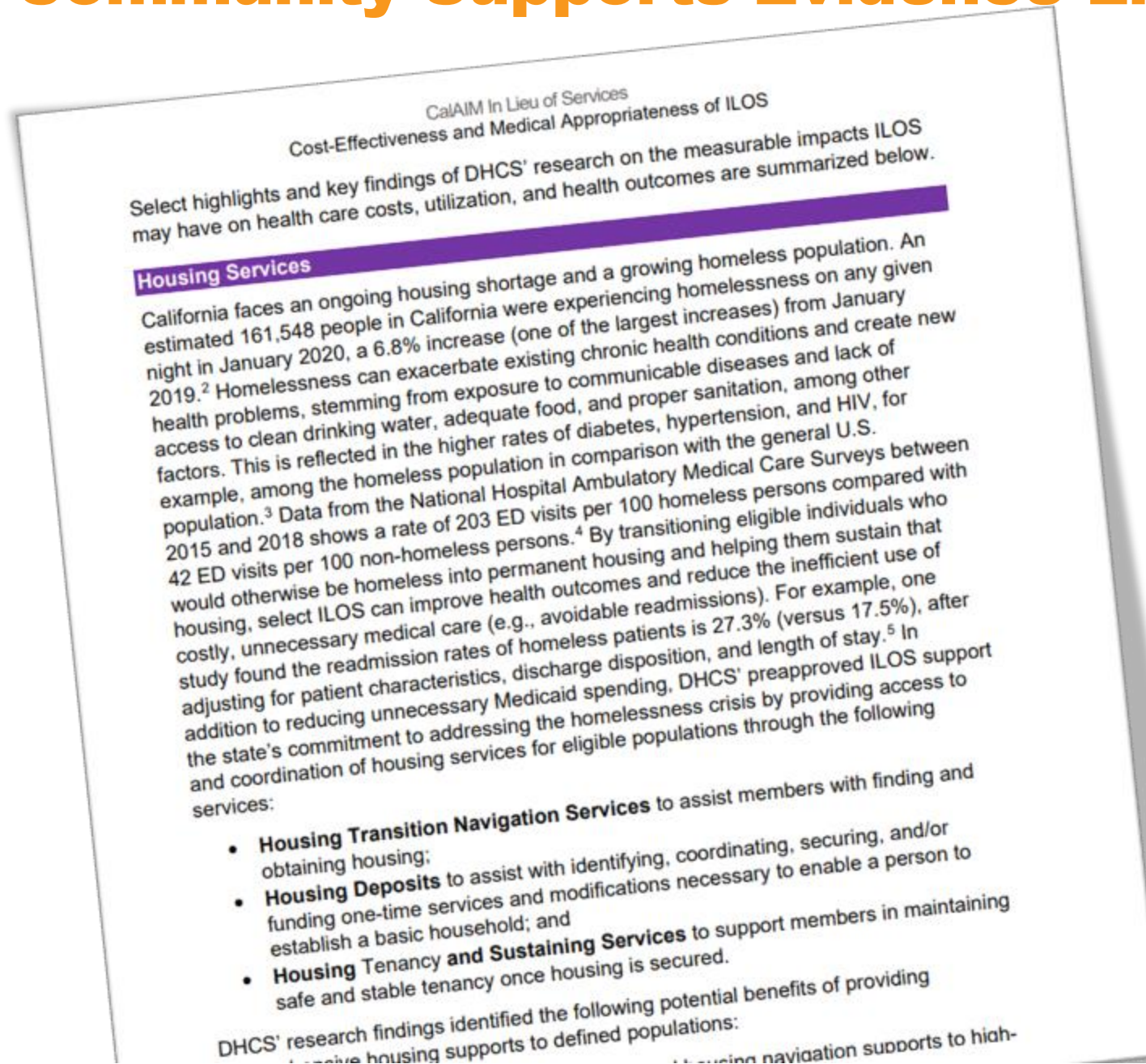
## Four studies cited for Housing-related CS within the Evidence Library:

Hospital Readmission and Emergency Department Revisits of Homeless Patients Treated at Homeless-Serving Hospitals in the USA: Observational Study

Housing is Healthcare: Supportive Housing Evaluation

The Health Impact of Supportive Housing for HIV-Positive Homeless Patients: A Randomized Controlled Trial

Evaluation of Housing for Health Permanent Supportive Housing Program





# Housing-Related Community Supports: Handbook for Managed Care Plans

## Appendix B: Toolkit for EBPs

Includes multiple fidelity tools, practical guides and resources from national leaders and experts in the field, including:

- **The Housing First Fidelity Matrix (HFFM)**
- **The Housing First ACT & ICM Fidelity Assessment Tools**
- **The US Housing and Urban Development (HUD) Agency**
- **The US Substance Abuse and Mental Health Services Administration (SAMHSA)**

... and more

### Appendix B. Expertise and Coordination Best Practice Resources for Housing-Related Community Supports Services, by DHCS-Named Activities

ACTIVITY	IN-PERSON CONTACT	PAIRED WITH TRANSPORT AND COMPANY* FOR APPOINTMENTS	RECOMMENDED EXPERTISE AND COORDINATION PARTNERS	FIDELITY TOOLS, EBP RESOURCES, AND HELPFUL GUIDES
Searching for housing and presenting options	✓	✓	Coordination with PHAs, CoCs, local housing development agencies, and HRP's	VA Housing Navigator Toolkit HUD Toolkit FT 1: SAMHSA PSH Fidelity Scale, Choice in Housing
Assisting in completing housing applications	✓	✓	Familiarity with reasonable accommodation and fair housing laws; coordination with local legal service programs and HRP's to advocate on behalf of those with poor rental history, poor credit, and criminal records to secure housing placements	HUD guidance AHP guide The Nifty 50
Assisting in obtaining ID and documentation for SSI	✓	✓	Familiarity with special state programs that facilitate no-cost IDs for PEH. Staff may seek specialized online training to become SAMHSA SSI/SSDI Outreach, Access, and Recovery (SOAR) specialists.	SOARWorks
Supporting SSI application process	✓	✓	Partner HRP's that are currently offering these services	SOARWorks
Identifying and securing housing resources to assist with rent, matching available rental subsidy/ voucher	✓	✓	Partner with PHAs to access subsidies/ vouchers.	CoC points of contact list
Identifying and securing resources to cover security deposit/rental costs	✓	✓	Awareness of reasonable modifications laws and partner with CoCs, County human services departments, local Area	HUD guidance HomeFit guide


# Staffing models

# EBP's in Practice - Using Menti Meter

What Evidence Base Practice Care/Services do you currently provide?



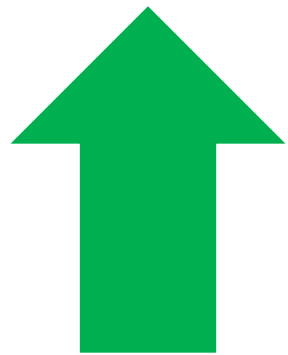
This Photo by Unknown author is licensed under [CC BY-SA](#).



What positive outcomes are you looking to achieve at your agency by providing these Community Support Services?

# What are the positive outcomes?

“DHCS’ research findings identified the following potential benefits of providing comprehensive housing supports to defined populations:”



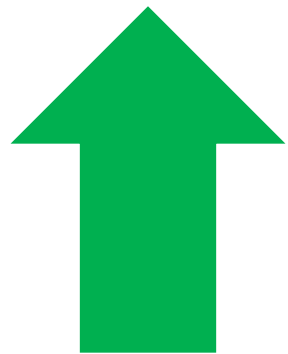
Improved mental health functioning



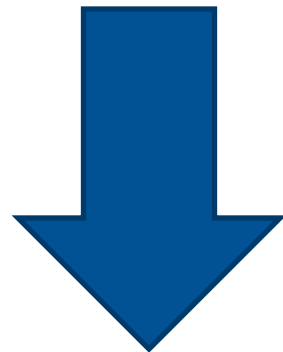
40-77% reduction in inpatient hospital days



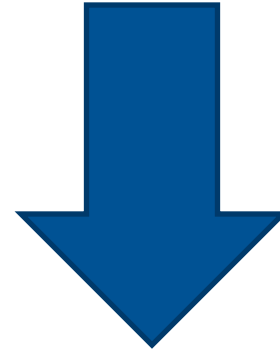
26-68% decrease in Emergency Department visits



Increased life expectancy, intact immunity & lower viral loads for HIV+



27% decrease in inpatient psychiatric admissions



60% decrease in crisis stabilization services

# Managed Care Plans want to see positive outcomes for Medi-Cal members

Equitable access to referrals, authorizations, and housing placement and retention (pages 25-27 CS Contract Template)

Successful housing placements (HHIP Measures 3.5 & 3.6)

Housing retention

Decrease in costly unnecessary emergency care

Increase in uptake of Community Supports and Enhanced Care Management  
(HHIP Measure 3.4)

More on HHIP (DHCS Housing and Homelessness Incentive Program)



# Outcomes to Track and Share Progress

- 1.) Rate of referred unhoused clients moving into housing within
  - 1 month, 3 months, 6 months
  - 9-12 months
  - **Items influencing impact:** Eligibility criteria for those referred compared to those housed most quickly (do referrals align with existing housing prioritization?) Staffing caseloads, outreach methods in the community, coordination with other care providers
- 2.) Rate of successful tenancy (and housing type) maintained after
  - 6 months
  - 12 months
  - 18 months
  - **Items influencing impact:** Staff caseloads, advocacy and coordination with landlords, understanding of reasonable accommodations and fair housing, length of rental subsidy support, what else?
- 3.) Client self-reported health experiences and outcomes
- 4.) Outcomes by race/ethnicity to demonstrate equitable care and tenant retention rates
- 5.) Adherence to Quality Standards and EBP approaches
- 6.) Client satisfaction surveys
- 7.) Landlord satisfaction surveys



# Break

We will return at 2:05pm

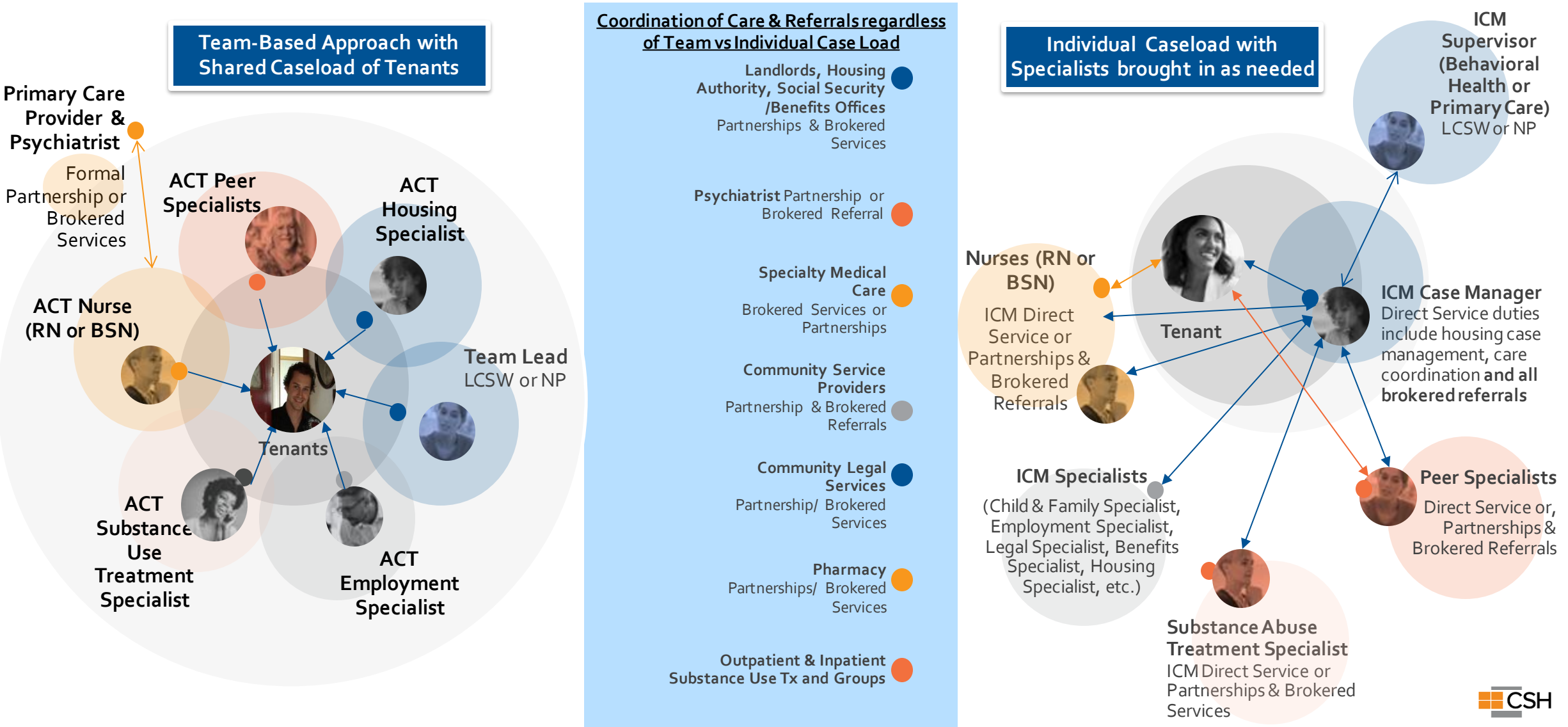




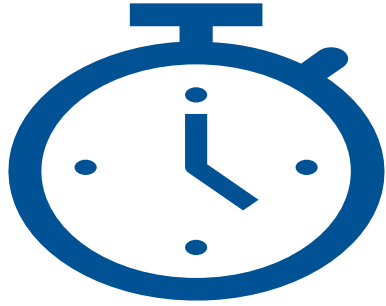
How to approach & deliver services to  
reflect Evidence Based Practices (EBPs)

# Multi-Disciplinary Team-Based Care

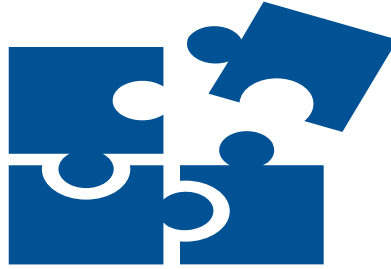
## Assertive Community Treatment & Intensive Case Management in Supportive Housing



# Smaller Caseloads Lead to Better Outcomes



More availability per  
client



Time to address  
complex & unique  
needs



Relationship  
building & Trust



Time to travel to  
and from appts and  
with clients

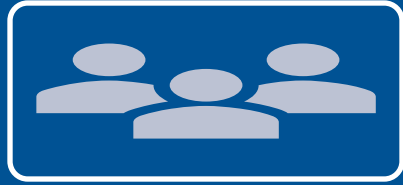


Able to meet Medi-  
Cal documentation  
requirements



Avoid compassion  
fatigue

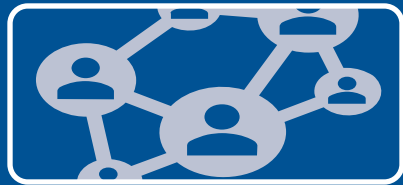
# Staff with Lived Experience of Homelessness



PEERS CAN WORK ALONE OR AS PART OF A TEAM



OFFERING HOPE, EXPERTISE AND THE EXPERIENCE OF RECOVERY.



REQUIRES INTENTIONAL AND INCLUSIVE ORGANIZATIONAL SUPPORT



ELIGIBLE FOR MEDICAID BILLING FOR BEHAVIORAL HEALTH SERVICES

# Best Practice Approaches in Fidelity Tools

Housing  
First

Trauma-  
informed  
Care

Harm  
Reduction

Motivational  
Interviewing



# Housing First Approach

**Immediate access  
to permanent  
housing with no  
housing readiness  
requirements.**

**Consumer choice  
and self-  
determination.**

**Recovery  
orientation.**

**Individualized and  
client-driven  
supports.**

**Social and  
community  
integration.**





# Housing First Fidelity is Impacted by System Structures

**"Commitment to Re-House.** Extent to which the program offers participants who have lost their housing access to a new housing unit."

**"Services Continue Through Housing Loss.** Extent to which program participants continue receiving services even if they lose housing."

Microsoft Word - Pathways Housing First Fidelity Scale ACT 2013.docx ([housingfirsttoolkit.ca](http://housingfirsttoolkit.ca))



# High Fidelity vs Low Fidelity

High Fidelity

- ✓ Practice is in place
- ✓ Staff at all levels understand the practice
- ✓ Practice is documented in agency policies and procedures and is regularly reviewed and updated
- ✓ Regular training on the practice is provided to staff
- ✓ Process & practice outcomes are tracked and reviewed. Improvement goals are set and acted on.

- Practice is not in place
- Staff and tenants are not aware that it is in place
- No process is in place to implement the practice
- No written policies and procedures
- No or inconsistent staff training on the practice



You might be here!  
(And that's okay!)

Low Fidelity



# For Programs & HR Staff

What are your required onboarding training and annual training requirements for Trauma-Informed Care, Harm Reduction and Motivational Interviewing. What outside professional development are staff able to access related to these?

# For Quality Assurance Staff

Do you have these approaches included in your quality reviews? Are they incorporated in your policies and procedures? How do you set and track goals related to Evidence-Based Approaches? How do you ensure you are achieving outcomes in an equitable way?

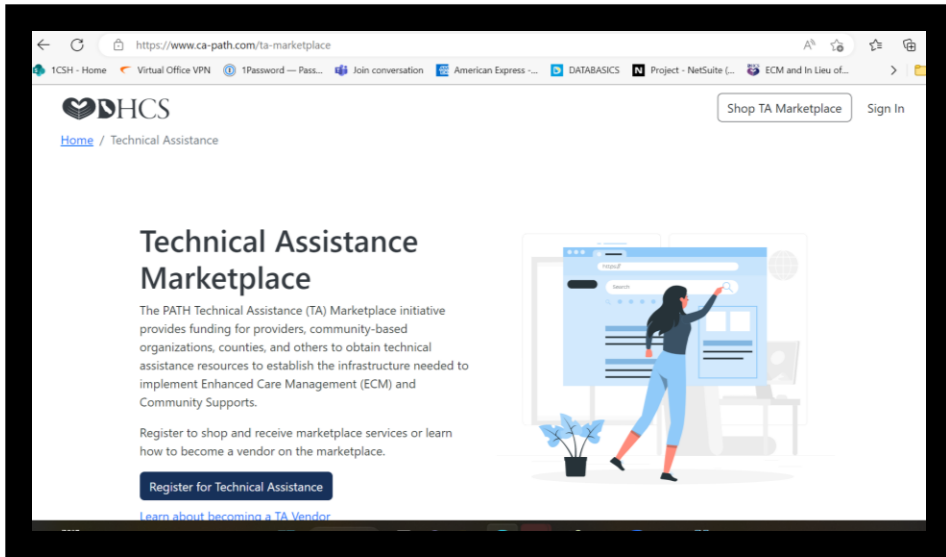
# Brainstorm how you can better ensure Evidence Based Practices are happening and leading to positive outcomes

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	Policy and Procedures to Guide	Staff Responsible to Monitor Quality	Resources to Support Fidelity	Plan for Tracking Outcomes
Service activities & Staffing Models				
Housing placement & rental subsidies				
Best practice approaches: HF, TIC, MI, HR				

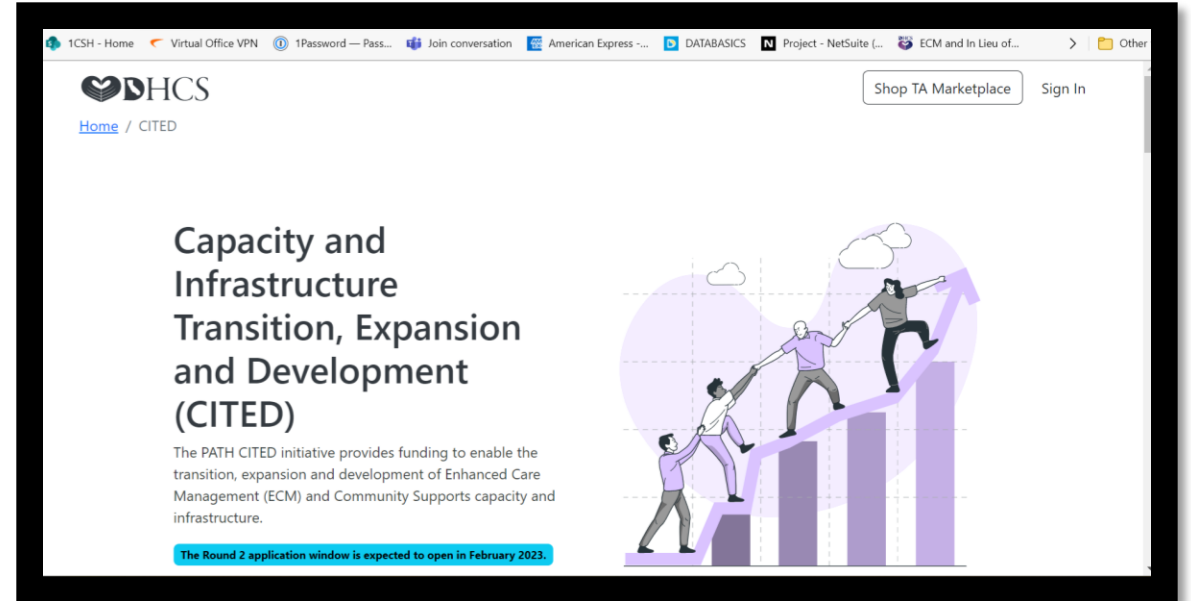


# Funding Opportunities to Get to Build Capacity



[PATH | TPA \(ca-path.com\)](https://www.ca-path.com)

Applications for TA open Feb. 27, 2023



[PATH | TPA \(ca-path.com\)](https://www.ca-path.com)

Round 2 applications to open in February 2023



# Next Steps: R.E.A.C.H.

Read

- <https://www.capolicylab.org/wp-content/uploads/2021/10/Inequity-in-the-PSH-System-in-Los-Angeles.pdf>

Explore



# Thank you!

[csh.org](http://csh.org)

