

Housing and Homelessness Incentive Program (HHIP) Stakeholder Meeting



March 30, 2022

Agenda

- » **Review Key Takeaways from Stakeholder Feedback**
 - » **Payment Allocation Methodology**
 - » **Next Steps**
 - » **PHE Unwinding**
 - » **Questions & Discussion**
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Key Takeaways from Stakeholder Feedback

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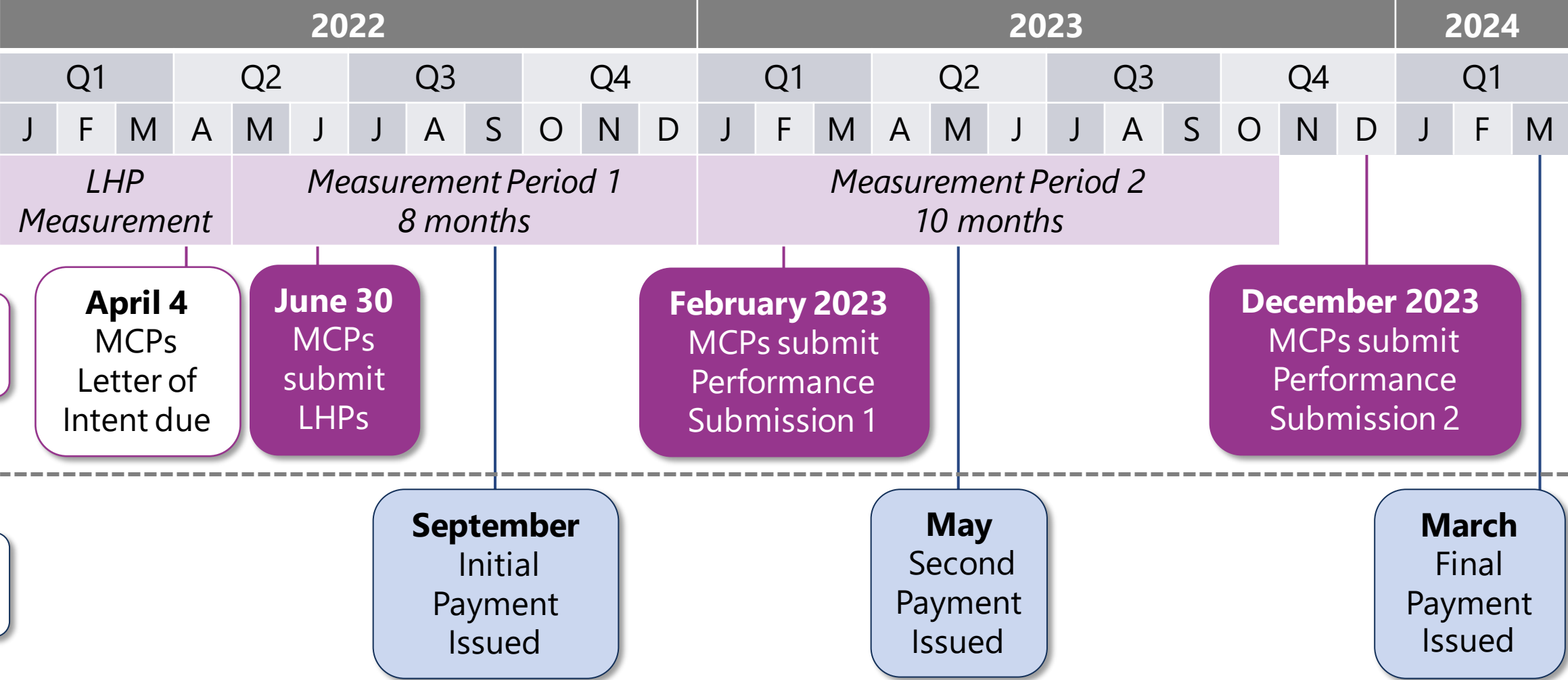
General Feedback

DHCS received feedback on the HHIP program design from 12 organizations, including managed care plans (MCPs), counties, associations, and nonprofit organizations. DHCS appreciates the thoughtfulness of the feedback and is reviewing and refining the program design and measure set in response to the feedback.

Topic	Stakeholder Feedback
Measure Evaluation & Flexibility	Stakeholders expressed support for measures tracking members served by Community Supports and remaining housed; some also expressed concern about the complexity of measures and associated reporting burden
Measure Detail, Weighting, & Evaluation	Stakeholders requested additional information on the proposed measure weighting for high priority measures, definitions for key terms, and responsibilities specific to MCPs vs. external collaborators
Populations of Focus	Stakeholders proposed an increased focus on justice-involved populations and individuals with SMI
Timeline	Stakeholders suggested breaking out the measurement period into 6-month periods and expressed concern about retroactive reporting

Program Timeline

Based on further review of the payment schedule and in consideration of stakeholder feedback, DHCS adjusted the proposed HHIP program timeline for submission 1 and 2. The measurement period and submission for the LHP remain unchanged.



Feedback on Priority Area 1 Measures

Priority Area 1:

Partnerships and Capacity to Support Referrals for Services

Topic	Stakeholder Feedback
Timeline	Stakeholders expressed concern about the timeline to implement partnerships and collect requested data
Specificity of MCP requirements	Stakeholders requested additional information about the specifics and flexibility of requirements around CoC engagement and data-sharing, including the possibility for alternatives to CoC-specific engagement and for MCPs to be able to use intermediaries for data-sharing

Feedback on Priority Area 2 Measures

Priority Area 2:

Infrastructure to Coordinate and Meet Member Housing Needs

Topic	Stakeholder Feedback
Definitions	Stakeholders requested definitions for key terms, including for street medicine
Service availability	Stakeholders requested information on how MCPs would be evaluated for measures that focused on Community Supports offerings and street medicine in rural areas
MCP / HMIS connection	Stakeholders recommended weighting this measure more than others given the foundational important to creating connections for the MCPs

Measure Clarification: Measure 2.3
 DHCS would like to clarify that measure 2.3 is intended to measure a MCP's ability to track and manage referrals only for those Community Supports the MCP is planning to offer.

- 2.3 MCP process for tracking and managing referrals for housing-related Community Supports, including:*
1. Housing Transition Navigation
 2. Housing Deposits
 3. Housing Tenancy and Sustaining Services
 4. Recuperative Care
 5. Short-Term Post-Hospitalization Housing
 6. Day Habilitation Programs

For Discussion

Measure 2.1 MCP connection with street medicine team providing healthcare for individuals who are homeless
How should "street medicine" be defined to account for differences among counties in available street medicine teams?

Feedback on Priority Area 3 Measures

Priority Area 3:
Delivery of Services and Member Engagement

Topic	Stakeholder Feedback
Performance evaluation	Stakeholders suggested MCP performance for measures be based on an absolute number, set by the MCP, rather than a percentage
Populations	Stakeholders suggested removal of “at risk of homelessness” from the program definition of homelessness, some also suggesting adding measures focused on the justice-involved population
Measure priority	Stakeholders recommended heavily weighting the metric about the number of MCP members who remained successfully housed

For Discussion: Performance Thresholds

Stakeholders suggested several changes to how DHCS could evaluate MCPs for pay-for-performance (P4P) measures in the HHIP measure set. DHCS appreciates stakeholders' unique expertise and is interested in further discussion on the development of performance thresholds for HHIP measures.

Options for MCP Evaluation on P4P Measures

1

Performance measured against a **set percentage threshold**, set by DHCS.

2

Performance measured against a **set percentage increase**, using the information reported by the MCP in the LHP as the baseline measurement.

For Discussion

1. **What is the most valuable approach to evaluating MCPs' performance on the HHIP measures?**
2. **How can MCPs can be evaluated under the same terms of performance/ with equal evaluation?**

Example: Performance Thresholds

Example Measure MCP Members receiving housing related Community Supports

S1 Submission	S1 Evaluation Options		S2 Submission	S2 Evaluation Options	
<p>Number of MCP members who received the MCP's offered housing related Community Supports during the measurement period</p>	<p>Set percentage threshold</p> <p>1</p>	<p>Set percentage increase</p> <p>2</p>	<p>Number of MCP members who received the MCP's offered housing related Community Supports during the measurement period</p>	<p>Set percentage increase</p> <p>1</p>	<p>Set percentage increase</p> <p>2</p>
<p>Number of MCP members who are eligible to receive the MCP's offered housing related Community Supports during the measurement period</p>	<p>X% or more required</p>	<p>X% increase from LHP baseline</p>	<p>Number of MCP members who are eligible to receive the MCP's offered housing related Community Supports during the measurement period</p>	<p>X% or more required</p>	<p>X% increase from LHP baseline</p>

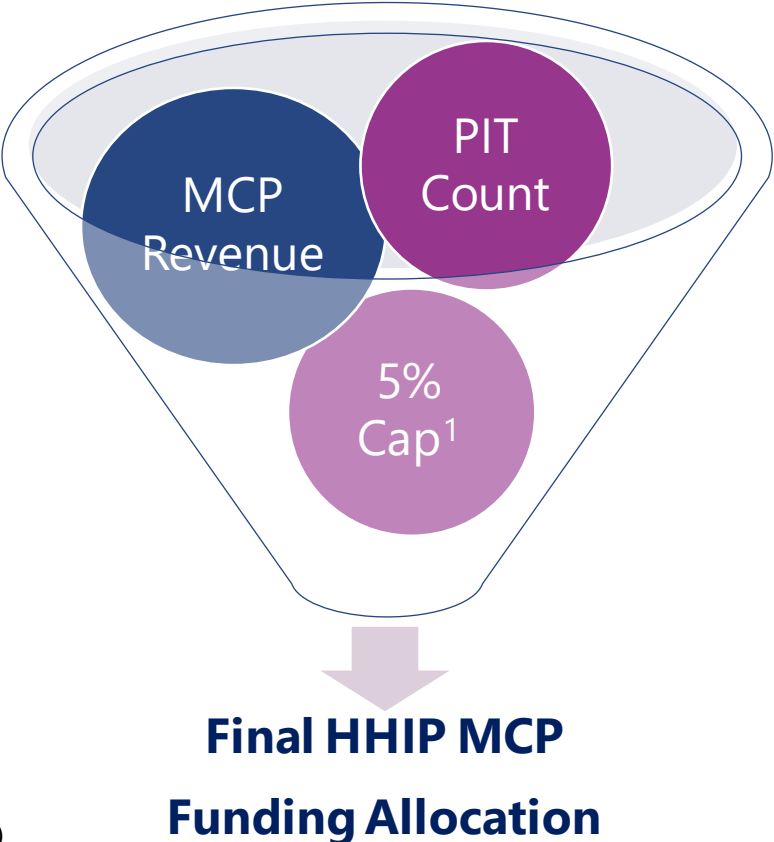
Payment Allocation Methodology

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Payment Allocation Methodology

MCPs will be eligible to earn up to a specified dollar amount for the successful achievement of the program measures. DHCS is developing the methodology to determine the maximum allocation a MCP can earn by county/region.

The department is considering the following factors in the allocation methodology:



¹Federal contract provisions related to payment: CFR 438.6(b)(2)

HHIP Payments

- » DHCS anticipates issuing two types of payments to MCPs:
 - » **1. Interim payments** that will be issued upon the MCP's completion of program requirements and considered fully earned upon the MCP's successful achievement of subsequent program measures
 - » **2. Fully earned payments** that will be fully earned by the MCP upon receipt
- » Upon the MCP earning the incentive payment in full, DHCS **cannot direct or restrict the MCP's use of their earned funds.**
- » DHCS anticipates participating MCPs will **maximize the investment and flow of incentive funding** to participating partners who are leading efforts on the ground.

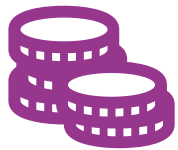
Next Steps



End of April 2022 DHCS to release program documents including funding allocation, APL, and LHP template to MCPs



June 30, 2022 MCPs submit LHPs



September 2022 DHCS to issue initial payment

Public Health Emergency (PHE) Unwinding

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Public Health Emergency (PHE) Unwinding

- » **The COVID-19 PHE will end soon and millions of Medi-Cal beneficiaries may lose their coverage.**
- » **Top Goal of DHCS:** Minimize beneficiary burden and promote continuity of coverage for our beneficiaries.
- » **How you can help:**
 - » Become a **DHCS Coverage Ambassador**
 - » Download the Outreach Toolkit on the DHCS Coverage Ambassador webpage
 - » Join the DHCS Coverage Ambassador mailing list to receive updated toolkits as they become available

DHCS PHE Unwind Communications Strategy

- **Phase One: Encourage Beneficiaries to Update Contact Information**
 - **Launch immediately**
 - Multi-channel communication campaign to encourage beneficiaries to update contact information with county offices.
 - » Flyers in provider/clinic offices, social media, call scripts, website banners
- **Phase Two: Watch for Renewal Packets in the mail. Remember to update your contact information!**
 - **Launch 60 days prior to COVID-19 PHE termination.**
 - Remind beneficiaries to watch for renewal packets in the mail and update contact information with county office if they have not done so yet.

Questions & Discussion

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Thank you

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Please visit the HHIP Website for more information and access to the HHIP documents and supporting resources: [Housing and Homelessness Incentive Program \(ca.gov\)](https://www.dhcs.ca.gov/HHIP)

Please send questions to DHCSHHIP@dhcs.ca.gov.