



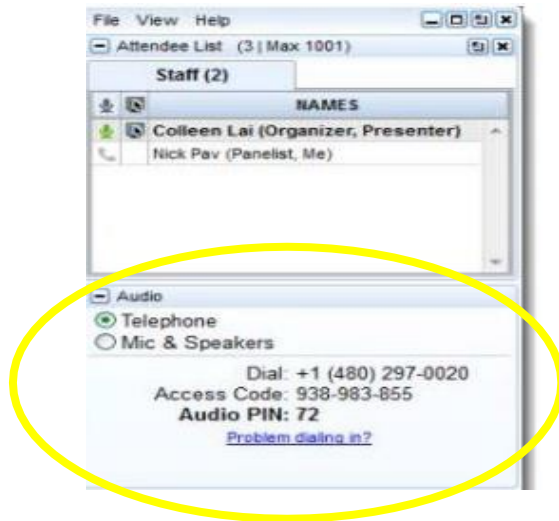
Healthier Washington Quarterly Webinar Series **Foundational Community Supports**

November 29, 2018

Before we get started, let's make sure we are connected

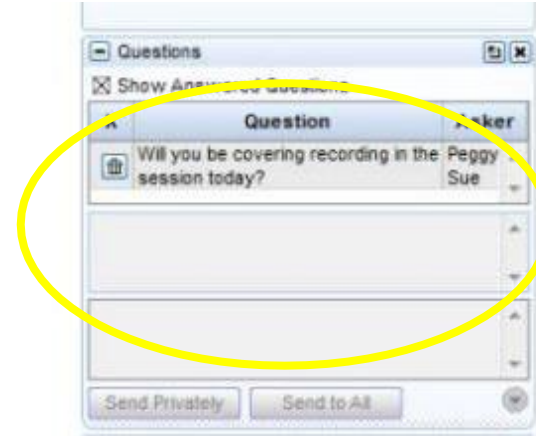
Audio Options

- Mic & Speakers
- Telephone: Use your phone to dial the number in the "Audio" section of the webinar panel. When prompted, enter your access code and audio pin.



Have questions?

Please use the "Questions" section in the webinar panel to submit any questions or concerns you may have. Our panelists will answer questions as they arise and at the end of the presentation.





Today's panel

- Sue Birch, Director, Washington State Health Care Authority
- Melodie Pazolt, Acting Assistant Deputy Director, HCA – Division of Behavioral Health and Recovery (DBHR)
- Kate Baber, Health Policy Analyst, HCA



What this presentation will cover

- The Healthier Washington context
- FCS overview
- Early successes
- Where we are going



Foundational Community Supports

The Healthier Washington context



Healthier Washington





Healthier Washington is committed to meeting all client's critical needs

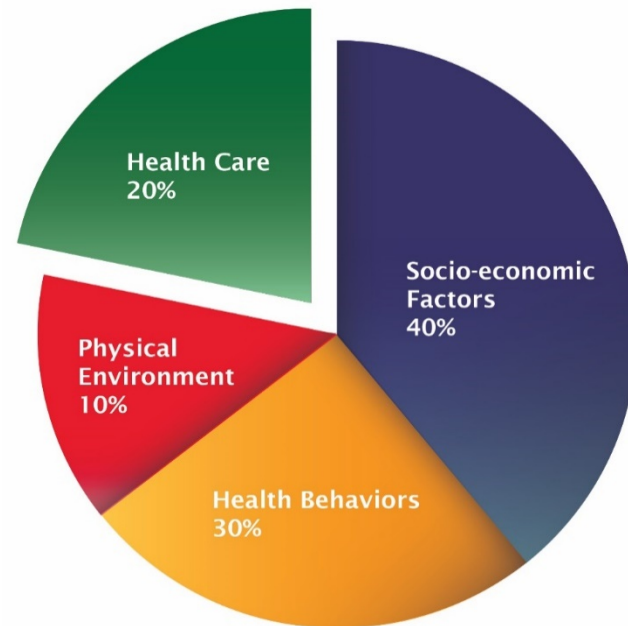
- Ongoing health care
- Behavioral health supports counseling
- Permanent, stable, safe housing
- Employment

Whole-person care means homes and jobs, as well as health care



FCS – a vital part of achieving whole person care

Duff's **non-health care needs** – a **stable job** and a **permanent home** - had to be resolved in order to address his overall health. This is exactly what Foundational Community Supports provides.



Foundational Community Supports Overview



What is Foundational Community Supports?



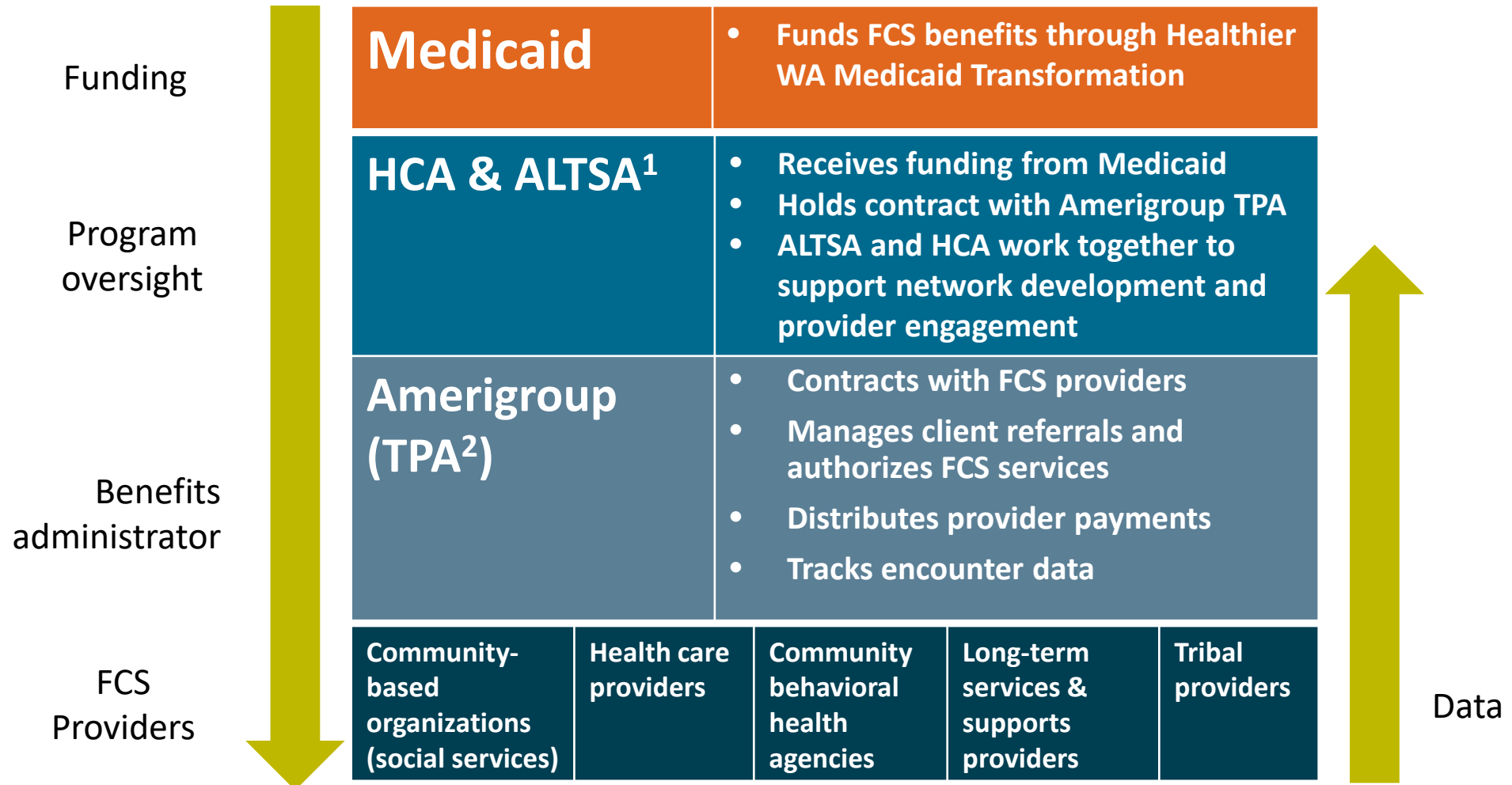
It is...

- Medicaid benefits for help finding **housing** and **jobs**:
 - Supportive Housing to find a home or stay in your home
 - Supported Employment to find the right job, right now

It isn't...

- Subsidy for wages or room & board
- For all Medicaid-eligible people

What is Foundational Community Supports (FCS)?



1. Department of Social & Health Services - Aging and Long-term Support Administration
2. Third Party Administrator



Housing Resources

Emergency Housing Assistance

Washington 2-1-1

Washington 211 is a free hotline that people can call to find services in their home community, including emergency housing assistance. Learn more about Washington 211 [here](#), or dial “2-1-1” to find help.

Coordinated Entry Systems

The Department of Commerce maintains a list of agencies that operate local “coordinated entry” hubs, which help people who are experiencing or are at risk of homelessness access housing assistance. Find a coordinated entry access point in your community [here](#).

Other Housing Resources

2019 state legislative proposals

Pathways to Housing [resource website](#)

DSHS [Community Service Offices](#)

HUD [Rental Assistance](#) (Mainstream Vouchers)

[Landlord Mitigation Program](#)

Northwest Justice Project’s [CLEAR Legal Help Hotline](#) (888-201-1014) and [Washington LawHelp](#)



What benefits are available through FCS?

Supportive housing helps you find a home or stay in your home

- ✓ Housing assessments and planning to find the home that's right for you
- ✓ Outreach to landlords to identify available housing in your community
- ✓ Connection with community resources to get you all of the help you need, when you need it
- ✓ Assistance with housing applications so you are accepted the first time
- ✓ Education, training and coaching to resolve disputes, advocate for your needs and keep you in your home



Benefits of FCS

Supported employment helps you find the right work, right now

- ✓ Employment assessments and planning to find the right job for you, whenever you're ready
- ✓ Outreach to employers to help build your network
- ✓ Connection with community resources to get you all of the help you need, when you need it
- ✓ Assistance with job applications so you can present your best self to employers
- ✓ Education, training and coaching to keep you in your job



Who is eligible to receive FCS benefits?

FCS benefits are reserved for people with the greatest need. To qualify, you must:

- 1 Be enrolled in Medicaid
- 2 Be at least 18 years old (Supportive Housing) or 16 years old (Supported Employment)
- 3 Meet the requirements for **complex needs**
 - You have a **medical necessity** related to mental health, substance use disorder (SUD), activities of daily living, or complex physical health need(s) that prevents you from functioning successfully or living independently.
 - You meet specific **risk factors** that prevent you from finding or keeping a job or a safe home.

Who is eligible to receive FCS benefits?

Supportive Housing risk factors <i>One or more</i>	Supported Employment risk factors <i>One or more</i>
<ul style="list-style-type: none">✓ Chronic homelessness✓ Frequent or lengthy stays in an institutional setting (e.g. skilled nursing, inpatient hospital, psychiatric institution, prison or jail)✓ Frequent stays in residential care settings✓ Frequent turnover of in-home caregivers✓ Predictive Risk Intelligence System (PRISM)¹ score of 1.5 or above	<ul style="list-style-type: none">✓ Housing & Essential Needs (HEN) and Aged Blind or Disabled (ABD) enrollees✓ Difficulty obtaining or maintaining employment due to age, physical or mental impairment, or traumatic brain injury✓ SUD with a history of multiple treatments✓ Serious Mental Illness (SMI) or co-occurring mental and substance use disorders

1. PRISM measures how much you use medical, social service, behavioral health and long-term care services.

How do you receive FCS benefits?



Anyone can refer someone to be assessed for FCS services:

- Submit a referral form to Amerigroup: bit.ly/fcs-referral
- Email Amerigroup: FCSTPA@amerigroup.com
- Call Amerigroup: 1-844-451-2828 (TTY 711) Monday through Friday from 8 a.m. to 5 p.m.



Foundational Community Supports (FCS) service reimbursement rates

Supported Employment Benefit

- 1 unit = **15 minutes** of service
- Limit of **120 units** (30 hours) of service per **6 month** authorization period
- Reimbursement rate of **\$25/unit** of service
- Services may be **reauthorized** if a participant continues to need services
- “**Exception to Rule**” authorization process is available for additional service units within a 6 month period for participants who have exceptional service needs

Supportive Housing Benefit

- Per diem (daily) rate
- Limit of **30 days** of service per **6 month** authorization period
- Reimbursement rate of **\$105/day**
- Services may be **reauthorized** if a participant continues to need services
- “**Exception to Rule**” authorization process is available for additional service units within a 6 month period for participants who have exceptional service needs



Annual Foundational Community Supports (FCS) service reimbursement projection

- **Supportive housing** services delivered with a 1:20 caseload ratio*:

(**20** FCS participants) x (**2** authorization periods) x (**30** days of service) x (**\$105/day**) = **\$126,000**

- **Supported employment** services delivered with a 1:20 caseload ratio*:

(**20** FCS participants) x (**2** authorization periods) x (**120** service units) x (**\$25/unit**) = **\$120,000**

**The recommended FCS caseload is 15 – 20 participants per service provider; this is not a contractual requirement.*

FCS – Early Successes

1115 Medicaid Transformation Waiver

Fidelity to Evidence-based practices

Medicaid Requirements

7	8	3	5		2			
		9			4	2		5
2		4		6				3
	4	8	Outcomes & Sustainability 8				6	9
9	2					5	7	
5				9		3		7
8		6	4			9		
			2		1	8	5	6



Current status

Total enrolled: 2200*

- Supportive Housing: 723
- Supported Employment: 1377
- Both: 99

Total Contracted Providers: 85 - Total Service Locations: 258

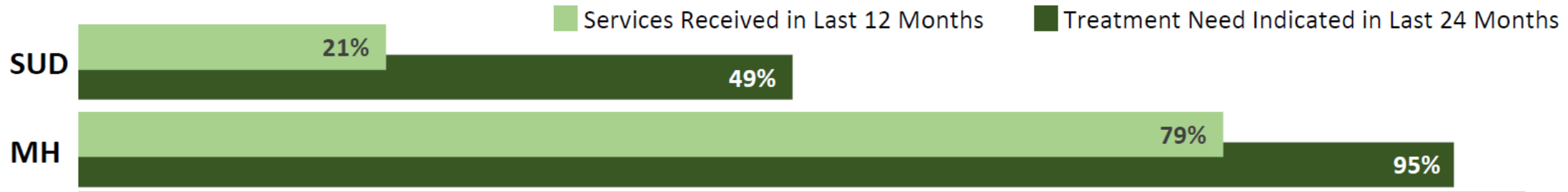
- Supportive Housing Service Locations: 30
- Supported Employment Service Locations: 83
- Supportive Housing & Supported Employment Service Locations: 145

*Pending enrollments include a net decrease of ~150-200 enrollees due to eligibility period expiration.

Who is receiving FCS?

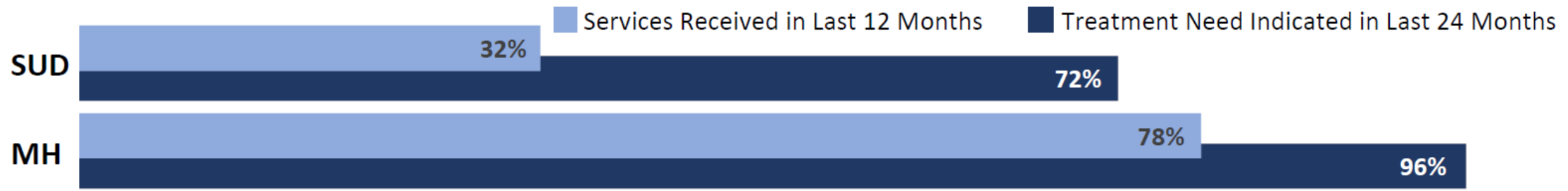
Supported Employment:

Treatment Need and Service Use for those Enrolled in October 2018



Supportive Housing:

Treatment Need and Service Use of those Enrolled in October 2018



Early successes: James's story



Early successes: Tina's story



FCS – Where are we going?



FCS - Where are we going?

Access

2018: Establish comprehensive provider network to serve participants statewide

Quality

2019: Institute continuous quality improvement standards

Sustainability

2021: Evaluate effectiveness, with the goal of continuing FCS as a permanent Medicaid benefit



HCA-DBHR FCS training resources

Supportive housing	Supported employment
Eastern WA: Amanda Polley Wenatchee amanda.polley@hca.wa.gov	Eastern WA: Dawn Miller Moses Lake Dawn.miller@hca.wa.gov
Western WA: Kimberly Castle kimberly.castle@hca.wa.gov	Western WA: Lisa Bennett-Perry Lisa.bennett-perry@hca.wa.gov



DSHS-AL TSA FCS support resources

Supportive housing	Supported employment
Region 1: Ian Harpole Spokane harpol@dshs.wa.gov	Region 1: Jim Bischoff Tri-Cities bischj@dshs.wa.gov
Region 2: Whitney Joy Howard howarwj@dshs.wa.gov	Region 2: Krystal Baumann smithka1@dshs.wa.gov
Region 3: John Kistner kistnj@dshs.wa.gov	Region 3: Vicki Gilleg gillev@dshs.wa.gov



Questions for our panelists?



We'd love to hear from you

Melodie Pazolt

Acting Assistant Deputy Director, DBHR
Health Care Authority
Melodie.Pazolt@hca.wa.gov

Amerigroup TPA

FCSTPA@Amerigroup.com
1-844-451-2828

More information is available online:

Health Care Authority: bit.ly/fcs-info

Amerigroup FCS provider info: bit.ly/fcs-provider

Amerigroup FCS consumer info: bit.ly/fcs-help

FCS training and event calendar: bit.ly/fcs-calendar

FCS newsletter: bit.ly/fcs-news

Learn more about Healthier Washington

Web: www.hca.wa.gov/hw

Email: healthierwa@hca.wa.gov

Follow us on Facebook and Twitter:
Join the conversation: #healthierWA

Join our Feedback Network or our next webinar at:

www.hca.wa.gov/hw under *How to Participate*

Thank you for joining us today!

