

# HEALTHCARE AND HOUSING (H<sup>2</sup>) SYSTEMS INTEGRATION INITIATIVE JACKSONVILLE

## Action Plan Overview

### *JACKSONVILLE H<sup>2</sup> ACTION PLAN OVERVIEW<sup>1</sup>*

**Goals and Strategies:** Jacksonville's Action Plan contains four goals, each of which focuses on a key area of activity essential to achieving the vision of improving health and housing stability for Duval, Clay, and Nassau Counties' neediest residents.

#### Use Data to Prioritize the Most Vulnerable Members of Our Community that Frequently Use Multiple Systems for Housing and Health Care Services

- Collect and use data to demonstrate cost effectiveness of service system coordination, particularly with respect to people frequently using high cost services in multiple systems.
- Develop pilot projects to engage existing data collection systems for data sharing, data matching, and data analysis.
- Encourage attendance at mandatory trainings that follow each HMIS system update to reduce impacts on real-time users of HMIS.
- Long term: Explore possibilities for linking existing data systems to facilitate coordination and relieve burdens of double entry where feasible.

#### Better Understand and Leverage Resources Across Systems to Improve Coordination

- Review plan that emerges from ongoing Community Health Needs Assessment to determine opportunities to leverage it for education, partnering, and coordinating with hospitals and other health care providers.
- Explore partnerships with Managed Care Organizations (MCOs) to leverage their funding/service/targeting flexibility.
- Reach out to Department for Children and Families for inclusion in H<sup>2</sup> work going forward.
- Build relationships between service systems.
- Better leverage Federally Qualified Health Centers.
- Build relationship with the University of North Florida to leverage its emerging psychiatric advanced registered nurse practitioner training to help fill gap of lack of psychiatrists.

#### Increase Enrollment and Access to Housing and Services

- Expand access to Medicaid for all eligible clients.
- Create process to serve the 3-5% of homeless population with serious mental illness who need Housing First with intensive services and immediately accessible housing.

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<sup>1</sup> The Jacksonville H<sup>2</sup> Action Plan Draft is currently being finalized by the Leadership Team, and therefore the Goals and Strategies presented here are subject to change.

## HEALTHCARE AND HOUSING (H<sup>2</sup>) SYSTEMS INTEGRATION INITIATIVE JACKSONVILLE

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- Identify resources to address gaps in housing and services for youth (<18), young adult (18-24), and elderly populations (over 60).
- Expand staff training across systems to increase capacity and knowledge transfer.
- Improve navigation throughout and across systems, using warm handoffs for referrals.
- Explore methods of reducing rent burdens for households with extremely low-income.
- Reduce transportation burden.
- Assure that health and wellness promotion activities are available to households with extremely low income.
- Expand oral health resources for households with extremely low income.
- Closely monitor youth ages 18-24 showing emerging signs of mental health issues.
- Advocate to increase state's funding for mental health services.

### Maximize Use of Medicaid and Other Resources to Support Housing and Healthcare Access, Retention, and Stability

- Increase number of Medicaid providers in health care and permanent supportive housing fields to build robust network for Medicaid billing.
- Train housing and service providers on what can be billed to Medicaid and how to bill Medicaid.
- Educate providers on use of multiple funding sources.
- Continue to advocate with Housing Authorities for preferences or set asides for people experiencing homelessness or chronic homelessness.
- Investigate social impact bonds as funding mechanism.
- Replicate existing Jacksonville models and other best practices for people who frequently use high cost systems.
- Identify other sources of funding for essential services not eligible for Medicaid reimbursement.