

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

## Action Plan Overview

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

**Goals and Strategies:** Wisconsin has identified four primary goals, each of which focuses on a key area of activity essential to achieving their vision of improving health and housing stability for Wisconsin's neediest residents.

#### Move Toward Cross-System Data Matching Across Health, Housing, and Other Service Systems to Facilitate Improved Client Access and Utilization of All Needed Services.

- Create Frequent User Program pilot in Dane County for people who repeatedly use the ER.
- Compile list of healthcare providers likely to serve homeless clients and low-income clients living with HIV/AIDS.
- Longer term: Develop protocols for data collection and data sharing that ensure privacy and confidentiality of personal data.
- Longer term: Develop capacity for integrated records (EPIC and HMIS).

#### Move Toward an Integrated System of Housing Services, Medical Health, and Behavioral Health for Low-Income People with HIV/AIDS and People Experiencing Homelessness.

- Create Healthcare Coordinating Committee within CoC to coordinate with health care system (e.g., hospitals and mainstream medical and behavioral health systems, MCOs).
- Consider involving stakeholders from outside the housing system (e.g. mental health officers, hospital social workers) in Dane County Zero2016 weekly meetings, particularly where it makes sense for particular clients of focus at a given meeting.
- Capitalize on upcoming revision of Dane County 10-year plan to end homelessness (beginning in February 2016).
- Research existing forums outside CoC for participation by H<sup>2</sup> participants to spread awareness of H<sup>2</sup> work/ideas, exchange knowledge, etc.
- Facilitate system-level move from agency-specific case managers working with clients to a system of interdisciplinary teams of care coordinators.

#### Move Toward Elimination of Housing and Healthcare Service Gaps for Low-Income People with HIV/AIDS and People Experiencing Homelessness.

- Increase and improve community engagement.
- Increase communication among providers to educate about existing resources (on both housing and health care side) and reduce duplication of services.

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<sup>1</sup> The Wisconsin 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.

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- Educate clients on how to navigate the healthcare system (including alternatives to emergency room use for non-emergencies).
- Develop standards for outreach and enrollment activities.
- Increase and maintain enrollment in Medicaid, Badger Care, and other insurance.
- Create or expand access to needed services by taking advantage of or developing programs:
  - Badger plan navigators
  - Community paramedics (Note: Dane County could model Milwaukee program)
  - Free dental clinic or concierge dental program
  - Healthcare for the Homeless in Dane County
  - Housing options for sex offenders
  - Housing for substance abuse active use (harm reduction model)
  - Comprehensive coordination of dual diagnosis population
  - Affordable housing for all that is safe and appropriate
  - Centralized post office location for homeless
  - Medical respite in Dane County

## Move Toward Using Medicaid and Other Mainstream Funding for Services That Support Housing Stability to Increase Funds Available for Housing.

- Maximize use of current Medicaid plan.
- Learn more about and implement existing Medicaid waivers as needed to expand services to people experiencing chronic homelessness and people living with HIV/AIDS.
- Monitor new Medicaid/CCS program in Dane County and coordination with Housing First model.
- Expand/maximize use of FQHC program.