

HEALTHCARE AND HOUSING (H²) SYSTEMS INTEGRATION INITIATIVE WEST VIRGINIA

Action Plan Overview

WEST VIRGINIA H² ACTION PLAN¹

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

Collect, Organize, and Use Cross-System Data to Evaluate Need, Expand Awareness, and Demonstrate Cost Savings and Program Effectiveness to Improve Health Outcomes and Housing Stability.

- Collect data to evaluate effectiveness (including improved health outcomes, housing stability, utilization of crisis services, cost-savings) of various programs and interventions.
- Use data on cost savings to non-housing systems to get buy-in for coordination and ultimately data collection/sharing.
- Determine what relevant data is collected across systems.
- Consolidate data from various systems/access data collected by other systems.
- Collect data sufficient to identify people presenting to a health provider for same issue repeatedly.
- Determine what questions should be asked to collect the information needed to know whether someone is "homeless" for any given program (e.g. "Where did you sleep last night" rather than "Are you homeless?") and then educate regarding what questions should be asked.
- Determine what else needs to be asked, or what needs to be asked differently.
- Determine a better way to get a comprehensive count of people experiencing homelessness, taking into account various definitions of "homelessness."

Foster Ongoing Collaboration Between CoC Housing and Health Systems, Integrating Care to Improve Lives.

- Develop robust medical homes linked to CoC agencies in key homeless population centers, to promote ongoing wellness.
- Provide input into statewide planning processes and other larger efforts, including those meeting health and housing needs of homeless population.
- Develop a seamless system of care between health care and housing systems to adopt common goals for serving the target populations, and monitor outcomes in each system.

¹ The West Virginia H² 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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- Convene partners from social work departments at institutions of higher education (e.g. West Virginia University, Marshall University, West Virginia State University, University of Charleston).
- Work to engage managed care organizations (MCOs).
- Consider adding indicators in Medicaid contract that Behavioral Health and Primary Care MCOs should meet.
- Expand health care coverage and treatment opportunities by exploring and engaging with Accountable Care Organizations in West Virginia and service delivery to Medicaid population to determine inclusion of homeless people.

Transform Access and Delivery of Health Care and Housing as an Open System to Meet Client Needs, Conditions, and Abilities.

- Meet with Primary Care Association and West Virginia Hospital Association to identify problems surfacing in provision of care to people experiencing homelessness.
- Transform health care entry portals to meet client perceptions, needs and abilities.
- Improve/Increase capacity of behavioral health care available.
- Incorporate a process for comprehensive health exams and behavioral health assessments in CoC Coordinated Entry system.
- Meet with Ryan White Program and review system of care and program design elements.

Maximize Use of Medicaid and Other Existing Resources to Increase Access to Health Care and Other Services that Support Housing Stability.

- Ensure all Medicaid-eligible individuals and families are enrolled and stay enrolled.
- Explore additional funding sources to increase housing resources, health care, and supportive services.
- Increase capacity to bill Medicaid for services that support housing stability.
- Maximize use of Medicaid presumptive eligibility for homeless population.
- Build capacity in free clinic system as patient centered medical homes within federal reimbursement system.
- Expand use of health homes to every CoC.
- Educate community and providers in housing and health care system on existing resources to assist clients.