Housing and Services
Resource Center

Expanding Access to Service Coordination:

Two Models of Braiding Funding

January 31, 2024
Webinar

Welcome

Housing and Services Resource Center

Webinar is hosted by the
Housing and Services Resource Center (HSRC)

Facilitator

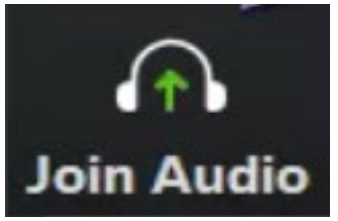
Charlene Allen, Senior Management Analyst, Office for Interagency Innovations, Administration for Community Living (ACL)

This event is being recorded.

Instructions for Zoom

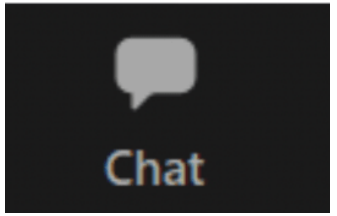
Audio Options

- Use your computer speakers, **OR** dial in using the phone number in your registration email.
- All participants are muted.

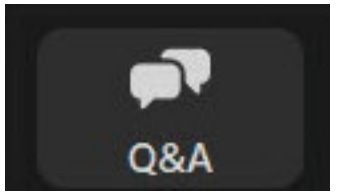


Questions and Comments

- Please actively use chat throughout the meeting, especially for your comments.
- To ask a presenter a question, please use the Q&A function.



Or, send your question or comment via email to HSRC@ACL.HHS.GOV



Accessibility

Maximizing view of ASL interpreters

- Enlarge view of ASL interpreter by “pinning” them:
  Click on their video window and select the Pin icon.

Screen Reader Users: Reduce unwanted chatter

- Request speech on demand:
  Insert, Spacebar, “S”

Poll

What is your organization's primary partner to provide access to service coordination for people with disabilities and/or older adults? (choose 1)

- We primarily partner with housing owners/managers or agencies.
- We primarily partner with aging and/or disability organizations.
- We primarily partner with health or healthcare organizations.
- None—we're not involved in service coordination.
- None—I'm an individual professional or student.
- Other

Housing and Services
Resource Center

acl.gov/HousingAndServices #HousingResources

Poll Results

What Is Service Coordination?

Service coordination is a broad term encompassing similar activities that **assist individuals with identifying and connecting to services and supports they want and need.**

Some types of service coordination include:

- Person-centered counseling
- Options counseling
- Care coordination
- Care management

Service Coordination Improves Housing Stability

Service coordination improves access to and use of supportive services.

- Supportive services provide assistance with everyday activities and help make it possible for many people with disabilities and older adults to live in their chosen housing environments and participate in their communities.
- Examples: nutrition services, benefits enrollment, personal care, transportation, and assistive technology.

Unmet needs for supportive services can contribute to housing instability and risk of poorer health outcomes.

Braiding Funding

"Braiding" involves lacing together funding sources to support a common goal while maintaining the specific program identity of each individual funding source (which often can only be used for a unique set of activities).

Braiding maintains the specific program identity of each individual funding source.

Chat Question

Who in your community has the greatest unmet need for service coordination?

Presenters

Andy Chan, PhD

Strategic Advisor for Health, Seattle Housing Authority

Caroline Bas, MBA

Chief Operating Officer, The Kelsey

Sean Walsh, MPA

Case Management Supervisor, Seattle-King County Aging and Disability Services

SHA/ADS PARTNERSHIP

DEVELOPING AND FUNDING SUPPORTIVE SERVICES FOR LOW-INCOME TENANTS OF PUBLIC HOUSING

Sean Walsh & Andy Chan

January 2024

Aging and Disability Services
Area Agency on Aging for Seattle and King County

THE PARTNERS

Seattle Housing Authority (SHA)

- Public Housing Authority
- Houses over 31,000 people with very low incomes
- Around ½ live in SHA owned/managed properties
- In Hi-Rises and Senior Housing:
  - About 66% are 62 or older
  - About 18% are people with disabilities under 62
  - About 51% are BIPOC

Aging & Disability Services (ADS)

- Area Agency on Aging (AAA) for King County
- Care Coordination Provider for 12,000 residents
- Contract manager for Medicaid Long-Term Services & Supports (LTSS) In-home Care programs
- Demographics
  - 54% are BIPOC
  - 75% are 62 or older

WHY HAVE A PARTNERSHIP?

ADS & SHA have partnered since the early 1990s

Why?

- De-institutionalization
- Aging in Place + Baby Boomers
- Recognizing successful housing = more than 4 walls and a roof

CARE COORDINATION

- Provides annual or as needed assessment process for eligibility for services such as Home Care, Medical Alert, or higher levels of care (i.e. Adult Family Home/Assisted Living)
- Building trust through on-site presence and community involvement
- Hands-on approach to connecting tenants to needed services
- Maintaining contact with tenants (and often providers) to ensure service relationships endure
- Problem-solving landlord-tenant issues

BRAIDED FUNDING

- 2024 Budget: Approx. $2.1 million funding 12 Care Coordinators and 1 Supervisor
- Funding Model:
  - ❑ Seattle Housing Authority Grant 25%
  - ❑ City of Seattle General Fund Matching Grant 25%
  - ❑ Medicaid Case Management Fee for Service Funding 50%

IMPACT

- Increased Access to LTSS Service: per 2020 estimate 2-3x more likely to enroll in LTSS services
- Resulting in $40 million worth of services flowing into communities
- Better access to new programming: Medicaid Transformation Projects
- Multi-sector health and housing coordination i.e., SHA Care Network, Monthly Portfolio Meetings, Coordinated Personal Care

NEXT STEPS

- Leverage more cross-sector funding
- Provide seed capital
- Continue to build health and housing partnerships
  - …including data partnerships (https://kingcounty.gov/en/legacy/depts/health/data/health-housing)

CONTACT

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- **Andy Chan andy.chan@seattlehousing.org**

The Kelsey

We pioneer disability-forward housing solutions that open doors to homes and opportunities for everyone

Today's Overview:
Our Inclusion Concierge Program

The Kelsey solves for three gaps in housing.

- **Affordability**: for all incomes, from the lowest up to market rents.
- **Accessibility**: support diverse access and more person-centered design
- **Inclusivity**: where people with and without disabilities share an interdependent, connected community

Today's Discussion Focus

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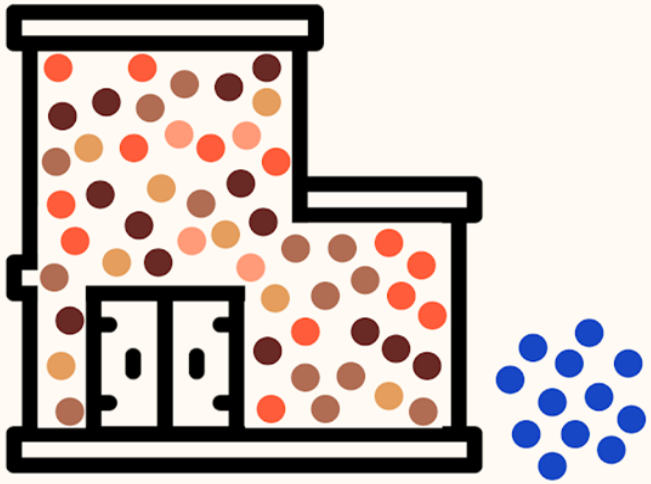
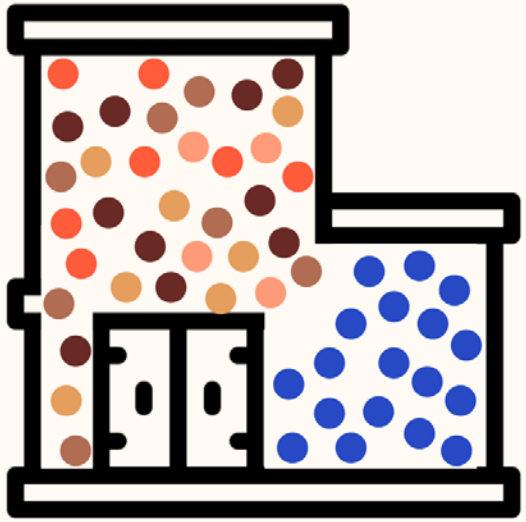
Anchored in inclusion.

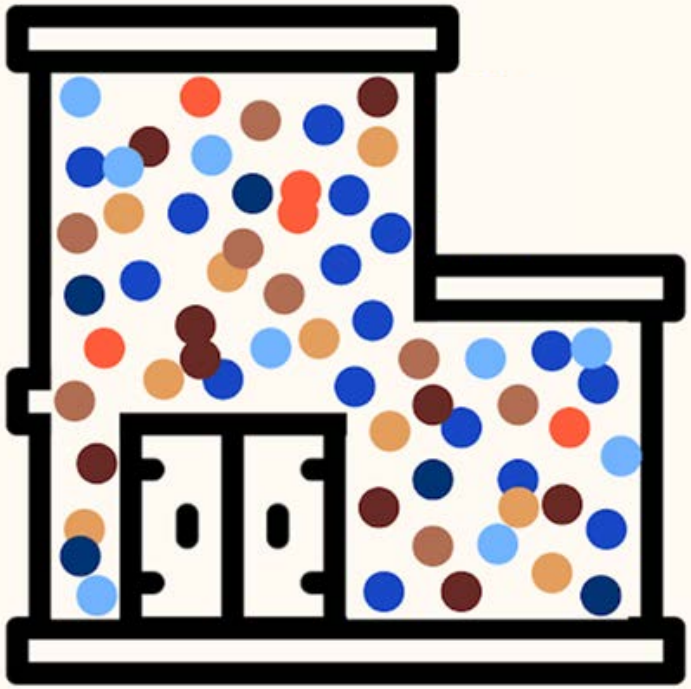


People with disabilities are segregated in:

- Hospitals
- Institutions
- Congregate Settings
- Homeless Shelters
- Disability-specific housing developments



People with and without disabilities live in the same building physically but with barriers to full access, separate lives and experiences, and no community connections



People with and without disabilities share community together, diversity is valued, interdependence is supported, and people have access to the same spaces and experiences.

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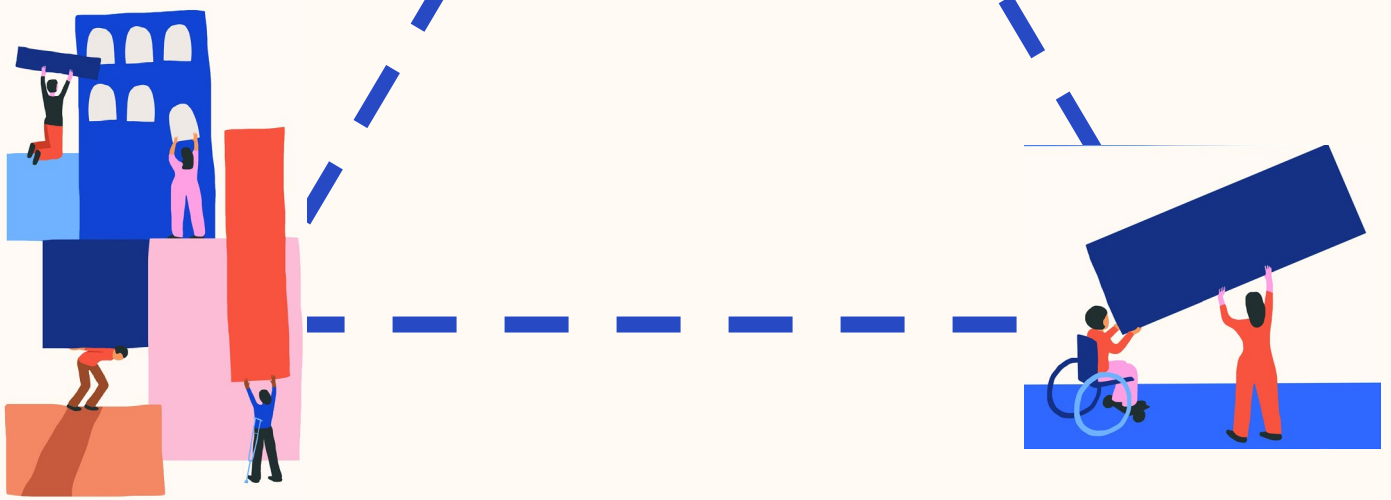
Triangle Community Living

Community

with connections, recreation, spirituality, joy, meaningful work, and relationships



Housing

that is accessible, affordable across a range of incomes, and meets personal preferences

Supports & Services

including medical services, in home supports, and therapies designed to meet individualized needs

Team Based Approach

Resident Services

Natural Supports (unpaid)

Partners/Agencies (paid)

Community

with connections, recreation, spirituality, joy, meaningful work, and relationships

- Neighbors; family members
- Community based organizations
- Community Volunteers

Housing

that is accessible, affordable across a range of incomes, and meets personal preferences

- Property Owners and Management
- Housing Authorities, Housing Finance Agencies, and other Voucher Providers

Inclusion Concierge

- In home service providers
- Medicaid Service Coordinators/ Case Managers
- Local ILCs

Supports & Services

including medical services, in home supports, and therapies designed to meet individualized needs

Benefits & Outcomes

Benefits of Inclusion Concierge Program

Resident Centered Experience

Inclusion Concierge facilitates a team-based approach to coordinated support for each resident from fostering inclusion, promoting connections, and delivering a quality resident experience

Culture of Inter-connectivity

Through fully accessible, thoughtfully planned Inclusion Hours, the Inclusion Concierge engages each resident to experience the value and joy of being with community; Inclusion Concierge also sets a culture from the start as a healthy, interdependence space

Services Infrastructure

Through building trust, circles of support, and community supports, the Inclusion Concierge supports the building's high quality, effective services for residents that leads to reduction of interrupted services and avoidable issues

Expected Outcomes*

- Increase resident housing success
- Increase resident satisfaction and reduce vacancies
- Avoid resident-related issues before they occur
- Save staff time on responsive work

*Longitudinal studies to be conducted in The Kelsey Civic Center

The communities we build prove new, replicable models of inclusive, accessible housing and provide homes to people who need them most.

The Kelsey Ayer Station, San Jose

Leasing Up Now: 115 homes; 30% of units priced at <$500/month; spaces designed to foster informal support networks

The Kelsey Civic Center, San Francisco

Under Construction: 112 homes; mixed income, from extremely low income to moderate; 25% homes set aside for people with disabilities that use HCBS services

The Kelsey at Atlas, Oakland

A pilot community in a market rate building; our Inclusion Concierge enhances services, builds community, and has supported a 100% housing retention rate since lease up in 2020

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CMS 2024 Medicare Physician Fee Schedule Rule

- Beyond setting payment rates for physicians, other professionals, the annual schedule includes policy changes.
  - The rule is effective as of January 1.
- The schedule offers new contracting opportunities for aging, disability, health, other community-based organizations for reimbursement for services that assess and address health-related social needs (HRSNs).
- HRSNs are individual-level adverse social conditions that contribute to poor health outcomes, such as:
  - Housing instability, food insecurity, transportation problems, utility help needs, interpersonal safety, etc.

HRSN Services

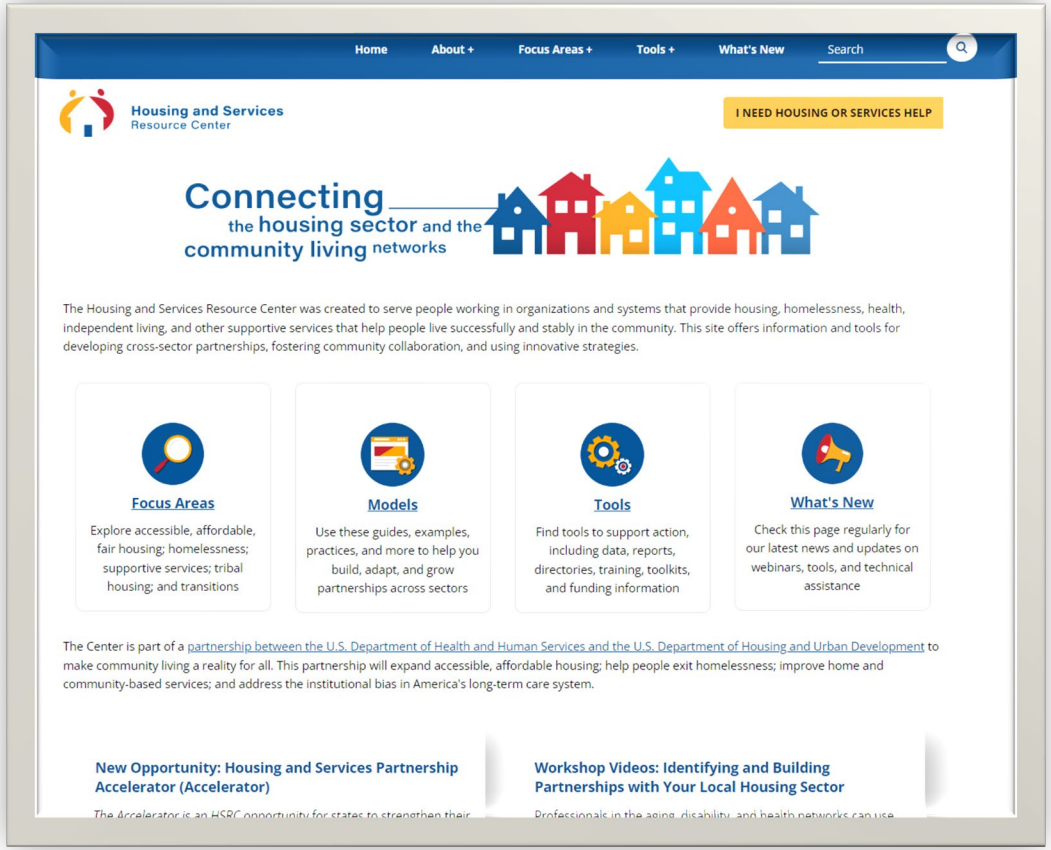
Examples of HRSN service reimbursement:

- Person-centered assessment,
- Home and community-based care coordination,
- Care transition support,
- Social and emotional support, and
- Other services to enable holistic, person-centered care

Learn More: Physician Fee Schedule

- **CMS Fact Sheet:** Calendar Year (CY) 2024 Medicare Physician Fee Schedule Final Rule
- **Code of Federal Regulations:** https://public-inspection.federalregister.gov/2023-24184.pdf
- **Aging and Disability Business Institute webinar:** Data, Billing and Coding: What CBOs Need to Know: New CMS Rules on Health-Related Social Needs Screening
- **Partnership to Align Social Care on-demand webinar:** The Medicare Physician Fee Schedule Includes Codes to Address HRSNs...What Happens Next

HSRC Website



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Call to Action

Learn more about service coordination at acl.gov/HousingAndServices/Service-Coordination

Use our forthcoming tool on braiding to plan how to expand service coordination in your community.

Help Us Improve

Please complete our short feedback form at

https://www.surveymonkey.com/r/HSRCjan31

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Acknowledgment

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