



Housing and Services
Resource Center

Ohio Solutions Office Hours

Service Coordination Models and Sustainability

January 25, 2022



Welcome

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Administration for Community Living

ACL.GOV

Welcome

- Thank you for joining the [Housing and Services Resource Center](#) (HSRC) for a three-part series featuring partnerships in Ohio between the housing sector and aging and disability networks.
- These collaborations are expanding options for older adults and people with disabilities to live in their communities with access to supportive services they may need

Session 2: Service Coordination Models and Sustainability

Instructions for Zoom

This event is being recorded.

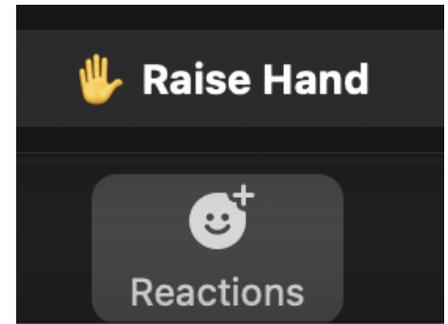
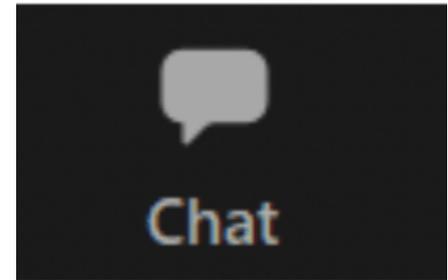
Audio Options

- Use your computer speakers, **OR** dial in using the phone number in your registration email.
- Please stay muted unless called upon

Chat

- Please actively use chat throughout the meeting
- To ask a presenter a question in chat, please include the name. For example: *Question for Duana...*

Raise Hand to ask a presenter a question





Housing and Services Resource Center

**JUST
LAUNCHED!**

acl.gov/HousingAndServices [#HousingResources](https://twitter.com/HousingResources)



Connecting

the housing sector and the
community living networks



The HSRC facilitates a federally coordinated approach to providing resources, program guidance, training, and technical assistance to:

- Disability and aging network organizations,
- State Medicaid agencies,
- Mental and substance use disorders service providers,
- Homeless shelters, and
- Public housing authorities and housing providers.

HSRC Goals

- Coordinate and leverage technical assistance, training and research efforts of HUD & HHS partners (ACL, CMS, SAMHSA & ASPE);
- Reach a broad audience of the aging, disability, housing, and homeless networks and stakeholders;
- Facilitate state and local partnerships between housing and service systems;
- Assist communities in leveraging new housing and service resources including from the American Rescue Plan & Build Back Better.

Office Hour: *What to Expect*

- Learn and discuss methods that stakeholders from different sectors used to begin to develop partnerships to expand affordable housing and access to community-based supportive services
- Receive practical tips and real-world examples
- Participant polling will inform the next session on Feb. 10

Office Hour

How This Will Work

As an “office hour,” each session will have a short presentation, followed by a long period for participants’ questions and discussions that support peer-to-peer sharing.

Ohio Area Agencies on Aging “Build” Success with Service Coordination

Duana Patton, CEO

Ohio District 5
Area Agency on Aging, Inc.

Justin Moor, Vice President

Area Office on Aging of Northwestern
Ohio

Joseph Recchie, CEO

Community Building Partners and
Praxia Partners

Calvin Thomas, Vice President

Accord Management

**Administration for Community Living
2022 Housing and Services Resource Center
Office Hours: January 25 at 3:00 ET**

Housing....It's More Than Bricks and Mortar

What happens under one's roof is just as vital as the structure itself. A Service Coordinator can make a big difference.

A Service Coordinator works with clients/residents to provide quality service and to ensure clients/residents get the services they need

A Service Coordinator builds strong relationship with community partners and service providers to ensure clients receive the best care possible

Service Coordination

*It's a FUNCTION;
An active, ongoing
process that assists
and enables
individuals to
access services
that their needs.*





The Basics

- **Service Coordination is:**
 - A FUNCTION
 - Provides value to those who have access
 - Is encouraged if not required by funders of low-income housing
 - Has funding challenges
- **A Service Coordinator is:**
 - An individual professional
 - A facilitator, investigator, advocate, educator, networker



One Area Agency's Service Coordination Model

Ohio District 5 Area Agency on Aging

Over 20 years providing Service Coordination in low-income housing properties

- 3 locations under a grant from our SUA
- 2 locations paid by developer/operational budget of the property

But there is more..... In 2020, this Area Agency elevated its Service Coordinators by certifying them as Community Health Workers (CHW).



Service Coordination Funding

Grants

Development
Fees

Operational
Budget of the
Property

Third Party
Payors **when
using a certified
CHW**



Community Health Workers (CHW)

What is a CHW?

Community Health Workers are trained in public health and act as a bridge between health / social services and the community.

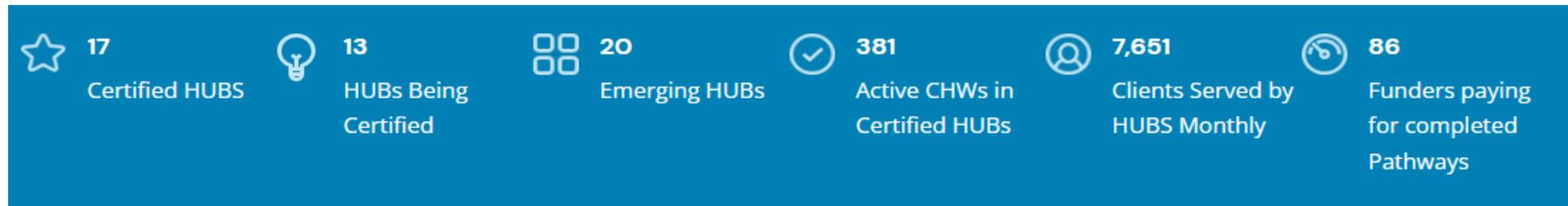
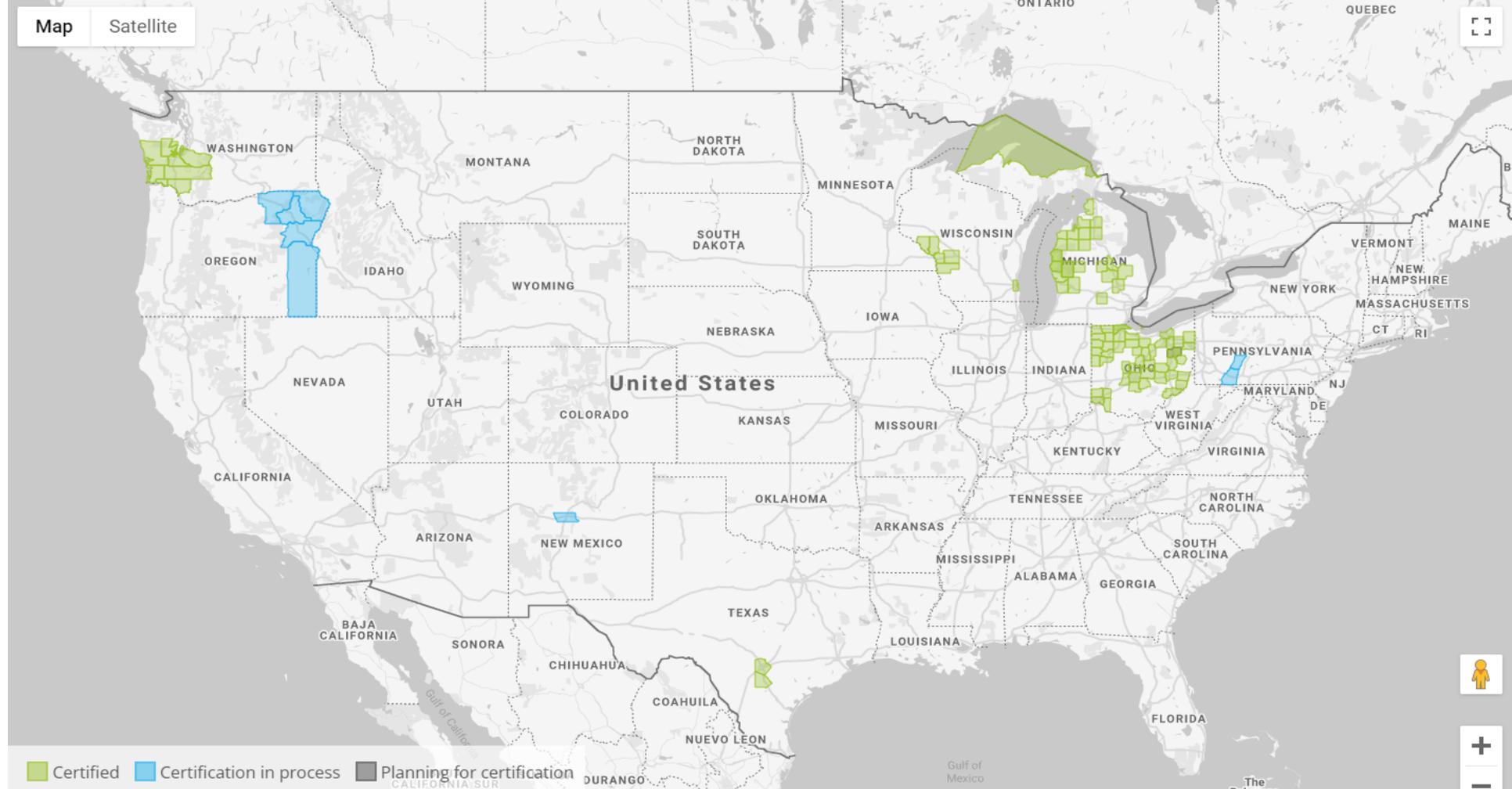
Ohio Certification Requirements

- Complete an approved training program
- Minimum of 100 classroom hours and 130 clinical hours
- Submit application to the Ohio Board of Nursing

CHWs add value to the team and can provide an opportunity for generating revenue.



Where HUBs Are Working



SOURCE: Pathways Community HUB Institute (PCHI)



Service Coordination Funding when Utilizing a Qualified CHW and a HUB

Insurance
Carriers

Managed
Care
Organizations

Medicaid

Medicare

AAA5 Data for The Woods 12-Month Period

14 Linkage to other programs, including meals

12 Housing Issues

31 Environmental Issues

21 Advocacy / Support

19 Education / Employment

5 Personal Care / Homemaker

33 Health and Safety

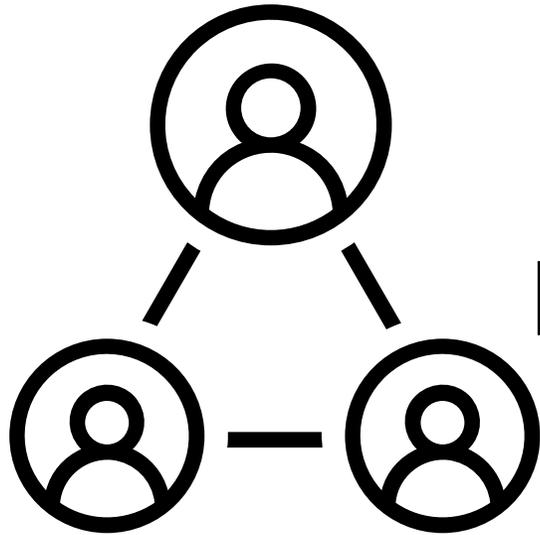
84 Wellness Program

5 Transportation

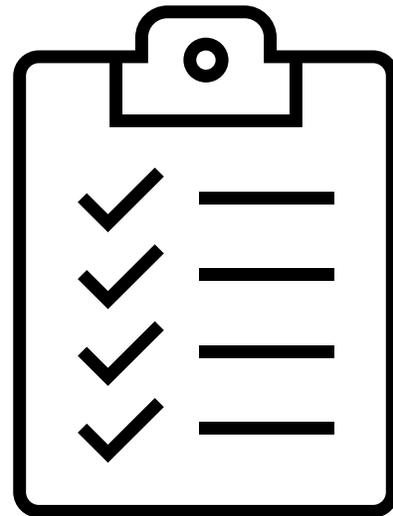


Service Coordination + CHW + HUB = \$\$

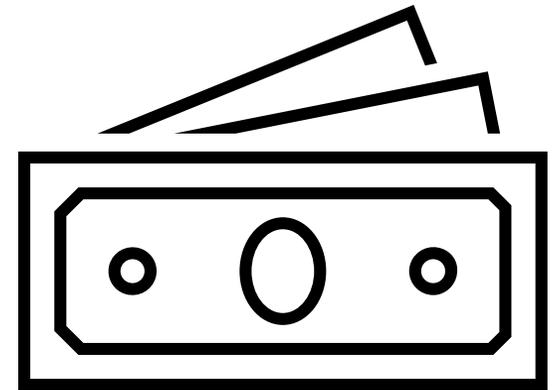
Connect with Client



Complete Pathway



Agency receives payment from MCO





Property Management Perspective

- **Calvin Thomas, VP of Accord Management**

- 18 years for large senior HUD and multifamily HUD housing
- 3+ years VP Accord Management with LIHTC Senior and Multifamily

- **What does it mean for Property Manager to have service coordination on site?**

- Advantages and Disadvantages



Area Office on Aging of Northwest Ohio

- . How does the AAA weave in care management and service coordination into congregate housing?
- . How does AAA integrate health plans and services with social determinants of health?
- . How will the AAA improve the model in future planned housing development?



Area Office on Aging of Northwest Ohio Offers “Valuable” Solutions

- . 40 Years designing and investing in solutions
- . Proven to help over 36,000 age in place every year
- . Programs and Services are provided at no cost to the individual but have value as calculated below:

Home delivered meals - \$8.00/Meal

Medicaid Waiver In-home care - \$15,000/yr

Home health aid service - \$20.00/hour

Service Coordination per resident - \$1,000/yr

Hospital-to-home transitions - \$1,500

Health and Wellness - \$96.00/workshop

Transportation (medical) - \$17.00/round trip



Why Consider a Service Coordination Model?

- . Adds value to the CBO's mission and presence
- . Catalyst to integrating with housing development
- . Opportunity for increased revenue
- . Better outcomes for clients
- . A proven way to connect clients to low or no cost options



Q & A

Register Now for the Final Ohio Office Hour

Register Today! <https://acl.gov/HousingAndServices/Whats-New>

Cross-Sector Partnerships to Expand Options for Housing

Thursday, February 10 from 3:00-4:00 pm Eastern

Wrap Up

- **How can we improve the next office hour? What did you like? How will you use what you learned today?**

Email us at hsrc@acl.hhs.gov

- We will notify all webinar registrants when the recording, slides, and transcripts are available on ACL.gov
- Sign up for [ACL email updates](#)

Acknowledgment

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