

Social Services Domain: Respite Services Program

Phase IV Contracting

3:00 – 3:45pm

June 10, 2019

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Agenda

- Phase IV Contracting Overview
- Discussion: Respite Services Program
- Identified Services
- Program requirements
- Application Information
- Review of PPO process and timelines
- Q&A

Phase IV Contracting

- The second part of Phase IV consists of targeted initiatives to address the needs of the PPS population and meet the goals of Phase IV contracting
- Partners for each initiative will be selected through the Project Participation Opportunity (PPO) process
- From each PPO, a distinct Schedule B contract will be issued to selected partner(s)
- Five PPOs have been issued to date:
 - Behavioral Health Intensive Care Transitions Intervention (responses were due Mar 1)
 - Expansion of the Asthma Home-Based Environmental Program (responses were due Mar 27)
 - Food and Nutrition Services Program (responses are due June 17)
 - Housing Domain: Housing Navigator Services (responses are due July 3)
 - **Housing Domain: Respite Services (responses are due July 3)**

Social services initiatives

Respite Services Program

Goal: The Respite Services Program aims to prevent avoidable hospitalization and Emergency Department (ED) utilization and to facilitate connections to temporary housing resources.

Program Overview

- OneCity Health will select partners providing medical and/or mental health respite services
- Partners must be able to provide beds that are prioritized for and made available to qualifying PPS patients
- OneCity Health will contract with partners operating in or across any of the boroughs

Identified Services

OneCity Health will select partners providing medical and/or mental health respite services as defined below:

Service Type	Description
Medical Respite	Provide short-term respite services that help to stabilize patients' medical and social needs for those who no longer require acute care hospitalization but cannot be discharged to a stable home or shelter

Definitions of “short-term” will be included in specific contracts between OneCity Health and the respite service providers. Providers must also be able to **connect patients to medical services and necessary community-based services.**

Service Type	Description
Mental Health Respite	Provide short-term services (7-10 days) with trained peer and mental health professional support that provides an alternative to hospitalization for people experiencing mental health crises

Mental health respite providers must provide **trained peer support staff and mental health clinical support**, along with the **ability to connect patients to medical and community-based services.**

Program Requirements

APPLICANT REQUIREMENTS

All applicant organizations must be OneCity Health PPS partners who are direct respite service providers, have an executed Phase IV Comprehensive Schedule B Part One and fully meet these minimum criteria for participation:

- Applicant must provide medical and/or mental health respite services, with all staff appropriately licensed for their role
- For the selected type of respite to be provided (i.e. medical or mental health), demonstrate ability to provide beds that are prioritized for and made available to qualifying PPS patients
- Demonstrate ability to successfully connect patients to stable housing post-discharge from respite services
- Demonstrate existing capacity to manage, track, report, and communicate timely outcomes of services provided
- Partners must use NowPow (provided by OneCity Health) to receive, and track, and close the loop on patient referrals
- Partners may use NowPow to refer patients to downstream social services as applicable

Application Information

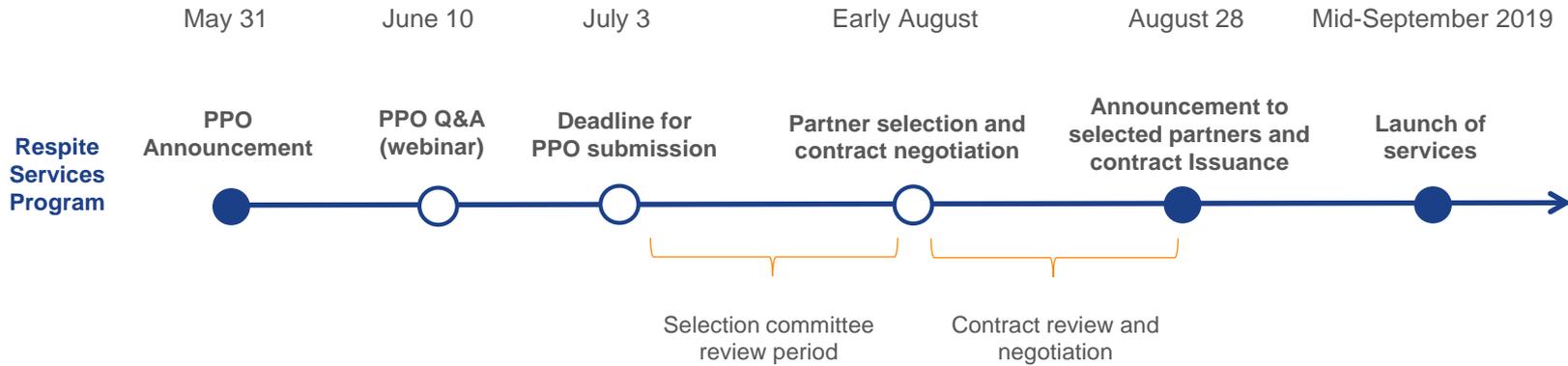
Each application must include the following:

- Lead applicant's contact name, title, email and phone number
- Type of respite service (medical and/or mental health) and supportive social services currently provided and/or planned
- Describe organizational mission, service mix and experience serving New Yorkers in need of respite services
- List of the borough(s) the partner will serve and the number of beds to be provided for PPS patients
- Describe patient transition plans, from patient admission to discharge plan, including communication plan with referring facility
- Develop eligibility requirements in coordination with assigned NYC Health + Hospital facilities
- Demonstrate that funding for services will not be duplicated with other funding sources
- A proposed program budget for the 12-month contract period, inclusive of personnel, patient caseload, and other program delivery costs, that is responsive to the requirements and deliverables as outlined in this PPO

How can my organization apply?

1. Review the formal PPO on the OneCity Health website: <https://www.onecityhealth.org/wp-content/uploads/Respite-Services-Program.pdf>
2. Determine eligibility to apply based on PPO criteria
3. Submit your application to ochsupportdesk@nychhc.org by Wednesday, July 3, 2019, with the subject line “Respite Services Program”
4. You will receive an email upon the successful receipt of your application

PPO announcement and selection timeline



Questions?

We will post a Respite Services PPO FAQ on the OneCity Health website based off the questions received during today's webinar

You can continue to contact the OneCity Health support desk with additional questions about Phase IV and this PPO

By Phone: (646) 694-7090 (Monday through Friday, 9 a.m. - 5 p.m. ET)

By Email: ochsupportdesk@nychhc.org



Appendix

Evidence Based Research

Please follow the links below for more information:

[Crisis Services: Effectiveness, Cost Effectiveness, and Funding Strategies](#)

[Post-Hospital Medical Respite Care and Hospital Readmission of Homeless Persons](#)

[Annotated Bibliography of Respite and Crisis Care Studies, 4th Edition](#)

Social Services Domain: Housing Navigation Services Program

Phase IV Contracting

June 10, 2019

3:45 – 4:30pm

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Agenda

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- Discussion: Introduction to the Housing Navigation Services Program
- Identified Services
- Program requirements
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- Q&A

Phase IV Contracting

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 - **Housing Domain: Housing Navigator Services (responses are due July 3)**
 - Housing Domain: Respite Services (responses are due July 3)

} Social services initiatives

Housing Navigation Services Program

Goal: The Housing Navigation Services Program aims to increase housing stability, reduce health care costs and improve the overall health of all individuals within the PPS, regardless of their insurance status.

Program Overview

- OneCity Health is asking partners to form clusters to connect patients to housing resources suitable for their needs.
- A cluster is defined as a network of organizations that will work together with acute care facilities within the PPS to refer patients to housing resources and track outcomes of those referrals with the selected facility under the direction of one lead applicant.
- Each cluster must hire, train, and embed a Housing Navigator in the selected acute care facility to screen/assess an individual's housing needs and make appropriate referrals.
- OneCity Health will contract with a lead partner for each cluster to serve one of the following acute care facilities within the PPS*:
 - NYC Health + Hospitals / Lincoln
 - NYC Health + Hospitals / Kings County
 - NYC Health + Hospitals / Elmhurst
 - NYC Health + Hospitals / Bellevue

*Preliminarily identified facilities, subject to change

Identified Services

Each cluster will work closely with an acute care facility to identify the appropriate setting where the housing navigator will be embedded and must be able to provide all the housing services identified below:

Housing Services	Description
Completion and submission of supportive housing applications (e.g. HRA 2010e)	Ability to assist patients with the completion and submission of applications for permanent housing through NYC Human Resources Administration (HRA) and other available portals, as well as providing follow-up on approved applications with HRA
Connection to eviction prevention services	Ability to liaise with City-led and community-based homeless prevention and treatment providers and local homeless shelters, including City programs such as Homebase, emergency cash assistance, street outreach services providers.
Access and transport to Safe Haven beds	Ability to facilitate access and transport to safe-haven beds that offer supportive services and assists individuals with locating permanent housing.
If a facility has existing co-located housing resources, the contracted Housing Navigator will be expected to coordinate with existing resources.	

Program Requirements

LEAD APPLICANT:

- OneCity Health PPS partners who are direct housing service providers
- Executed Phase IV Comprehensive Schedule B Part One
- Ability to sub-contract with a minimum of one community-based organization (CBO) in a designated cluster; sub-contracted CBOs are not restricted to members of the OneCity Health PPS
- Ability to train the Housing Navigator on how to access the housing resources within the cluster

CLUSTER:

- Identify one lead applicant for contracting with OneCity Health
- Provide a Housing Navigator (one full-time FTE) to embed within one of the four identified acute care facilities (Lincoln, Kings County, Elmhurst or Bellevue Hospital)
- Provide all of the listed housing services
- Refer and track housing referrals using NowPow

HOUSING NAVIGATOR:

- Must be an employee of a PPS partner within the cluster
- Possess skills and competencies required to work with patients, including communication, care coordination, case management, and motivational interviewing, advocacy, and social service connections
- Have clearly defined roles and responsibilities as they relate to engaging patients and acting as a liaison to the community
- Screen, assess and coordinate referrals to all necessary housing services
- Meet the linguistic and cultural needs of the cluster's communities

Application Information

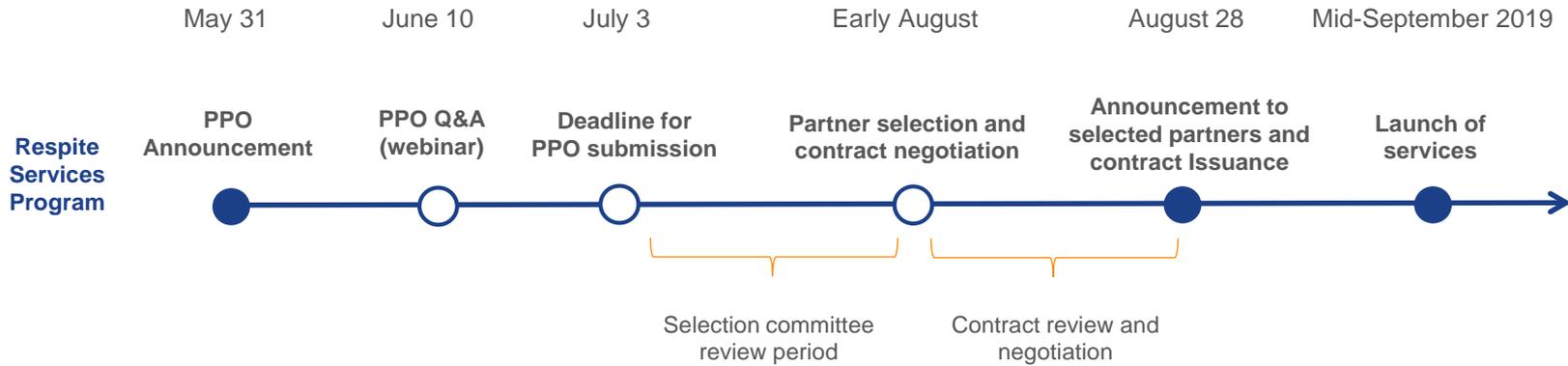
Each application must be submitted by a lead organization on behalf of all organizations in the cluster. All applications must include the following:

- Lead applicant's contact name, title, email and phone number
- Identify a minimum of two organizations to participate in the cluster including a designated lead applicant
- A description of the roles and responsibilities of each organization in the cluster
- Organizational mission, service mix and experience serving New Yorkers in need of housing resources for each CBO within the cluster
- Capabilities to hire, train, deploy and provide ongoing support (as needed) for a Housing Navigator
- Timeline to hire, train, and embed a Housing Navigator in one of the identified acute care facilities
- A proposed program budget for the 12-month contract period, inclusive of personnel, patient caseload, and other program delivery costs, that is responsive to the requirements and deliverables of the Housing Navigation Services Program as outlined in this PPO
- Identify the specific facility that the cluster will serve.

How can my organization apply?

1. Review the formal PPO on the OneCity Health website: <https://www.onecityhealth.org/wp-content/uploads/Housing-Navigation-Services-Program.pdf>
2. Determine eligibility to apply based on PPO criteria
3. Submit your application to ochsupportdesk@nychhc.org by Wednesday, July 3, 2019, with the subject line “Housing Navigation Services Program”
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Appendix

Evidence Based Research

Please follow the links below for more information:

[Health Care Utilization and Expenditures of Homeless Family Members Before and After Emergency Housing](#)

[Safe Haven Implementation Brief](#)

[The Health Impacts of Housing Improvement: A Systematic Review of Intervention Studies](#)

[Evaluation of the Homebase Community Prevention Program](#)

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