

PROJECT PARTICIPATION OPPORTUNITY



Updated as of June 17, 2019

This Frequently Asked Questions resource answers partner questions about the [OneCity Health Housing Navigation Services Program Project Participation Opportunity \(PPO\)](#). If a partner has additional questions about this PPO or Phase IV contracting that are not addressed in this document, they can contact the OneCity Health Support Desk at ochsupportdesk@nychhc.org.

Housing Navigation Services Program

Q: What is the number of staff needed at the hospital per cluster? Does the Housing Navigator need to be there at all times?

A: For this program, OneCity Health would like to contract for one FTE (35 hours/week) to be embedded at each identified hospital.

Q: Is the Housing Navigator employed by the lead applicant, or the cluster as a whole?

A: The Housing Navigator must be employed by a Performing Provider System (PPS) partner within the cluster. The member organization that employs the Housing Navigator must be within the cluster **and** a PPS partner, but does not need to be the lead applicant.

Q: Can multiple organizations within one cluster serve as the lead applicant or does the cluster need to choose one organization to apply as the lead applicant? Also, can a lead applicant be part of more than one cluster?

A: Each application can only have one lead applicant. Multiple organizations within a cluster cannot be listed as the lead. However, the lead applicant can be listed on other cluster applications as either the lead or a subcontracted organization. The lead applicant will serve as the monitoring entity for all of the subcontracted CBOs within a cluster.

Q: What metrics will be tracked for this program?

A: As part of the proposals submitted, partners must specify their current process for tracking and managing their client base. Partners must have mechanisms in place to provide referring facilities with information about the interactions the partner has with the patient and the outcomes of referrals. OneCity Health will identify process metrics in contract agreements that will be tied to incentive payments.

Q: How many awards is OneCity Health planning to distribute?

A: There is no set number of awards that will be made for the Housing Navigation Services Program. The number of awards is dependent on the ability of the contracted partners to meet the needs of the cluster patients and facilities, as well as the number of proposals received that meet participation requirements.

Q: What is the total amount of funding?

A: As part of the application process, organizations should develop a budget for the appropriate level of staffing and the costs associated with running the program, including subcontracting to other agencies that may be needed for this work. This projected budget will be reviewed with selected partners as part of the contract negotiation process.

Q: Will the applicant need to establish targets for services provided (e.g. number of clients reached, number referred to services, number of supportive housing applications submitted)?

A: As part of the application process, partners must provide an estimate of their capacity to deliver these services. Proposed budgets must also reflect the number of individuals that the applicant plans to serve. As part of the contract negotiation process, OneCity Health will discuss the feasibility of the applicant's identified targets for the selected hospital.

Q: Is there currently a process in place for the hospitals to refer clients to the Housing Navigator?

A: Yes, current referral processes exist at some facilities. The workflow and the process by which referrals will be made for this program will be developed collaboratively with the contracted partners and the identified hospitals.

Q: Embedding non-hospital staff into the hospital structure takes time. Does OneCity Health see a role for itself in supporting this effort?

A: The hospital onboarding process is a standard process and differs slightly from site to site. OneCity Health will help to facilitate this process.

Q: Will there be an opportunity for the Housing Navigators (and other stakeholders) embedded at the hospitals to come together and share learnings?

A: Once the project has launched, OneCity Health will explore opportunities to bring the Housing Navigators together to share information.

