

OneCity Health Housing Navigation Services Program

Project Participation Opportunity

May 31, 2019

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Housing Navigation Services Program Overview

OneCity Health is issuing this Project Participation Opportunity (PPO) for the Housing Navigation Services Program with the goals of increasing housing stability, reducing health care costs and improving the overall health of all individuals within the Performing Provider System (PPS), regardless of their insurance status. Facilitating access to housing navigation services will improve health outcomes and reduce health care costs, as evidence has shown that inadequate housing contributes to health problems such as chronic diseases and injuries, and can have harmful effects on childhood development.

For this initiative, OneCity Health is seeking partners that will form clusters to connect patients to housing resources suitable for their needs. For the purposes of this program, 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. Referrals will be tracked under the direction of one lead applicant.

Program Requirements

For the purposes of this program, 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

Each cluster must **hire, train, and embed a Housing Navigator** in the selected acute care facility whose responsibilities include:

- Connection to legal assistance to support housing stability (e.g. to prevent evictions)
- Assistance with enrollment for cash benefits and rental assistance programs to provide supplemental funds to secure housing
- Connection to housing-related community resources including Drop-In Centers
- Assistance initiating/coordinating applications for permanent supportive housing and connections of those with approved applications to housing for which they are eligible
- Linkage to available care coordination through existing facility and community-based care managers and Health Home staff
- Developing a strong relationship with key government agencies, including the NYC Department of Homeless Services (DHS) and Human Resources Administration (HRA) to help build bridges and reduce barriers to housing supports and services

- Tracking placement of engaged patients in transitional and permanent housing, along with other benefits and following up with patients as appropriate
- Assistance with patient preparation for housing interviews (e.g. required documentation checklist, escorting patients to interviews)

The 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 OBJECTIVES

- Support and align with OneCity Health efforts to achieve Delivery System Reform Incentive Payment (DSRIP) program goals
- Promote collaboration between partners, including collectively addressing social determinants of health
- Evaluate programs with potential for significant long-term and measurable impact on improving health and reducing avoidable costs
- Fund programs to address housing needs, one of OneCity Health’s most commonly referred category of services in NowPow

Eligibility Criteria

LEAD APPLICANT REQUIREMENTS

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

- Demonstrate experience successfully implementing evidence based services under a care coordinated model to improve patient care and well-being
- 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
- Demonstrate existing capacity to manage, track, report, and communicate timely outcomes of services provided
- Ability to recruit, scale and independently embed a Housing Navigator at the selected acute care facility
- Ability to train the Housing Navigator on how to access the housing resources within the cluster

CLUSTER REQUIREMENTS

- Identify one lead applicant for contracting with OneCity Health and include a description of the roles and responsibilities of each organization in the cluster
- Cluster(s) must 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)
- Cluster(s) must provide all of the listed housing services
- Cluster providers must refer and track housing referrals using NowPow

HOUSING NAVIGATOR REQUIREMENTS

- Must be an employee of a PPS partner within the cluster and have adequate supervisory support from the organization
- 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

AWARD INFORMATION

- Award will be commensurate with the proposed scope of work and discussed with each awardee separately
- Size of awards will be based on implementation costs relative to the scope of expected impact

- This initiative will begin upon execution of a Schedule B and run for a 12-month period

Selection Criteria and Weighting

Selection Criteria	Weighting
Quality of proposal: Thoroughness of planning; clarity of writing; all required sections included and addressed	15%
Budget/Cost: Budget is reasonable and aligns with the proposed approach, staff, and patient caseload	25%
Data: Adequate IT infrastructure and use of data, including connectivity, collection, and reporting to meet contractual requirements	15%
Organizational Capacity: Ability to provide all of the identified services within the cluster; ability to meet the linguistic and cultural needs of the cluster’s communities	20%
Experience: Demonstrated experience and ability to serve homeless and housing-unstable individuals; evidence of past hospital partnerships and CBO partnerships (as appropriate)	25%

Application Information

APPLICATION COMPONENTS

Each application must be submitted by a lead organization on behalf of all organizations in the cluster. An individual organization may be a part of multiple clusters. All applications for “The Housing Navigation Services Program” 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.

APPLICATION SUBMISSION

- All applications must adhere to the following:
 - Application is not to exceed 3 pages (exclusive of any desired and applicable appendices and the budget), double-spaced, font-size 12
 - Brief, direct responses are preferred
- Applications must be submitted by close of business on Wednesday, July 3, 2019, to the OneCity Health Support Desk (ochsupportdesk@nychc.org), with the subject line “Housing Navigation Services Program.”

ONECITY HEALTH CONTACT INFORMATION

Please submit any questions to the OneCity Health Support Desk (ochsupportdesk@nychc.org), with the subject line “Housing Navigation Services Program.”