



Delivering the Next  
**Generation**  
of Health Care



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**A Diamond in the Rough:  
Supporting Housing Transitions for LTSS  
Members in the Diamond State**

Home- and Community-Based Services (HCBS) Conference  
August 27, 2019

CONFIDENTIAL AND PROPRIETARY

# Supporting Housing Transitions for Long-Term Services and Supports (LTSS) Members in the Diamond State

## PRESENTERS:

Kathleen Mullin, Housing Initiatives Director, LTSS  
AmeriHealth Caritas

Amy Seramone, Housing Services Coordinator, LTSS  
AmeriHealth Caritas Delaware

Christina Showalter, Executive Director  
Housing Alliance Delaware

Julianne Watkins, SRAP Housing Program Coordinator  
Delaware State Housing Authority



Delaware

# Lessons Learned: Health and Housing

*The social determinants of health are the conditions in which we are born, grow and age, and live and work.*

*The factors below impact on our health and well-being.*



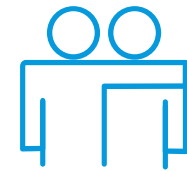
Childhood experiences



Housing



Education



Social support



Family income



Employment



Our communities



Access to health services

<sup>1</sup> Kaiser Family Foundation. "Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity." Accessed October 6, 2017. [www.kff.org/disparities-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promoting-health-and-health-equity](http://www.kff.org/disparities-policy/issue-brief/beyond-health-care-the-role-of-social-determinants-in-promoting-health-and-health-equity).

# Lessons Learned: Health and Housing



1. Solving for social determinants of health means an **increased focus on housing.**



2. Housing stability can help improve health outcomes.
  - Housing-related services in Pennsylvania and Delaware have provided a lens into how housing can help **stabilizes the health** — and can help improve the quality of life — of our medically fragile members.
  - AmeriHealth Caritas started providing services in the Diamond State in January 2018.



3. All housing is local.
  - Available housing assistance in the United States for eligible populations is **limited.**
  - Market conditions often direct whether members can afford to live in particular communities.
  - Navigating the housing assistance system requires **local knowledge and expertise.**
  - Defining the universe of state and community partners is the **first** key to success.
  - Housing specialists are a **trending requirement** in our state contracts.

# AmeriHealth Caritas Housing-Related Services



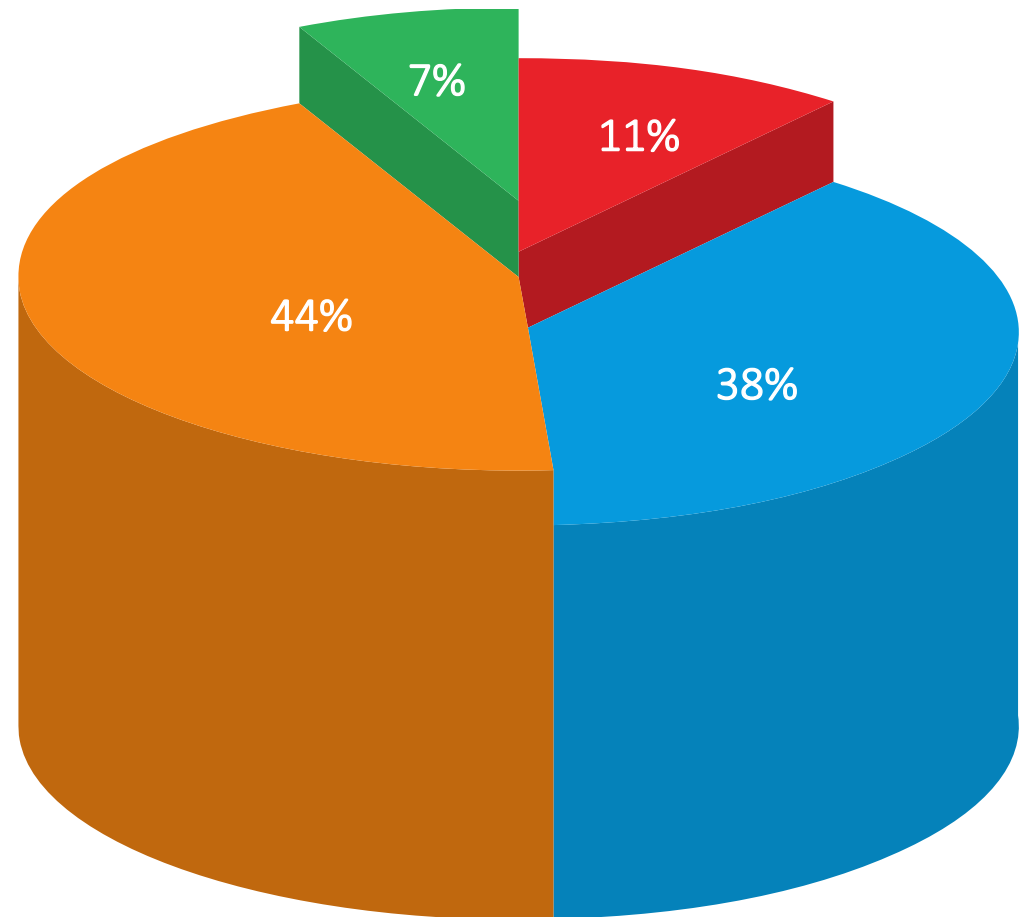
State	Program	Service Settings	Resources
PA	Community HealthChoices (CHC; dual eligible and LTSS)	LTSS – members can receive services in the community or in a facility	Nursing home transition services Home adaptations Pest control and cleaning <i>Housing navigation services</i>
		LTSS Housing Coordinator: “Build relationships with the housing community to assist CHC population in securing and maintaining housing. Participate in local and state-wide housing collaborative networks.”	
DE	Diamond State Health Plan (DSHP), DSHP Plus, and DSHP Plus LTSS	LTSS – members can receive services in the community or in a facility	Nursing home transition services Home adaptations <i>Housing navigation services</i>
		LTSS Housing Coordinator: “Designated expert to assist case managers on up-to-date housing information. Assist LTSS members identify independent living goals and provide them with information about local housing resources.”	

Sources: PA Community Health Choices MCO contract, January 1, 2018  
DE MCO contract, October 12, 2017

# Delaware Medical Profile

236,790

Individuals  
enrolled in Medicaid



Enrollment profile:

- Children
- Adults
- Aged
- Disabled

# Managing Care for Our LTSS Members



## LTSS (in the community)

### Role of Care Managers:

- Help members navigate the system and coordinate their care.
- Act as the **face-to-face point of contact** for members.
- Provide **needed information** to members, support team, and providers.
- Facilitate **access, location, and coordination of care**.
- Provide **ongoing monitoring** of services and supports.



## LTSS (in the facility)

### Role of Care Managers:

- Work with the nursing facility as **part of the care team**.
- **Assess the member's needs** and work with the nursing facility transition team, if the member is ready, willing, and able to leave the facility.
- **Help the member access any needed additional services**.

# Screening for Social Determinants of Health

## Survey tool:

Social Determinants of Health  
Assessment

## Purpose:

- Screen for social determinants across five domains (education, health literacy, transportation, material security, and housing).
- Respond to our members' unmet needs.
- Collect actionable data, align providers, and make community referrals, based on needs.
- **Identify and prioritize housing referrals to the LTSS Housing Coordinator.**





# Understanding and Prioritizing Housing Needs

Category	Current housing need
Literally Homeless	Individuals and families who lack a fixed, regular, and adequate nighttime residence. Includes a subset for an individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or a place not meant for human habitation immediately before entering that institution.*
Imminent Risk of Homelessness	*Individuals and families who will imminently (within 14 days) lose their primary nighttime residence. <ul style="list-style-type: none"> <li>• Pending eviction.</li> <li>• Non-renewal of lease.</li> </ul>
Lack of Affordable Housing	<ul style="list-style-type: none"> <li>• Severe rent burden or lack of stable income to pay for housing.</li> <li>• Current living environment not adequate (e.g., doubled up or no lease).</li> <li>• Frequently move.</li> </ul>
Poor Housing Conditions	<ul style="list-style-type: none"> <li>• Current living environment sub-standard (e.g., poor quality).</li> <li>• Exposure to chemicals, household pests, allergens, or mold.</li> <li>• Structural, plumbing, insulation, or heating and cooling issues in the home.</li> </ul>
Housing Insecure	<ul style="list-style-type: none"> <li>• Pay more than 50 percent of income to housing costs.</li> </ul>

Sources:            \* Definitions of Homelessness (HUD, 2009, Public Law 111-22), U.S. Department of Housing and Urban Development.  
 Integrating Housing Strategies with Health, JSI Institute, June 2015.  
 Health & Housing Definitions, Enterprise Community Partners.

# All Housing Is Local: Understanding the Delaware Landscape



Current housing need	Populations served	Community partner programs
“Literally” homeless/ Imminent risk of homelessness	Unsheltered population, with priorities on chronically homeless	<b>Housing Alliance Delaware</b> <i>Network of emergency shelter, transitional and supportive housing providers within Delaware Continuum of Care (CoC)</i>
Immediate need for resources to pay for housing	Low-income population with emergency needs	<b>Delaware Health &amp; Social Services</b> <i>Non-profit social service agencies</i> <ul style="list-style-type: none"> <li>• Access to public benefits and financial assistance for rent and utilities</li> </ul>
Need for supportive housing, with rental assistance	Low-income families and individuals, with focus on priority populations (persons with disabilities and those exiting nursing facilities)	<b>Delaware State Housing Authority</b> State rental assistance program (SRAP), Section 811, Target Tax Credit Units <ul style="list-style-type: none"> <li>• State Housing Finance Agency &amp; Public Housing Authority</li> </ul>
Need for affordable and accessible housing	Low-income families, people with disabilities, and elderly people whose incomes do not exceed 50 percent of area median income (AMI) and, in some cases, 80 percent of AMI	<ul style="list-style-type: none"> <li>• Housing authorities (Waiting lists for vouchers or public housing)</li> <li>• Affordable housing <a href="http://www.delawarehousingsearch.org">www.delawarehousingsearch.org</a></li> </ul>

**Service gaps identified through housing-related services by AmeriHealth Caritas:**

- LTSS members who become homeless face barriers in accessing traditional emergency shelters:
  - Shortage of shelter beds and physical and medical limitations within facilities
- There is a lack of affordable and accessible housing options in the Diamond State.
- LTSS members require more intensive, long-term support (e.g., transitional housing) to stabilize their condition and a place to wait for more permanent housing options to become available.

# A Diamond in the Rough: Working Together to Solve Housing Challenges



*Member Success Story*



# HOUSING ALLIANCE DELAWARE

## Centralized Intake

What does Centralized Intake do?	What does Centralized Intake <i>not</i> do?
<ul style="list-style-type: none"> <li>✓ Access — Initial engagement point for people experiencing homelessness.</li> <li>✓ Assessment — documenting a participant's housing needs.</li> <li>✓ Prioritization — identifying level of need or vulnerability of people seeking assistance.</li> <li>✓ Referral — matching people to the appropriate shelter resources.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Operate any shelter or housing.</li> <li>✓ Place anyone on public housing lists.</li> <li>✓ Provide direct client assistance (such as motel accommodation, financial assistance, or case management).</li> <li>✓ Administer any rental assistance programs.</li> </ul>

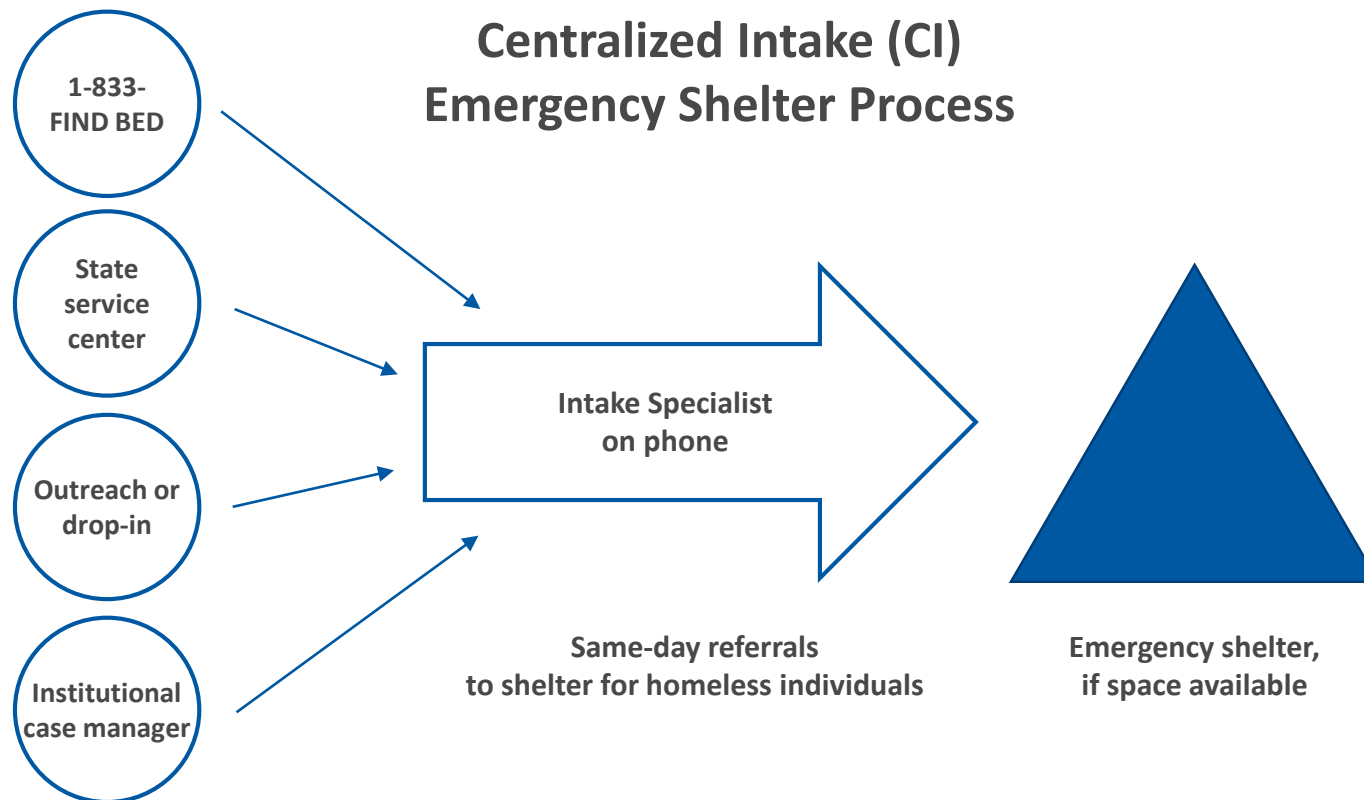
# Centralized Intake



**Housing Alliance Delaware: 1-833-FINDBED or [intake@housingalliancedel.org](mailto:intake@housingalliancedel.org)**

Operates: 8 a.m. – 5 p.m., Monday – Friday

After hours: Access is open directly with shelters. Many do not accept clients in the evening or on weekends due to staffing issues.



# Prioritization and Referral

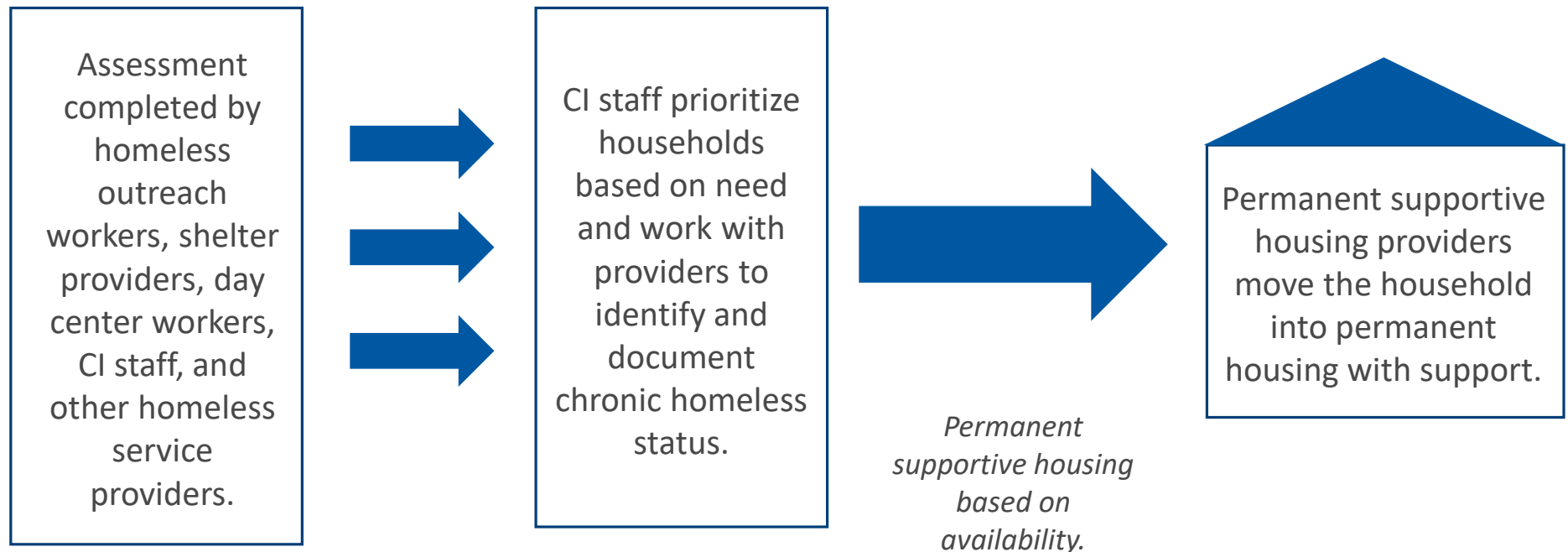


HOUSING  
ALLIANCE  
DELAWARE



## Centralized Intake:

### Permanent supportive housing for chronically homeless



# Agency Overview



Delaware State Housing Authority (DSHA) is a public corporation created in 1968 and established as an independent authority in 1998. The Director is appointed by the Governor, and serves as a member of the cabinet.



# Agency Overview

## Delaware State Housing Authority:

### A public housing authority for Kent and Sussex counties

- Ten public housing sites; 500 units.
- Over 900 federally-funded housing vouchers.
- Over 700 state-funded housing vouchers.

### The state's housing finance agency

- Tax-exempt revenue bonds generating revenue.
- Mortgage origination.

### A community development and planning agency

- Low Income Housing Tax Credit Program (LIHTC).
- Housing Development Fund (HDF).
- Project-based contract administration.





# Specialized and Supportive Housing Programs



- State Rental Assistance Program (SRAP).
- Section 811 Project Rental Assistance (PRA) Program.
- Tax credit target units.
- Section 811 Mainstream Voucher Program.
- Family Unification Program (FUP).
- Housing and Urban Development —  
Veteran Affairs Supportive Housing (HUD-VASH) Program.
- HomeWorks Program.

# State Rental Assistance Program (SRAP)



- State funded (total budget of ~\$6 million annually).
- Tenant based (710 vouchers currently leased + 93 vouchers looking).
- Eligible income: 50 percent **state** median income.
- Target populations:
  - *People exiting long-term care facilities and nursing homes*
  - *People exiting the Delaware Psychiatric Center*
  - *People at risk of requiring services from an institution*
  - *Youth exiting foster care*
  - *Families seeking reunification*

# Section 811 Project Rental Assistance (PRA) Program



- Federally funded (\$5.1 million, five-year allocation starting in 2015).
- Project based (117 units currently under contract; 70 units currently occupied by Section 811 tenants).
- Target population: Nonelderly adults at 30 percent Area Median Income (AMI) - or less - who have disabilities which qualify them for long-term services from DHSS or a DHSS-approved provider.
- Priority 1: Applicants *exiting institutions*.
- Priority 2: Applicants *at risk of institutionalization*
- Priority 3: Other

# Tax Credit Target Units



- Financed through LIHTC Program.
- Project based (66 units currently in service; 38 occupied by target units tenants).
- Eligible Income: 40 percent **county** median income.
- Target populations:
  - People with *HIV/AIDS-related illness*
  - People who are *literally or imminently homeless*
  - Survivors of *domestic violence*
  - People with *disabilities*
  - Youth *exiting foster care*
  - People *exiting state-run institutions*

# Section 811 Mainstream Voucher Program



- Federally funded (50 vouchers in Fiscal Year 2019).
- Tenant based (10 vouchers currently issued).
- Target population: nonelderly adults with disabilities who are already on DSHA's waiting list for public housing or housing choice vouchers.
- Priority: people *exiting institutions*.
- Priority: people who are *experiencing homelessness*.

# Housing/Health Partnerships



## Lessons Learned:

- Program participants are most successful locating housing when they have dedicated **housing case management**.
- Program participants are most successful maintaining their housing when they have an **ongoing connection to services**.
- Points of entry can be a barrier to accessing housing resources.
- Educating service providers about different program specifications (e.g., subsidized vs. unsubsidized) is critical.

# All Housing Is Local: Understanding the Delaware Landscape

## Opportunities for Strategic Partnerships

### Affordable housing management companies:

- AmeriHealth Caritas provides services to LTSS members who often need accessible units.
- Affordable housing developers and managers who have accessible units are often limited in the services they can provide to residents, due to funding restrictions.
- LTSS members come with a service package that helps them in their activities of daily living.

### Supportive housing voucher programs (SRAP and Section 811):

- Program linkages can streamline services and prevent care gaps to vulnerable members.

### Homeless services network:

- Emergency housing options should have low barriers to entry.
- AmeriHealth Caritas can advocate for LTSS members who are having challenges being accepted into shelter space.



We can optimize services to individuals with LTSS by working together as partners.

More than  
**35 YEARS**  
of making  
**care the heart**  
of our **work.**



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