Guidance for ECM and CS Providers on use of the Homeless Management Information System

February 2024

Anthem

Agenda

- Walk through Anthem HMIS Guidance

  - Overview and purpose of Guidance

  - Overview of the Homeless Management Information System (HMIS)

  - Benefits of using HMIS

  - Accessing HMIS and funds for license fees

  - Expectations for HMIS data entry

- DRAFT CS Value Based Program Metrics

- Questions/Discussion

Background

- In Fall 2023 Anthem hired an outside consultant to conduct an internal evaluation of ECM/CS efforts on members experiencing homelessness. Eval included interviews and surveys with ECM/CS providers.

- Key finding:
  - "While providers familiar with providing homeless services prior to ECM/CS had no problem connecting with and fully utilizing CES and HMIS, that was not the case for new providers, mainly hospital systems or medical staff. There are still several providers throughout the state that do not have access to CES and HMIS to date, compounding some of the collaboration challenges if they are not formally connected to the homeless response system infrastructure. In the survey of ECM/CS providers, **for every two providers that had access to HMIS/CES, one did not.**

- Key recommendation:
  - "As a part of onboarding, assist new (and existing) providers in connecting to CoCs through warm handoffs. Further assistance can be provided in funding HMIS user licenses, if possible."

Feedback from our Providers from Evaluation

"[I] wish there was more help from Anthem in connecting to HMIS/CES in our counties. Even just, 'Here's an email address, point of contact, etc.'. A warm handoff once we're contracted would make a big difference."

— Service Provider

Your Organizations Current Use of HMIS?

Poll Question: What best describes your organizations current use of HMIS in your County(s)?

1. Currently not using HMIS. Do not have access or entering data.	2. Have gained access to HMIS but not entering data. Limited use of the system	3. Have HMIS access and enter data on some homeless programs our organization operates	4. Have HMIS access and are entering data on members receiving ECM/CS services

Overview of Purpose of HMIS Guidance

- In Fall 2023 Anthem released guidance to ECM and CS providers encouraging the use of HMIS

  - https://providers.anthem.com/docs/gpp/california-provider/CACA_CA_GuidanceforEnhancedCareManagement.pdf

- Specifically the guidance is intended for ECM/CS providers that are providing the following CalAIM services:
  - ECM services for the Homeless Population of Focus
  - CS Housing Transition and Navigation Services
  - CS Housing Tenancy and Sustaining Services
  - CS Day Habilitation Services
  - CS Recuperative Care
  - CS Short-Term Post Hospitalization Housing

- Purpose of guidance is to provide background on HMIS, steps to access, and encourage its highest use of entering data on members being provided with ECM and CS services. At this time, the guidance is "highly encouraged" but not mandatory.

- Draft guidance was reviewed and received input from Anthem CoC's/HMIS lead agencies. Very supportive of it.

- HMIS is mentioned in both the DHCS ECM and CS Policy Guides, HMIS use and data sharing was a priority metric within DHCS's Housing and Homelessness Incentive Program (HHIP), and will be a likely source of SDOH data as part of DHCS's Population Health Management (PHM) initiative.

Overview of HMIS

- Local database that tracks participation of people experiencing homelessness/at-risk in homeless assistance programs

- Originally a federally mandated database for programs receiving funding through the US Department of Housing and Urban Development (HUD).

- Evolved to other funding sources (i.e. State of California) requiring use, and now many communities are encouraging all organizations providing homeless assistance to use.

- Shifting to be more of a community level care coordination database and communication tool

- While HUD sets requirements on HMIS across the country, it is implemented at the local Continuum of Care (CoC) level. No statewide database which is challenging for providers who operate across multiple CoC's.

- Each CoC designates an HMIS lead agency (often times the same entity that is responsible for other CoC activities), designates an HMIS software, and develops its own HMIS policies and procedures.

Anthem 2024 CoC/HMIS Lead Agencies

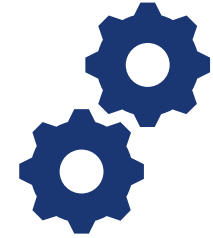| County(s)	CoC	HMIS Lead Agency	HMIS Software
Alpine, Inyo, Mono	Eastern Sierra CoC	Inyo County Health and Human Services Agency (HHSA)	Bell Data Systems
Amador, Calaveras, Tuolumne	Central Sierra CoC	Amador Tuolumne Community Action Agency	Bell Data Systems
El Dorado	El Dorado Opportunity Knocks	El Dorado County HHSA	Bell Data Systems
Fresno, Madera	Fresno Madera CoC	Fresno Housing (Public Housing Authority)	Wellsky
Kern	Bakersfield Kern CoC	Kern Health System	Bitfocus Clarity
Kings, Tulare	Kings Tulare CoC	Kings United Way	Eccovia Client Track
Los Angeles	Los Angeles CoC	Los Angeles Homeless Service Authority (LAHSA)	Bitfocus Clarity
Sacramento	Sacramento CoC	Sacramento Steps Forward	Bitfocus Clarity
San Francisco	San Francisco CoC	San Francisco Dept of Homelessness and Supportive Housing (HSH)	Bitfocus Clarity
Santa Clara	Santa Clara CoC	Santa Clara Office of Supportive Housing (OSH)	Bitfocus Clarity

Benefits of Using HMIS

Identify individuals who may be eligible for ECM/CS services and proactively outreach

Understand history of homelessness and services accessed. Identify current service participation and location

Most Coordinated Entry Systems are embedded in HMIS. Help connect members you're serving with housing resources

Communicate to other homeless providers that your member is receiving ECM/CS services to avoid duplication
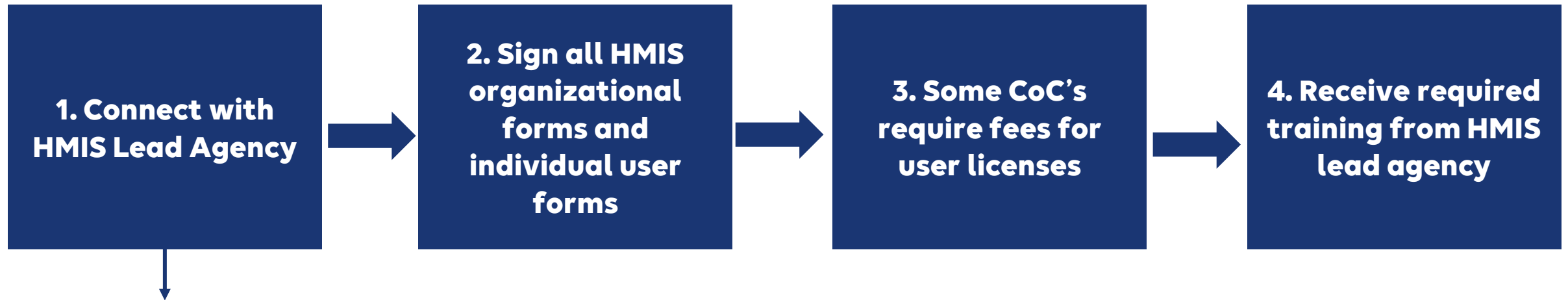
Communicate with other homeless providers who may be supporting the member for enhanced coordination

Access to reports on members being served in your programs. Supports community-wide data analysis and outcomes.

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Steps to Gaining HMIS Access in each CoC

1. Connect with HMIS Lead Agency → **2. Sign all HMIS organizational forms and individual user forms** → **3. Some CoC's require fees for user licenses** → **4. Receive required training from HMIS lead agency**

Anthem has strong relationships with CoC/HMIS leads and currently has HMIS access in all counties. If you need help connecting with an HMIS lead agency in a CoC please contact your Anthem Regional Housing Manager who can support you.

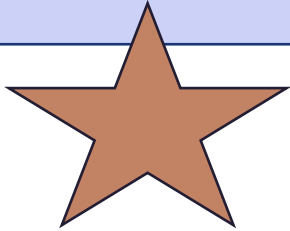| Counties	Anthem Regional Housing Manager
Alpine, Inyo, Mono, Los Angeles, San Francisco, Santa Clara,	Rebecca Samaha Rebecca.Samaha@elevancehealth.com
Fresno, Madera, Kings, Tulare, Kern	Miguel Perez Miguel.PerezLopez@elevancehealth.com
Amador, Calaveras, Tuolumne, El Dorado, Sacramento	Noni Plasichuk Noni.Plasichuk@anthem.com

Anthem 2024 CoC/HMIS Contact to Initiate Access

County(s)	HMIS Lead Agency	HMIS Staff/Website to Initiate Access
Alpine, Inyo, Mono	Inyo County Health and Human Services Agency (HHSA)	Melissa Best-Baker mbestbaker@inyocounty.us
Amador, Calaveras, Tuolumne	Amador Tuolumne Community Action Agency	Eric Hanaway ehanaway@ATCAA.org
El Dorado	El Dorado County HHSA	Alyson McMillan Alyson.McMillan@edcgov.us
Fresno, Madera	Fresno Housing (Public Housing Authority)	Marcella Lopez-Schmidt mlopez-schmidt@fresnohousing.org
Kern	Kern Health System	TBD
Kings, Tulare	Kings United Way	Lucia Orozco luciao@kingsunitedway.org
Los Angeles	Los Angeles Homeless Service Authority (LAHSA)	https://www.lahsa.org/hmis/about?v=join-hmis
Sacramento	Sacramento Steps Forward	https://sacramentostepsforward.org/resources/new-agencies-and-programs-2/
San Francisco	San Francisco Dept of Homelessness and Supportive Housing (HSH)	The ONE System: Home Page (bitfocus.com)
Santa Clara	Santa Clara Office of Supportive Housing (OSH)	https://scc.bitfocus.com/new-agency-sign-up

Financial Support for HMIS License Fees

- As mentioned, some CoC's may charge an HMIS license fee. Most HMIS license fees are minimal.

- If you currently do not have HMIS access in a CoC, Anthem can support your organization with funds for the first year for up to 3 user licenses. Your organization will be responsible for costs after the first year.

- If you need support with funds for HMIS license fees please reach out to your Anthem Regional Housing Manager (see contact info on previous slide)

- To be eligible for these funds, your organization will need to **commit to fully implementing the Anthem HMIS Guidance** discussed today including HMIS data entry for members served in your ECM/CS programs.

Guidance on HMIS Use

View Only Access	Coordinated Entry System Use and Data Entry	Full User Capability including Data Entry
View only access allows for ECM and CS providers to be able to login into HMIS and search members on an individual basis. While this access is helpful and may be a starting point, it is not as beneficial to the member and community and the CoC may not be open to this level of access.	Some CoC's allow HMIS users to have limited data entry capability that may just include the ability to enter data for CES purposes such CES assessment data and project enrollment. ECM and CS providers will need to engage their CoC on this ability and processes.	Most CoC's and Anthem want to support ECM and CS providers to be a full HMIS user which includes the ability to enter data on individuals that the ECM and CS provider is serving. This includes specific project enrollment/entry and exit data in accordance with CoC and HUD HMIS data standards.

Guidance on HMIS Data Entry for ECM/CS Services

Consult with your HMIS lead agency on data entry options – 1) Use HMIS project type 2) Use of umbrella project with different CalAIM services. Table below outlines option 1

ECM/CS Services	HMIS Project Type	Considerations for Data Entry
• ECM Homeless Population of Focus • CS Housing Navigation • CS Housing Tenancy and Sustaining Services • CS Day Habilitation Services	Supportive Services Only (SSO)	Anthem is encouraging that each ECM and CS provider set up specific SSO projects specific to Anthem members and specific to ECM or CS services.
• CS Recuperative Care • CS Short-Term Post Hospitalization Housing	Emergency Shelter (ES)	For RC and STPHH, Anthem encourages CS providers to engage their CoC's on the best HMIS project type to use. Anthem recommends that providers use an Emergency Shelter project type. Similar to above, Anthem is encouraging that each CS provider set up specific ES projects specific to Anthem members and specific to the CS service type

On the Horizon: Anthem CS Housing Metrics for Value-Based Incentive Program

- Anthem is finalizing housing metrics as part of the CalAIM CS Value-Based Incentive Program and HMIS use will be integral for providers to earn incentive payments.

- Considering two housing metrics specific to CS Housing Navigation and CS Housing Tenancy services:

  1. Outcome 1: CS Housing Navigation and CS Housing Tenancy providers are using HMIS to track members enrolled in services (in alignment with Anthem HMIS Guidance)

  2. Outcome 2: Permanent housing placements for members receiving CS Housing Navigation services and retention in permanent housing for members receiving CS Housing Tenancy services (Anthem is considering using HMIS reports submitted by each provider to measure this outcome)

Questions/Discussion

1. Any questions on the Anthem HMIS Guidance?

2. Potential barriers/challenges to implementing?

3. How can we support you with implementing?

HMIS Resources

- Anthem HMIS Guidance: https://providers.anthem.com/docs/gpp/california-provider/CACA_CA_GuidanceforEnhancedCareManagement.pdf

- HUD HMIS Resources: https://www.hudexchange.info/programs/hmis/

- HUD HMIS Data Standards: https://www.hudexchange.info/resource/3824/hmis-data-dictionary/

- California Homeless Data Integration System: https://bcsh.ca.gov/calich/hdis.html

Anthem Housing/Homeless Future Offerings

- Anthem is rolling out some additional optional webinars/trainings in 2024.

- Focused on new providers or new staff to organizations to build foundational knowledge of working on efforts to address homelessness

    - Homelessness 101: Extent of homelessness, best practices, homeless response systems

    - Coordinated Entry System (CES) & Homeless Management Information System (HMIS)

    - HUD Definition of Homelessness / At-Risk

- Will be sending out these opportunities through the same CalAIM email blasts so stay tuned!

- Email us if you have other training topics you would be interested in too.

Thank you!

Any questions or comments from today's webinar please reach out to:

Kris Kuntz

Program Director, Housing and Homeless Strategy

Kristopher.Kuntz@anthem.com