

Coastal Community Action Program Homeless System Presentation

November 15, 2023
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Coastal CAP

- Grays Harbor & Pacific Counties
- One Stop Shop for Social Determinants of Health
- 265+ Employees
- \$35+ Million Annual Operating Budget
- 15 Offices
- June 9, 2018 Fire
 - Had to Rebuild Homeless Housing Program/System from Scratch

CCAP System

- We had a Fire So we had to Start from Scratch
 - Keys to CCAP's Restart:
 - Build a Stronger relationship with our County Homeless Housing Personnel
 - Understand Our Systemic Weakness
 - Be Willing To Change from Block Grant Model to Fee For Service Model
 - Add A Care Coordination Tool For Case Managers
 - Build a True Case Management System of Care for Homeless Individuals/Households
 - Hired Staff With Lived Experience

Washington State Homeless Response System Summary

- There is a Three-Legged Stool
 1. Units
 - We Need More Units...Everywhere
 2. Rental Assistance Money
 - We Need As Much Rental Assistance Money as Possible
 - Outcomes will Always be Better With Rental Assistance
 3. Service Delivery (Case Management)
 - New to Washington State
 - Billable to Medicaid
 - Relationship Based Care
 - Significantly Improved Outcomes

Washington State Homeless Housing Funding

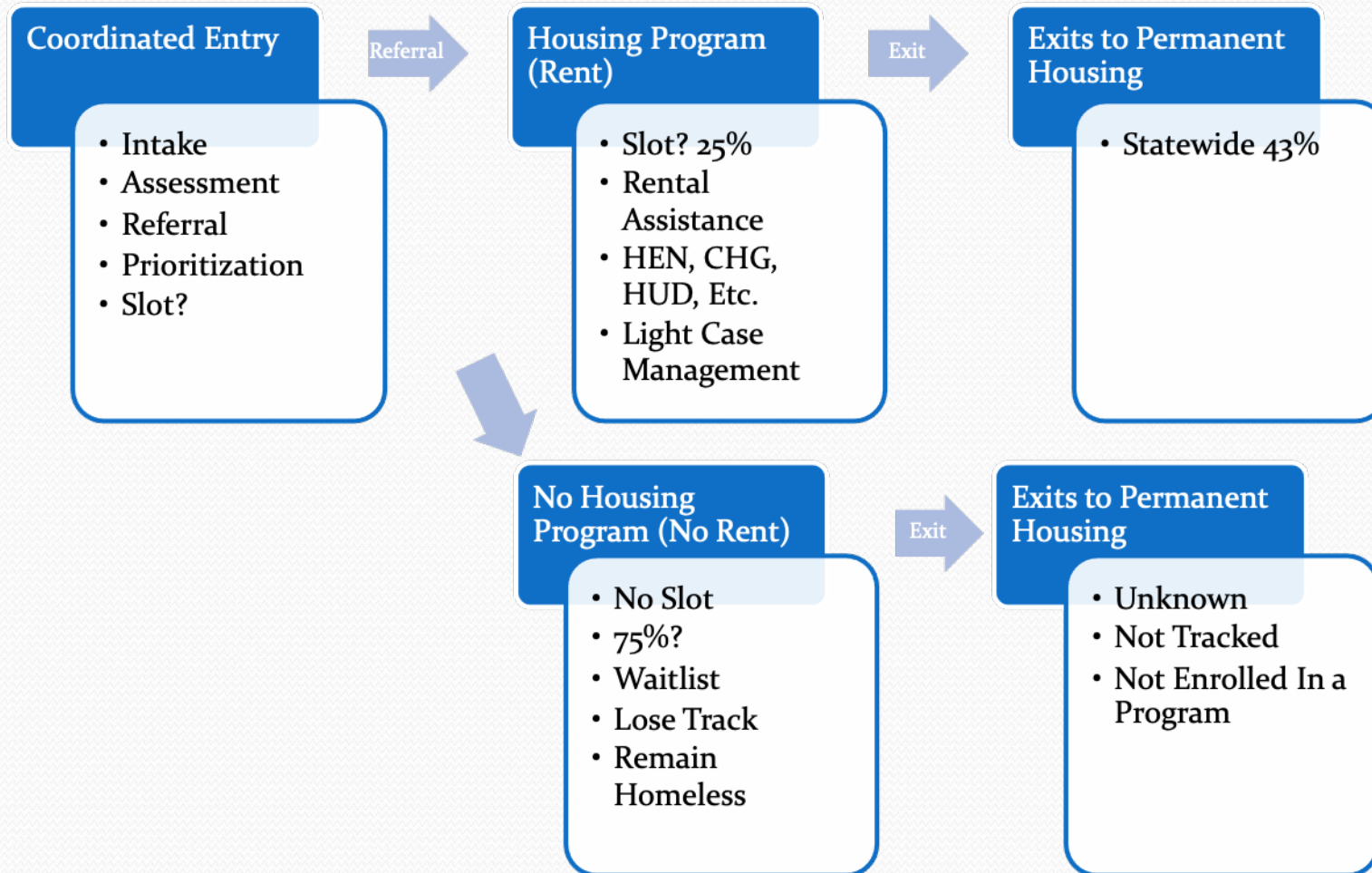
WA Homeless Housing Rental Programs

- HEN
- CHG
- TBRA
- CBRA
- ESG
- Other...

WA Homeless Housing Case Management

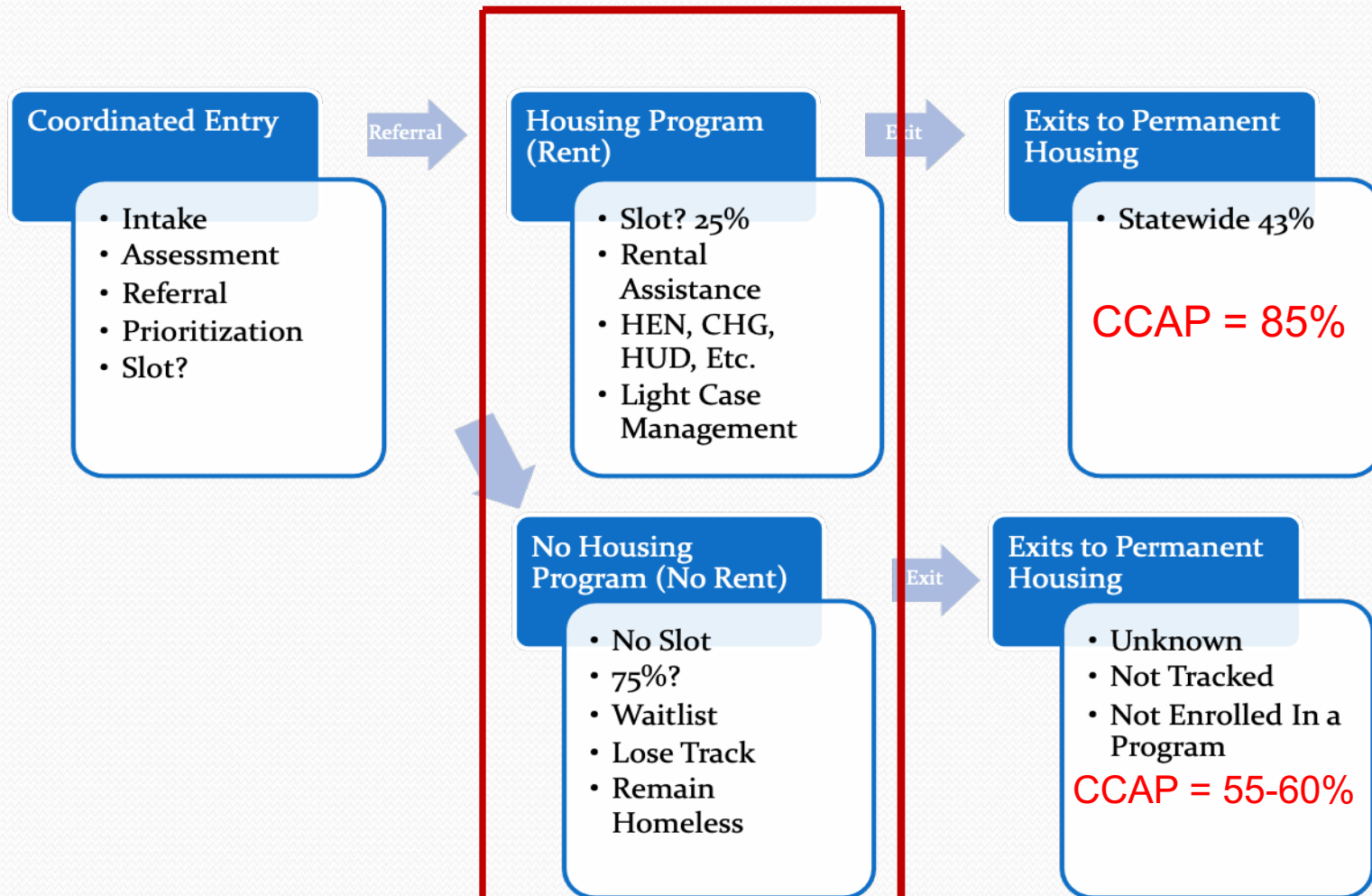
- Foundational Community Supports (FCS)

WA Historical Homeless Housing Flow



WA Historical Homeless Housing Flow

FCS/Pathways Case Mgmt.



CCAP System

- We created a Case Management Based Homeless Housing System
 - Rather than Rent Based with Case Management Sprinkled In
- Everyone Immediately Gets Assigned a Care Coordinator
 - No Waitlists...85-90% Billable to Medicaid (FCS)
- Gave Our Care Coordinators an Evidence Based Tool to Be Consistent and Good at their Job—Pathways
- Outcomes are Significantly Higher

The Tool--Pathways

- Pathways is the Evidence Based Tool that we give our Care Coordinators to help them:
 - Administered by Our ACH
 - Consistent Service Delivery
 - Evidence Based Service Delivery
 - Holistic Approach
 - 21 Different Areas of Life
 - SUD
 - Primary Care
 - Mental Health
 - Housing

CCAP Housing Data

- Average Increase in Client Motivation (PAM) Over 6 Month Period – 9.96 Points
 - Every Point Increase Represents 2% Decrease in Hospitalizations
 - Every Point Increase Represents 2% Increase in Medication Adherence

By The Dollars

- Care Coordinator:
 - FCS/Medicaid
 - 35 Clients X 3 FCS Units/Month/Client
 - $35 \times 3 \times \$112 = \$11,760/\text{Month}/\text{Care Coordinator}$
 - Pathways/ACH
 - 35 Clients X 9 Pathways Units/Month/Client
 - $35 \times 9 \times \$11 = \$3,465/\text{Month}/\text{Care Coordinator}$
- Each Care Coordinator Generates:
 - $\$11,760 + \$3,465 = \$15,225/\text{Month}/\text{Care Coordinator}$

Barriers To The New Way

- Medicaid Billing
 - Complicated, Costly, Lots of Work
- Getting Clients Approved for FCS
 - Need to Re-apply and Learn the “Tricks”
- Changing the System While System is Running
- Complicated Referrals/Relationships
- Need Counties to Take The Lead in This Change
- Relationship/Old Style of Case Mangement

Thank You

- Questions?
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