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December 5, 2018

MEMORANDUM

MEMO NOS.

QI-1823

CTR-1804

TO: QUEST Integration Health Plan

FROM:  Judy Mohr Peterson, PhD
Med-QUEST Division Administrator

SUBJECT: 2018 DISTRIBUTION OF GOING HOME PLUS REBALANCING FUNDS FOR
COMMUNITY INTEGRATION SERVICES COORDINATOR (CISC) POSITIONS

Please find the Schedule of Community Integration Services Coordinator (CISC) position payments to each of the six QUEST Integration (QI)/Community Care Services (CCS) Managed Care plans and the CISC job description and salary attached to this memo. The CISC Quality Service Reports will be issued at a later date.

Schedule of CISC Position Disbursements for 2018 and 2019

GHP rebalancing funds will be issued to each QI Health Plan including CCS in two allotments each covering a one year period starting November 2018.

	Payment Timelines	Condition	Allocation
1	December 2018	Hire of Coordinator within 60 days	\$60,000
2	December 2019	Timely submission of reports through September 2019	\$60,000

Community Integration Services Coordinator (CISC) Job Description and Salary

Salary: \$60,000 year

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DHS has tried to standardize the CISC job description so that each QI health plan including the CCS program is starting on a level playing field. The position is a hands-on position with opportunities for the coordinator to work with health plan staff, including other QI health plan CIS coordinators and homeless agencies, community agencies, landlords, facilities, developers and emergency departments. In some cases, this individual may be the health plans only housing worker resource for several months.

Should you have any questions, please contact Ms. Madi Silverman at (808) 692-8166 or by email msilverman@dhs.hawaii.gov.

Attachment

ATTACHMENT

Health Plan Community Integration Services Coordinator (CICS)

Description:

The purpose of the health plan CISC is to increase statewide supportive housing capacity for QI Members. The coordinator will identify health plan members who may be eligible for and in need of housing support services for working with low income and at-risk families to develop an intensive person-centered case plan that addresses their barriers to housing and employment. The CISC will work with local housing authorities, non-profit and for-profit housing providers, and other agencies to develop housing resources necessary for successful transition and community tenure of people leaving nursing facilities and other institutional settings. Outcomes of this initiative include development of a scalable and sustainable housing referral and support program, increased number of individuals placed in affordable, independent housing and the provision of supportive services that will enable these individuals to remain in stable housing.

Duties and responsibilities include, but not limited to:

- Participate in statewide workgroups to develop policies, procedures, evaluation and other improvements to housing programs.
- Stay current on national trends and innovations in community based housing options.
- Initiate and develop relationships with housing-focused community organizations, landlords, affordable housing developers and other housing service providers to identify new and existing opportunities for accessing resources.
- Collaborate with community, state and federal partners to increase the ADA accessible housing capacity in each community.
- Collaborate with state agencies, community organizations and other social service agencies to promote and grow housing opportunities within the state.
- Coordinate with other social determinant of health coordinators (e.g. employment, transportation, financial services, etc.) to facilitate access to support services to sponsor successful tenancy and whole person coordination.
- Ensure optimal utilization and management of existing funding such as DHS/HUD Homeless, Non-elderly disabled (NED), HUD 811, or other subsidies and housing choice vouchers as necessary.
- Act as a consultant to field staff and contracted providers with regards to housing and program issues.
- Oversee housing assessments with members, support crisis intervention, and ensure continuity of care coordination.
- Participate in outreach and follow-up efforts, particularly with property managers, landlords, and housing developers.

- Work closely with housing contractors to see how member/process is progressing, track members' housing applications by property.
- Troubleshoot member issues and assist contractors as necessary.

Day to Day Administration:

- Responsible for developing and managing health plan supportive housing and related contracts.
- Responsible for working with health plan coordinators to identify members in need of housing support services.
- Use data to identify candidates; create tracking database for referrals, pre-tenancy/tenancy status, prioritization of candidates, and tracking expenditures.
- Ensure timeliness of referrals and preapproval of housing candidates.
- Develop strong relationships with facilities/institutions; strengthen early identification process and reporting to the health plans; keep updated contacts and share across the health plans.
- Identify vacancies, waitlists openings, and housing opportunities.
- Create and maintain an inventory of affordable housing.
- Create multi-disciplinary team and ongoing coordination for each member.
- Provide input to health plan and DHS management teams about specialized rates and incentives, contracting assistance, consultative services and other housing assistance.
- In collaboration with DHS, develop, implement and monitor health plan quality improvement and fidelity monitoring related to supportive housing.
- Develop a continuing process for analysis and reporting on community housing development goals and objectives to health plan management.
- Assess health plan and contracted provider training needs regarding assisting individuals in locating and maintaining affordable and accessible supportive housing options.
- Prepare, develop, and provide training/presentations for staff development/reporting, program meetings and conferences.

Other:

- Work evenings and weekends as needed as the need for services arises.
- Other duties assigned.

Required Qualifications:

- Bachelor's degree in Social Services or in a related field and/or 3-5 years case management experience in community homeless housing.
- Experience working with diverse populations.
- Experience conducting needs assessments and initiating support services.
- Must have effective interpersonal skills with the ability to interact with people of

varying social, economic and education levels.

- Must have excellent problem-solving skills.
- Must have the ability to successfully motivate and connect with others.
- Must be highly organized and self-motivated with effective time management skills.
- Ability to understand and follow complex written and oral instructions, rules and procedures, to work independently and to be a vital and contributing part of a team.
- Must have excellent computer skills, experience using PowerPoint, Word and/or Excel software a plus.
- Must have a valid Hawaii driver's license.