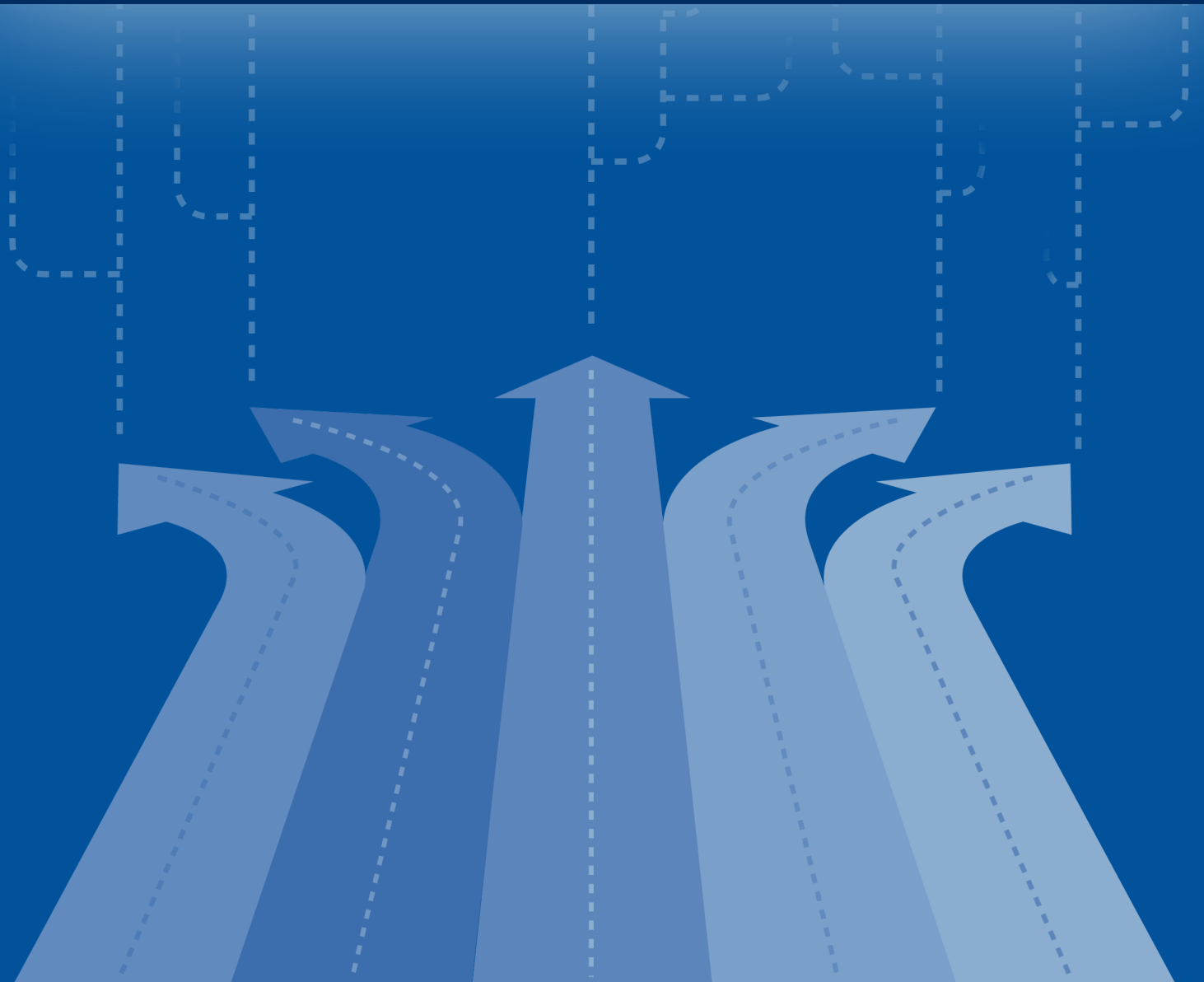


Franklin County Pathways Community HUB

A New Direction for Central Ohio



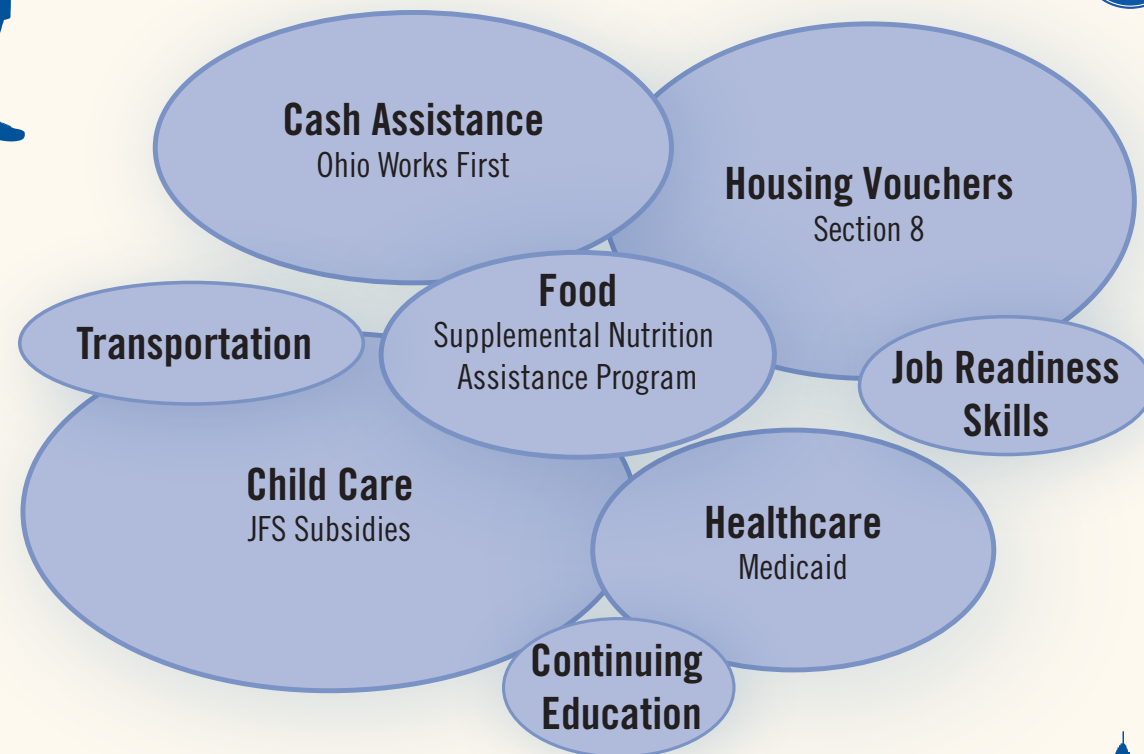
No Clear Path for Help Here in Central Ohio

Daily in central Ohio, thousands of people in need seek care and assistance from hundreds of organizations providing medical, behavioral health, education, employment and social services. And while many receive the help and care they need, the process can be challenging and fraught with pitfalls and frustrations for all involved. Far too often, the help and care received falls short of what's needed to make a long-term difference in the lives of individuals and families. Not because of the quality of services received, but because the process is often complex to connect to the needed services.



How do I get help?

Did they get the help they needed?



\$ *Do my dollars make a difference?*

How do we make our city better?



People in Need face complex and interconnected issues, often requiring them to seek help from multiple sources, a time-consuming and logistically-challenging balancing act.

Example of Challenges:

- A mother with children has multiple needs: behavioral health needs resulting from an abusive relationship; stable housing; food; health care
- She is eligible for multiple public benefits, including SNAP, Medicaid, subsidized childcare, supportive housing
- Through multiple public and private providers, she receives direct services and case management, some of which overlap and are supported by the same funders



Social Service Providers recognize clients' multiple needs and frequently coordinate referrals, but varying information collection systems and lack of resources can derail the best-intentioned efforts.

Example of Challenges:

- Funding restrictions limit resources available for case management/care coordination despite how critical it is in meeting client needs
- Often identify client needs that exceed the services they can provide due to funding restrictions and grant priorities
- Spend significant time making client referrals and verifying services were received due to inability to share data across providers
- Lack an organized way to expand capacity of services in the community to address a pressing need



Funders/Payers question if their dollars are achieving the results they seek or if they're paying for something that could have been prevented.

Example of Challenges:

- No way of determining if funds are being used to pay for duplicate services for an individual
- Limited ability to align with other funders for maximum impact
- Funding may support several distinct community needs (i.e. financial stability, education, health, housing), but can be siloed and not used in a coordinated way



Our Community, while seeing modest successes, continues to have 1 in 5 people living in poverty, and 1 in 3 struggling to meet basic needs. This reduces the vitality and productivity of our entire city.

Current Assistance Available

For a family in Franklin County with one parent and two children, a number of “safety net” government programs are available to help meet basic needs. Additional services are available from numerous local social service agencies. However, most programs and services operate independently, and there is little or no coordination among them.

Cash Assistance (Ohio Works First)

Ohio Works First is administered by County Job and Family Services departments and provides cash assistance to low-income families with children. Federal policy requires that most families receiving this benefit work 30 hours per week.

- Average Monthly benefit: \$473
- Family income = \$837/month (50% of Federal Poverty Level)
- 13,931 people served

Child Care (JFS Subsidies)

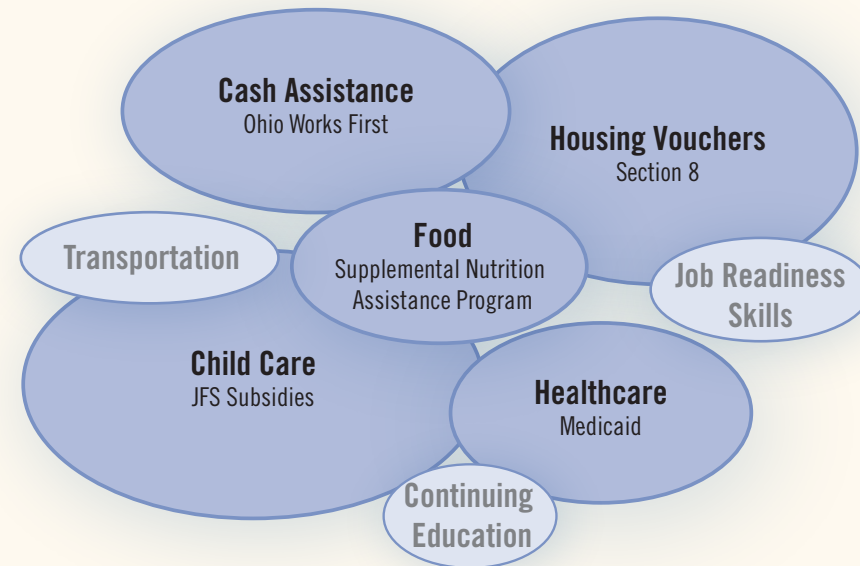
Low-income families in Ohio may be eligible to receive assistance with childcare costs. Assistance is offered through the Ohio Department of Job and Family Services, and managed locally through County JFS offices. Over 20,000 children have been served in Franklin County this year.

- Family income = \$5,023/month (300% of Federal Poverty Level)
- Co-pay for families earning \$1,674/month
- 20,629 children served

Housing Vouchers (Section 8)

The “Housing Choice” voucher program, also called Section 8, provides low-income families, seniors, and individuals with disabilities assistance to rent certain houses, townhomes, or apartments. Vouchers are paid directly to the landlord and the family pays the rest of the rent, which is generally calculated to be 30% of the family’s monthly adjusted income.

- Average Monthly benefit: \$515
- Family income = \$2,958/month (50% of county median)
- 12,300 families served



Food (Supplemental Nutrition Assistance Program)

The Supplemental Nutrition Assistance Program (SNAP), commonly referred to as food stamps, is a program administered by the U.S. Department of Agriculture Food and Nutrition Service that provides nutritional assistance to low-income individuals and families through an electronic benefits transfer (EBT) card.

- Average Monthly benefit: \$132 per person
- Family income = \$2,176/month (130% of Federal Poverty Level)
- 199,521 people served

Healthcare (Medicaid)

Medicaid provides health insurance for low-income individuals and is jointly funded by the federal and state governments. Medicaid covers uninsured children, pregnant women, low-income families, parents or relative caregivers, and adults up to age 64 who meet income requirements.

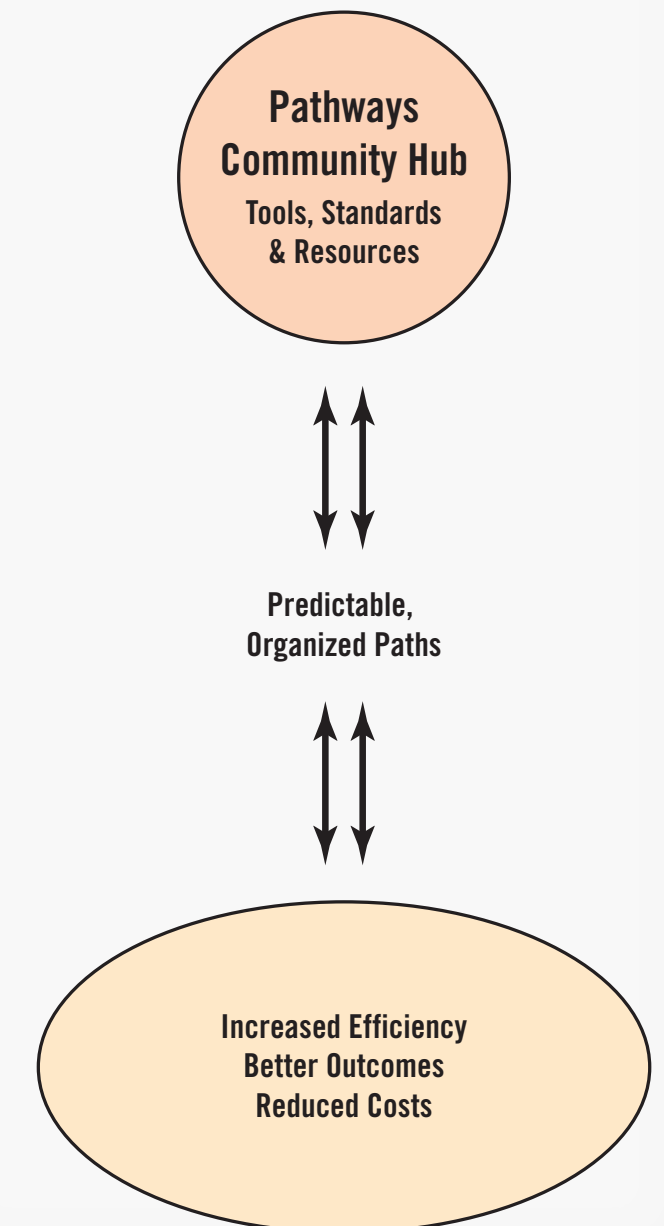
- Children’s Insurance: Family income = \$3,448/month (206% of Federal Poverty Level)
- Adult Insurance: Family income = \$2,310/month (138% of Federal Poverty Level)
- 264,279 people eligible

Pathways Community HUB:

A Better Way to Maximize Investments And Deliver Coordinated Services

The Pathways Community HUB connects those who are vulnerable with community resources and creates accountability for outcomes. A central organizing point and standardized procedures are used to align funders and service providers to holistically and efficiently address issues through care coordination.

By adding predictable, organized pathways for information flow and funding, the Pathways Community HUB brings increased efficiency and better outcomes for people accessing needed services.



HOW a Pathways Community HUB Works

Individual/Family Benefits

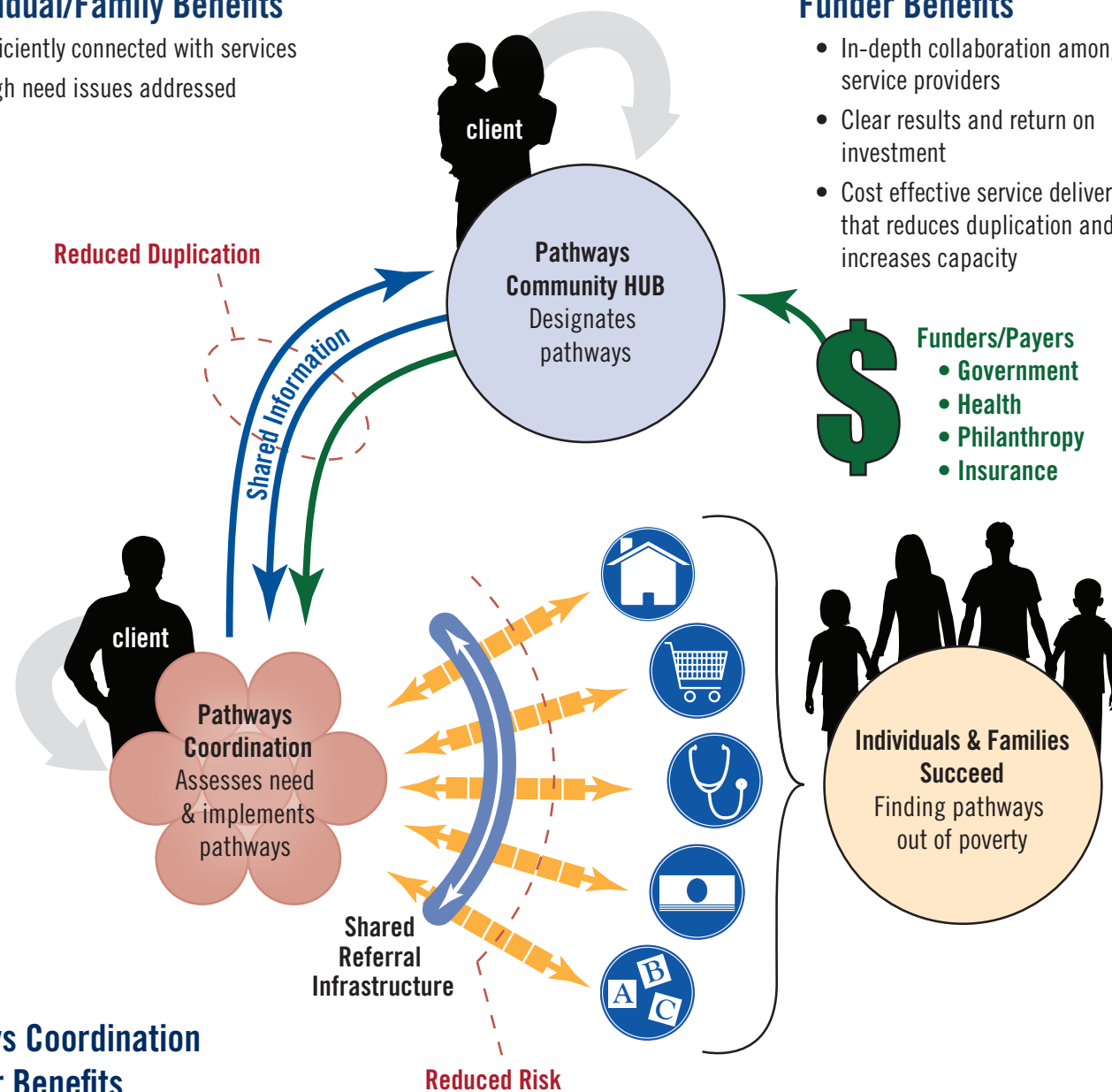
- Efficiently connected with services
- High need issues addressed

Funder Benefits

- In-depth collaboration among service providers
- Clear results and return on investment
- Cost effective service delivery that reduces duplication and increases capacity

Key Pathways Community HUB components and functions

- **Funders/Payers** – Funding from government, health care and private philanthropy needed to ensure pathways coordination occurs for all populations. Payment made when pathways are completed, or at agreed-upon milestones.
- **Pathways Community HUB** – A neutral, central convener that removes duplication in pathways coordination and can serve as a system entry point for people in need. Owns and manages the IT system that processes participant data, ensures compliance with pathway protocols, and facilitates billing/payments. Has the ability to develop and leverage resources and engage service providers.
- **Pathway** - Specific protocol adopted to standardize work, permit greater accountability and use of pay for performance. A uniform checklist is used to identify the appropriate pathway. Pathways may include:
 - Developmental Screening
 - Behavioral Health
 - Health Insurance
 - Immunization Screening
 - Medical Home
 - Social Service
 - Developmental Referral
 - Education
 - Immunization Referral
 - Lead Screening
 - Medical Referral
 - Pregnancy
- **Pathways Coordination** – Provides a single point of contact for individuals/families. Coordinators understand all pathways through a common set of credentials (Community Health Worker training); agencies receive payment for pathways coordination services based on effectiveness of performance through ability to connect clients to services. By participating in the Pathways Community HUB, an agency agrees not to duplicate effort of another coordinator.
- **Shared Referral Infrastructure** – Common system used by multiple community providers that allows identifiable client data to be used to refer a client to another organization; data is typically demographic. Enhances the effectiveness of the Pathways Community HUB by allowing high-quality referrals between pathways coordination providers and social service providers.
- **Client Entry Points** – Individuals can enter the system from many points, including hotlines, information and referral agencies, issue-based registries and hospital discharge staff. They are connected with an appropriate pathways coordinator who ensures referrals are made and the services provided are non-duplicative.
- **Social Service Providers** – For pathways coordinators to be successful, there must be high quality direct service providers who can work to address distinct health and human services needs such as temporary or long-term housing, health and wellness services, developmental intervention/remediation services, food, material assistance, transportation, etc.



Pathways Coordination Provider Benefits

- Work is funded through access to new and ongoing sources of revenue
- Increased knowledge of community resources and how to connect clients
- Staff have ability to address more areas of concern through Community Health Worker training and use of intake checklist that identifies the standardized pathways to open and follow.

Social Service Provider Benefits

- Consistent flow of eligible clients who make appointments
- Ability to have data to share with funders on the need for the service provided

Franklin County Pathways Community HUB Coordinating Council

To launch the Pathways Community HUB in Franklin County, a coordinating council has formed to provide strategic guidance.

This group will inform development of the administrative, financial, legal, and operational structure of the HUB. Members have expertise or involvement in the areas of :

Early Education	Workforce	Health insurance
Education	Public health	... and more...
Housing	Health care	

Tasks include:

- Inform design of Pathways Community HUB in consideration of national standards;
- Recommend priority pathways that align with central Ohio's health and human service needs; identify potential payment sources for each priority pathway;
- Advise on development of appropriate umbrella organization to serve as lead entity to hold and operate the Pathways Community HUB;
- Inform process for pathway coordinator agency selection and create or identify supporting tools/resources available for use among pathway coordinator agencies;
- Advise on establishment of a pay for performance structure and performance management system;
- Identify quality improvement systems and processes.
- Potentially provide ongoing strategic, financial, and operational guidance in support of Franklin County Pathways Community HUB staff.

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