

An illustration of several hands of different skin tones (white, light brown, dark brown, black) and wearing various accessories like watches and bracelets, stacked together in a circle, symbolizing unity and agreement.

Agreements For Today

- **Stay present and listen openly**
- **Sit with discomfort**
- **Assume with good intent, acknowledge impact**
- **Listen with intent to learn**
- **Take space, make space**
- **Be brave with thinking big**
- **Respect Others**
- **Take care of yourself**

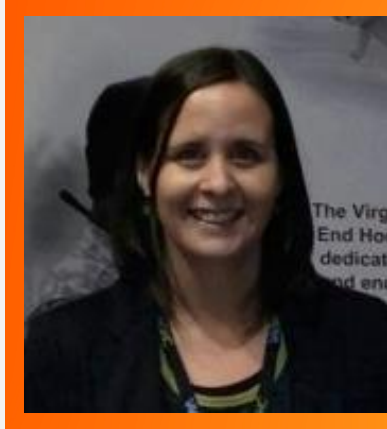


**Welcome to
the
Washington,
DC
Medicaid
Academy**

Meet Our Training Team



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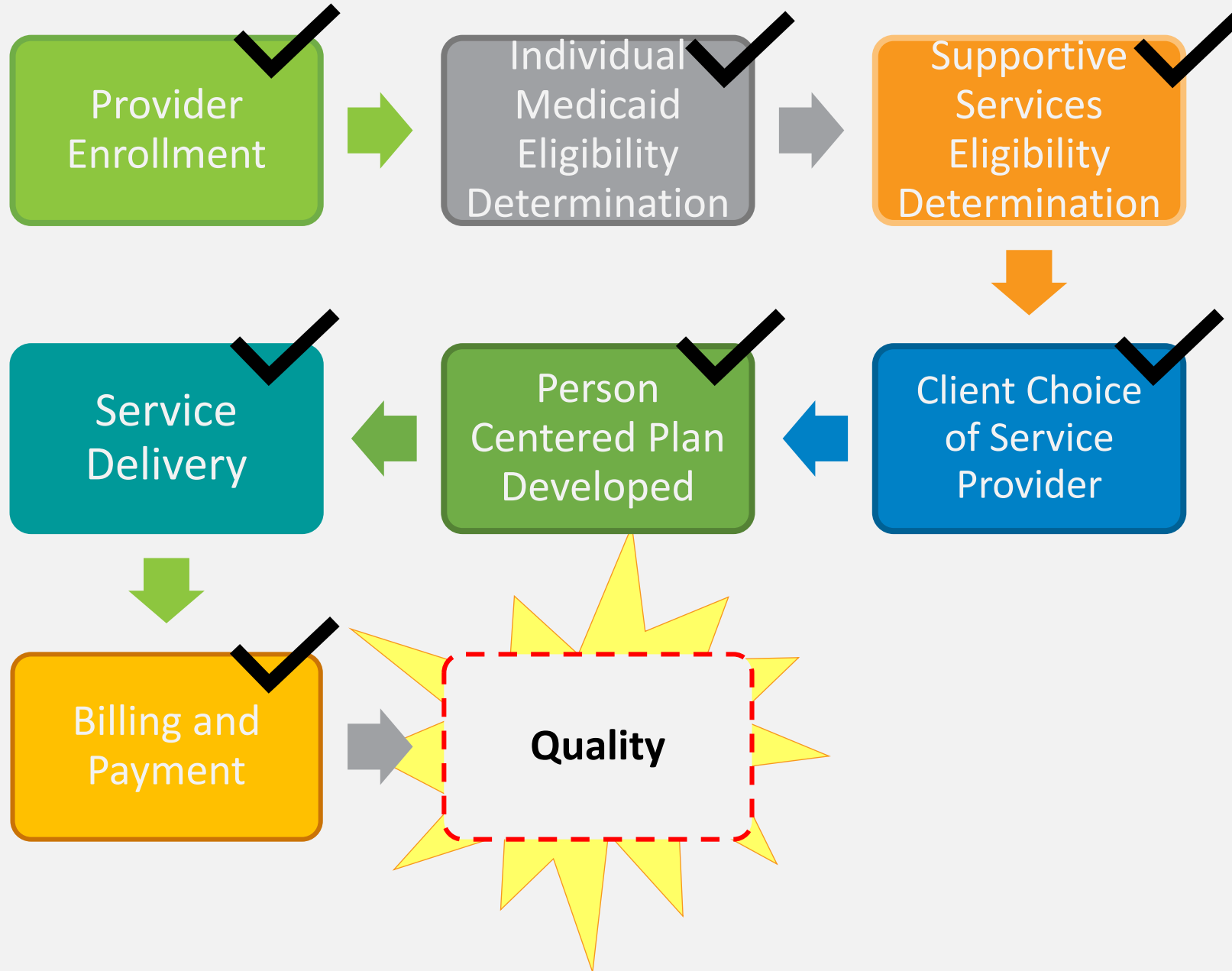
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Check In

Plan for Today: Session 6

- ✓ Understand the difference between Compliance and Quality
- ✓ Understand the elements of effective quality improvement planning
- ✓ Understand needed development of Quality Standards
- ✓ Identify and measure outcomes



Medicaid Housing Supportive Services Process

Quality Activities

Compliance



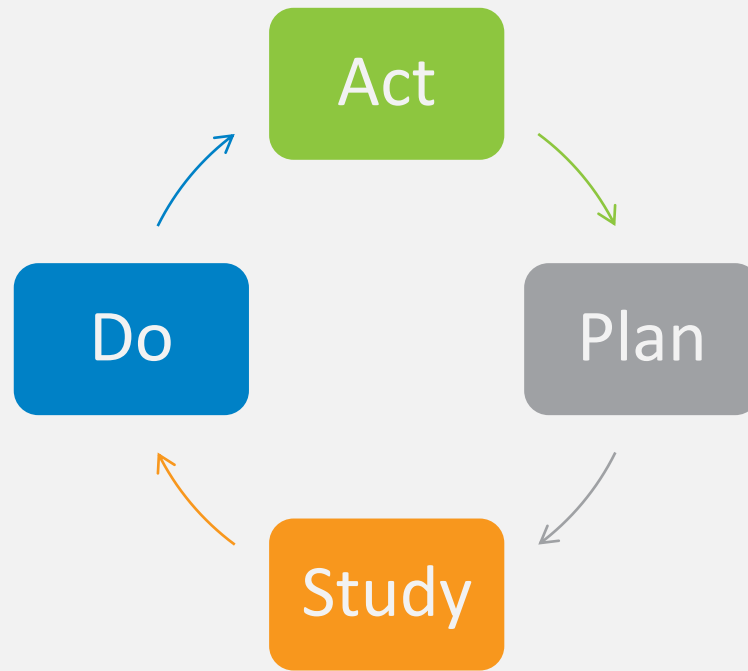
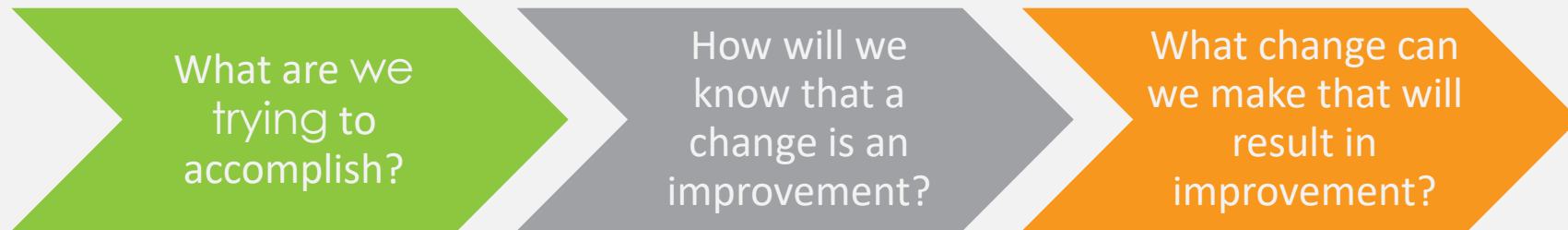
Quality



Taking a Quality Improvement Approach

Quality Assurance	Quality Improvement
Externally Driven	Internally Driven
Follows organizational structure	Follows systems and processes
Delegated to a few	Embraced by all → everyone's job!
Focused on individuals, outliers	Focused on processes
Works toward endpoints	Has no endpoints
Retrospective, detection	Proactive, preventive
Focuses on function	Client focus
Punishes/sanctions, finds blame	Rewards innovation, permits failure

Model Framework for Quality Improvement



SAMHSA Principles of Quality Supportive Housing

Commitment to Evidence Based Practices

Housing first

Harm
reduction

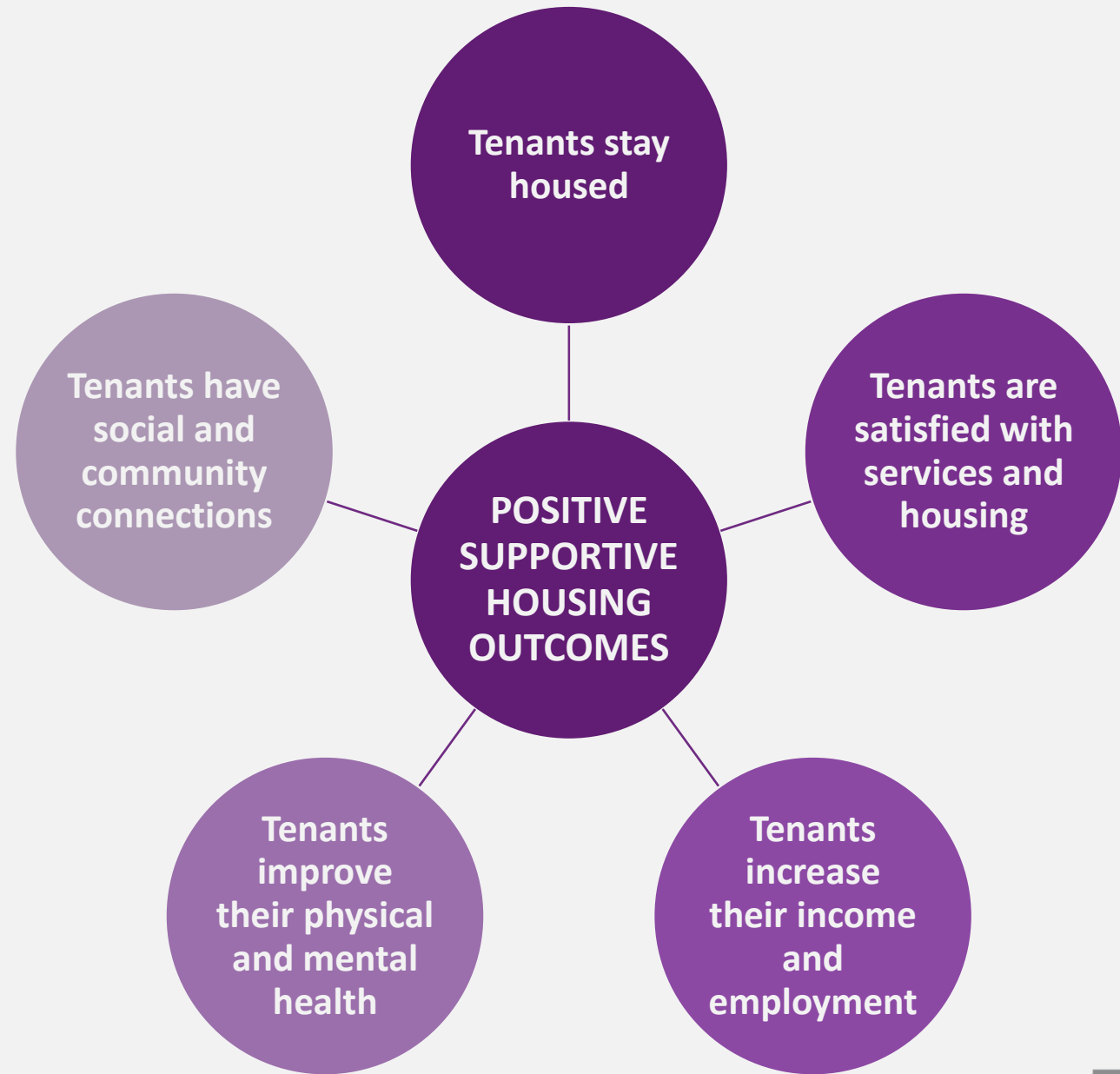
Motivational
interviewing

Trauma-
Informed Care

Cultural
Humility

Person
Centered
Planning

Quality Practices Result in Positive Outcomes



Housing Navigation Services (AKA pre-tenancy supports) (p 21 of the SPA)

- Assisting to access benefits to which the person is eligible but not enrolled.
- Assisting to obtain documentation needed for lease up
- Support through the housing application and housing search process
- Arrange for and support details of the move
- Develop a housing support crisis plan
- Connected to needed community services, such as a home health aide if needed

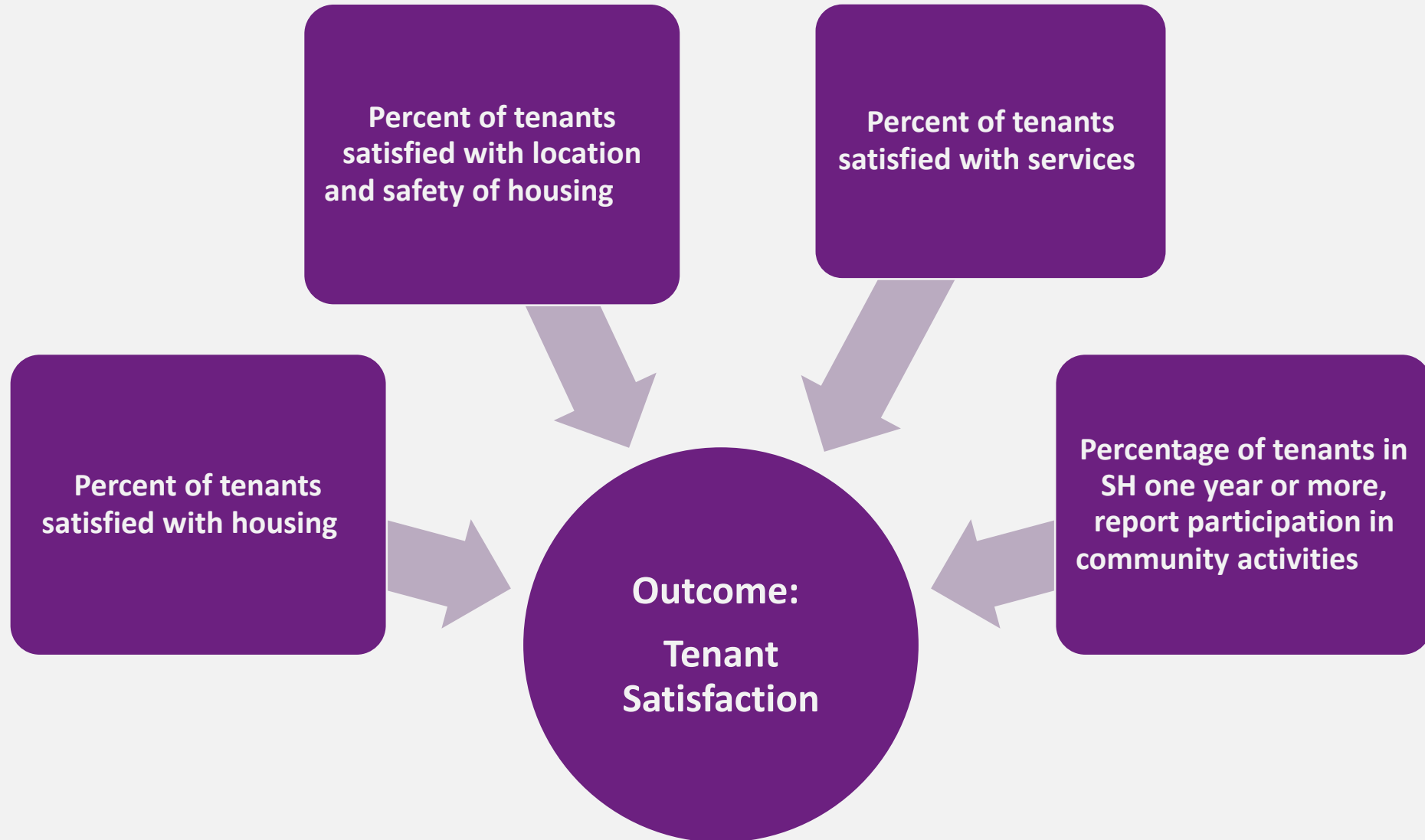
Housing Stabilization Services (AKA tenancy support services) P18 of the SPA

- Assisting individuals to connect with benefits and/or employment
- Identifying and establishing short and long-term measurable goal(s), how goals will be achieved, and how concerns will be addressed
- Education and training on the rights, roles and responsibilities of a tenant
- Address behaviors that threaten continued tenancy
- Develop a household budget
- Learn independent living skills
- Review and update housing support and crisis plan as needed

SAMHSA Principles of PSH

- 1.Choice of Housing
- 2.Separation of Housing and Services
- 3.Decent, Safe, and Affordable Housing
- 4.Housing Integration
- 5.Rights of Tenancy
- 6.Access to Housing
- 7.Flexible, Voluntary, Services

Tenant Satisfaction



Equity in Quality

A Discussion About Racial and Indigenous Disparities

What has your agency done or could they do to address disparities in your work?



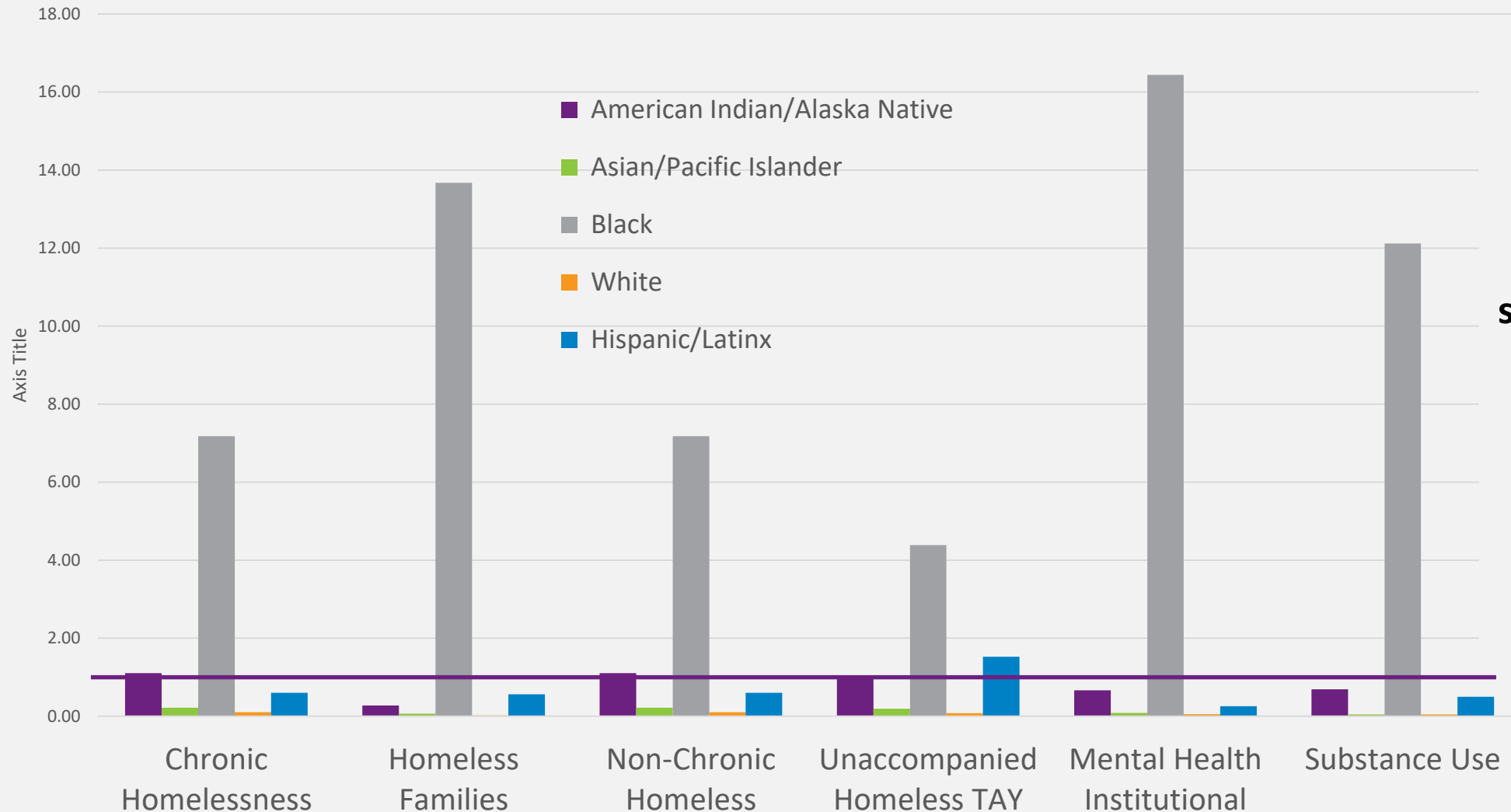
CSH Racial Disparities and Disproportionality Index

Measures the likelihood of one racial group experiencing an event compared to all racial groups combined

(de-centers whiteness as the standard)

Index GREATER THAN 1.0	Group is MORE LIKELY to experience interaction with system
Index LESS THAN 1.0	Group is LESS LIKELY to experience interaction with system

Racial Disproportionality & Disparity Index



An index higher than 1.0 = a greater likelihood of experiencing interaction with that system compared to all other racial groups.

Ex. Black families are 13.5 times more likely to experience homelessness than all other racial groups

Explore more: www.csh.org/data

Incorporating Quality Standards that Promote Race Equity

- **Identify existing policies or procedures that present barriers to centering racial equity.**
 - Focus internally and externally. Think about employee hiring and client outreach procedures.
- **Provide support for your staff in applying a racial equity lens to their work.**
 - What additional professional development and tools can you provide staff to be equip them to support a diverse client population?
- **Take steps to have your program better situated to address the needs of diverse populations.**
 - What small steps can you take **immediately** to situate your agency to better serve BIPOC clients?

Incorporating Quality Standards that Promote Race Equity

- **Ask questions for context**

- Cultural context and even lived experiences vary for all clients. Its important that our questions are not just about clinical diagnosis, but how clients experience and react the programs and systems they interact with.

- **Examine Yourself and your agenda**

- What biases affect your perceptions and interactions with the clients? How does it impact how you set goals with the client?
- Its important to get feedback to challenge your biases and assumptions that we hold.

- **Try it again**

- Seek to understand what worked and what didn't with a focused racial equity lens. Apply that knowledge to future work and try again.



Break

Commitment to Quality: An Ongoing Process

Quality Measures that DC Committed to

Person-Centered Service Plans Updated Annually. They must address all the person's assessed needs

Providers Meet Required Qualification

Person-Centered Service Plans document choice of providers

Follow the HCBS Settings Rule

The state identifies, addresses, and seeks to prevent incidents of abuse, neglect, and exploitation,

DHS will create systems and program improvement strategies

Questions to ask?

- Audits
 - Who?
 - When?
- Any other standards beyond those listed on the previous slide?
- If other standards will be developed? How? With what stakeholder engagement?
- Who in your team prepares for the audits? How are audits communicated to staff?

Quality Improvement and Compliance

Quality Improvement Overview



Growing your Quality Improvement Program

Documentation

Chart Reviews

Preparing for Audits

Continuous Quality Improvement

Quality Improvement Plan

Reviews

- Client Chart
- Billing
- Medicaid Compliance
- Targeted

Program Outcome Measures and Funder Requirements

Staff Training Plan

Client Satisfaction Surveys

- Focus Reviews

Program and Services Overview

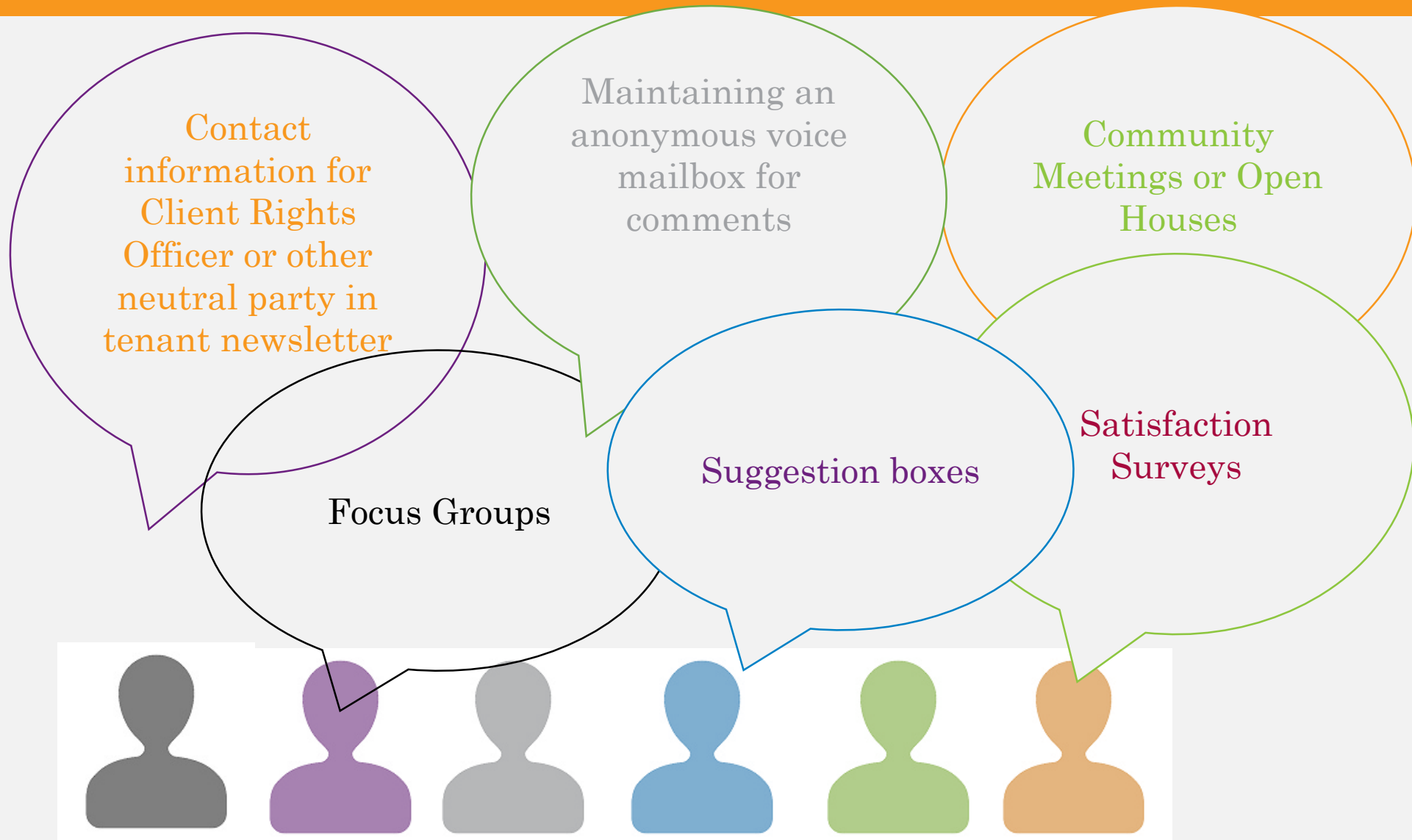
Program and QI staff Responsibilities

Policy and procedure review

Staffing and Supervision Considerations



Gathering and Incorporating Stakeholder Input



Tenant Survey

[Tenant Survey](#) editable word doc, English

Tenant Survey, editable word doc, [Spanish language version](#)

Explore web-based surveys with app versions. Good free tools available.

The image shows two pages of a survey form titled "QUALITY SUPPORTIVE HOUSING TENANT SATISFACTION SURVEY" with the CSH logo. The left page is the introductory page, and the right page contains the survey questions.

Left Page:

Agency Name: _____ Project Name: _____

Dear Tenant,

Thank you for taking this survey. Please tell us what it is like living in your apartment. Thank you for your honest answers. There is a comment section at the end. Please feel free to comment on any of the questions.

Please do not put your name on this form. Your answers are anonymous and will not be shared with anyone.

1. How long have you lived in your apartment? (Check one)

- ☐ Less than 1 month
- ☐ 1 to 6 months
- ☐ 7-12 months
- ☐ 13 to 18 months (1 ½ years)
- ☐ More than 1 ½ years

2. Which services do you use? (Check any that apply)

- ☐ Employment
- ☐ Substance Abuse
- ☐ Medical
- ☐ Mental Health
- ☐ Education
- ☐ Case Management
- ☐ HIV Prevention Education
- ☐ Peer Support Worker or Direct Support Professional
- ☐ Other: _____

Right Page:

Agency Name: _____ Project Name: _____

Please check Yes, No, or Not Sure for each question. (Check one box)

	Yes	No	Not Sure
3. Do you like your apartment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Does your apartment meet your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you like the available services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Do the services meet your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Do you join community activities? This might be things like faith based groups or church, clubs, volunteering, going to a gym, or park district program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Do you have better social supports and connections now than when you first moved in?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Do you like the location of your apartment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Do you feel safe in your apartment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Did you have an orientation for your apartment or building when you first moved in?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What Do You Do with All the Input?



- Review and revise policies and procedures, house rules
- Discuss at tenant meetings, QI Committee to identify action steps
- Create new social, advocacy or training opportunities
- Offer opportunities for tenants to share their ideas with decision makers
- Other??
- Whatever you do – make it known

Quality Improvement Strategies

Assign or designate a staff person

All levels of staff are part of the ongoing process

Schedule a calendar of meetings

Schedule a calendar of client chart reviews

Process and timelines for reviewing policies and procedures

Plan for communication of program outcomes, chart review results, programmatic changes, and changes in requirements

Plan for ongoing compliance

Close the loop



Remember the
importance of
internal
monitoring

- Establish committees
- Establish timelines
- Establish process
- Ensure mistakes are corrected

Closing the
Loop



Reminder: quality and compliance don't end when you receive the contract!



Breakout Room Questions Add to your **Agency's Work Plan**

- Who leads Quality and Compliance efforts in our agency?
- Who has what roles to support?
- How are Quality and Compliance efforts communicated to Staff?
- How are QI findings shared with the team

15
minutes
in your
agency
groups

[Sample Work Plan](#)

Outcomes planning

Simple Outcome Measurement Plan

Outcome measures	
Calculation	
Goal	
Data Source	

Outcome Measurement Plan

CORE OUTCOMES MEASURES

<u>Outcome Measure</u>	<u>Calculation</u>	<u>Goal</u>	<u>Data Source</u>
Successful Housing Outcomes: The percentage of tenants entering the housing who either remained housed for at least one year within the supportive housing or who exited to other permanent housing in the community.	The total number of tenants who remained stably housed over a one year period divided by the total number of tenants who were in housing at the beginning of the one year period.	At least 80%	HMIS/APR data, property management records, and/or tenant files.

Outcome Measurement Plan



Outcomes Measurement Plan: Results

Team Name: _____

Start Date: _____

End Date: _____

CORE OUTCOMES MEASURES									
Outcome Measure	Goal	Date	Result*	Date	Result	Date	Result	Date	Result*
Successful Housing Outcomes	At least 80%								
Increase in Income	At least 40%								
Tenant Satisfaction with Housing	At least 80%								
Annual Turnover Rate	Averages less than 20%								
ADDITIONAL OUTCOMES MEASURES									

Example Quality Improvement Plan

Project Name:				Quality Improvement Action Plan				
Plan				Do	Check	Act		
Priority	Issues To Be Addressed (Based Upon Indicators)	Quality Improvement Strategy (Action Steps)	Planned Outcome (Expected Change)	Responsibility (Persons/Orgs)	Timing	Review (Progress & Outcomes)	Timing	Continue, End, or Revise Plans (Based on Review)

Before you go
Add to your
Agency's Work Plan

- What tasks need to be added to the work plan?
 - what are realistic time frames and work assignments for those tasks.

Capacity Building: One on One & Small Group TA



WHAT WILL CAPACITY BUILDING ENTAIL?

- one-on-one and group technical assistance and coaching until the end of the year
- detailed review of tools and templates provided in Medicaid Academy
- Agency specific support around development of a transition workplan

WHAT WILL CAPACITY BUILDING NOT ENTAIL?

- Specific recommendations on EHR or Billing Software
- Agency support around specific client cases

DC Medicaid Academy Schedule



Up Next

Q&A on today's session
Thursday, September 1 12 PM about
what we learned today.

One on One TA Kickoff Call
September 9 @ 2:30PM
Overview of one on one TA process.
Session will be recorded.