Homebase

ADVANCING SOLUTIONS TO HOMELESSNESS

29 April 2025

Lessons Learned from CalAIM: Enacting California's New Housing Related Services for People Experiencing Homelessness

Homebase

Homebase is a nonprofit dedicated to building community capacity to end homelessness, reduce poverty, and foster thriving, inclusive communities.

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Webinar Housekeeping

Tips to enhance the experience for you and other attendees

Webinar Setting

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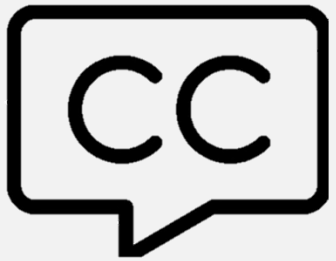

Questions

Please type your questions in the Q&A

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Use the Q&A function for additional tech support during the webinar.

Today's Agenda

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Context of California's Health/Housing System Integration Initiatives

02

Lessons Learned from CalAIM and the Housing and Homelessness Incentive Program (HHIP) Implementation

03

Perspectives from the Field: CalAIM Implementation Bright Spots

04

Moving Forward: Recommendations and Wrap Up

Statewide Initiatives to Address Complex Needs of People Experiencing Homelessness: Key Takeaways from the Implementation of the Department of Health Care Services' Systems Integration Efforts

Visit our website to see the full series of reports

https://www.homebaseccc.org/ecm-cs

CHCF

FOCUS ON CalAIM

CHCF Resource Center

Visit CHCF's website to explore the collection of tools and resources aimed at helping organizations understand and implement CalAIM. www.chcf.org/calaim

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New Cross-Sector Programs: CalAIM and HHIP

CalAIM

- Enhanced Care Management
- Community Supports

Housing and Homelessness Incentive Program (HHIP)

CalAIM: Housing-Related Services

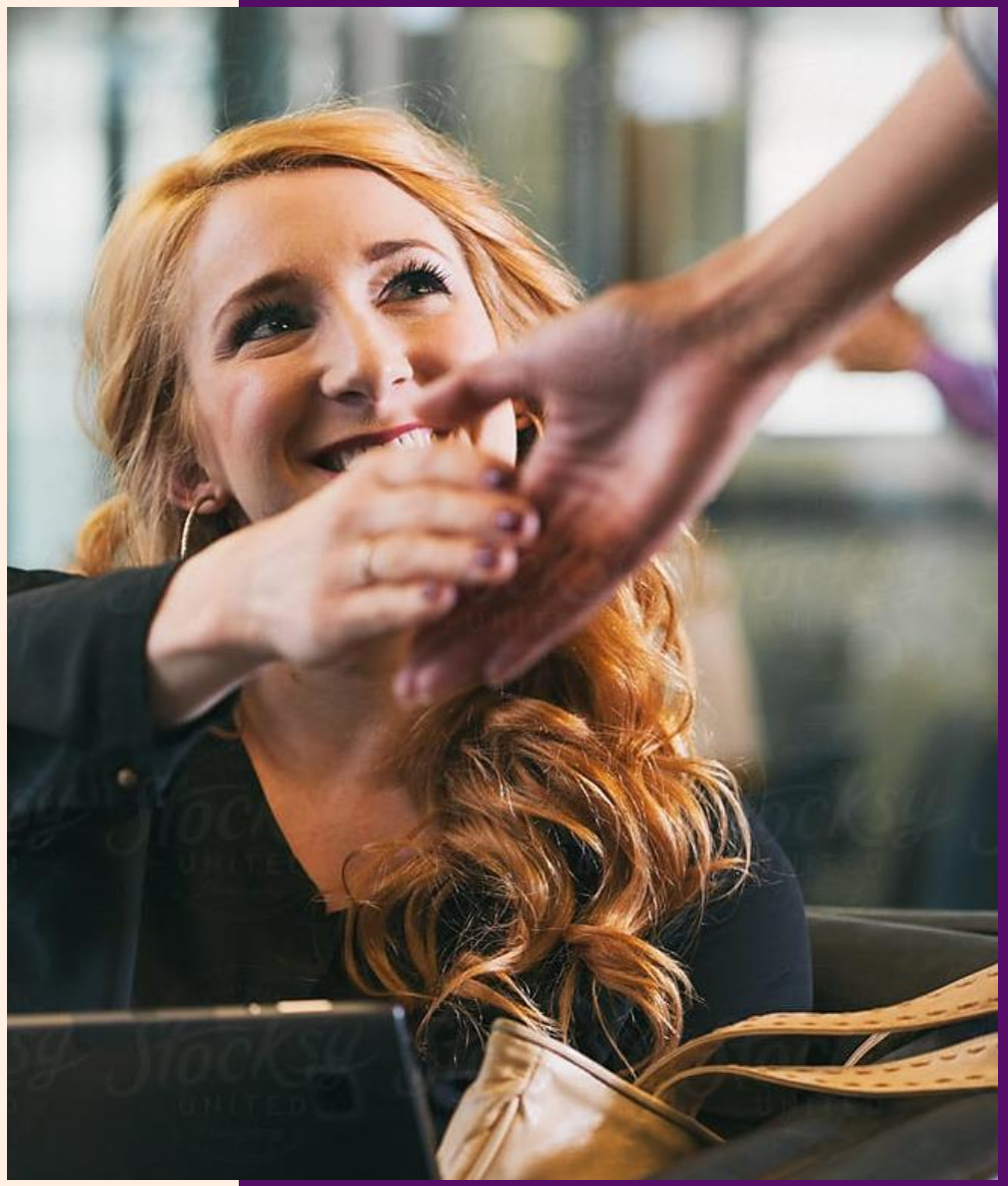
Enhanced Care Management (ECM)

- Statewide care coordination benefit for Medi-Cal members with the most complex needs. MCPs required to offer to individuals who meet eligibility criteria
- ECM providers **meet members where they are**, whether that's in a shelter, encampment, at home, or otherwise.
- Several "Populations of Focus" including individuals experiencing homelessness.

CalAIM: Housing-Related Services

Community Supports

- Optional services that MCPs can offer to address social drivers of health.
- Includes **housing-related services like housing navigation, housing deposits, and housing tenancy and sustaining services**. (The “Housing Trio”)
- California is adding Transitional Rent as a new Community Support, mandated by January 1, 2026.



Housing and Homelessness Incentive Program (HHIP)

- **Sought to accelerate collaboration between MCPs and homeless response systems** using one-time ARPA funds.
- MCPs earned incentive funds by meeting metrics that required collaboration with local homeless response system partners.
- MCPs could invest flexible HHIP funds into local homeless response systems, build infrastructure for cross-sector collaboration, and/or expand service capacity.

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Housing & Homelessness Incentive Program (HHIP)

Implementation Successes and Challenges

- Flexible financial incentives and minimal bureaucracy catalyzed cross-sector collaboration.
- A short program runway, insufficient and changing information, delayed guidance, and inaccessible performance metrics compromised MCPs' and CoCs' ability to fully collaborate.
- Uneven power dynamics and misunderstanding between health care and homeless response systems led to missed opportunities.

ECM and Community Supports

Implementation Successes

- ECM/CS provide critical services to people experiencing homelessness.
- Medi-Cal is enhancing housing-related services that the homeless system of care typically funds with scarce resources.
- MCPs are developing strong relationships with their ECM/CS providers and homeless systems of care and building internal capacity to better serve members experiencing homelessness.
- Counties are supporting implementation of ECM/CS through administrative and contracting approaches.

ECM and Community Supports

Implementation Challenges

- CalAIM administrative requirements create operational hurdles, especially for providers new to Medi-Cal.
- Enrollment in/awareness of ECM/CS is still extremely low.
- CalAIM creates financial pressures for ECM/CS providers serving people experiencing homelessness and Medi-Cal funding limitations lead to confusion and competition.
- MCPs and homeless systems of care have different perspectives on housing-related supportive services.
- Disconnected referral systems and inconsistent use of HMIS creates barriers to referrals and care coordination.

You're Not Alone If…

- It takes longer for you to engage and provide services to unhoused individuals compared to other Medi-Cal members.
- The Medi-Cal rates you receive as an ECM or Community Supports provider aren't always sufficient to cover the work you do to assist unhoused individuals.
- You are seeing competition emerge across ECM or Community Supports providers in your community.
- You struggle to connect clients whose vulnerability scores are lower on your CoC's By-Name-List to CalAIM benefits.
- ECM and/or Community Supports utilization is low in your community.

Lessons Learned from California's Integration Initiatives

Key Takeaways

- Medi-Cal's coverage of housing-related Community Supports and has given rise to powerful programs that can provide tangible benefits for individuals with complex care needs, including people experiencing homelessness.
- Health care, particularly managed care, is an increasingly important player in the homeless system, with tremendous opportunities to address homelessness with health resources by expanding, deepening, or sustaining services.
- Better outreach, coordination, and alignment across sectors is needed to realize the full potential of CalAIM. Streamlining administrative complexities and better integrating the health care and homeless systems would help increase program participation and maximize resources and opportunities
- Flexible funding infusions can catalyze systems change, allowing for critical and strategic investments to fill gaps and support foundational improvements, and should be paired with long-term funding to sustain progress.

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CalAIM Bright Spots: Four Communities' Successes Supporting People Experiencing Homelessness

- Alameda County
- Fresno and Madera Counties
- Los Angeles County – South L.A.
- Santa Barbara County

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Program Development Recommendations

State initiatives/programs should:

- be informed and collaboratively administered by experts from both systems.
- ensure more inclusive processes for program planning, design, and development and wide-spread communication to engage more sectors.
- include both flexible up-front investment funds and sustained funding.
- be supported by a variety of capacity building efforts across systems, as well as state and local guidance and incentives.

Program Development Recommendations

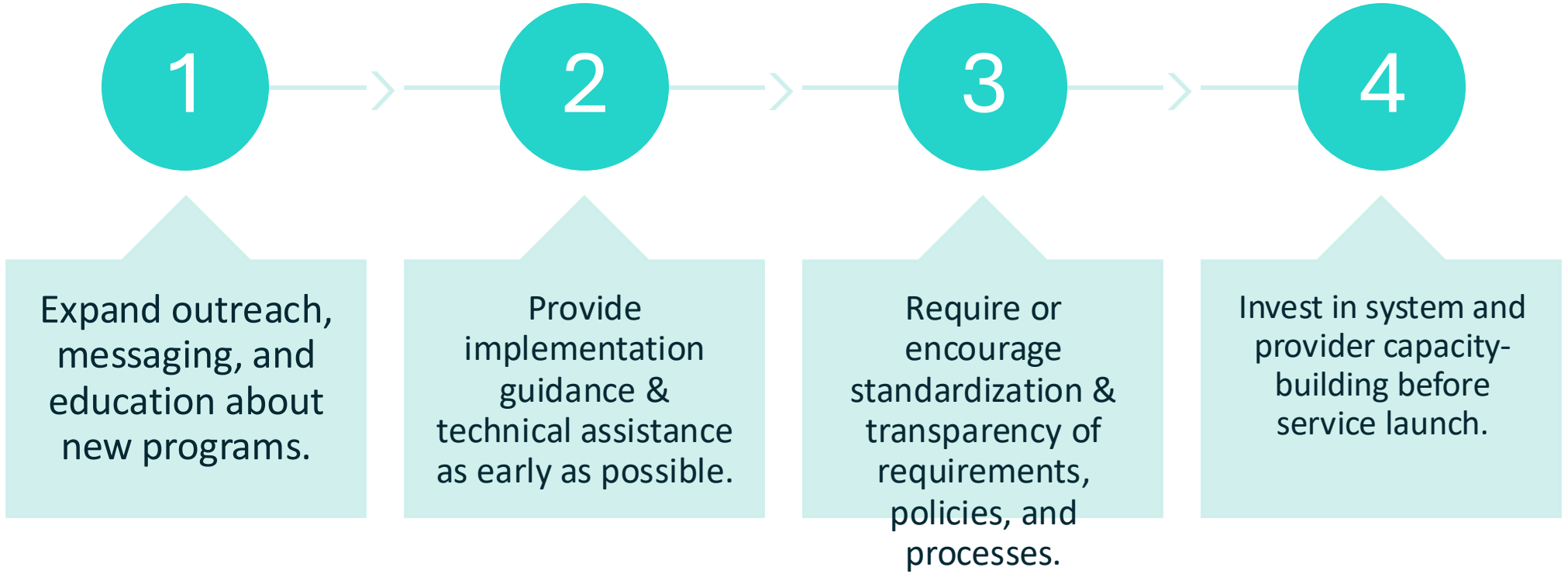
Additional Considerations

These program elements can improve the likelihood of successful local implementation and meaningful, long-term systemic collaboration and partnership:

- Financial incentives for cross-system partnership, with funds awarded jointly to both systems
- Additional time between program development and implementation
- Flexibility in implementation requirements to accommodate local contexts (esp. for smaller and rural communities)

Planning & Implementation Support Recommendations

State agencies and counties should:



Local Implementation Recommendations

Strategies to Strengthen Local Implementation

Make ECM/CS processes simpler & more accessible

- Minimize eligibility requirements
- Simplify documentation requirements
- Streamline authorizations
- Simplify billing process

Enhance provider support

- Build provider capacity (e.g., TA, trainings, funding)
- Set up administrative/ billing hubs
- Establish mentorship/ peer learning opportunities

Enable providers' financial sustainability

- Making braiding of funding easier (e.g., guidance, allow flexible approaches)
- Increase provider negotiating power
- Consider rate reform

Integrate systems where possible

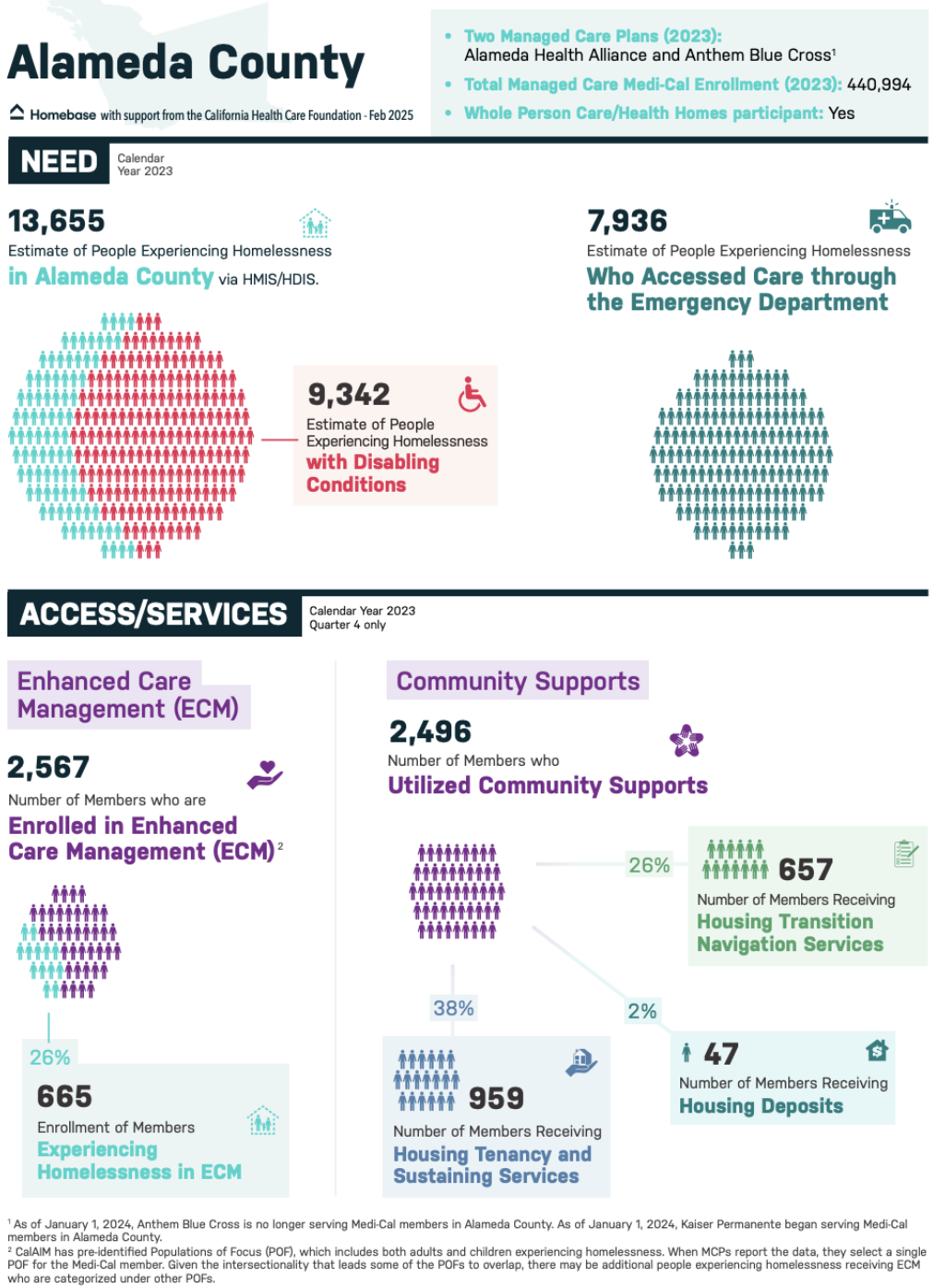
- Standardize referral flows
- Enhance access to Medi-Cal/MCP info (e.g., real-time enrollment info for CoC providers)
- Integrate ECM/CS into CoC systems (e.g., CE processes, HMIS, joint assessments)

Promote better data sharing systems and info sharing

- Leverage guidance State is developing
- Enable info sharing to track referrals, services, outcomes
- Standardize data sharing agreements

Fact Sheets: ECM and Community Supports from Across the State

- CA-wide and every CoC.
- Used 2023 data for consistency; all data sources described in the document.
- Useful for community-specific conversations about need, utilization, and likely eligibility.
- Easy to update with 2024 data.



Join us for Office Hours

Office Hours Session 1: Thursday May 1st, 11am-12pm

Learn how to use Homebase's CalAIM data fact sheets and how to get updated data for your community

Office Hours Session 2: Tuesday May 6th, 10-11am

Come with any CalAIM challenges or opportunities you're trying to address in your community

https://tinyurl.com/2m74e8kp

Resources for Building Health Care-Homeless Response System Partnerships

Addressing the health-related needs of people experiencing homelessness is central to ending homelessness, and stable housing is fundamental to maintain good health. Collaboration between homeless response and health system partners is critical to better serve people and to improve outcomes for individuals and families, as well as the systems designed to support them. This page contains Homebase-developed resources to support cross-system learning, collaboration and partnership, and systems integration.

Check out Homebase's resources on:

- Cross-sector data sharing
- Medicaid Renewals for People Experiencing Homelessness
- Cross-sector relationship building
- Enhanced Care Management, Community Supports, and HHIP

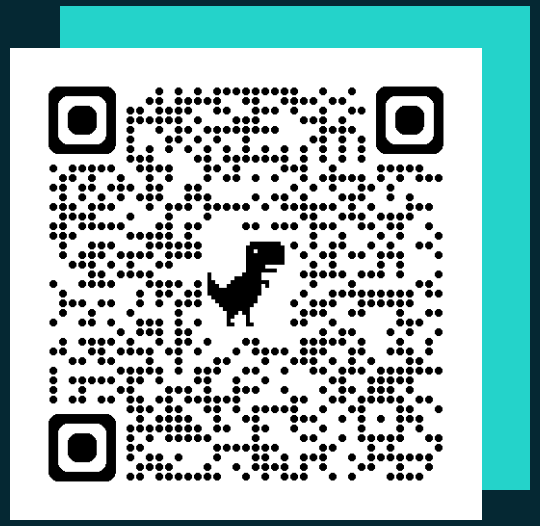
And more!

Available at homebaseccc.org/healthcare

Homebase

Stay in touch

Sign up for the Homebase newsletter for updates, tools and resources.



http://tinyurl.com/HomebaseSignUp