



Making the connection between health and economic self-sufficiency

Oct. 29, 2015

The background of the slide is a solid teal color. On the left side, there is a decorative pattern of overlapping, stylized leaves in various shades of teal and blue, creating a sense of organic growth.

CareSource Life Services Review October 2015

The CareSource logo consists of two overlapping hearts, one in a light purple shade and the other in a slightly darker purple shade, positioned above the company name.

CareSource™



**Non-profit, founded in
1989 in Dayton, OH**

**Comprehensive,
member-centric health
and life services**

**Regionally based-
serving multiple states
and products**



Product Lines

- Medicaid
- Marketplace
- Duals Demo
- Medicare Advantage

90%



Medical Cost Ratio



\$7B

2015 Revenue
(projected)



\$10M

Foundation grants

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Confidential & Proprietary

History of Life Services

2014

- Feb – High performing director team creates concept
- June – CareSource Board presentation & approval
- Summer – Vision & plan for 2015 deployment
- Fall/Early Winter – First recruitment events held in Dayton

2015

- Jan-March – First Life Services Members placed through JobConnect
- Spring/Summer – Hired Executive Director & formed Life Services Team (currently 13 employees)

The Mission of Life Services

To make a sustained impact in our member's lives by effectively addressing the obstacles that impede progress in a member's journey toward improved **economic health, physical health and overall well-being.**



Improved
Economic
Health



Improved
Physical
Health

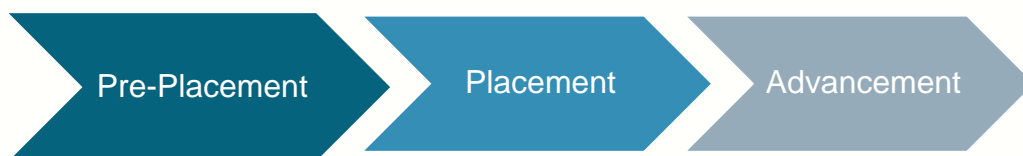


Improved
Overall
Well-Being

2015-16 Metrics

	2015	2016
Enrolled	1,500	2,500
Education	125	400
Employed 75% Retention	325	600

Phase I: JobConnect Program



- Goal:
Overcome barriers
and create a plan for
success either
through career or
education



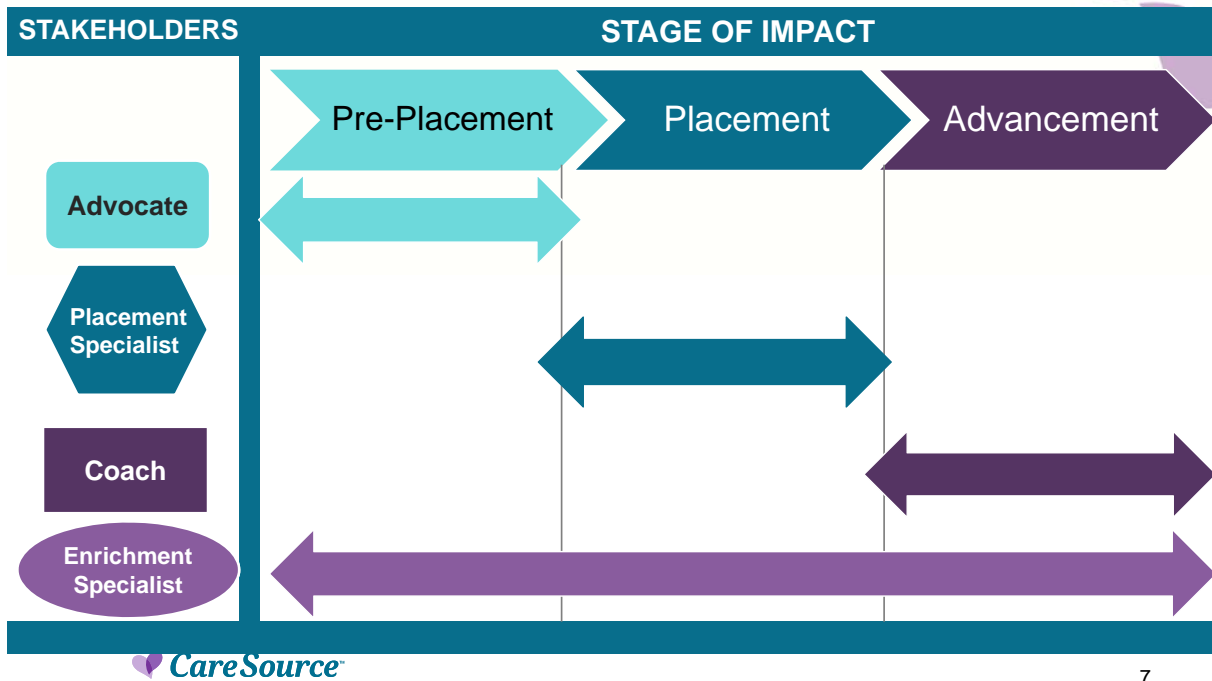
- Goal:
Overcome barriers
and begin a career or
education



- Goal:
Set the stage for
ongoing stability and
advancement



JobConnect: How it Works



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Life Services Metrics Year to Date





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CENTER FOR EVIDENCE-BASED PRACTICES

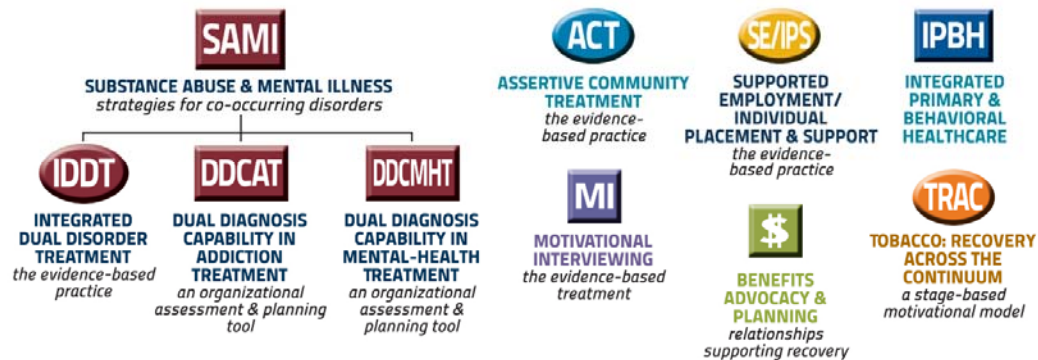
at Case Western Reserve University



A partnership between the Jack, Joseph and Morton Mandel
School of Applied Social Sciences & Department of Psychiatry
at the Case Western Reserve School of Medicine



Service innovations for people with mental illness, substance use disorders



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The Center for Evidence Based Practices/Supported Employment CCOE

- We help individuals, organizations, and service systems become independent and self-sufficient in the processes of implementing, delivering, supervising, and evaluating Supported Employment/Individual Placement and Support (SE/IPS)
- We provide consultation, training, and evaluation for organizations who implement SE/IPS in Ohio.



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What is Supported Employment/Individual Placement and Support (SE/IPS)?

Supported Employment/Individual Placement and Support (SE/IPS):

- Evidence-based practice designed to help individuals identify obtain and maintain part or full time jobs in the community
- Serves primarily people with severe mental illness
- Emphasizes that work is not the result of treatment and recovery but integral to both.



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What is Supported Employment/Individual Placement and Support (SE/IPS)?

- Eight key principles of SE/IPS
 - Zero Exclusion Policy
 - Employment and Treatment are Integrated
 - Competitive Jobs in the Community are the Goal
 - Job Search is Rapid
 - A Systematic Approach to Job Development is Utilized
 - Support Continues for as Long as the Individual Needs it
 - Preferences are Honored
 - Individuals Receive Benefits Planning Services

Consultation

Our consultation services include the following:

- Service-systems consultation
- Program consultation (organizational change)
- Clinical consultation (supervision & direct practice)

Core Training and/or Consultation Topics

- Overviews of the SE/IPS model
- The SE/IPS Fidelity Scale
- Effective integration of Employment and Mental Health services
- Motivational Interviewing
- Vocational Profile Development/Vocational Assessment
- Job Development
- Action Planning
- Providing Follow Along Services
- Effective SE/IPS Team Supervision
- Benefits Advocacy and Planning

Evaluation

- Organizations participate in SE/IPS fidelity reviews
 - Baseline review (usually soon after the beginning of implementation)
 - Ongoing fidelity reviews (periodically following the baseline review)
- Information from the reviews is utilized to guide consultation and develop an action plan for the organization

Evaluation – The SE/IPS Fidelity Tool

25 Items
broken into
three
different
sections

Staffing – 3 items - Focus on the composition of the team and basic Employment Specialist duties.

Organization – 8 items - Focus of these items is on collaboration between the organization and other stakeholders and on the progress towards an organizational culture that supports SE/IPS.

Services – 14 items - Focuses on the progress the organization has made in delivering components of SE/IPS service and on how well the delivery of these services parallels the principles of SE/IPS.

SE/IPS in Ohio

- 22 organizations throughout Ohio are implementing SE/IPS and have participated in a fidelity review
- Engaged with nine additional organizations and four additional ADAMHS board areas with some interest in implementing SE/IPS
- In 2015, 38% average employment rate. Employment rates ranged from 14% to 69%.

Join Our Mailing List



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Online!



Get connected to ...

- Training events
- Educational resources
- Consulting resources
- Evaluation resources (fidelity & outcomes)
- Professional peer-networks



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Contact Us

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Public Assistance

- Food Assistance/ SNAP
- Medicaid
- TANF/Ohio Works First
- Disability Assistance

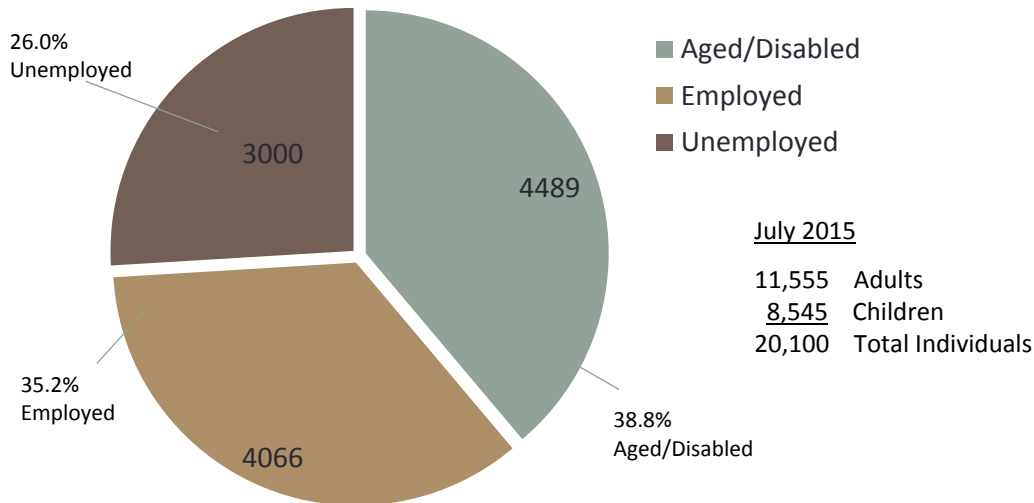
Workforce Development

- OhioMeansJobs | Licking County
- Workforce Investment Act/Workforce Innovation & Opportunity Act (WIOA)
- Employer Services
- Supportive Services (e.g., Subsidized Child Care, PRC, etc.)

Protective Services

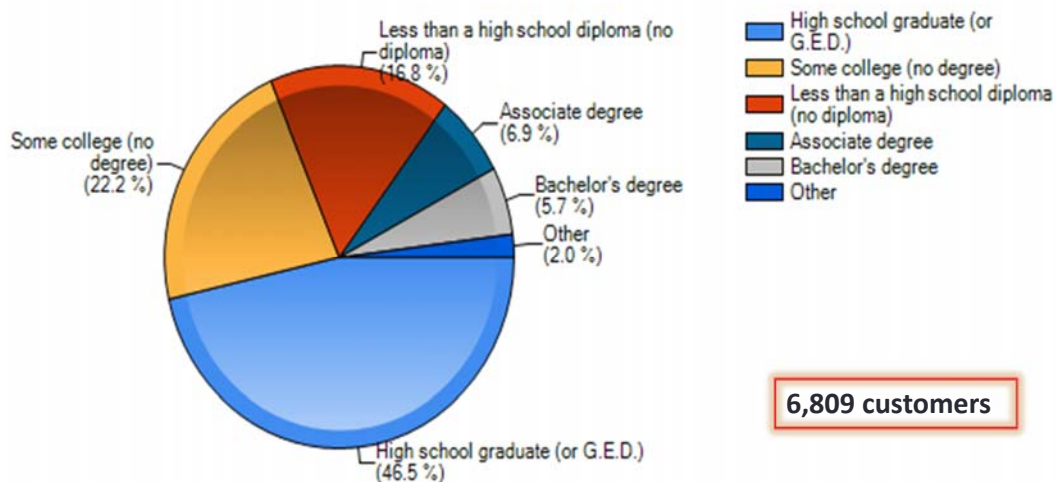
- Adult Protective
- Children Services (Child Abuse & Neglect Services)

SNAP/ Food Assistance Adults – 11,555 (July 2015)



OMJ Customers Educational Obtainment

January 1, 2014-December 4, 2014



Abused and Neglected Children in Care Ages Birth to 8

Total children in agency custody: 363 (August 31, 2015)
 Children in care ages birth to 8: 184 (50.7%)

Ages	Children in Care	Parents
0-3	97	80 parents have addiction issues (30 with opiate specific addictions)
4-5	41	35 parents have addiction issues (13 with opiate specific addictions)
6-8	46	33 parents have addiction issues (12 with opiate specific addictions)

October 12, 2015 – 28 infants in custody who were prenatally exposed to drugs and born with dependence/withdrawal issues

Comprehensive Case Management & Employment Program (CCMEP)

- To be Implemented July 1, 2016
- Focus on 16-24 year olds

County JFS's currently provide many services that create the "Building Blocks" or "foundation services" that CCMEP will be established upon.

For example...

CCMEP – “Building Blocks”

- Approximately 62 counties already have TANF, WIOA, and OMJ One-Stop Centers under the same administrative entity – the CDJFS.
- Many of these “combined” CDJFS already “blend” or “braid” services and funding streams to serve multiple populations – including the hard-to-serve.

CCMEP – “Building Blocks”

- Ohio Works Incentive Program (OWIP)
 - Serves TANF/OWF cash recipients in obtaining and maintaining employment.
 - Many CDJFS provide “incentives” to the consumer to not only promote employment, but to also reduce the “Benefit Cliff” effect

Licking County OWIP

- \$ 250 – obtaining employment
- \$ 250 – still employed after 30 days
- \$ 250 – still employed after 90 days
- \$ 250 – still employed after 180 days

109 obtained employment CY15 (Jan. – Oct. ‘15)

CCMEP – “Building Blocks”

Prevention, Contingency & Retention Services (PRC)

- TANF Funds to serve economically disadvantaged families with minor children
- “Flexible” in administrative design/implementation that reflect the uniqueness of local community needs

Licking County JFS – FFY15 (Oct. ‘14 – Sept. ‘15)

- Utilities/Shelter – 402 families - \$160,815
- Training/Employment – 94 families - \$127,105
- Children Services (AR/DR) – 30 families \$ 16,000
(rent, utilities, emergencies)
- Kinship Services – 35 families \$ 24,465
(rent, utilities, emergencies)

CCMEP – “Building Blocks”

Linkages with business to encourage and foster the hiring of qualified employees including the hard-to-serve

- Clark County – Code Blue
- Clinton County – Community Partnership
- Licking County – Owens Corning
LGS
- Marion County – Whirlpool
UTLX

CCMEP – “Building Blocks”

Licking County JFS/Children Services Division

- 70% to 90% of child abuse/neglect cases involve parents/caregivers with drug/alcohol issues

Prior to Medicaid Expansion

Licking County JFS in partnership with Mental Health Recovery Board issued RFP for AOD counseling and case management services to be co-located at Children Services.

Medicaid Expansion

Has enhanced this partnership by more adults/parents having Medicaid coverage for AOD services.

CCMEP – “Building Blocks”

Licking County JFS/Children Services Division

AOD Treatment/Case Management Program

CY15 – Jan. to Sept.

Total Referred – 112

Served – 68 (60.7%)

Refused Services – 44 (39.3%)

Enrolled

Currently being served - 30

Referred to other treatment agencies - 14

Successful completion - 11

Unsuccessful completion - 7

Referred to residential centers – 3

Incarcerated - 3

Contact Information



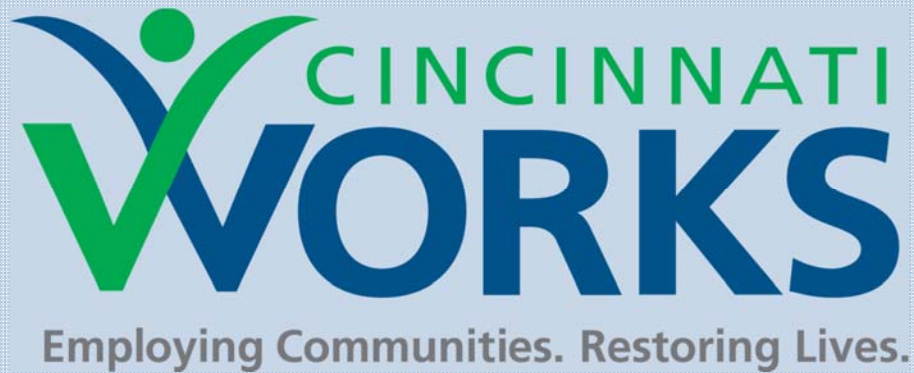
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HPIO Forum on Health and Economic Self Sufficiency

October 29, 2015



Who We Are

Cincinnati Works is a nonprofit agency founded in 1996 by Dave and Liane Phillips to provide employment, retention and advancement services that help families break the cycle of generational poverty. To date it has over 5000 graduates and has facilitated more than 8000 employments.

VISION: We will lead the effort to eliminate poverty in our community.

MISSION: Cincinnati Works will partner with all willing and capable people living in poverty to assist them in advancing to economic self-sufficiency through employment.



Who We Serve

Cincinnati Works serves the chronically unemployed and working poor in six counties in the Greater Cincinnati area, specifically focusing on **adults living below 200% of the Federal Poverty Level** wanting to achieve economic self-sufficiency.

- More than half of the residents of the City of Cincinnati live below 200% poverty!
- 66% of jobs in the Cincinnati region pay less than \$44,000 annually, which is what a family of four would need to earn to be considered self-sufficient.
- The Cincinnati Works model is designed to work with two general groups of people in poverty
 - **Chronically unemployed:** Although often employed several times, they are unable to hold a job.
 - **Working poor.** Employed, often in more than 1 job, but unable to earn self-sufficient wages.

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Our Solution

Through a comprehensive approach **centered on employment services**, Cincinnati Works helps families move from poverty to self-sufficiency.

Step 1: Job Readiness Training

- 6-day, 35-hour workshop. Topics include:
 - Job Applications
 - Attitudes & Beliefs
 - Workplace Ethics
 - Business Etiquette
 - Self-Confidence
 - Problem Solving
 - Employer Expectations
 - Managing Barriers
 - Money Matters/Budgeting
 - Interview Skills
 - Conflict Resolution

Step 2: Job Search

- One-on-one guidance from a Professional Development Specialist
- Access to a core group of 75 employers, computer and internet access, application help and ongoing interview preparation

Step 3: Job Retention

- "One Year One Job"
- Regular contact with Members and employers for at least a year to help Member stabilize
- Volunteer mentors for intensive 1:1 support (optional)
- Re-employment in event of job loss

Step 4: Advancement

- Career Advancement Coach assists with plan to improve a behavior, skill, or education to increase marketability and earning power.
- Income supports and financial coaching

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Employer Partners

In addition to Members, our other key customers are Employers. "Core Employers" represent a variety of local companies that are committed to working with CW to facilitate job acquisition, retention, and advancement.



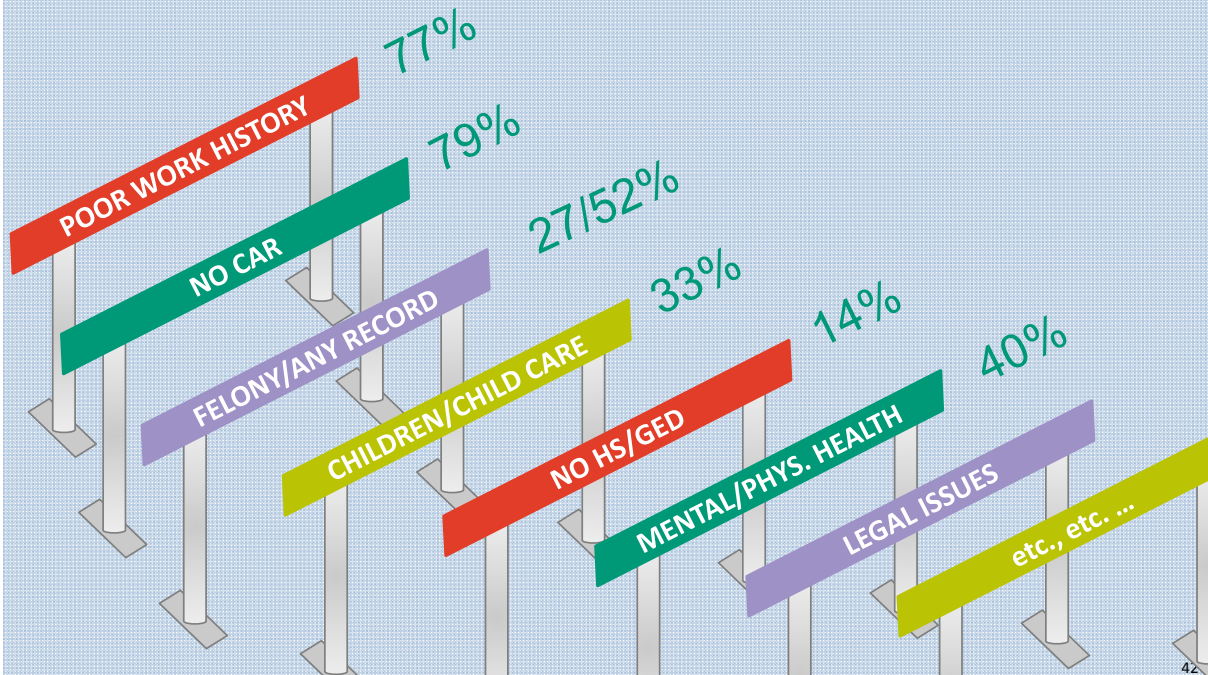
- Typically hire entry- to mid-level employees for jobs paying between \$9.00 and \$13.00 an hour, plus health benefits and opportunities to advance
- Variety of industries and company sizes
- Currently we work with over 75 employers on a regular basis to provide a steady stream of entry-level workers for them

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Employment Barriers

Each Member has a unique set of barriers that hold them back or derail them from long-term employment. Each of these must be eliminated and/or managed to truly enable self-sufficiency.

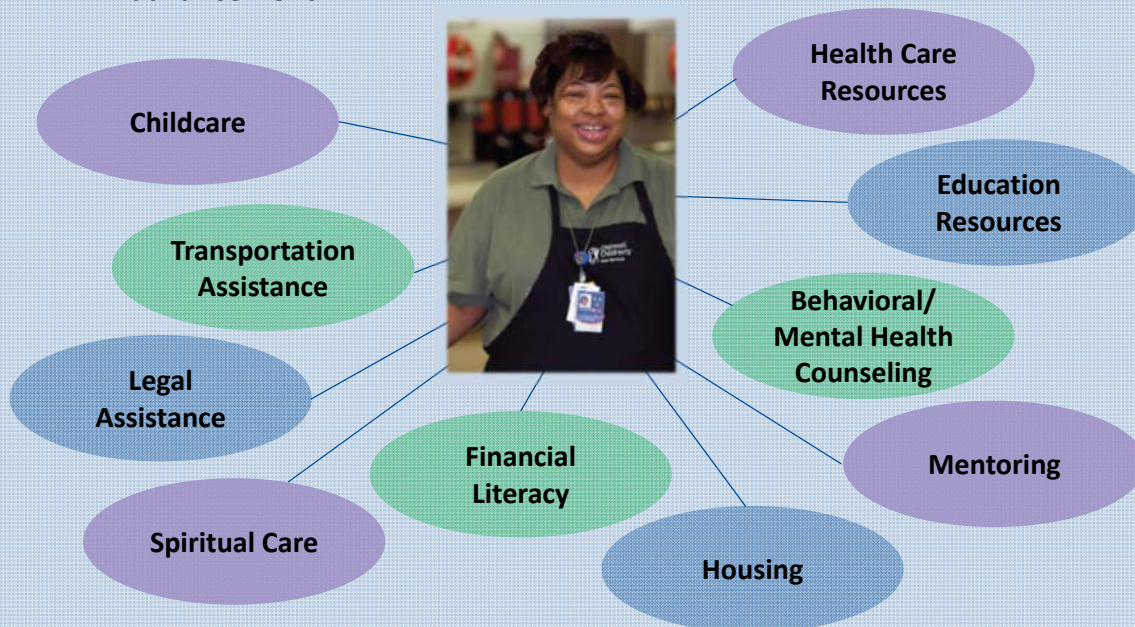


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Comprehensive Approach

Throughout the four-step process, qualified staff and other community partners work with Members to successfully manage barriers and provide support for employment, retention, and advancement.

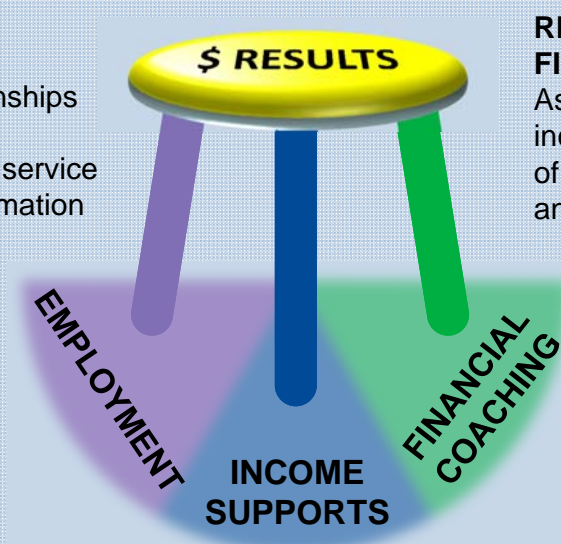


Financial Opportunity Center

Since 2011, Cincinnati Works has adopted LISC's Financial Opportunity Center model, bundling employment and financial services together to move families to work and wealth.

STRATEGY:

- Bundled services
- Long term relationships based on trust
- Tools to integrate service delivery and information



RESULTS - IMPROVED FINANCIAL SUCCESS:

As measured by increases in, and stability of, earnings, income, and net assets



Financial Services

The goal of the FOC is to change financial behaviors in a way that encourages long-term commitment to increasing income, decreasing expenses, building credit, and acquiring assets; the key elements to becoming truly self-sufficient.

Income Supports Coaching

- Help families boost income and pay for basic necessities, while seeking employment or upgrading skills for a better job.
- Connect Members to public benefits for which they qualify, such as SNAP, public health insurance, and childcare vouchers
- Connect Members to “work supports” such as bus passes, identification, work-appropriate attire, testing fees, etc.

Financial Coaching

- One-on-one financial coaching and education on a range of topics
 - Budgeting
 - Credit Building/Credit Repair
 - Establishing savings accounts
 - Student Loans (getting out of default, payment plans, etc.)
 - Debt Relief
 - Home Ownership
 - Tax Preparation
- Connect Members to mainstream financial service providers, and credit-building products like Twin Accounts.

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Outcomes Delivered

Cincinnati Works has a strong track record of success spanning 19 years. Since inception, it has trained over 5000 Members and has facilitated more than 8000 employments.

Measure	2014
Job Readiness Workshop Graduates	402
Total Employments	553
Total # of Members Employed	398
Retention - 12-Months One Job (One Year One Job)	34%
Retention - 12-Months Continuous (One or multiple jobs)	70%
# Members Achieving Self-Sufficiency (Wages above 200% FPL)	95
# Members Improving Net Income	125
# Members Increasing Net Worth	45
# Members Improving Credit Scores	49

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What it Means to Our Region

Cincinnati Works is not only making an impact on the lives of our Members, but also on the economic health of the Greater Cincinnati community.

- A 2013 University of Cincinnati Economics Center study found:
 - Economic influence on the region over 5 year period
 - Job skills and employment assistance **provided value of \$9.7 Million**
 - Reduced reliance government support by nearly \$4000/person
 - Produced \$722/person in state and local income and sales tax revenues
 - Impact on recidivism
 - Cincinnati Works program helps reduce crime
 - **Reduced probability of felony indictment by almost 50%**
 - Saves the city an estimated \$25,814 per person for annual cost of incarceration
- Improved access to employer-sponsored healthcare, reducing indigent care costs at regional health centers

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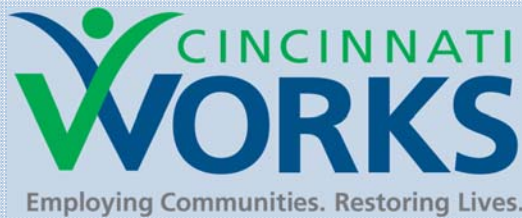


What Makes Cincinnati Works WORK?

- **Comprehensive approach** to helping people out of poverty – providing customized, individualized employment coaching and barrier removal
- Bundled and **integrated services**
- Long-term relationship – “**Member for Life**”
- Connections to 75+ **Employer Partners**
- Community Partner **collaborations**
- **Work first**, stabilize, grow
 - Start with basic workforce skill development to secure and keep a job
 - Build higher level skills in advancement stage



Learn More



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