Organizations Receiving Funding in 2024 HHIP Pulse for Good Member Experience Feedback Program

Cohort 2 Incentives

Access California Services	$30,000
Advanced Healthcare Administration	$30,000
Colette's Children's Home	$30,000
Friendship Shelter (HHOC)	$30,000
Illumination Foundation	$30,000
Korean Community Services	$30,000
Orange County Asian and Pacific Islander Community Alliance	$30,000
South County Outreach	$30,000
The Hub Resource Center	$30,000
The Salvation Army	$30,000
WISEPlace	$30,000

TOTAL COHORT 2 PULSE FOR GOOD NOFO $330,000

CalOptima Health's Pulse for Good Member Experience Feedback Project Notice of Funding Opportunity

Letter of Interest Submission Deadline — <mark>7/31/2024 (5:00 p.m. PST)</mark>
This is a non-competitive funding opportunity open to all CalAIM Housing Navigation providers who are currently contracted with CalOptima Health and meet all other eligibility criteria.

Please attend our listening session scheduled for Wednesday, July 24, 2024 at 9am to learn more: https://us06web.zoom.us/j/81250501864.

Background

CalOptima Health's mission is to serve member health with excellence and dignity, respecting the value and needs of each person. With a strategy of overcoming health disparities, CalOptima Health is engaging in programs and expanding partnerships to better serve members who are at greater risk for poor health outcomes, especially those experiencing homelessness.

Launching a member experience feedback program is a key activity that will further support CalOptima Health's community investment strategy. The goal of this program is to enable shelters and/or other homeless services facilities to track and learn from client experience feedback. An expected outcome of this program is that the people experiencing homelessness you serve will be empowered to provide anonymous feedback on their experiences at your shelter or facility.

Community Investment Strategy

CalOptima Health is prioritizing projects and programs that are trauma-informed, inclusive, non-residency restricted, low barrier, and aligned with housing-first and harm-reduction principles. **This includes ensuring the "voice of lived experience" is integrated into all phases: design, development, implementation and evaluation.** CalOptima Health is committed to:

➢ Working toward a cohesive, countywide approach to address and prevent homelessness.
➢ Developing equitable systems that distribute resources among a variety of community service providers across all three Service Planning Areas.
➢ Promoting and facilitating innovation in data collection and sharing, with emphasis on greater integration across systems.

- ➢ Increasing the number of service providers and the capacity of these providers to add to the overall continuum of care infrastructure throughout Orange County.
- ➢ Establishing and/or using best practices in providing care by meeting members "where they are" and increasing access to that care.
- ➢ Delivering culturally competent services to traditionally underrepresented populations (e.g., families, seniors, LGBTQIA+ and BIPOC).
- ➢ Investing in the implementation of projects that add to the available affordable housing pool.

Participation Requirements

- ➢ Be a current CalAIM Housing Navigation Community Supports provider (with CalOptima Health).
- ➢ Have a physical location where 15 or more people experiencing homelessness congregate, reside or frequent per day (e.g., shelters, clinics, transitional housing, food banks, navigation centers, etc.)[1]
- ➢ Must be in good standing with all CalOptima Health contracts, grant agreements, etc.
- ➢ Submit a complete Letter of Interest through CalOptima Health's grants portal (see template on p. 4)
- ➢ Designate a staff person within the organization to manage and support this program.
- ➢ Commit to attending and participate in all steering committee meetings.
- ➢ Must use survey base questions that are developed collectively by the steering committee.
- ➢ Submit all reporting, as specified in final contract.

Program Objectives

Providers are expected to achieve the following objectives by the end of the one (1) year contract term (reporting template(s) will be provided by CalOptima Health):

- ➢ Objective 1:
    - o Demonstrate proper use and maintenance of Kiosks' hardware and software; and
    - o Develop and implement a comprehensive feedback program and evaluation plan indicating how data will be used to improve services and member experiences.
- ➢ Objective 2:
    - o Provider shall demonstrate how they've used the insights gathered through Kiosks to improve, expand, or alter services and/or operations related to members.
- ➢ Objective 3:
    - o Provider shall have attended all steering committee meetings, as scheduled.

Grant Amount

CalOptima Health is prepared to cover the annual cost of installing and operating the Pulse for Good system (approximately $5,700 per kiosk) plus offer a one-time incentive grant of $30,000 to Housing Navigation providers who can commit to piloting the program and meet minimum requirements.

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[1] Additional opportunities to participate may be available in the future if your organization does not meet the initial location/site criteria.

Depending on demand and responses within the Letter of Interest, CalOptima Health may make available more than one kiosk per organization. An organization is only eligible to receive one incentive grant, regardless of the number of kiosks used during this program.

Timeline

Activity	Date
Virtual Forum for all CalAIM Housing Navigation providers *Link to register: https://us06web.zoom.us/j/81250501864*	July 24, 2024 at 9am
Portal to submit Letter of Interest opens	July 24, 2024 at 9am
Letter of Interest due date	**July 31, 2024 at 5pm**
LOI screening/eligibility confirmation	August 1 – August 6, 2024
Provider contracting process	August 7-31, 2024
Steering committee meetings begin *Facilitated by the Orange County Office of Care Coordination*	Mid-September 2024
Installation Begins *(target)*	September 2024

Portal Access

CalAIM Housing Navigation providers may access the portal where a letter of interest can be submitted through the following link: https://webportalapp.com/sp/pulseforgood

All providers who meet the eligibility criteria and sign the corresponding contract, will be able to participate in the program. This is a non-competitive process.

Questions about the funding opportunity or the letter of interest? Contact Sarah Nance, Project Manager, at sarah.nance@caloptima.org.

Questions about submission portal? Contact Jasmine Awadallah, Program Manager, at jasmine.awadallah@caloptima.org.

Letter of Interest Template

1. How many CalOptima members do you currently provide services to annually?*
2. Do you currently operate or provide services at a location that meets the following criteria: *A physical location where people congregate, reside or frequent in numbers greater than 15 per day (e.g., shelter, clinics, temporary housing, food banks, navigation centers, etc.)**

Section Description: Please provide information for each site in which you are interested in housing a kiosk.

3. Site 1 type (options provided)
   a. Address
   b. Average # of daily visitors/residents
4. Site 2 type (options provided)
   c. Address
   d. Average # of daily visitors/residents
5. Site 3 type (options provided)
   e. Address
   f. Average # of daily visitors/residents
6. Do you currently collect feedback from the clients you serve? *
   g. If yes, describe existing systems or processes in place for gathering client feedback. (100 word)
7. How do you typically respond to feedback that suggests changes or modifications to programs or services? (50 words) *
8. How will you encourage member participation in the feedback program? (50 word) *
9. Can you commit to ensuring privacy and confidentiality for clients responding to the survey(s)?*
10. How will you allocate resources (e.g., staff time, budget) to support your participation in the member experience feedback program? (50 words) *
11. How do you intend to potentially support/leverage this program/project after contract has expired?*

*Required