

Meeting the Needs of California's Most Vulnerable

HOW HEALTH NET PROVIDES HELP AND SUPPORT FOR THE UNSHELTERED

Health Net continues to invest millions of dollars in programs that address social drivers of whole health.

We work to meet people's needs where they are through:

- Assessments
- Resources
- Policy changes
- Personal outreach
- Tools, support and more

But we can't do it alone. Instead we rely on our statewide, regional and local partners for help. Sources that include:

- Community-based organizations (CBOs)
- Foundations
- Policymakers
- Government agencies

They all lend insights and help to make progress toward equal health care access for all.

Local, Tailored Programs to Support the Unhoused

Health Net works to address all factors that impact health.

This includes homelessness. We strive to bridge the divide between:

- Managed care plans
- Non-profits
- County agencies and more

Greater Access

More than **85 percent of Health Net members are enrolled in a government-sponsored plan**, like Medicare and Medi-Cal. We work with non-profits and county agencies to expand member access to housing and quality healthcare.

In doing this **we provide our members the services they need in new and impactful ways** (see examples below). These efforts help to raise California's most at-risk people and give them a chance at a better future.

Wraparound Model:

Our wraparound approach to care extends to homeless members and their children. **We use programs and partners to locate and reach members where they are in life.**

And, we provide care that meets their mental and physical needs. This can include:




- Shelter
- Food security
- Employment
- Transportation and more

Example: Health Net helped more than **330 families in three Central Valley communities** (Yuba/Sutter, Stockton and Modesto) to access fresh fruits and vegetables through the Vouchers 4 Veggies program.

(continued)

Housing Resources

In 2023, Health Net announced more than **\$46 million in grants** to support California's unhoused Medi-Cal members through housing and other support services. The grant funds will help:

-  **Increase partnerships** and organization know-how to support local service referrals.
-  **Improve the infrastructure** used to manage and meet the needs for members seeking housing.
-  **Enhance service** and member contact for those at-risk of becoming, or who are currently homeless.

Health Net,
California
Health &
Wellness
and CalViva



investments in grants and programs statewide, to help homeless Medi-Cal members, total more than **\$50 million in 2023 alone.**

Breaking the cycle:

Our work with homeless Californians is rooted in new ideas and teamwork. We locate members and provide care that includes:

- Mental health
- Social factors
- Physical needs

These direct interventions help to break the cycle of homelessness.

In the end, we aim to break the cycle by treating the whole person.

Example: **Health Net committed \$34 million (of \$114 million)** along with L.A Care Health Plan over the next several years to address the homeless crisis in Los Angeles County. The funds will pay for:

- Up to 1,900 housing units
- Damage repair
- Trash service
- Pest control and more

Programs and Partnerships

Health Net’s desire to create healthcare programs with purpose is what drives us forward. With the help of our partners, our progressive action includes compassion-focused provider training. It also includes direct ER intervention. This work has helped inform the healthcare system to better meet our members’ needs.

Example:

Our MOVES RVs bring care and street medicine straight to unhoused members. We partner with Community Medical Centers in the Central Valley to fund a **MOVES RV that visits thousands of homeless patients in the area.**



Our Programs Directly Support California’s Unhoused

A huge part of our success (and respect) is knowing that **healthcare starts at the community level.** It’s why we team with local partners to transform the places where we live and work which include neighborhood:

- Clinics
- Hospitals
- Public health departments
- Homeless shelters
- Food banks
- Education and justice systems

Snapshots: Health Net and California Health & Wellness Initiatives Across California

Street Medicine Teams

We have partnered with many groups in Sacramento and Los Angeles (which includes the USC Keck School of Medicine) to launch street medicine teams. **They give care and resources to the homeless where they live.**

Housing Liaison Staff

Our housing liaisons drive local teamwork for all housing programs and services. They connect our members to:

- Navigation hubs
- Shelters
- Agencies and more

New Data Method

Health Net designed an in-house predictive formula in 2020. By doing this, we were able to **find likely homeless members based on social, economic and environmental factors.** This allowed us to better know how they adapted to the safety net system as well as find and close care gaps.

Special Needs and Cultural Competency Training

This training is used to **define culture and pinpoint patient contact** and engagement. It also provides strategies for person-centered care. The training covers several special groups that include:

- Seniors
- Disabled
- Migrants and refugees
- Unhoused and more

Curative Care

Health Net funded a program by teaming with the Gospel Center Rescue Mission in the Central Valley. The program cares for and supports men, women and families ready to break the cycles of addiction and homelessness.

Health Net Community Connect (Powered by findhelp)

A virtual platform that allows our members to **search and access all available local resources using their ZIP Code.** This includes resources that address social drivers of health like housing, food, clothing and more.

As California looks to the future of Medi-Cal under CalAIM, we’re here as a loyal and trusted partner. Health Net brings knowledge, insight, knowhow, teamwork and fresh solutions that can address all factors that impact health.