

APSE

UnitedHealthcare Community & State

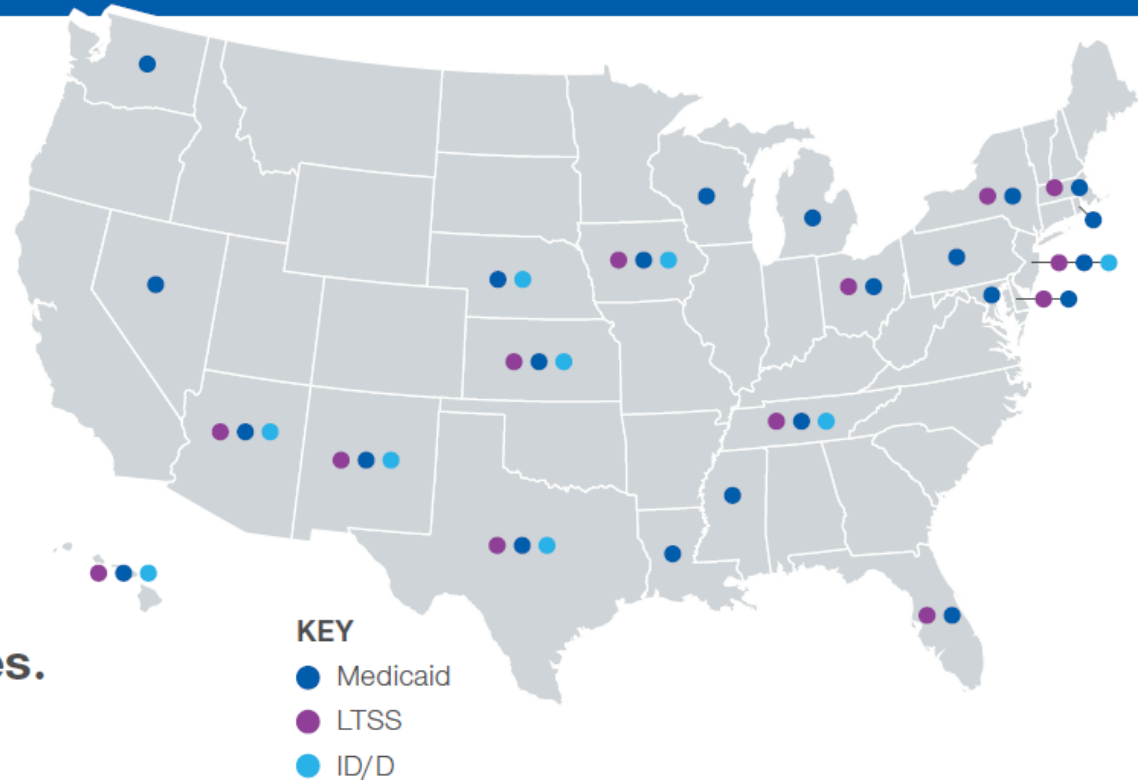
Kansas Council on Developmental Disabilities



Our Experience



We offer health plans in 25 states, serving more than 5 million nationwide. We are part of UnitedHealthcare, an industry-leading health benefits company dedicated to **helping people live healthier lives.**



Managed Care in Employment First

Mike Roaldi, Vice President, Policy and Product Design

UnitedHealthcare Community & State



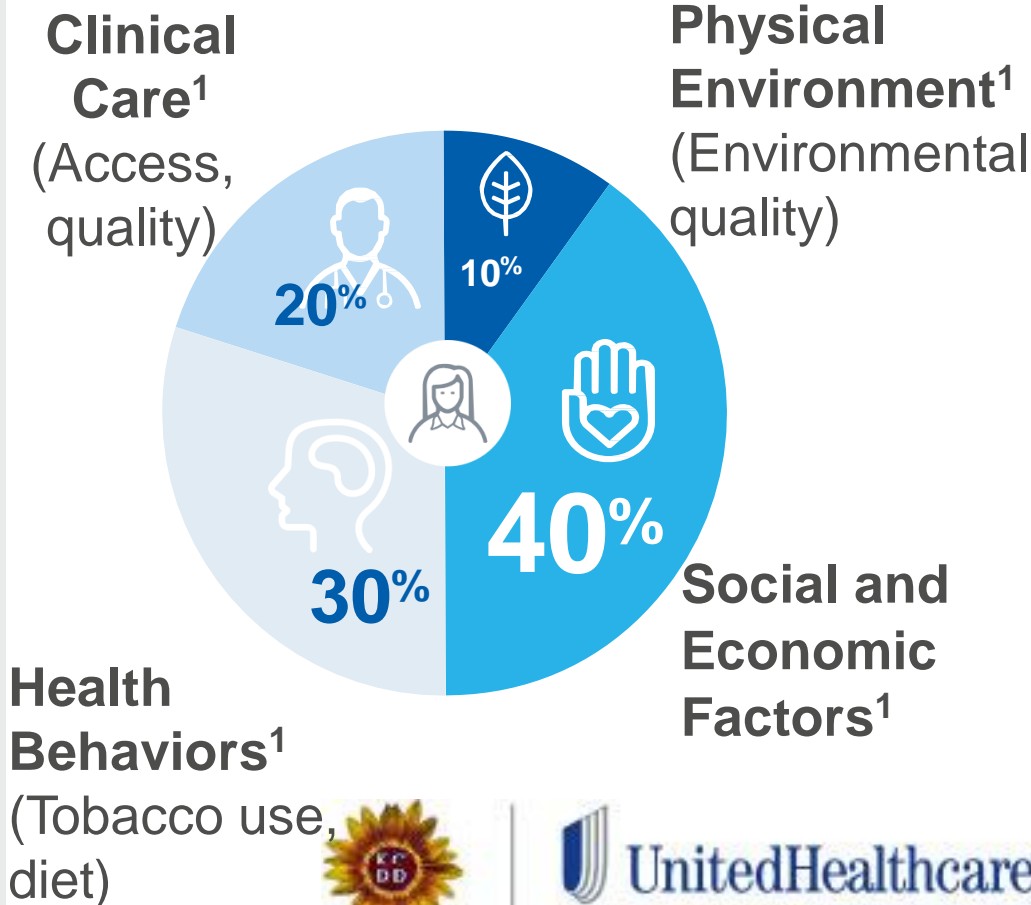
UnitedHealthcare myConnections™: Framing the Opportunity

Health is impacted by more than just clinical performance.

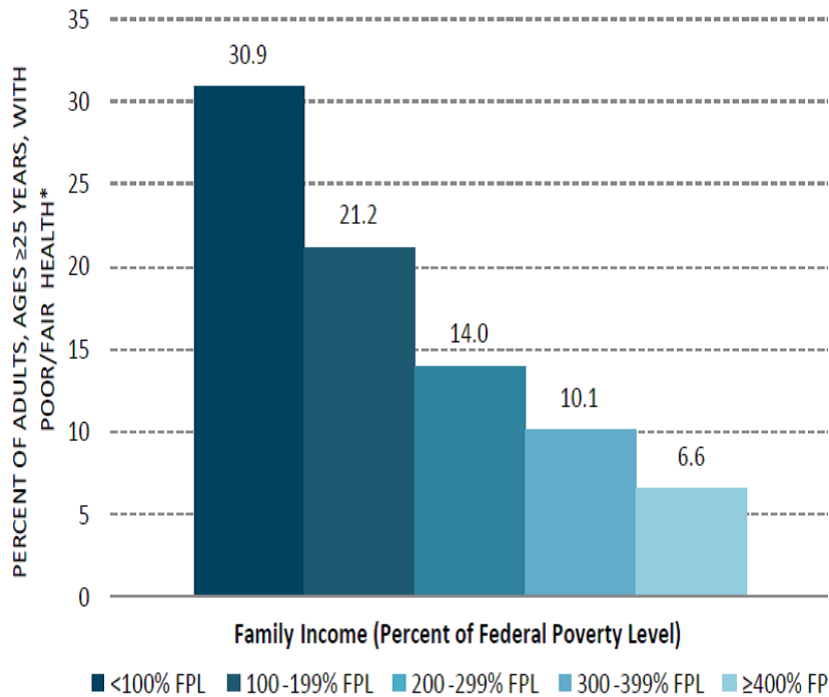
Social and economic factors are estimated to attribute to 40% of an individual's health¹, creating a rising consumer need for integrated community and social support services.

This has been the impetus for our work to date, and the delivery of a first-to-market solution that enables a better way to participate across a broader range of government-funded services.

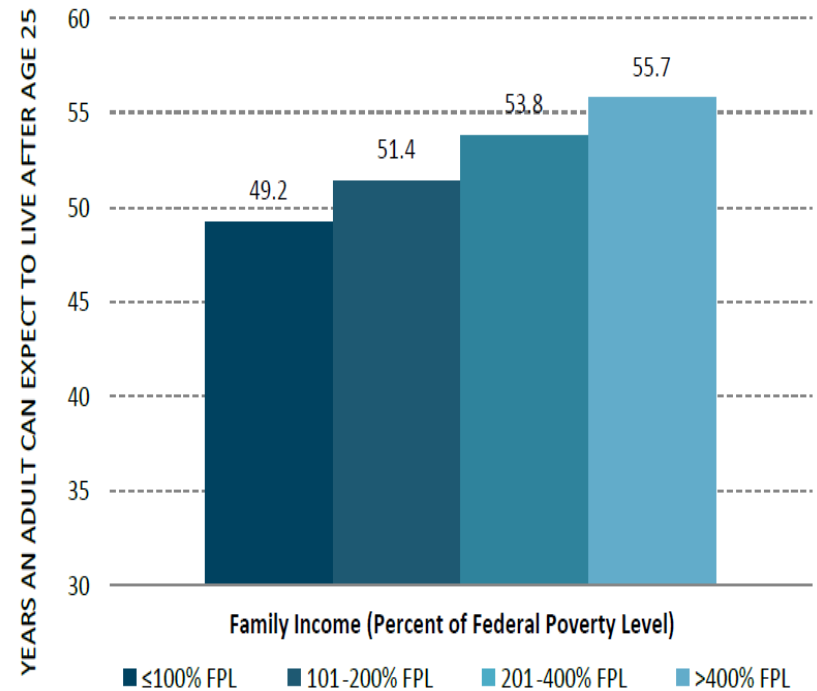
Whole Person Health



Income and Health



Source: National Health Interview Survey, 2001 -2005 *Age-adjusted



Source: National Longitudinal Mortality Study, 1988-1998



Income and Health, cont'd

- Since 1977, the life expectancy of male workers retiring at age 65 has risen 6 years in the top half of the income distribution, but only 1.3 years in the bottom half
- Laid-off workers are 54% more likely to have fair or poor health
- 83% of laid off workers are more likely to develop a stress-related health condition



Income and Health, cont'd

- People with lower incomes are less likely to see preventive care
 - 89% of high income, 74% of mid income and 64% of low income individuals have a regular doctor
 - 91% of high income, 84% of mid income, and 74% of low income individuals have had a blood pressure check in the last year
 - 85% of high income, 66% of mid income, and 54% of low income individuals have had a cholesterol check in the past 5 years



The Present System is Isolating

Community services lack resources, miss latent needs and is limited in their ability to connect



Vulnerable individuals either don't know about services or fear losing what they have

States lack resources and data to support the impact of services on outcomes



Healthcare providers have data but are unable to influence other aspects that are important to promoting patient health



What We're Doing

- Emerging interest in Managed Care and Employment (e.g. Indiana's Gateway to Work)
- Managed Care is in a position to intervene and assist
- Establish relationships with workforce investment boards, staffing, and workforce contractors to help with employment interventions
- Use existing data and member touch points to reach out to individuals most ripe for employment assistance
- Wrap-around services related to other social determinants of health
- Track the impact of outcomes on overall health



Program Integration

myHousing Connect™

Connects low-income, high-cost individuals with appropriate housing to reduce health care costs and improve outcomes

myCommunity Connect™

A physical location where social and medical services are available to consumers

UnitedHealthcare myWork Connect

Connects low-income adults with employment services so they can move up the workforce continuum and become economically independent

UnitedHealthcare myData Connection™

Connects disparate systems to improve access to high-quality health and social services

UnitedHealthcare myRide

Creates higher quality transportation services and provides consumers with ride options to community resources

UnitedHealthcare myMoney Connect™

Provides members with a prepaid MasterCard® debit card with an integrated wellness rewards program that's tied to personalized gaps in care and financial literacy tools

UnitedHealthcare
myConnections™

Implementing Employment Benefits

Kim Nettleton Product Capabilities

UnitedHealthcare Community & State



Addressing Employment



Integrating
Employment into
Person Centered
Planning
Process



Building
Networks &
Relationships



Improving
Community
Capacity to
Improve
Employment
Outcomes for
Individuals with
Disabilities

Integrated Employment into Person Centered Planning Process



What we have done:

- Trained our care coordinators in employment issues
- Provided Employment Specialists to support our care coordinators
- Mapped the system from the perspective of those we serve to identify opportunities for improvement
- Developed tools and resources for the individuals we serve to more easily navigate the system

What we have learned:

- Employment is a new area for many of our care coordinators and additional support by someone who specializes in employment is critical
- Navigating between Voc Rehab and Medicaid remains challenging for many individuals but we continue to work to find ways to improve this process
- Concerns about loss of benefits remain a barrier to meaningful employment for many individuals



What we have done

- Hired someone very knowledgeable about employment and vocational rehab
- Participated in stakeholder advisory committees to deepen our understanding of critical issues for individuals, families and providers
- Leveraged national partnerships and capacity to bring innovative approaches to the State

What we have learned

- Continual opportunity to build relationships and knowledge of managed care within the Voc Rehab community
- While many strategies are local and we need to have a State/Local lens, it is very helpful to be able to borrow from others who are doing well or have “solved” for a particular piece of the employment puzzle



What we do

- Survey the landscape
- Listen to individuals, families and other stakeholder to identify gaps and opportunities for improvement
- Evaluate our resources and capacity
- Find strategic partners that help us improve our community and outcomes for those we serve

What we have learned

- Relationships that come organically from this process of gap analysis provide the greatest benefit for those we serve and have the most lasting impact
- This approach ensures solutions are rooted in local communities while also borrowing best practices and lessons learned

Example: Project SEARCH



In 2014, UnitedHealthcare Sugarland Office became a host site for Project SEARCH.

We partnered with:

- Project SEARCH
- Fort Bend Independent School District
- Department of Assistive & Rehabilitative Services



In 2015, we began an innovative email mentoring program matching 10 UnitedHealthcare staff with the 10 interns in the CT. Project SEARCH program



Project | SEARCH

APSE and Other Employment First Initiative



- Attended IA and WI APSE statewide conferences
- Encouraging development of TX APSE chapter, serving on Governors Statewide Employment First committee
- Attending National APSE conference
- Working to establish training modules using APSE guidance to train UnitedHealthcare Community and State staff throughout the nation on philosophy and practice of Employment First
- Supporting Business Advisory Boards in recruiting employers to learn about and participate in Employment First hiring.

Empower Kansans and Partnerships

Angie Reinking, Outreach Specialist

UnitedHealthcare Community Plan of Kansas





What is Empower Kansans ?

United Healthcare committed \$ 1.5 million for employment of Kansans with Disabilities in our KanCare RFP response for EMPOWER KANSANS.

Our goal was to provide grant funds, via an RFP process, to community partners/ leaders in employment for persons with disabilities. Our goals included:

- Supporting innovation
- A commitment to *COMPETITIVE, INTEGRATED* employment
- Funds to benefit both urban and rural areas of the state
- Funds to benefit various disability populations, i.e. cross disability
- Forming an Advisory Committee to assist in funding decisions

Empower Kansans Continued



Nearly \$ 1.4 million dollars has been given out via 18 grants to 14 grantees.

- Individual grant award amounts have ranged from \$3600.00 - \$199,000.00.

Grants have focused on:

- Overcoming barriers to employment
- Improving Community/agency capacity to provide quality employment services
- Job Training (ex: Project SEARCH- Adult Model)
- Actual employment - JOBS!
- Education regarding employment options in I/DD system
- Support for a Business Leadership Network (BLN)
- *Systems Change research/recommendations*

Empower Kansans – Systems Change



Employment Systems Change Coalition, is developing a set of recommendations about employment supports and related policies in Kansas.

- A cross disability group, including Kansans with disabilities
- Constituent engagement activities (focus groups and listening sessions held across the state)
- Research on current best practices in other states
- Consultation and facilitation with National experts on employment of persons with Disabilities

Collaboration

- The ***Kansas Council on Developmental Disabilities*** is also providing funding for some complementary efforts around employment system issues in Kansas and is a key partner in these activities.
- Ongoing efforts to collaborate with a variety of key stakeholders on employment of persons with disabilities in Kansas.



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Employment Collaborations

Craig Knutson, Public Policy Coordinator

Kansas Council on Developmental Disabilities

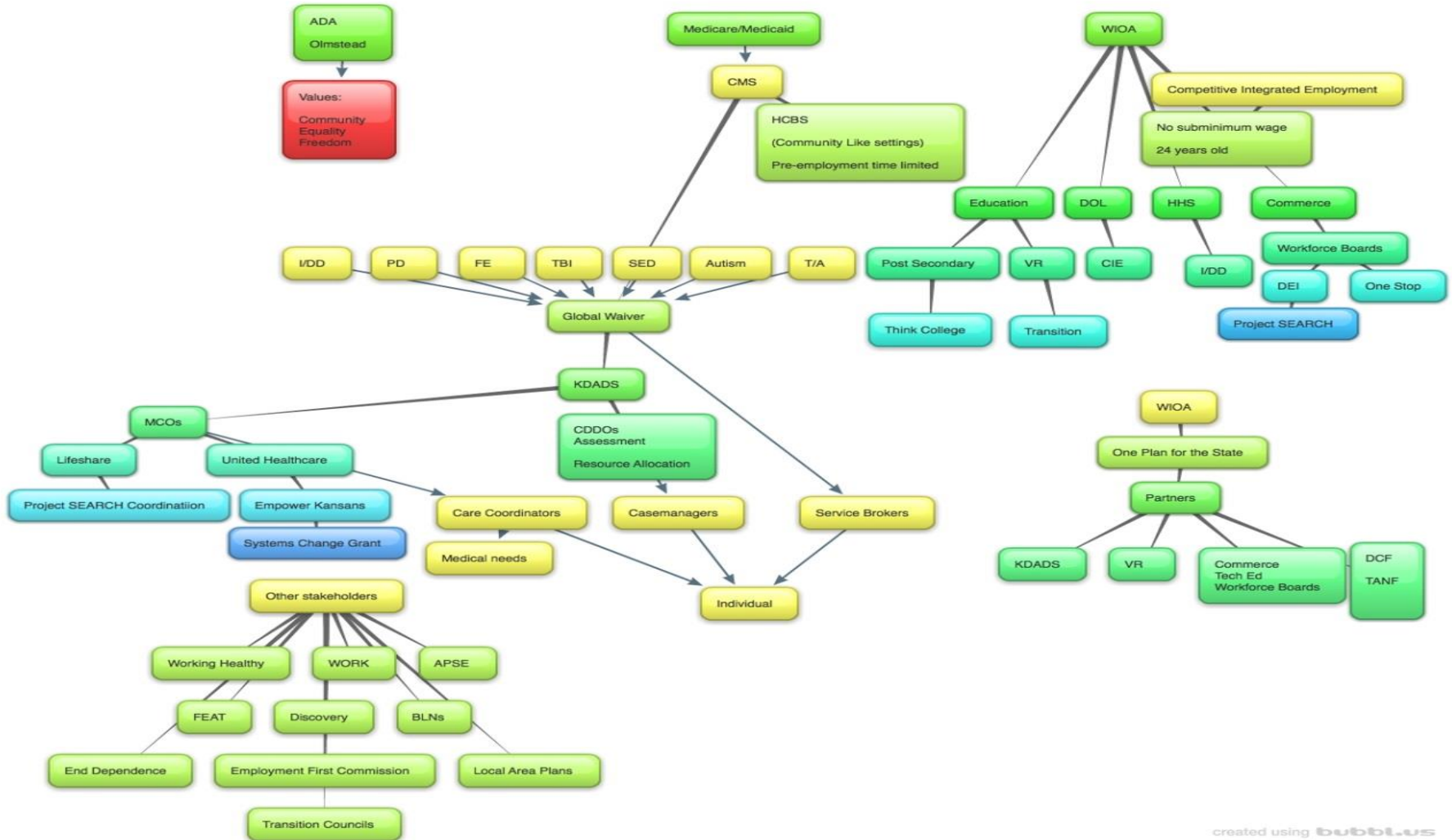


Kansas Council on Developmental Disabilities



- Advocacy
 - Self Advocacy and Leadership
- Systems/Systemic Change
 - Public Policy education and recommendations
 - Improvement to Service Systems
 - New technologies/methods/ideas
- Capacity Building
 - Support Service System Innovations
 - Support/Create New Technologies/Methods

What a tangled web we weave...



created using **tubbl.us**

Project SEARCH Kansas



- 11 Sites in 8 communities
- 73% positive employment outcomes

Project SEARCH- Empower Kansans

Johnson County Developmental Supports (JCDS)

- Host Business: Johnson County Government
- First Adult Project SEARCH site in Kansas
- 84% positive employment outcomes
- Success resulted in Adult Project SEARCH expansion and support via Disability Employment Initiative grant (sustainability)

Why is employment important?



- Opens doors to the community.
- Creates more fulfilling lives.

Example: Jacob and Alyssa

- Jacob makes over \$28,000/year with benefits
- Alyssa makes over \$13.00/hour

They are creating a life together.

Employment Systems Change



Kansas Council on
Developmental
Disabilities Roadmap
to Employment

Empower Kansans
Employment
Systems Change
Coalition

Employment Systems Change



- Stakeholder engagement
- Analysis of disability employment policy
- Recommendations for policy and programmatic change in Kansas leading to better employment outcomes for individuals with disabilities
- Both KCDD and Empower Kansans projects intersect and dovetail with each other