

## G.12 Aging Out Services

### REQUIREMENT: RFP Section 60.7.G.12

#### 12. Aging Out Services

Provide the Vendor's recommendations for enhancing the services and outcomes for FC Enrollees, Former Foster Care Enrollees, and JJ Enrollees aging out of Care and the Kentucky SKY program. Provide examples of services or tools the Vendor has used for other similar programs and detail how these tools have contributed to the Vendor achieving program goals.

**Molina's model for supporting Enrollees who are aging out meets Enrollees where they are; focuses on their medical, behavioral, and social determinants of health; and provides the right level of care to facilitate a successful transition to independence in adulthood.**

Molina knows and understands the needs of transition age youth (16 to 26 years old) based on our experience serving similar Enrollees in Foster Care or with juvenile justice involvement in California, Florida, Michigan, Mississippi, New York, Ohio, Utah, and Washington. The current model in Kentucky offers a strong continuum of services and supports for transition age youth that Molina will fully implement per the terms of the Draft Contract. Molina will then bring to bear the full capacity of our knowledge, experience, and expertise to offer the Department a number of key enhancements that will strengthen outcomes for Kentucky SKY Enrollees in Foster Care, Enrollees formerly in Foster Care, and Enrollees in juvenile justice who are aging out.



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### Exhibit G.12-1. Molina's Enhanced Approach for Supporting Youth

Our enhanced approach, shown in Exhibit G.12-1, addresses the individualized needs of transition age youth (16 to 26 years) through an Enrollee-driven, family-centered model.

We know that transition age youth in Kentucky are often in Foster Care for different reasons than their younger counterparts, including due to their own unmet behavioral health needs that result in externalizing behaviors.<sup>1</sup> Our enhanced model offers a fully integrated approach to quickly screen and assess SKY Enrollee's behavioral health needs and connect them to the right care. We also know that as many as 62% of these youth are reunified with their biological families while 13% of transition age youth will age out of the Foster Care system.<sup>2</sup> We propose enhancing the current assessment to consider and determine the Enrollee's likelihood for reunification and recidivism, and identify their natural supports, which can be critical protective factors when transitioning into adulthood. *Molina shares the Casey Family Programs' "culture of permanency" and will be a strategic partner to fully support family reunification whenever it is an option.* We also know that youth that age out of the Foster Care system experience greater rates of unemployment and homelessness than their peers; to mitigate this, we need to engage Enrollees earlier to better prepare them to achieve independence in adulthood.

**We recommend enhancing the current system to align formal transition planning with the Individuals with Disabilities Act of 2004 and begin transition planning before the Enrollee's 16th birthday.** Through this enhancement, Molina will assess SKY Enrollees' needs before their 16th birthday

<sup>1</sup> Child Trends, "Transition-Age Youth in Foster Care in Kentucky," accessed July 2, 2019, [https://www.childtrends.org/wp-content/uploads/2017/09/Transition-Age-Youth\\_Kentucky.pdf](https://www.childtrends.org/wp-content/uploads/2017/09/Transition-Age-Youth_Kentucky.pdf)

<sup>2</sup> *ibid.*

and engage them in formal transition planning for their future. SKY Enrollees are often faced with complex forms of trauma and experiences that often predicate their focus on planning for their future. We know that by engaging early we can help explore their interests and connect them to mentors, Foster Care peer supports, and natural supports that will help them achieve their goals. This earlier engagement will strengthen Enrollee’s vocational skills and experience and enable them to better understand and define their goals for independence in adulthood while teaching them the real-life skills they will need to navigate their independence.

**RECOMMENDATIONS FOR ENHANCING SERVICES AND OUTCOMES**

We propose that the Department operationalize and monitor transition to adulthood services through age-appropriate milestones that expand on the Department of Community Based Services’ (DCBS) current requirements and are informed by evidence-based practices. Table G.12-1 describes the milestones that we propose for the State’s transition to adulthood program model, assuming the SKY Enrollee is in care before their 16th birthday.

**Table G.12-1. Molina’s Proposed Enhancements to Aging Out Services—Key Milestones**

Age	Existing Services	Proposed Enhancements
12 years	Enrollees receiving soft skills for independent living including anger management, problem-solving, decision-making, daily living skills, cooking, household responsibilities, laundry, and money management	Enrollees may access supports and resources at our regional office and/or Molina Regional Operations Center in Louisville
15.5 years	<ul style="list-style-type: none"> <li>Continue soft skills/life skills</li> <li>Participate in special education transition planning, as applicable</li> </ul>	<ul style="list-style-type: none"> <li>Initiate transition age youth care management</li> <li>Complete transition to adulthood assessment 30 days before Enrollee’s 16th birthday</li> </ul>
16 years	<ul style="list-style-type: none"> <li>Free Credit score report per Child and Family Services Improvement Innovation Act of 2011</li> <li>Enrollees are eligible for formal life skills training through John Chafee Independent Living Skills curriculum</li> </ul>	<ul style="list-style-type: none"> <li>Enrollee-directed High Fidelity Wraparound Team</li> <li>Implement formal transition to adulthood plan</li> <li>Continue transition to adulthood care management</li> <li>Enrollees become eligible for Molina virtual support groups</li> <li>Enrollees become eligible for the Molina GED test value-added benefit</li> <li>Enrollees become eligible for the Healthy Rewards value-added benefit</li> <li>Enrollees receive a communication regarding our Molina transition age youth website</li> </ul>
17 years	<ul style="list-style-type: none"> <li>Enrollees are eligible for formal life skills training through John Chafee Independent Living Skills curriculum</li> <li>Collaborate with DCBS to review/revise transition to adulthood plan, one year before 18th birthday (Attachment C, Draft Contract, Section 42.22.1, Transition of FC Enrollees—DCBS Transition Planning) and annually</li> </ul>	<ul style="list-style-type: none"> <li>Review/revise transition to adulthood plan, <i>annually</i></li> <li>Continue transition to adulthood care management</li> <li>Provide continuity of care activities to transition into adult System of Care (e.g., assessments, evaluations, referrals)</li> <li>Coordinate and secure social determinants of health supports before Enrollee’s 18th birthday</li> </ul>

Age	Existing Services	Proposed Enhancements
18 to 20 years	<ul style="list-style-type: none"> <li>Collaborate with DCBS to review/revise transition to adulthood plan before 21<sup>st</sup> birthday (Attachment C, Draft Contract, Section 42.22.1, Transition of FC Enrollees—DCBS Transition Planning)</li> <li>Enrollees are eligible for formal life skills classes, mentor and youth leadership opportunities, tuition assistance, and a tuition waiver</li> <li>Complete EPSDT (EPSDT) periodicity schedule</li> </ul>	<ul style="list-style-type: none"> <li>Review/revise transition to adulthood plan <i>annually</i></li> <li>Continue transition to adulthood care management</li> <li>Complete primary or secondary education, transition to post-secondary education, as applicable</li> <li>Enrollees become eligible for our non-emergency transportation (NEMT) value-added benefit</li> <li>Implement the Family First Preservation Act by:                             <ul style="list-style-type: none"> <li>Continuing to offer John Chaffee Independent Living Skills curriculum through age 23</li> <li>Performing concurrent review for all children in Foster Care residing in residential treatment settings</li> <li>Coordinating education and training vouchers</li> </ul> </li> </ul>
21 to 26 years	<ul style="list-style-type: none"> <li>Collaborate with DCBS to review/revise transition to adulthood plan before 26<sup>th</sup> birthday (Attachment C, Draft Contract, Section 42.22.1, Transition of FC Enrollees—DCBS Transition Planning), annually.</li> <li>Continue transition age youth care management</li> </ul>	<ul style="list-style-type: none"> <li>Implement the Family First Preservation Act by:                             <ul style="list-style-type: none"> <li>Continuing to connect Enrollees to the John Chaffee Independent Living Skills curriculum through age 23</li> <li>Performing concurrent review for all children in Foster Care residing in residential treatment settings</li> </ul> </li> <li>Coordinating education and training vouchers</li> </ul>

### EARLIER ENGAGEMENT IN AGING OUT SERVICES

Enrollees in Foster Care and with juvenile justice involvement experience complex trauma, abuse, and neglect at higher rates than their peers that often turn their focus on short-term survival and away from long-term planning. Molina knows that the earlier we engage SKY Enrollees in exploring their interests, goals, and can assist them to start developing skills, we can make them more competitive in the workforce and more prepared to achieve independence in adulthood.

We fully support the Department’s current model that engages SKY Enrollees in soft skills development beginning at age twelve, including anger management, problem-solving, decision-making, daily living skills, cooking, household responsibilities, laundry, and money management. This formal transition to adulthood planning should be fully coordinated with the Enrollee’s High Fidelity Wraparound Team and be aligned with supports provided through DCBS, the Cabinet for Health and Family Services (CFHS), the Enrollee’s school, and those available through community-based providers.

### Care Coordination for Transition Age Youth

Molina’s Care Coordinators have experience with Enrollees in Foster Care and with juvenile justice involvement and will provide focused transition to adulthood care management interventions for all SKY Enrollees *beginning six months before their 16th birthday*. This earlier engagement in formal transition to adulthood care coordination will facilitate the Enrollee’s transition to adulthood assessment and transition to adulthood service planning in conjunction with the High Fidelity Wraparound Team. In the event an Enrollee has been in the SKY population before, we will assign the Enrollee to their original Care Coordinator, whenever possible, to support continuity and engagement.

Molina will use a High Fidelity Wraparound approach to assess the Enrollees readiness for adulthood, their individual strengths, and needs for a successful transition. Six months before the Enrollee’s 16th birthday, Molina will alert the assigned Care Coordinator that they need to schedule the Enrollees’ transition to adulthood assessment. Care Coordinators will collaborate with the System of Care Team that

includes the Enrollee, Care Coordination Team, providers, DCBS Social Service Worker, Department of Juvenile Justice (DJJ) Caseworker, and the Enrollee’s caregivers to complete the transition to adulthood assessment, and develop a transition to adulthood plan that outlines the Enrollee’s identified goals, the services and supports needed to assist them in achieving his/her goals for independence, and identify the team member who will provide the services. Molina’s high-touch collaborative model will maximize resources and reduce duplication of services by engaging all resources and supports available through the multi-system partners.

### **Molina Best Practices in Action: Defining Collaborative Protocols with System Partners**

Molina will work closely with system partners to develop Collaborative Protocols that define roles, responsibilities, shared processes and expected timelines for care coordination. We intend to develop Collaborative Agreements with:

- Department for Community Based Services
- Department of Education
- Department of Juvenile Justice
- Division of Developmental and Intellectual Disabilities

Through these Collaborative Protocols the system will gain clearly defined expectations and procedures to successfully transition Enrollees out of foster care and juvenile justice placements, into their communities, the adult system of care, and independence in adulthood.

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## **EXPANDING THE SCOPE OF THE TRANSITION TO ADULTHOOD ASSESSMENT**

Our transition to adulthood assessment identifies Enrollee’s individualized skills and needs to help them achieve independence in adulthood. We assess Enrollee’s strengths, interests, and goals as well as opportunities for them to develop their life, vocational, and educational skills. We engage youth to explore and define their interests while developing skills and experience that makes them more competitive in the workforce. Our transition to adulthood assessment fully complies with the requirements of Attachment C, Draft Contract, Section 42.22 FC and JJ Enrollees Aging Out of Kentucky SKY and includes:

- Identifying the array of services the Enrollee needs and Providers to provide those services
- Screening for current symptoms of serious emotional disability and risks for developing serious mental illness in alignment with SAMHSA’s healthy transitions model
- Screening for Social Security services and supports—in alignment with SAMHSA’s Supplemental Security Income/Social Security Disability Insurance (SSI/SSDI) Outreach, Access, and Recovery (SOAR) program
- Assessing social determinants of health including housing, employment, education, transportation, food security, and utilities support such as:
  - Risk of homelessness
  - Post-secondary education readiness
  - Vocational interests, readiness, and skills inventory(s)
- Identifying risk factors such as medication and treatment compliance
- Recommending specialized supports including, but not limited to, positive behavioral supports, medication support, durable medical equipment, communication devices, and vehicle or home adaptations
- Reviewing Enrollees’ health status and other appropriate factors to determine eligibility for entering the home and community-based services (HCBS) or other waiver

- Identifying Enrollees' options for employment, educational, and vocational services, including disability services available through educational institutions and employers

Molina's System of Care Team will conduct a comprehensive assessment of each SKY Enrollee's transition to adulthood needs before their 16th birthday as part of their High Fidelity Wraparound assessment. We acknowledge that Enrollees may enter the Foster Care or juvenile justice systems after their 16th birthday and will meet SKY Enrollees where they are at the time they enter the SKY program through our High Fidelity Wraparound approach.

We will reassess Enrollees' transition to adulthood needs annually for the remainder of their enrollment in the SKY program. We also propose using additional assessment tools to provide a more comprehensive picture of Enrollees, specifically, assessing the Enrollee's: (a) likelihood of family reunification, (b) need for continued secondary education enrollment, (c) risk of recidivism, and (d) other individualized needs.

We provide transition to adulthood supports for all youth in our System of Care and recommend working closely with child-welfare partners to conduct family reunification assessments to early identify Enrollees who are: (a) likely to reunify and (b) likely to age out of the Foster Care system without reunifying with their birth family. Molina will provide the Department with our family reunification assessment tool, which is based on best practices and tools developed by State partners in other markets. We will then work closely with DCBS to adopt their tool and/or adapt our tool to the specific needs in Kentucky. Based on this assessment, we will be able to provide the right supports and services to meet each SKY Enrollee's specific, individualized needs.

### ***Assessing Enrollees with Juvenile Justice Involvement***

For Enrollees with juvenile justice involvement, we will coordinate with the DJJ transitional roundtable, as the lead in the process before initiating any assessments. Our Care Coordinator Team will support and participate in DJJ transition planning upon enrollment with the MCO, or as initiated by DJJ, in accordance with the Draft Contract. We will work with DJJ to collect information on the Enrollee's transition to adulthood needs, including social determinants of health, educational and vocational goals, etc. As DJJ leads this process, Molina's System of Care Teams will partner with them to assess the Enrollee's needs and develop a transition to adulthood plan.

### **OFFERING ENHANCED TRANSITION TO ADULTHOOD PLANNING**

Every transition age SKY Enrollee will self-direct a transition to adulthood plan that facilitates their independence. Upon completion of the transition to adulthood assessment, the Enrollee's System of Care Team will discuss the Enrollee's self-defined goals. The transition to adulthood plan will address Enrollees' needs related to the following required topic areas:

- Finances and money management
- Job and career options
- Life skills
- Identity documents (e.g., social security card, birth certificate)
- Permanence
- Education
- Self-care and health
- Housing
- Transportation
- Community, culture, and social life

### **Facilitating Continuity of Physical and Behavioral Health Services**

Molina understands continuity of health coverage is crucial while youth navigate other unstable factors around them. Therefore, Molina will inform and encourage eligible Enrollees of their option to remain enrolled in the SKY Program through age 26. Molina Enrollees will retain their Molina Care

Coordination services upon turning 18 to ensure successful completion of their EPSDT periodicity schedule, and keep continuity of care of their pediatric and youth service providers into their adult primary care providers and specialists.

Molina will engage adult service providers—including primary care, psychiatry, counseling, peer supports, and other specialists, as appropriate—before the Enrollee’s 18th birthday. The adult treatment team will be invited to participate in System of Care Team meetings to learn about the Enrollee’s history, individualized needs, and goals. Just before the Enrollee turning 18, our System of Care Team will schedule the Enrollee’s first appointments with their adult treatment team providers, coordinate transportation as needed, and offer to send a Foster Care peer support specialist or health navigator with the Enrollee to their first appointment(s). We will work with each Enrollee to mitigate all barriers to care.

Molina’s System of Care Team will closely follow each SKY Enrollee after their 18th birthday, monitoring their service utilization and claims history to verify the Enrollee has successfully accessed care within the adult system.

### Enhancing Access to Independent Living Skills

Molina will connect all SKY Enrollees to the John Chafee Independence Program when they become eligible on their 16th birthday and will continue these services throughout their tenure in the SKY program. The John Chafee Independence Program offers life skills training and connects Enrollees to independent living coordinators in each of CHFS’ nine independent living regions. Through this program, Enrollees can receive leadership opportunities, tuition assistance, tuition waiver, and may additionally be eligible for assistance with room and board. Molina will work closely with this program to connect our Enrollees with all available services and supports that will help them achieve independence in adulthood. ***Molina recommends that the Department enhance these services to align with the Families First Prevention Act that authorizes these services to Kentuckians up to age 23*** and will further offer our regional office and Molina Regional Operations Center in Louisville as a venue to facilitate this curriculum, as needed.

### Providing Educational and Vocational Services

Trade skills and vocational training are key to independence. A major part of our transition to adulthood program will be to bring in integral partners like the state and schools to ensure greater connections to add and scale training programs for SKY Enrollees.

We will collaborate with DCBS and DJJ and the nine independent living region coordinators to educate Enrollees about options for services and supports available after they age out and/or graduate from the SKY program. This education will include post-secondary education options and information on accessing disability services available from educational institutions and employers where appropriate. We will also assess Enrollees’ interests in further education and vocational opportunities and connect them to local, community-based opportunities to further develop their skills in their areas of interest. We will engage system stakeholders to develop formal collaborative agreements and/or memoranda of understanding with community-based organizations and system stakeholder agencies, including:

- **The Kentucky Department of Education.** To align transition to adulthood resources for all SKY Enrollees; including their 16 Career Clusters assessment and connecting youth to the Tech-Ready Apprenticeships for Careers in Kentucky program
- **Kentucky Skills U Centers.** To provide adult education services for Kentuckians who want to achieve their GED and develop key skills to make them competitive in the job market, including computer and technology, math, problem solving, and technical training skills



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**Molina will partner with the Kentucky Skills U Centers to cover the cost of one practice GED exam and the cost of the official exam, as a value-added benefit for SKY Enrollees.**

**Enrollees will also receive a \$50 gift card upon passing the GED exam.**

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- **The Kentucky Career Center, Workforce Innovation and Opportunity Act Youth Program.** To provide educational supports, tutoring, paid work experiences, occupational skills training, leadership development, adult mentoring, financial literacy training, entrepreneurial skills training, post-secondary education preparation. We will coordinate services with each of their 10 workforce boards across the State to connect SKY Enrollees to available resources that meet their individualized needs
- **CHFS Fostering Success Summer Program.** To offer 10-week summer employment opportunities for SKY Enrollees within several state and CHFS offices
- **TrueUp in Louisville.** To promote educational and experiential learning in areas such as education, career planning, financial management, health and wellness, transportation, housing, and relationship building
- **The Kentucky Career Center, Office of Vocational Rehabilitation.** For SKY Enrollees with disabilities to:
  - Actively participate in their Statewide Vocational Rehabilitation Council to identify opportunities to align services and combine resources to improve outcomes for SKY Enrollees
  - Connect Enrollees with disabilities to the Carl D. Perkins Vocational Training Center in Thelma; offers trade skills training programs in cosmetology, facility maintenance, CVS and retail, office technology, food service, child care, auto repairs, and maintenance

## Transportation

Access to transportation is critically important for youth in Foster Care to reduce the trauma of being in an out-of-home placement and help them maintain permanence and connectedness to birth families, friends, and social activities, including communities of faith and sports teams. In addition to leveraging non-emergency transportation through the Kentucky Transportation Cabinet, Office of Transportation Delivery for service appointments, our Care Coordinators will arrange for transportation using the following strategies:

- Using Molina’s value-added transportation benefit to transport youth to social service appointments, drop-in centers, and community resources
- Coordinating with the local school district for transportation to and from school and school-based activities, including after-school programs, field trips, and vocational trainings
- Connecting Enrollees to driver education programs, driver’s permit and license exams, and defining specific strategies in the transition to adulthood plan to assist them in securing their own vehicle and insurance, as appropriate

## Connecting Enrollees to Housing Services

Molina knows the disparities and challenges experienced by children in Foster Care and with juvenile justice involvement in obtaining and sustaining stable housing after aging out of the system. *In Kentucky more than one-third of youth who age out of the Foster Care system experience unstable housing.*<sup>3</sup>

Through the System of Care Team, we will provide early planning and intervention that prepare and equip SKY Enrollees to locate, secure, and maintain adequate, stable housing. Our transition to adulthood assessment will screen Enrollees for housing needs. For example, some youth may have family or friends they can live with, some foster families may be willing to allow the Enrollee to continue to stay with them after aging out, or they may need to identify alternative options. Our Housing Coordinator will participate in the System of Care Team to provide appropriate housing options, several of which we have already met with, such as:

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<sup>3</sup> Kentucky Youth Advocates, “Fostering Youth Transitions,” accessed July 2, 2019, <https://kyyouth.org/fostering-youth-transitions/>

- **Permanent supportive housing.** We will connect Enrollees to peer supports and assist them to secure and maintain stable housing from a housing first approach. A housing first approach, Housing First, moves the Enrollee immediately into their own accommodations
- **Chafee Room and Board Initiative.** We will partner with the Kentucky Housing Corporation (KHC) to connect Enrollees to the Chafee Room and Board initiative, which is funded through KHC's partnership with the CHFS. Through this program, eligible Enrollees can receive a housing voucher; rental assistance based on income, rental, and utility security deposits, and utility assistance; and, in some cases, a Household Setup Fund to help furnish the living space
- **Housing Specialist services.** Molina's Specialist will be a subject matter expert in Kentucky housing options, including federal, state, municipal, and local housing programs available through private and public/non-profit organizations. We will enhance the current system by training our youth peer support specialist on the Kentucky Housing Corporations housing resources and specialized housing programs such as:
  - **Continuum of Care.** Coordinates the provisions of emergency, transitional, and permanent supportive housing for people who are homeless with disabilities, as well as rental assistance and supportive services
  - **The Emergency Solutions Grant Program.** Provides sheltered and non-sheltered individuals the services necessary to help them quickly regain stability in permanent housing after experiencing a housing crisis or homelessness
  - **Housing Opportunities for Persons with AIDS.** Provides housing and services to individuals with Acquired Immune Deficiency Syndrome or related diseases, and also to their families
  - **Recovery Kentucky.** Seeks to end homelessness by addressing the root causes of homelessness in the state: chemical dependency, domestic violence, and mental illness
  - **Family Scholar House.** Enables the head-of-household to reach self-sufficiency (free of public assistance, including housing). The housing and education components are operated as one unit, with housing depending on the client's successful participation in the education

### Home and Community-based Services Waiver Services

SKY Enrollees with disabilities may be eligible for in-home supports and services through the Kentucky HCBS waiver. We will assist SKY Enrollees to apply for waiver services, and if necessary, place youth on waiver waiting lists, to help them get their needs met within their own home and/or community setting to prevent an Enrollee being placed in an institutional setting. When Enrollees are placed on wait lists, Molina will coordinate services to meet their needs until HCBS services become available.

### Food Security

Food security plays a critical role in Enrollees' success in school, at their jobs, and in adhering to treatment. As part of the transition to adulthood assessment, our System of Care Team will assess Enrollees' individualized food needs, including their food allergies, specialized dietary restrictions, need for medical meals, and access to healthy, nutritious fresh foods and produce. We will assist Enrollees to connect to federal, Commonwealth, and local programs, such as food stamps, women, infant and children (WIC) programs, free and reduced school lunch programs—including for breakfast and after-school meals.

Molina's best-practice community resource database will provide SKY Enrollees aging out and their families access to food pantries, food box programs, faith-based food ministries, farmers markets, and local community supported agriculture programs that offer discounted produce direct from local Kentucky farms. *Molina has donated \$25,000 each to (1) Dare to Care Food Bank, (2) God's Pantry Food Bank, and (3) Feeding America, Kentucky's Heartland to increase their capacity to promote food security in Kentucky.* We will continue to expand our local partnerships with food banks to connect Enrollees to sustainable food options through their Farm to Food Banks program and their Kentucky Kids Eat program that provides food security for school-age children for before-, during-, and after-school meals.



All SKY Enrollees and their caregivers have access to our community directory on our website and via Molina Mobile. Enrollees can easily search for and find resources such as: public health, emergency and supportive housing, victim advocacy, local Red Cross, legal aid, employment support, food security, and pet assistance.

### Continuity of Care Planning

We know that transitions between systems of care present risks for gaps in care, quality of care concerns, and breakdowns in Enrollee engagement. We propose seamless transitions in care that predict and mitigate gaps through early engagement, multi-system partnerships, high-touch coordination, close monitoring, and extended follow-up that reinforces continuity for Enrollees aging out. Molina will begin transition planning SKY Enrollees' transition to adulthood before their 16<sup>th</sup> birthday—elevating DCBS' current requirements. Our transition planning will also support DJJ for JJ Enrollees returning to their homes. Molina is ready to implement each of these recommendations in Kentucky.

### INCREASING THE CAPACITY OF THE INDEPENDENT LIVING REGIONS

Molina will enhance aging out services for SKY Enrollees by being a strategic partner with the Department to provide resources and supports that increase the capacity of the independent living regions to help Enrollees achieve independence in adulthood through the following strategies.

#### Increasing Funds to Support Transition Age Youth<sup>4</sup>

Molina is prepared to work closely with DCBS and our multi-system partners in Kentucky to identify, apply for, and secure funding through federal grant programs to pilot innovative models, scale current programs, and optimize system functioning to best help SKY Enrollees obtain stable housing, permanent connections, education and employment, and an overall sense of well-being. Molina will offer our Kentucky partner(s) strategic thought leadership, letters of support and commitment, data and information, proposal development support, and other resources as mutually agreed upon. We will also take the lead in securing additional funding as appropriate, and in collaboration with DCBS.

#### Providing Training and Technical Assistance

As we do in every market, Molina will be heavily invested in workforce development. We know that true system transformation happens when we introduce and develop new skills within the workforce that are aligned to the specific needs of the populations we serve. Upon award, we are prepared to perform a workforce development needs assessment among Enrollees, their families, Providers, and the Department to identify opportunities to better serve Enrollees. Molina will provide our staff and Providers with targeted trainings and technical assistance on trauma-informed care and how adverse childhood experiences (ACEs) impact Enrollee's motivation and ability to transition to adulthood. We will educate Providers about the transition to adulthood model of care and how to connect SKY Enrollees to these resources. We will work closely with DCBS, DJJ, and multi-system stakeholders to develop additional training programs and topics based on current trends and needs as they emerge and evolve.

<sup>4</sup> United States Interagency Council on Homelessness, "Non-Targeted Federal Programs That Can Help Communities End Youth Homelessness," accessed July 2, 2019, [https://www.usich.gov/resources/uploads/asset\\_library/nontargeted-programs-for-ending-youth-homelessness.pdf](https://www.usich.gov/resources/uploads/asset_library/nontargeted-programs-for-ending-youth-homelessness.pdf)

## Enhancing Data and Information Sharing

On a systems level, Molina will initiate formal data and information-sharing systems with the Department's multi-system partners, including through the Kentucky Health Information Exchange (KHIE), via a Stakeholder Web portal, as well as by establishing direct data feeds.

- **National Youth in Transition Database.** The National Youth in Transition Database (NYTD) is used by all states to collect information on all youth ages 16 and older who receive independent living services paid for or provided by the Chafee Independence Program and data collected from annual Youth Outcomes Surveys. Molina will work with CHFS, as appropriate, to collect and push appropriate data into the database as a contributing partner. We will also leverage evaluation reports from this data repository to inform our programming and services
- **Kentucky Health Information Exchange.** We will connect to the KHIE to provide a bi-directional data feed between themselves and other connected entities. This connection will enable Providers to gain instant access to SKY Enrollees' health information throughout their transition into adulthood, eliminating barriers when there is a change in placement or a visit to the Emergency Department
- **Stakeholder Portal.** Our Stakeholder Web portal will enable the DCBS, DJJ, and other authorized multi-system partners to gain on-demand access to Enrollee-specific health information including their transition to adulthood assessment, transition to adulthood plan, High Fidelity Wraparound team members, and referrals to community resources
- **Direct Data Feeds.** As documented in our Collaborative Agreements, we will develop processes with system partners to share enrollment data, provide notifications of changes in placement, gaps in care, referrals for services, and other pertinent Enrollee health information that promotes coordination of care. These closed-access data feeds will enable us to optimize the System of Care for our Enrollees by offering near-real-time updates on Enrollees' status and needs

## Giving Members Continued Access to Their Medical Record

Molina listened during community forums when caregivers and Enrollees expressed frustration with the lack of a consistent medical record. To meet this need, we created the *Health Backpack*, our proprietary cloud-based and portable electronic personal health record. The *Health Backpack* enables caregivers, Enrollees, and system partners to access Enrollee medical record information through the web or Molina Mobile, including:

- **Immunization Records**
- **Current Medications and Prescribers**
- **Screening and Assessment.** Results from the HRA, Enrollee Needs Assessments, and evidence-based tools such as the Trauma Symptom checklist
- **Information Regarding the Enrollee's Overall Health Status.** Current conditions under treatment, height, weight, recent medical visits, allergies, and lab results. It provides an easy-to-understand glimpse of the Enrollee's current health status while also providing the ability to drill down to past utilization data
- **Providers that Serve the Enrollee and their Contact Information.** PCP's, specialists, Dental Providers and Behavioral Health Providers
- **Medications.** Active prescriptions, drug utilization, and prescribers
- **Health Alerts.** Upcoming and missed well-child screenings, upcoming medication refills and missed refills, and gaps in care

Enrollees can access their *Health Backpack* for five years after disenrolling from the SKY program, facilitating transition to independence for transition age youth and continuity in care for Enrollees who are adopted or return to their families. Exhibit G.12-2 provides a sample of the *Health Backpack*.

**MOLINA HEALTHCARE**

Home

**Jane Doe** ▼

DOB: 01/12/2010  
 Gender: Female  
 Language: English  
 Ethnicity: Caucasian  
 Member ID: 0001234  
 Address: 300 Kentucky Way, Bowling Green, KY, 42102

Legally Authorized Representative: Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 DCBS Social Service Worker: Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 DJJ Worker: Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Molina Care Coordinator: Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Caregiver: Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Eligibility Status: Active  
 Enrollment Date: 01/01/2020  
 Eligibility End Date: 01/01/2020  
 Program: KY SKY Program  
 Primary Care Physician: Phone: \_\_\_\_\_  
 Dental Provider: Phone: \_\_\_\_\_

**Member Care Summary**

- Immunizations
- Medical Services
- Current Medications
- Vision Services
- Dental Services
- Hospital-based Services
- Behavioral Health
- Care Coordination

**ACTIVE ALERTS**

Description	Due Date	Category
EPSDT visit	1/12/2019	●
Dental visit	1/12/2019	●
Flu vaccine	1/12/2019	●

**CURRENT MEDICATIONS**

Name	Dosage
Albuterol tablet	2 mg TID

**MEDICAL SERVICES**

Description	Completed
ED visit	12/1/2019

**ALLERGIES**

Allergic to amoxicillin

275 KY17

**Exhibit G.12-2. Molina’s Proprietary Health Backpack Offers Enrollees Ready Access to Their Medical Record**

## Applying Evidence-based Practices to Enhance Aging Out Services

Molina’s model of care is heavily rooted in evidence-based practices for transition age youth. Moreover, we apply lessons learned and best practices from federal, state, and our own programs in other markets where we serve similar populations. Through this approach, we offer the Commonwealth of Kentucky an unmatched, best-in-class model for transition age youth. Molina is prepared to implement evidence-based and best practices in Kentucky, as described below.

## **Healthy Transitions**

Our transition of care for Enrollees aging out of Kentucky SKY is modeled after SAMHSA’s Healthy Transitions<sup>5</sup> program, including:

- Developing partnerships within the adult System of Care to initiate early continuity of care planning and coordinate referrals for Enrollees who elect to remain in the program after turning 18:
  - **Voices of the Commonwealth Youth.** We will work with this group to obtain their feedback on services available to SKY Enrollees and will share their recommendations with our internal Youth Council to implement their recommendations as appropriate
  - **DCBS SKY Program Transition Age Youth Workgroup.** We fully support the Department’s targeted workgroup including youth in Foster Care, individuals that have aged out of Foster Care, and peer support specialists to identify opportunities to improve aging out services and to encourage Enrollees to remain in Foster Care (Attachment C, Draft Contract, Section 42.22.1, Transition of FC Enrollees—DCBS Transition Planning)
  - **State Interagency Council (SIAC).** We will participate in the SIAC for Services and Supports to Children and Transition-age Youth to develop and implement System of Care initiatives, including those that address outreach and promotion, health disparities, social and emotional health, and trauma-informed care
  - **Kentucky Organization for Foster Youth (KOFFY).** We will coordinate with the KOFFY to provide opportunities for former and current foster youth to educate the public and policy makers about the needs of youth in Foster Care, to change negative stereotypes about foster children, develop a mentoring program, and create a speaker’s bureau of youth
- Training/workforce development to Care Coordinators and other Providers in the community to address transition to adulthood services, social determinants of health, and to identify mental health or substance abuse issues
- Ensuring the development, implementation, and evaluation of cultural and linguistic competence at the system, organizational, and direct service levels of care
- Working with the DJJ and participate in DJJ transition planning for JJ Enrollees returning to their homes
- Providing education, outreach, awareness building, and/or social marketing materials to be distributed through the full Provider network to promote awareness of our SKY transition to adulthood program, its resources, and how youth and their families can get involved
- Engaging in strategic planning between child- and adult-serving systems to create a more seamless approach to services and supports. We propose and will engage these multi-system partners to develop written collaborative agreements that include specific language on coordinating transitions for youth that are aging out of the Foster Care and juvenile justice systems

Our Community Engagement Team will work in communities discovering first-hand what affects our Enrollees. The team works with community leaders as liaisons between our Enrollees and community-based organizations, social service associations, government agencies, public service agencies, and other facilities.

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<sup>5</sup> Department of Health and Human Services, SAMHSA, “‘Now is the Time’ Healthy Transitions (HT),” accessed July 2, 2019, [https://www.samhsa.gov/sites/default/files/grants/pdf/sm-14-017\\_0.pdf](https://www.samhsa.gov/sites/default/files/grants/pdf/sm-14-017_0.pdf)

## **OFFERING NEW PROGRAMS AND VALUE-ADDED SERVICES**

Molina proposes to introduce a portfolio of new programs and value-added benefits for SKY Enrollees to elevate Enrollee voice within the system, address gaps in care, and enhance overall outcomes in adulthood. As described in detail below, we will offer value-added benefits to support transition age youth on their road to independence.

### **Launching a Transition Age Youth-centric Website**

Molina will launch a transition age youth-centric website. The website will provide information about resources, services, and supports available to support their transition to adulthood. The Youth Council will be responsible for identifying appropriate content and keeping the site up-to-date including:

- Information on local youth drop-in centers, seminars, workshops, activities, and events
- Blogs, video blogs, and podcasts
- Links to community resources
- Posting for job opportunities
- Reminders and information on how to complete a federal Application for federal Student Aid application
- Information on how to apply for HCBS waiver services
- Vocational skills trainings and trade school information

This tool will provide a one-stop shop for transition age youth to connect with their peers and offer resources that are recognized by other transition age youth as important and relevant to their needs.

### **GED Testing Value-Added Benefit**

As previously mentioned, Molina will partner with Kentucky Skills U program to connect SKY Enrollees that are at risk for or have dropped out of high school with GED preparation courses. When Enrollees are ready to sit for the GED exam, Molina will cover the cost of one practice exam and the official exam as a value-added benefit.

### **Healthy Rewards Value-Added Benefit**

Molina will offer gift cards to transition age youth for participating in preventive care services such as well care visits, dental exams, and vision services. They can also earn rewards for meeting goals related to employment/education, such as obtaining a diploma, GED, or engaging in employment.

### **Virtual Support Group Value-Added Benefit**

Molina proposes creating a virtual support group for youth in Foster Care. Youth in the SKY program will be linked via online video conferencing to other SKY youth the same age, gender, or with similar needs (behavioral health issues, teen moms, etc.). These groups will be led by trained clinician and will offer a valuable resource and source of support for youth. This virtual networking will offer support to youth in rural areas with limited community-based resources. The group will also act as a networking base for youth as they age out of the Foster Care system, providing them with social connections with people who have similar lived experiences.

### **Non-Emergency Transportation Value-Added Benefit**

This value-added benefit provides transportation for transition age youth to social service appointments, drop-in centers, and community resources. This value-added benefit will assist transition age youth in accessing resources to develop the skills necessary to become independent and transition to adulthood.

## EXAMPLES OF SERVICES OR TOOLS MOLINA HAS USED TO ACHIEVE PROGRAM GOALS

Molina, through our affiliates in other markets, offers a diverse portfolio of services and tools that support transition age youth to achieve independence in adulthood, including:

- **Augmented Non-Emergency Medical Transportation (NEMT).** We offer Uber and Lyft ride credits through our mobile application for specific qualifying Enrollees. We are also developing a partnership with Lyft to provide NEMT for Enrollees in Florida to improve choice and ease in mobility to and from medical appointments
- **Social Determinant of Health Assessments.** We have completed 5,700 social determinant of health assessments within the Children’s Health Insurance Program population in Mississippi, resulting in 14,000 interventions to address social determinant of health needs
- **MomsFirst Community Innovation.** We deploy Molina Community Health Workers to members’ homes in Cleveland, Ohio to provide education and support for pregnant woman, including teen moms. We are on track to serve 1,300 Enrollees in 2019
- **Accountable Health Communities Model.** This model addresses Enrollees’ health-related social determinants of health, resulting in a reduction to the total cost of care and inpatient utilization
- **Dress for Success.** Enrollee referral program to prepare individuals for the workplace including offering professional business/interviewing attire, skills/training, etc.
- **MyCommunity Connect.** Links Enrollees via Molina Community Health Workers to local programs and services (workforce, moms/new families supports, housing, etc.)
- **Food as Medicine program.** Molina is the lead partner sponsor with the Community Development for All People’s Fresh Produce Market, the largest distributor of fresh produce in the Mid-Ohio Food Bank service area serving an average of 1,000 South Side Columbus residents per week
- **Care Connections Program.** Provides social determinant of health needs determinations and follow-up as part of in-home assessments
- **Housing Authority Collaboration.** Molina community engagement specialists and housing specialists collaborate with Cuyahoga County, Cincinnati and Columbus Metropolitan Housing Authorities (MHA) to provide housing supports for Molina Enrollees. We also offer MyHealth Spot clinic services at MHA facilities
- **Medicaid Pre-reSSlease Program.** Launched in Ohio in 2014, the Ohio Reformatory for Women provides transition assistance (PH/BH/SUD) from prison/jail to improve access to services and reduce recidivism
- **Columbus Urban League.** Our partnership provides member referrals to five of the CUL programs including My Brother’s Closet (professional clothing); 700 Credit Score (personal finance/budgeting supports); EmpowerU (stress/anger management, relapse prevention); Choose 2 Change (links incarcerated members with housing, transportation, employment, etc.); and Father 2 Father (fosters father–son relationships).

Molina will apply the lessons learned from our affiliates and offer these services and tools for the SKY program in Kentucky. We will work closely with the Department to identify, pilot, and scale similar initiatives that will enhance outcomes for SKY Enrollees.