

## G.12. Aging Out Services

Provide the Vendor's recommendations for enhancing the services and outcomes for FC Enrollees, Former Foster Care Enrollees, and DDJJ 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.

### Introduction

Passport has specific plans for enhancements to our services for foster care, former foster care and juvenile justice members aging out of care and the Kentucky SKY program. These services will support improved outcomes for this population. Examples of the tools and services we will use with the Kentucky SKY aging out population are described in this response and include the following:

- Supporting comprehensive early transition plan development with each member
- Use of Kentucky SKY peer supports
- Streamlined referral resources for social determinants of health (SDoH)
- Independence Readiness Program (IRP)
- Community organization relationships

Passport currently serves a significant portion of the foster care population, including transition-age youth. In Kentucky, approximately 600 youth per year age out of foster care (594 in 2017). Based on our experience with this population and our familiarity with state-specific data (Child Trends, 2015), we know that about a third of these youth will experience homelessness by the age of 21, and only a small percentage will be employed, either full- or part-time. Nearly 60% will use some type of public assistance.

Kentucky's aging out population is unique in that it includes a higher than average number of youths who were committed to the Department for Community Based Services (DCBS) for behavior problems (56% in Kentucky vs. 38% nationally). Although Kentucky's transition-age state-committed youth compare favorably to the national statistics for completion of high school by age 21 (80% to 76%) and continuation of health coverage (81% to 75%), we understand that these results only come with quality care and case management.

### Enhancing Services and Outcomes for Transition-Age Youth Through our Transition and Aging Out Process

Given that continued enrollment in Passport upon turning 18 may be one of only a few constants for these youth, Passport recognizes that it has a critical role in improving outcomes for this population. Successful aging out of foster care or a juvenile justice setting requires that the following core elements be addressed:

- A specific plan for safe housing
- Health insurance and transition to adult health care providers as needed
- Education, workforce and employment support that lead to financial independence
- Continuing relationships with supportive adults and peers, including mentoring opportunities

In addition, unique circumstances in youths' lives may require continuation of other support services, e.g., mobility assistance or supports for intellectual disability. Passport will work closely with DCBS and the Department of Juvenile Justice (DDJJ) in the development of a transition plan for each youth beginning no later than age 17 to address these concerns.

Transition planning will include the elements discussed above, as well as the following:

- Determining what services and providers are needed for the member
- Addressing SDoH
- Addressing risks (such as medication compliance)
- Addressing any needed special supports such as behavioral supports, durable medical equipment (DME), inpatient care, PDN, Prescribed Pediatric Extended Care (PPEC), and communication devices, including services that may be covered under Early and Periodic Screening, Diagnosis and Treatment (EPSDT) special services.

Passport will use its access to specialized screening and referral tools including Healthify and Unite Us, both described below, to identify appropriate local resources statewide. Given that establishment of independence and autonomy in the context of the social/cultural environment is one of the primary developmental tasks of late adolescence, the care team will engage transitioning youth as equal partners to ensure that Passport's participation is member-driven and aligned with the youth's personal goals.

Passport will also develop specific written and electronically available educational materials on the importance of having a trusted relationship with a primary care provider, receiving preventive care, and maintaining a healthy lifestyle, including safe and responsible management of sexuality. We will also provide the opportunity for a young adult to designate a health care proxy. Given that over half of the transition-age youth (56%) in Kentucky are in out-of-home care due to behavior problems, Passport care management will especially focus on assessing the need for, and providing access to, appropriate behavioral services.

Passport aligns closely with DCBS and DDJJ on their process of preparing youth for transition beginning at age 17 (or sooner) and supports caregivers in readying teenage foster children, with the aim of reducing anticipatory anxiety about the process.

Passport will fully support DCBS and DDJJ and participate in transition planning for all our foster care, former foster care and juvenile justice members. For those members turning 18 and exiting foster care, Passport understands that DCBS will begin transition planning one (1) year prior to the foster care member reaching his/her 18th birthday and aging out of foster care (and will repeat the planning process one (1) year prior to the member's 21st birthday if the youth elects to continue services to age 21). Passport will continue to offer transitional assistance for our former foster and former DJJ members until age 26 unless those members decline to receive these services. If a transition-age youth becomes a Passport member on or after

his/her 17th birthday, transition planning shall start within 1 month of enrollment in the Kentucky SKY program. Transition planning activities may include but not be limited to the following:

- Working with DCBS and/or DDJJ to assess the member’s ability to maintain stability in his/her home and community through the transition out of foster care, including but not limited to the following:
  - Determining and identifying the array of services needed and providers of these services
  - SDoH
  - Assessing risks, such as medication compliance
  - Assessing needs and providing recommendations for access to specialized supports including but not limited to positive behavioral supports, medication support, DME, communication devices, or vehicle or home adaptations.
- Reviewing the member’s health status and other appropriate factors to determine if the foster care member meets the general eligibility criteria for entering a home and community-based services (HCBS) waiver program
- Initiating the waiver application processes and, if necessary, placing youth on the waiver waiting list(s)
- In collaboration with DCBS and DDJJ, educating our Kentucky SKY members about options for services and supports available after eligibility terminates. Information may include post-high school options and options for accessing disability services available from educational institutions and employers where appropriate.

Passport will collaborate with DCBS and DDJJ to develop a work group with our foster care members, former foster care members, DJJ members and peer support specialists to identify opportunities for improving outcomes for those transitioning out of foster care by improving service delivery and transition planning coordination. We will draw on advisory assistance from Voices of the Commonwealth in developing and monitoring the success of our transition programs.

Transition planning will include an ongoing focus on the importance of health care and maintaining seamless health care benefits to ensure both access and necessary supports in the critical years of young adulthood. Passport’s Kentucky SKY care team will complete a health and needs assessment addressing physical, behavioral and SDoH needs, and will support each youth and social service worker in establishing a transition plan that includes specific timelines such as for outreach intervals, educational goal achievement and resource allocation. When applicable, timelines will reflect a member’s intent to remain in foster care (to age 21 or 26) and will include information on adult health care providers in the area in which the member plans to reside. Regardless of the member’s exit plan or timeline, the team will work to prepare the youth to the greatest extent possible for independence by age 18, in case the member’s plans to remain in care change.

During the assessment, to assist with the development of the transition plan, care will be taken to review developmental and intellectual disabilities, physical disabilities, brain injury or other conditions that might qualify the individual for one of the HCBS waiver programs. HCB waivers are an important option for a small

number of DCBS youth. If it appears that an individual may qualify, Passport will arrange for needed assessments and work with the social service worker to make referrals to the appropriate option. The care team will also track the individual's access to the waiting list and provide support to maintain his/her place on it.

Education shall include information on accessing disability services available from educational institutions and employers where appropriate. Kentucky SKY staff will work with post-high school educational options (vocational/trade schools and colleges/universities) to educate them on the unique needs of former foster and state-committed youth and to promote appropriate supportive services.

For foster youth with chronic medical or behavioral health conditions, additional care will be taken to ensure the member understands the importance of receiving regular care from providers, following the prescribed course of treatment and maintaining health care benefits. The Kentucky SKY care team will work to coordinate any transitions into adult specialty medical care. All adolescent members will be instructed in the importance of preventive care and building a trusting relationship with a primary care provider and, as needed, maintaining behavioral health care. Passport will also help connect aging out youth with the Transition Youth Launching Realized Dreams (TAYLRD) peer centers established across the state to support transition-age youth. In the year prior to the member reaching age 18, there will be heightened efforts in this area, especially if the member's pediatric provider discontinues care at age 18.

While children in foster care may have prior experience changing providers, that experience can cause a lack of understanding of the value of establishing a longer-term relationship with a primary care provider. The Passport Kentucky SKY team, with assistance from our Kentucky SKY provider relations liaison, will work to establish a preferred network of providers to deliver primary care to the Kentucky SKY population in general and particularly to transition-age youth. For all Kentucky SKY children and youth up to age 21, we will monitor and evaluate for medically necessary services that extend beyond traditional coverage but that can be covered via EPSDT special services.

Empowering youth to be drivers of their own health care experience and advocates for themselves within health care systems is a key to the young person's ultimate success. Helping youth to become more comfortable navigating these systems will be a particular focus of the Kentucky SKY care team's work. Passport will ensure transitioning youth are aware of appropriate resources and of who and how to contact should issues arise. When it would be helpful to the youth, a Kentucky SKY peer support will be added to the care team to provide direct skill teaching to the member in this area.

## Discharges to Family

Our experience with this population, along with relevant research (e.g., Midwest Evaluation of the Adult Functioning of Former Foster Youth: Conditions of Youth Preparing to Leave State Care, Chapin Hall, 2004), shows that more than half of older youth intend to reestablish relationships with their biological families after their commitment ends. As a result, more youth return to their families in some fashion than the number of discharges to family planned by state agencies. Their efforts to maintain contact with their families often happen outside of the services provided by the DCBS and DDJJ when the agency's plan for the

child does not include family. For this reason, unless prohibited by DCBS or DDJJ, Passport’s Kentucky SKY care teams will incorporate natural family members (e.g., parents, grandparents, older siblings, fictive kin) into the youth’s transition plan and provide support to facilitate a successful transition.

## Examples of Effective Transitional Services and Tools

Passport uses a variety of resources, tools and systems to support our Kentucky SKY members. Having a robust referral and relationship network allows us to make sure these members can transition into a solid foundation from which to build a healthy, productive life.

### Streamlined Referral Resources for SDoH

The Kentucky SKY care team will use multiple cloud-based resource-solutions tools to assist transitioning Kentucky SKY members with needs related to SDoH. Passport will also educate members about the Cabinet for Health and Family Services’ Kentucky Resources for Independence, Success, and Empowerment (KY RISE) and the possibility of establishing an iFoster account to conduct personalized searches for resources.

Kentucky SKY care team members will use the Healthify application to complete an online questionnaire with the member to gain insights into his/her personal situation. Healthify is a web-based platform that curates the highest quality nationwide social services into an online directory of behavioral health resources, education, emergency services, family and youth services, financial support, food services, goods services, health services, housing, legal support and advocacy services, social supports, transportation and employment. It also offers built-in SDoH assessments and the capability to track referrals. Passport has screened approximately 2,000 members in Healthify since 2018. Of those, 451 individual members were referred to community resources. A total of 1,787 referrals were created for these members, which indicates members often have multiples needs. Preliminary results show that per member per month (PMPM) costs dropped by approximately 22% (or \$390 PMPM) in the 6 months after a member completed a referral. Passport plans to apply Healthify within our Kentucky SKY program, with a strong focus on transition-age youth and young adults.

In addition to Healthify, Passport’s Kentucky SKY care team members will use another resource application, Unite Us, which allows sharing of the community social service record. The Metro United Way is a primary sponsor of the United Community program, which is a community-wide initiative to deploy an innovative shared technology platform to initiate and close referrals across many organizations, agencies and services, as well as create and maintain a social services record for citizens of the community. The tool enables active referrals between agencies across a multitude of services. Passport represents the health plan perspective on the United Community Governing Team, along with the Louisville Metro Health Department for the health provider perspective, Evolve502 for the educational perspective, and Metro United Way for the social services perspective. In January 2020, the United Community achieved its goal of becoming the first shared community social services record in the country to include the local school system. The platform was launched in April 2019 in Louisville and surrounding counties and will expand to other regions in the

commonwealth in the coming 1-2 years. Passport has taken the data from our work connecting members to social service providers and helped to validate the Unite Us tool and ensure that the providers our members work with most are included in the United Community. We are currently participating in the design of the analytics tools to evaluate the impact of the partnership and platform in not only improving health outcomes, but also preventing other adverse social outcomes, such as unemployment and incarceration.

Kentucky SKY staff will track all referrals and activities in Identifi<sup>SM</sup>, our integrated medical management system, so that all Kentucky SKY care team members can see the actions taken on behalf of each member. This technology enables us to better serve this vulnerable population in an expedited manner.

### Independence Readiness Program

Passport has been collaborating with the Boys and Girls Haven, along with other community groups, to implement an innovative initiative called the Independence Readiness Program (IRP). As part of IRP, Boys and Girls Haven provides job and skills training to foster youth and brings in local employers to share entry-level employment opportunities. The Kentucky Community and Technical College System provides trade-skill training and counsels participants on affordable ways to get into college. The program works to provide support as youth transition to independence through provision of trauma-focused treatment, connection to community supports, job readiness assessment and training, financial independence readiness training and social supports as the youth actually move to independent living. While the initiative is not exclusive, most participants thus far have been Passport members.

We are interested in working directly with DCBS and Boys and Girls Haven to expand this program, channel more Kentucky SKY members into it, or others like it, and add new program components that would connect Kentucky SKY members to additional specialized housing. This effort is well designed to help young adults achieve independence and leverage community support.

### Community Organization Relationships

Passport has a long history of embedding Care Advisors, social workers and community health workers in provider offices and social service agencies where our members are frequent consumers. For example, our team members spend time each



week at Family Health Center Phoenix, University of Louisville's 550 Clinic, Park Duvalle Community Health Center, Kentucky Refugee Ministries, Catholic Charities and homeless shelters. Passport has served local Kentucky communities for the past 22 years with passion and enthusiasm, because these are our neighbors.

Passport's strong community engagement team has developed close relationships with health and related community service agencies across Kentucky, including sponsorship agreements with agencies such as the National Alliance on Mental Illness (NAMI), substance use disorder (SUD) treatment programs, and preventive health programs that support our members, including the Kentucky SKY membership.

To support successful transition of Kentucky SKY members from DCBS/DDJJ custody, we will expand our focus on community partnerships specifically for transition-age youth. In addition to independent-living providers, with which we have a long-standing working relationship, we also will outreach directly with homeless shelters, specialized programs for sexual minority youth, food banks and community nutrition programs, and DCBS Family Support offices across the commonwealth. These community providers include, among many, many others, the following:

- TAYLRD—drop-in centers with recreation, job support, mental health services and case management for transition-age youth
- Jumpstart KY (jumpstartKY.com)—assistance for youth ages 18-24 in finding housing, negotiating with landlords, getting legal advice and accessing peer support
- Kentucky Career Center
- Self-Help Parenting Program (Leslie, Knott, Letcher and Perry counties)—parenting classes funded through Prevent Child Abuse Kentucky
- Street Tips booklet (Coalition for the Homeless website)—food, shelter, clothing and other resources within the city
- Catholic Charities—housing, therapy and case management for human trafficking victims

## Conclusion

Passport will fully support transition planning for all our Kentucky SKY members. Our support will focus on empowering youth and young adults to be drivers of their health care experience and advocates for themselves within health care systems to help them successfully navigate these systems.

Passport will use a variety of resources, tools and systems to support our Kentucky SKY members. Having a robust referral and relationship network allows us to make sure our Kentucky SKY members can transition into a solid foundation from which to build a healthy, productive life.

***Passport has been honored to serve the Kentucky Medicaid and foster care populations for 22 years and will continue to comply with all provisions of the Medicaid Managed Care Contract and Appendices (including Kentucky SKY) as we continue to serve them in the future.***