


A few technical points

- All lines are muted throughout the webinar
 - Engage using the chat
 - Select CHAT
 - ✓ all participants and attendees
 - Use the Q/A for the discussion at the end
 - This webinar will be recorded; We will send you the slides, recording, & resources following the event
- 

Building Economic Stability for Children and Families

Creating Health Virtual Learning Series

May 23, 2023





Champions for children's health.

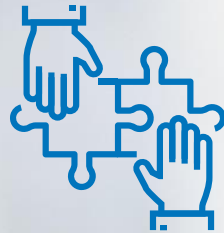
Your national organization dedicated to helping children's hospitals improve performance in cost, quality and delivery of care.

Children's hospitals are stronger together



Learn

46,000 children's hospital employees connected.



Collaborate

Almost 2,000 early warning signs of patient harm.



Save

Collective negotiation for \$4.5B in supply chain, pharmacy and insurance services spend.



Benchmark

2,589 data points collected through analytics programs.



Influence

More than half of all kids rely on Medicaid and CHIP.

In Case You Missed It:

2023 Creating Health Topics:

Promoting Food Access for Kids: How the Pediatric Community Can Effect Change

- USDA's Actions on Nutrition Security: The Role of the Healthcare Sector and Pediatricians
- Promising Clinical Practices to Build Nutrition Security
- Telling the Story: How Pediatricians and Children's Hospitals are Advocating for Nutrition Security

All are available On Demand at www.childrenshospitals.org

Today's Presenters



Sara Donahue

Senior Director of Performance
Analytics and Community
Programs
Boston Children's Hospital



Nick Jones

Vice President of Community
Wellness
Nationwide Children's Hospital

Supporting economic stability for pediatric patients and families

Sara Donahue
CHA webinar
May 22, 2023



Overview

- Boston Children's Accountable Care Organization (ACO)
- Context for and approach to economic stability supports
- Earned Income Tax Credit (EITC) referral pilot

Boston Children's Accountable Care Organization (ACO) at a glance

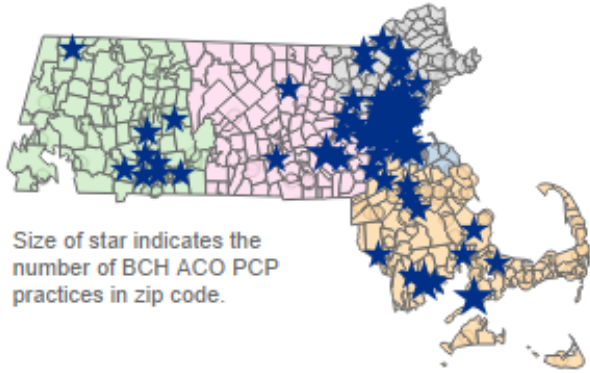
Membership as of Last Day of Performance Period

135,079

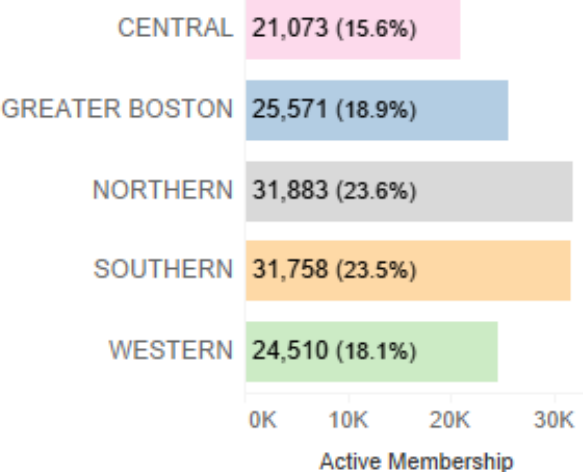
Percent Change in Active Membership Over Last Year

+7.8%

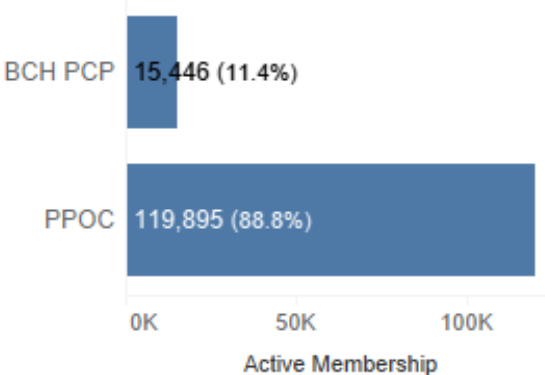
MassHealth Regions and BCH ACO PCP Practice Locations



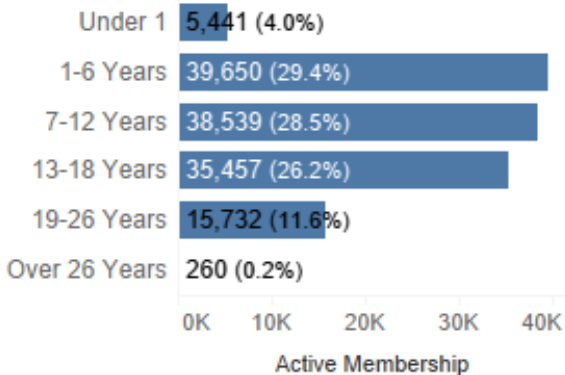
Member Region Distribution



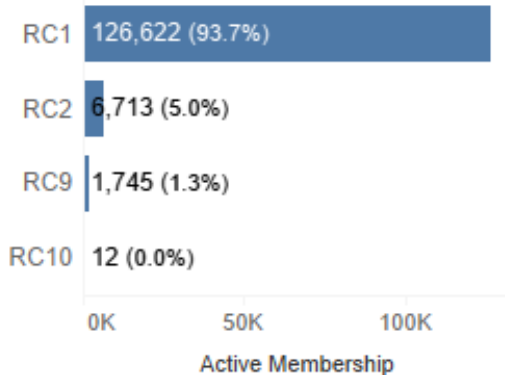
PCP Group Distribution



Member Age Distribution



Rating Category Distribution



Economic stability supports - background

- BCH ACO primary care practices have a long history of supporting patients and families with their health-related social needs (HRSN)
- MassHealth (Massachusetts Medicaid) launched an accountable care model in March 2018 to restructure the delivery system toward integrated, value-based care
- Priority areas included identifying and responding to HRSN and testing formal partnerships between accountable care organizations (ACOs) and community-based social service organizations (SSOs)

Economic stability supports - background

- MassHealth ACOs are required to screen patients annually for HRSN in five domains: food, housing, transportation, utilities, and experience of violence
- The MassHealth Flexible Services Program pilots whether ACOs can improve patient health outcomes and reduce total medical expense (TME) by directly addressing housing instability and/or food insecurity among patients with certain health conditions, with a long-term goal of promoting health equity

BCH ACO Flexible Services Program

- Program activities both address acute needs and support the prevention of adverse nutrition and housing-related outcomes
 - Addressing acute needs includes direct provision of food resources (e.g., grocery store gift cards, farm shares) and financial assistance to cover one-time housing costs
 - Prevention-focused activities include providing kitchen/cleaning supplies, nutrition education, and tenancy sustaining case management
- Program activities also address underlying economic insecurity
 - All participants receive support in optimizing income supports and accessing benefits

Economic stability supports

- Identified a set of benefits and credits that can be supported by primary care staff
- Benefits and credits
 - SNAP
 - WIC
 - Supplemental Security Income (SSI)
 - Social Security Disability Insurance (SSDI)
 - Emergency Aid to the Elderly, Disabled, and Children (EADC)
 - Transitional Aid to Families with Dependent Children (TAFDC)
 - Veterans benefits
 - Unemployment assistance
 - Earned Income Tax Credit (EITC)
 - Child Tax Credit (CTC)
 - Utilities benefits (Low Income Home Energy Assistance Program)
 - Utility payment plan
 - Utilities discount
 - Childcare voucher or subsidy for lower cost childcare
 - Reduced fare plan for public transportation

Economic stability supports

- Activities include training staff, systematic assessment of access to benefits and assistance in accessing where indicated, and partnering with community organizations to facilitate referrals to local resources
- Trainings and office hours are available to all staff, not only Flexible Services staff

Introduction

Holistic Care: Maximizing Access to Safety Net Programs for Vulnerable Families

Unemployment Assistance
February 2023
Julia McCormick

1

Program

What is Massachusetts Unemployment Insurance (UI)?

- Provides benefit payments to some individuals who have lost a job
- Can also apply to some individuals whose work hours have decreased significantly
- Administered by Massachusetts Department of Unemployment Assistance (DUA)

2

Eligibility Slide 3

Qualifying previous job

Earnings requirements
Circumstances of job loss
Citizenship or work authorization
Ongoing weekly requirements

6

Eligibility Slide 4

Qualifying previous job

Earnings requirements
Circumstances of job loss
Citizenship or work authorization
Ongoing weekly requirements

7

Are you or someone in your household receiving Emergency Aid to Elderly, Disabled and Children (EAEDC)?

Yes
 No

Are you or someone in your household receiving Supplemental Social Security Income (SSI)?

Yes
 No

Are you or someone in your household receiving Social Security Disability Insurance (SSDI)?

Yes
 No

Are you or someone in your household receiving Transitional Aid to Families with Dependent Children (TAFDC)?

Yes
 No

Are you or someone in your household receiving unemployment assistance (unemployment insurance, pandemic unemployment assistance)?

Yes
 No

Are you or someone in your household receiving a childcare voucher or subsidy for lower cost childcare?
Note change in question wording May 2023

Yes
 No

Are you or someone in your household using veterans benefits?

Yes
 No

----- Income and benefits service delivery -----

Income and benefits services can be documented at this time. If the participant is interested in services but the services are not delivered today, return to this instrument to document service delivery once it has occurred.

	Accessing benefit/credit at baseline <i>Populated from participant assessment (baseline) instrument, _____</i>	At enrollment, is the family interested in assistance?? <i>If assistance was NOT requested, select "No."</i>	Was assistance delivered at enrollment? <i>If assistance was NOT delivered, select "No."</i>
Emergency Aid to Elderly, Disabled, and Children	-----	<input type="radio"/> Yes <input type="radio"/> No <small>reset</small>	<input type="radio"/> Yes <input type="radio"/> No <small>reset</small>
Supplemental Social Security Income	-----	<input type="radio"/> Yes <input type="radio"/> No <small>reset</small>	<input type="radio"/> Yes <input type="radio"/> No <small>reset</small>
Social Security Disability Insurance	-----	<input type="radio"/> Yes <input type="radio"/> No <small>reset</small>	<input type="radio"/> Yes <input type="radio"/> No <small>reset</small>
Transitional Aid to Families with Dependent Children	-----	<input type="radio"/> Yes <input type="radio"/> No <small>reset</small>	<input type="radio"/> Yes <input type="radio"/> No <small>reset</small>
Unemployment assistance (unemployment insurance, pandemic unemployment assistance)	-----	<input type="radio"/> Yes <input type="radio"/> No <small>reset</small>	<input type="radio"/> Yes <input type="radio"/> No <small>reset</small>

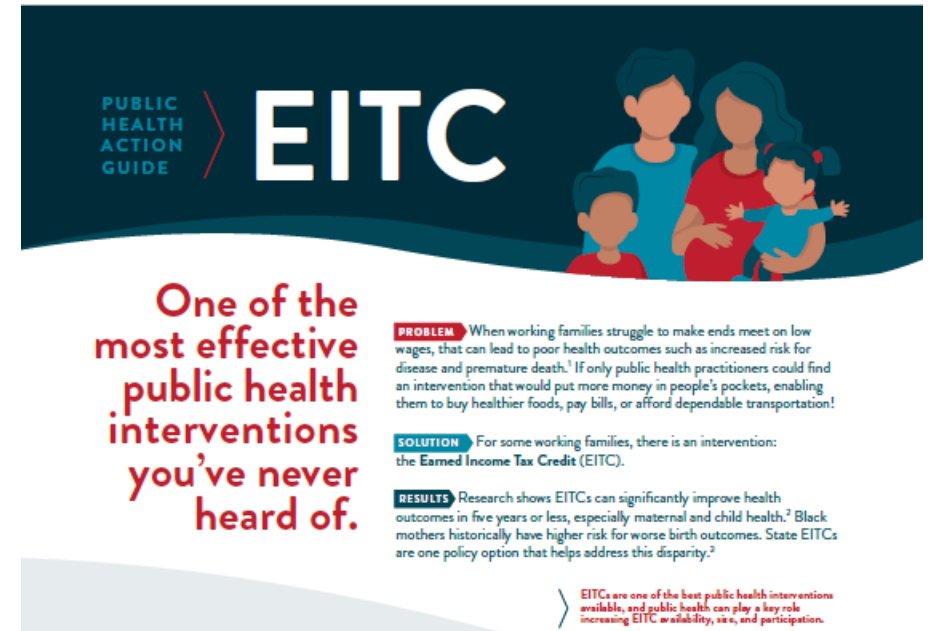
Earned Income Tax Credit (EITC)

- The EITC is a tax credit for working people with low or moderate incomes.
- After filing taxes, a participant can receive up to \$6,935 off their tax bill, depending on how many qualifying children they have.
- If a participant paid less than their credit in taxes, they get the difference paid to them as a tax refund.
- Even workers who owe \$0 taxes can get money back.

**During 2022,
31 Million Eligible
Workers and Families
received about
\$64 billion in the
Earned Income Tax
Credit**

Earned Income Tax Credit (EITC)

- Massachusetts Healthy Families EITC coalition convenes monthly to review policy, develop advocacy materials, and share best practices
- In 2020-21, BCH ACO Flexible Services program co-leads joined a state team for the CDC's EITC Policy Implementation Lab
 - Webinars with CDC experts, technical assistance to support state planning, sharing and learning from other states
- Began developing a pilot to connect patients/families with Volunteer Income Tax Assistance (VITA) sites



PUBLIC HEALTH ACTION GUIDE > **EITC**

One of the most effective public health interventions you've never heard of.

PROBLEM When working families struggle to make ends meet on low wages, that can lead to poor health outcomes such as increased risk for disease and premature death.¹ If only public health practitioners could find an intervention that would put more money in people's pockets, enabling them to buy healthier foods, pay bills, or afford dependable transportation!

SOLUTION For some working families, there is an intervention: the **Earned Income Tax Credit (EITC)**.

RESULTS Research shows EITCs can significantly improve health outcomes in five years or less, especially maternal and child health.² Black mothers historically have higher risk for worse birth outcomes. State EITCs are one policy option that helps address this disparity.²

> EITCs are one of the best public health interventions available, and public health can play a key role increasing EITC availability, size, and participation.

VITA pilot

- Collaboration between primary care practice staff, ACO team, and community agencies offering VITA
 - Massachusetts Association for Community Action (MASSCAP)
 - Boston Tax Help Coalition
- Activities
 - Webinar presentation to provide an overview of EITC for pediatrics
 - Warm handoff/referral process to connect patients/families to VITA sites

For tax help please call Ancel Tejada at 978-620-0223

Program Manager, Financial Empowerment | MASSCAP

FREE Tax Preparation Help is Now Available in This Area.

If you earn \$60,000 per year or less, you probably qualify for FREE tax preparation help by IRS-certified tax pros through the Volunteer Income Tax Assistance (VITA) program.



Get your maximum deductions and credits, including:

- This year's larger Child Tax Credit (CTC)
- The latest Earned Income Tax Credit (EITC)

- ✓ Help provided by IRS-certified tax professionals
- ✓ Haven't filed in a while? We can help!
- ✓ Assistance is available in multiple languages.



To get started,
scan this
QR code or
visit the web
address below



MASSCAP
Massachusetts Association for Community Action
Creating Opportunity. Changing Lives. Ending Poverty.

Go to www.masscap.org/FreeTaxPrep to see if you qualify.

VITA pilot

- Identified four practices participating in Flexible Services Program and familiar with SSO referral processes
- Practice staff (medical home care coordinator, community health worker) identify patients/families and initiate referral process

VITA pilot CY2023 experience

- 15 families assisted by VITA to date, receiving over \$35,000 in credits total
- Excel referral process is simple and effective, however, consent process is burdensome
- To reduce burden and support confidentiality, no patient-level loop closure
- Team ongoing learnings include unexpected tax situations (e.g., owing tax), opportunities to connect families to additional community resources (e.g., financial counseling)
- Next steps
 - Expansion to additional practices
 - Year-round discussion of EITC and CTC, with referrals in early 2024
 - Explore approaches to connecting with VITA sites and other community-based organizations via EMR redesign

Thank You



**HEALTHY NEIGHBORHOODS
HEALTHY FAMILIES**

A Partnership to Create a Healthy Community



HEALTHY NEIGHBORHOODS HEALTHY FAMILIES

2021-2026

LEADING THE JOURNEY TO **BEST OUTCOMES** FOR CHILDREN EVERYWHERE

HEALTH EQUITY
AND POPULATION
HEALTH



BEHAVIORAL
HEALTH



INTEGRATED
CLINICAL CARE
AND RESEARCH



GENOMICS



QUALITY AND
SAFETY



CULTURE AND
TALENT



PARTNERSHIPS



TECHNOLOGY



OPERATIONAL
EXCELLENCE



NATIONWIDE CHILDREN'S

When your child needs a hospital, everything matters.

HEALTHY NEIGHBORHOODS HEALTHY FAMILIES

Stable housing and nutrition/
Appropriate access to prenatal care

The Neighborhood Effect

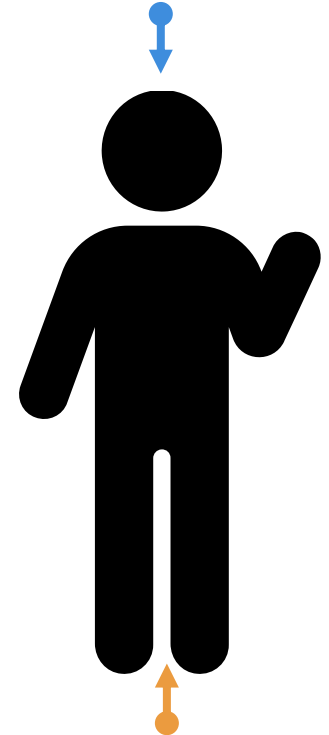
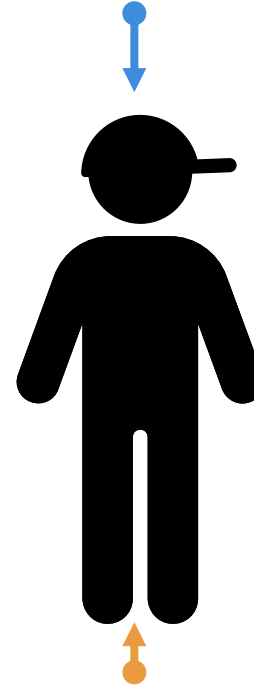
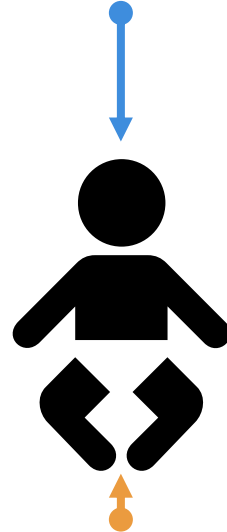
Higher Education and/of career training

Protective factors lead to healthier outcomes

Safe community

Support for early child development

Immunizations and regular care



Inadequate housing and nutrition/Limited or no access to prenatal care

Spotty preventative or well care

Barriers to early childhood development

Higher risk community

Reduced educational achievement

COMPOUNDED STRESS OF RACISM, POVERTY AND INEQUALITY

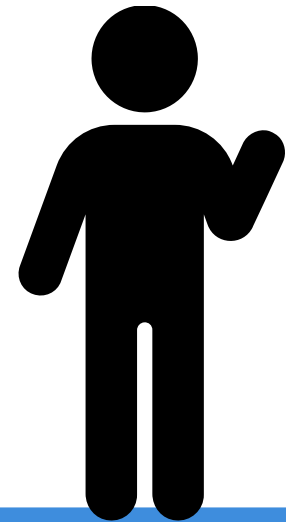
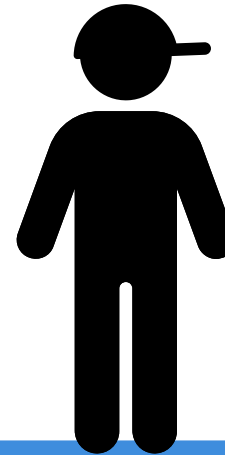
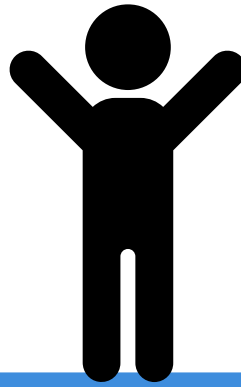
Those who are behind, stay behind, and the gap widens over time



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HEALTHY NEIGHBORHOODS HEALTHY FAMILIES

Creating Protective Factors Lead to Healthier Outcomes



- + Home Visiting
- + Affordable, High-Quality Rental Housing
- + Free Tax Clinics
- + Ohio Better Births Outcomes

- + Home Visiting

- + Home Visiting
- + SPARK
- + School-Based Healthcare

- + Upward Bound Math & Science
- + Mentoring
- + School-Based Healthcare
- + Teen Health Education
- + Ohio Better Births Outcomes

- + My Bridge 2 Success
- + Workforce Development
- + Affordable, High-Quality Housing
- + Free Tax Clinics



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HEALTHY NEIGHBORHOODS HEALTHY FAMILIES

South Side



Linden



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HEALTHY NEIGHBORHOODS HEALTHY FAMILIES



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HEALTHY NEIGHBORHOODS HEALTHY FAMILIES
ECONOMIC DEVELOPMENT



EDUCATION



**ECONOMIC
DEVELOPMENT**

**HEALTHY NEIGHBORHOODS
HEALTHY FAMILIES**



**COMMUNITY
ENRICHMENT**



AFFORDABLE HOUSING



HEALTH & WELLNESS



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HEALTHY NEIGHBORHOODS HEALTHY FAMILIES
ECONOMIC DEVELOPMENT

Workforce Development

- **The Residences at Career Gateway** provides 58 units of affordable apartments and townhomes, along with on-site career development training.
- **High School Career Academy** six-month program introducing students to various health care professional tracks through paid shadowing experiences, with the opportunity to obtain industry-recognized credentials.
- **Job Fairs and Workshops** connects residents to employment opportunities. Workshops are also held on professional development topics such as communication, job interviewing and resume assistance.
- **Careers in Technology** partnership with Goodwill Columbus provides job shadowing and year-long internships with Nationwide Children's Information Services department.
- **On-The-Job Training** via Columbus Works in partnership with Nationwide Children's Nutrition Services department.
- **Customer Service Pathway** Partnership with Columbus State and Nationwide Children's Patient Access department.
- **English as a Second Language** partnership with Columbus City Schools Adult Education and Nationwide Children's Environmental Services department.



The Residences at Career Gateway



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HEALTHY NEIGHBORHOODS HEALTHY FAMILIES
ECONOMIC DEVELOPMENT

Summer Youth Employment Program

Health care career exploration with hospital departments that places young adults, ages 16 to 24 with paid summer employment at Nationwide Children's that can transition to part-time and full-time employment.



2021:

- 56 young adults participated
- 41 departments hosted
- 9 participants received employment offers

2022:

- 73 young adults participated
- 66 departments hosted
- 12 participants received employment offers



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HEALTHY NEIGHBORHOODS HEALTHY FAMILIES
ECONOMIC DEVELOPMENT

My Bridge 2 Success

- Mentoring program for adults designed to help promote economic stability and financial self-sufficiency
- Supports participants in creating and achieving personal and long-term goals that relate to their family life, finances, education and career
 - Buying a car or house
 - Tuition
 - Participant's goals are financially supported with a match savings program



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HEALTHY NEIGHBORHOODS HEALTHY FAMILIES
ECONOMIC DEVELOPMENT

Volunteer Income Tax Assistance Program

Free income tax filing services for households with income of \$65,000 or less

6 Locations

521

Tax returns completed



Over \$1.4 million

in total refunds

Over \$1 million

in tax credits

(Earned Income and Child Tax)

accessed

\$181,050

received in COVID
Relief Stimulus Payments



NATIONWIDE CHILDREN'S

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HEALTHY NEIGHBORHOODS HEALTHY FAMILIES

Questions?

Give us Your Feedback





Stacy Wathen
Manager, Community and Child Health
stacy.wathen@childrenshospitals.org

Children's Hospital Association
600 13th St., NW | Suite 500 | Washington, DC 20005 | 202-753-5500
16011 College Blvd. | Suite 250 | Lenexa, KS 66219 | 913-262-1436
www.childrenshospitals.org