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# Organizations Receiving Funding in 2023 HHIP Pulse for Good Member Experience Feedback Program

## Cohort 1 Incentives

Community Action Partnership of Orange County	\$30,000
Families Forward	\$30,000
Family Assistance Ministries (FAM)	\$30,000
Family Promise OC	\$30,000
Homeless Intervention Services of OC	\$30,000
Leading Purpose	\$30,000
Lutheran Social Services of Southern California	\$30,000
Mercy House (HHOC)	\$30,000
PATH	\$30,000
Pathways of Hope OC (HHOC)	\$30,000
Thomas House Family Shelter	\$30,000

**TOTAL COHORT 1 PULSE FOR GOOD NOFO \$330,000**



# CalOptima Health's Pulse for Good Member Experience Feedback Project Notice of Funding Opportunity

**Letter of Interest Submission Deadline — 7/28/2023 (5:00 p.m. PST)**

*\*\*This is a non-competitive funding opportunity open to all CalAIM Housing Navigation providers who are currently contracted with CalOptima Health and meet all other eligibility criteria.\*\**

## Background

CalOptima Health's mission is to serve member health with excellence and dignity, respecting the value and needs of each person. With a strategy of overcoming health disparities, CalOptima Health is engaging in programs and expanding partnerships to better serve members who are at greater risk for poor health outcomes, especially those experiencing homelessness.

As one tactic in this larger community investment strategy, CalOptima Health is participating in the Department of Health Care Services' Housing and Homelessness Incentive Program (HHIP). A key requirements for HHIP was to submit an investment plan outlining activities that CalOptima Health will fund, support and implement to achieve success and assist in meeting overall HHIP goals.

Launching a member experience feedback program was identified as a key activity that would further support CalOptima Health's investment commitments. The goal of this program is to enable shelters and/or other homeless services facilities to track and learn from client experience feedback. An expected outcome of this program is that the people experiencing homelessness you serve will be empowered to provide anonymous feedback on their experiences at your shelter or facility.

## Community Investment Strategy

*CalOptima Health is prioritizing projects and programs that are trauma-informed, inclusive, non-residency restricted, low barrier, and aligned with housing-first and harm-reduction principles. **This includes ensuring the "voice of lived experience" is integrated into all phases: design, development, implementation and evaluation.*** CalOptima Health is committed to:

- Working toward a cohesive, countywide approach to address and prevent homelessness.
- Developing equitable systems that distribute resources among a variety of community service providers across all three Service Planning Areas.

- Promoting and facilitating innovation in data collection and sharing, with emphasis on greater integration across systems.
- Increasing the number of service providers and the capacity of these providers to add to the overall continuum of care infrastructure throughout Orange County.
- Establishing and/or using best practices in providing care by meeting members “where they are” and increasing access to that care.
- Delivering culturally competent services to traditionally underrepresented populations (e.g., families, seniors, LGBTQIA+ and BIPOC).
- Investing in the implementation of projects that add to the available affordable housing pool.

## Participation Requirements

- Be a current CalAIM Housing Navigation Community Supports provider (with CalOptima Health).
- Have a physical location where 15 or more people experiencing homelessness congregate, reside or frequent per day (e.g., shelters, clinics, transitional housing, food banks, navigation centers, etc.)<sup>1</sup>
- Must be in good standing with all CalOptima Health contracts, grant agreements, etc.
- Submit a complete Letter of Interest through CalOptima Health’s grants portal (see template on p. 4)
- Designate a staff person within the organization to manage and support this program.
- Commit to attending and participate in all steering committee meetings.
- Must use base questions that are developed collectively by the steering committee.
- Submit all reporting, as defined in final contract.

## Program Objectives

Providers are expected to achieve the following objectives by the end of the one (1) year contract term (reporting template(s) will be provided by CalOptima Health):

- Objective 1:
  - Demonstrate proper use and maintenance of Kiosks’ hardware and software; and
  - Develop and implement a comprehensive feedback program and evaluation plan indicating how data will be used to improve services and member experiences.
- Objective 2:
  - Provider shall demonstrate how they’ve used the insights gathered through Kiosks to improve, expand, or alter services and/or operations related to members.

## Grant Amount

CalOptima Health is prepared to cover the annual cost of installing and operating the Pulse for Good system (approximately \$5,700 per kiosk) plus offer a one-time incentive grant of \$30,000 to Housing Navigation providers who can commit to piloting the program and meet minimum requirements.

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<sup>1</sup> Additional opportunities to participate may be available in the future if your organization does not meet the initial location/site criteria.

Depending on demand and responses within the Letter of Intent, CalOptima Health may make available more than one kiosk per organization. An organization is only eligible to receive one incentive grant, regardless of the number of kiosks used during this program.

## Timeline

Activity	Date
Virtual Forum for all CalAIM Housing Navigation providers	July 12, 2023 at 3pm
Portal to submit Letter of Interest opens	July 14, 2023 at 9am
<b>Letter of Interest due date</b>	<b>July 28, 2023 at 5pm</b>
LOI screening/eligibility confirmation	July 31 – August 4, 2023
Provider contract execution begins	August 7-31, 2023
Steering committee meetings begin <i>*Facilitated by the Orange County Office of Care Coordination</i>	Late August/Early September 2023
Installation Begins ( <i>target</i> )	August 2023

## Portal Access

CalAIM Housing Navigation providers may access the portal where a letter of interest can be submitted through the following link: <https://webportalapp.com/sp/pulseforgood>

All providers who meet the eligibility criteria and sign the corresponding contract, will be able to participate in the program. This is a non-competitive process.

*Questions about the funding opportunity or the letter of interest submission portal? Contact Sarah Nance, Project Manager, at [sarah.nance@caloptima.org](mailto:sarah.nance@caloptima.org) or Jasmine Awadallah, Program Manager, at [jasmine.awadallah@caloptima.org](mailto:jasmine.awadallah@caloptima.org).*

## Letter of Interest Template

1. How many CalOptima members do you currently provide services to annually?\*
2. Do you currently operate or provide services at a location that meets the following criteria: ***A physical location where people congregate, reside or frequent in numbers greater than 15 per day (e.g., shelter, clinics, temporary housing, food banks, navigation centers, etc.)***\*

Section Description: Please provide information for each site in which you are interested in housing a kiosk.

3. Site 1 type (options provided)
  - a. Address
  - b. Average # of daily visitors/residents
4. Site 2 type (options provided)
  - c. Address
  - d. Average # of daily visitors/residents
5. Site 3 type (options provided)
  - e. Address
  - f. Average # of daily visitors/residents
6. Do you currently collect feedback from the clients you serve? \*
  - g. If yes, describe existing systems or processes in place for gathering client feedback. (100 word)
7. How do you typically respond to feedback that suggests changes or modifications to programs or services? (50 words) \*
8. How will you encourage member participation in the feedback program? (50 word) \*
9. Can you commit to ensuring privacy and confidentiality for clients responding to the survey(s)?\*
10. How will you allocate resources (e.g., staff time, budget) to support your participation in the member experience feedback program? (50 words) \*
11. How do you intend to potentially support/leverage this program/project after contract has expired?\*

*\*Required*