Life Services and JobConnect
INDIANA
Who is CareSource?
Our MISSION

To make a lasting difference in our members' lives by improving their health and well-being.

CARESOURCE

- A nonprofit health plan and national leader in Managed Care
- 27-year history of serving the low-income populations across multiple states and insurance products
- Currently serving over 1.9 million members in Kentucky, Ohio, Indiana, West Virginia
- Serving Georgia Medicaid members as of July 2017

1.9M members
Our COMMITMENT

We will always put people over profit.

- Best-in-class administrative cost ratio delivers maximum benefits to members while being responsible stewards of government funds
- Serving members across the continuum of government programs, coordinating care as their eligibility changes
- Comprehensive, member-centric models of care to address our entire population’s health and social needs
- Help members navigate through daily life challenges and obstacles

As a non-profit, member-centric company, we are accountable to our members and the communities we serve - not shareholders.

90-92%
Administrative Costs

Medical Cost Ratio
CareSource Life Services provides a holistic foundation to address the social determinants that impact a member’s HEALTH & OVERALL WELL-BEING.

The mission of Life Services is to make a SUSTAINED IMPACT in our members’ lives by effectively ADDRESSING THE OBSTACLES that impede progress in a member’s journey toward SELF-SUFFICIENCY, IMPROVED HEALTH and WELL-BEING.
CARESOURCE SERVES:

- Indiana Medicaid members enrolled in Hoosier Healthwise or the Healthy Indiana Plan (HIP)
- Parents of underage children enrolled in Hoosier Healthwise
- Members who have chosen CareSource or have been auto-assigned

Projected membership by Dec 2017: 100k – 150k
Social Determinants of Health

Health-related social needs are found where people live, learn, work and socialize; they impact health outcomes.

**ECONOMIC STABILITY**
- Access to long-term employment
- Access to financial literacy
- Access to adult education & job training
- Increased assets such as home ownership

**HOUSING & NEIGHBORHOODS**
- Access to healthy foods
- Increased quality of safe & affordable housing
- Improved environmental conditions

**EDUCATION**
- Early childhood education & development
- Access to extracurricular activities & mentoring
- Increased high school graduation
- Enrollment in job training or post-secondary education

**SOCIAL RELATIONSHIPS**
- Social cohesion
- Civic participation
- Perceptions of discrimination & equity
- Incarceration / institutionalization

**FOOD & NUTRITION**
- Regular & consistent access to healthy foods
- Education on nutrition & overall health impacts
- Addressing food deserts & inequalities

CareSource Proprietary
Benefits and Services for Low-Income Individuals: 80+ Programs Spending $1 Trillion per Year

Source: House Ways and Means Committee staff, using Congressional Research Service reports and other data.
Life Transformation Plan

A holistic and individually prescriptive approach that evaluates, educates, guides, inspires and supports people in a comprehensive transformation from a socio-economic status of deficiency to a life of self-sufficiency.
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Life Coach
1:1 Relationship
Individual Life Plan
Coaching
Counseling

Health Care
Affordable child care
Adult care
In-house health
Monitoring
Dependent care
Dental

Assessment
Holistic life aspects analysis
Motivation & commitment quotient

Stabilization
Bus passes
Housing

GAP
Education
Skill development
Customized curriculum
Training

Job Training
Job shadowing
Align jobs
Local & national jobs

Empowerment
Interviewing
Skill development
Clothing & cosmetics

Soft Skills
Workforce employment support
Managing conflicts

Employment
On-going full-time employment

Financial Assistance
Income/expense bridge
Loans
Scholarships

Support
Mentoring
Stress management

WAGE
$8
$12-13

FEDERAL POVERTY LEVEL
65%

100%
138%
160%
200%

SURVIVING
STABLE
THRIVING
HOW WE HELP
Job Opportunities

UNEMPLOYMENT RATE

2015 = 6.7%

2017 = 3.2%

TOP 5 GROWTH INDUSTRIES

1. Automotive Manufacturing
2. Healthcare & Life Sciences
3. Transportation & Logistics
4. Information Technology
5. Assembly, Production & Warehousing
Proud **Partnerships**

- UPS
- FedEx
- CareSource
- Kroger
- Walgreens
- Lowes
- Home Depot
- Goodwill
HOW WE HELP
Enhanced Benefits

BOYS AND GIRLS CLUB MEMBERSHIP

Any members between 6 and 18 years old can receive a free membership annually.

GIRL SCOUTS MEMBERSHIP

Members in Kindergarten to 8th Grade can receive a free membership annually.

HIGH SCHOOL EQUIVALENCY EXAM

If you take a High School Equivalency Exam, Life Services will pay up to $90 of the cost.

ADDITIONAL TRANSPORTATION

Members working with Life Services may receive non-medical transportation to job-related events.
HOW WE HELP

Financial Well-being

FIFTH THIRD EXPRESS BANKING®

Members can get an Express Banking® account, an affordable account option, through our exclusive partnership with Fifth Third Bank. This account has no monthly service charge, no overdraft fees and a debit card to pay bills or make purchases in stores or online.

CARESOURCE EXTRA HELP CARD

Members can complete healthy activities to earn up to $50 in Walmart gift cards that can be used on things like cold medicine, diapers or healthy food.
**WHO WE ARE**

*Our People*

We have a team committed to finding opportunities and encouraging Life Services members to reach their goals. This team works together to serve all of the program’s participants.

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
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<tbody>
<tr>
<td>Director</td>
<td>Oversees program staff and partnership development within local communities and with employer partners.</td>
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<tr>
<td>Life Coach</td>
<td>Provides one-on-one coaching and development to participants.</td>
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<tr>
<td>Community Partner Specialist</td>
<td>Builds and manages relationships with community partners that support Life Services members.</td>
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<tr>
<td>Enrollment Specialist</td>
<td>Performs outreach to Members to explain the program and facilitate enrollment in JobConnect.</td>
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<tr>
<td>Placement Specialist</td>
<td>Seeks out career and development opportunities for participants.</td>
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<tr>
<td>Employer Partner Specialist</td>
<td>Builds and manages relationships with local employers who are interested in hiring Life Services members.</td>
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CareSource Member Pathway to Employment via JobConnect including Education

**Pre-Enrollment**
- Member completes HNA which includes screening for socioeconomic triggers, which would lead to an introduction from the Care Coordinator to a Life Coach
- Member could also self-refer to Life Services via Member Portal, Member app, community partner referral or health partner referral
- Enrollment specialist sets up a meeting with member and Life Coach within 2 days or sooner if possible – meeting could take place via phone or in person depending on member’s request and availability
- Life Coach and member begin developing a relationship that is focused on the members current resources, skills, talents and wishes for long-term, employment through weekly interactions including face-to-face meetings, phone calls, web-chats on member portal and email.
- Life Coach will complete assessments with member within first 30 days and assist member in building an action plan to address any barriers, connect to available resources, stabilize current family/living situation (if needed), ensure that health care needs are being address via Care4U coordination and prepare a plan to move into the placement phase.
- If the member has children, referrals for Girl Scouts or Boys and Girls Club will be made as an additional support to both the child and to assist the parent as they begin seeking employment.
- Member may utilize short-term non-medical transportation services to attend Life Coach Sessions

**Pre-Placement**
- If the member is in need of basic education such as a HSE, a referral to education will be made prior to employment.
- Member and Life Coach will determine the closest HSE classes to where the member lives and will help the member to enroll.
- Member will take a HSE pre-test and will work with the HSE provider to determine the approximate length of time it will take them to prepare to take the HSE exam and pass.
- The Life Coach will continue to check in with the member on a weekly basis during this time to continue to support and encourage the member as well as determine if part-time employment might be added while taking classes.
- Upon successfully passing a HSE pre-test, the Life Coach will assist the member to register for their HSE and will pay the $90 fee for the member as a part of our Life Service Enhanced Benefit
- Member may utilize short-term non-medical transportation services to attend Life Coach Sessions or GED classes

**Education**
- Once a member has stabilized, addressed barriers to employment and has basic education underway, the Life Coach will invite a Placement Specialist to join in the discussions.
- The Placement Specialists acts as a “consultant” to the member and Life Coach to prepare the member for interacting with employers and securing employment
- The member will complete resume, sample applications, references, interview prep and any assessments that an employer requires as a part of the hiring process with assistance from the Life Coach and Placement Specialist
- Member may utilize short-term non-medical transportation services to attend Life Coach Sessions , job interviews, or employment related appointments.
- The Member can participate in professional development and skill building sessions via an online system
- If it is determined that a member has a barrier to securing employment that existing community resources cannot address, the Life Coach will assist the member in applying for the Life Services Member Assistance fund, up to $500 annually, to eliminate the barrier to employment

**Placement**
- Once a member has started employment, the Life Coach will continue to meet with the member for up to 24 months to provide support
- First 90 days focus:
  - Stabilization and re-balancing life/relationships to include the new job
  - Navigating the subsidy cliff to help members to find non-governmental resources to fill gaps and to create a new budget that will allow them the confidence to stay at their job long-term
- 90 days to 6 months
  - Adjust to new work environment and begin to assess professional development opportunities
- 6 months to 24 months
  - Take steps necessary to increase skills or education to advance at current employer or within the field
- Member may utilize short-term non-medical transportation services to attend Life Coach Sessions , job interviews, or employment related appointments
- The Member can participate in professional development and skill building sessions via an online system

**Advancement**
- This isn’t a linear path for many. Members can go back and forth between phases and may need the supports from pre-placement at various times throughout the path. This is why the Life Coach is such a critical aspect to our model
Life Services Outcomes & Member Metrics

Currently operating in 9 Ohio Counties
Received state funding from Healthier Buckeye Council
Current recipient of HUD Jobs Plus Funding
Began services in Indiana January 1, 2017 as a provider in HIP 2.0
Expanded to Georgia Families July 1, 2017

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
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<tbody>
<tr>
<td>Members who have interacted with Life Services</td>
<td>4,706</td>
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<tr>
<td>Active participants working with Coaches</td>
<td>1,446</td>
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<tr>
<td>Members who have opted into Life Services</td>
<td>1,517</td>
</tr>
<tr>
<td>Employed Members</td>
<td>572</td>
</tr>
<tr>
<td>Employer Partners</td>
<td>69</td>
</tr>
<tr>
<td>Total Community Referrals</td>
<td>4,681</td>
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<tr>
<td>Members who have retained employment</td>
<td>88%</td>
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Life Services Outcomes & Member Metrics - Indiana

- Began services in Indiana January 1, 2017.
- Opted in members in 32 of Indiana’s 92 counties.
LENORA
To me, it was a Godsend. To say, you are one of our members, we care about you, we care about your success and we want to lend a hand and help you get out of that…thank you just isn’t enough.
Member referral:
1-844-607-2832
LifeServicesIndiana@CareSource.com

**Todd Lare**
Director, JobConnect
CareSource

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