



JobConnect Overview & Impact

Our COMMITMENT

is to improve the **lives** of our consumers,
not just to provide them with health coverage.

Helping someone live out their potential through
the positives of work is critical to well-being.

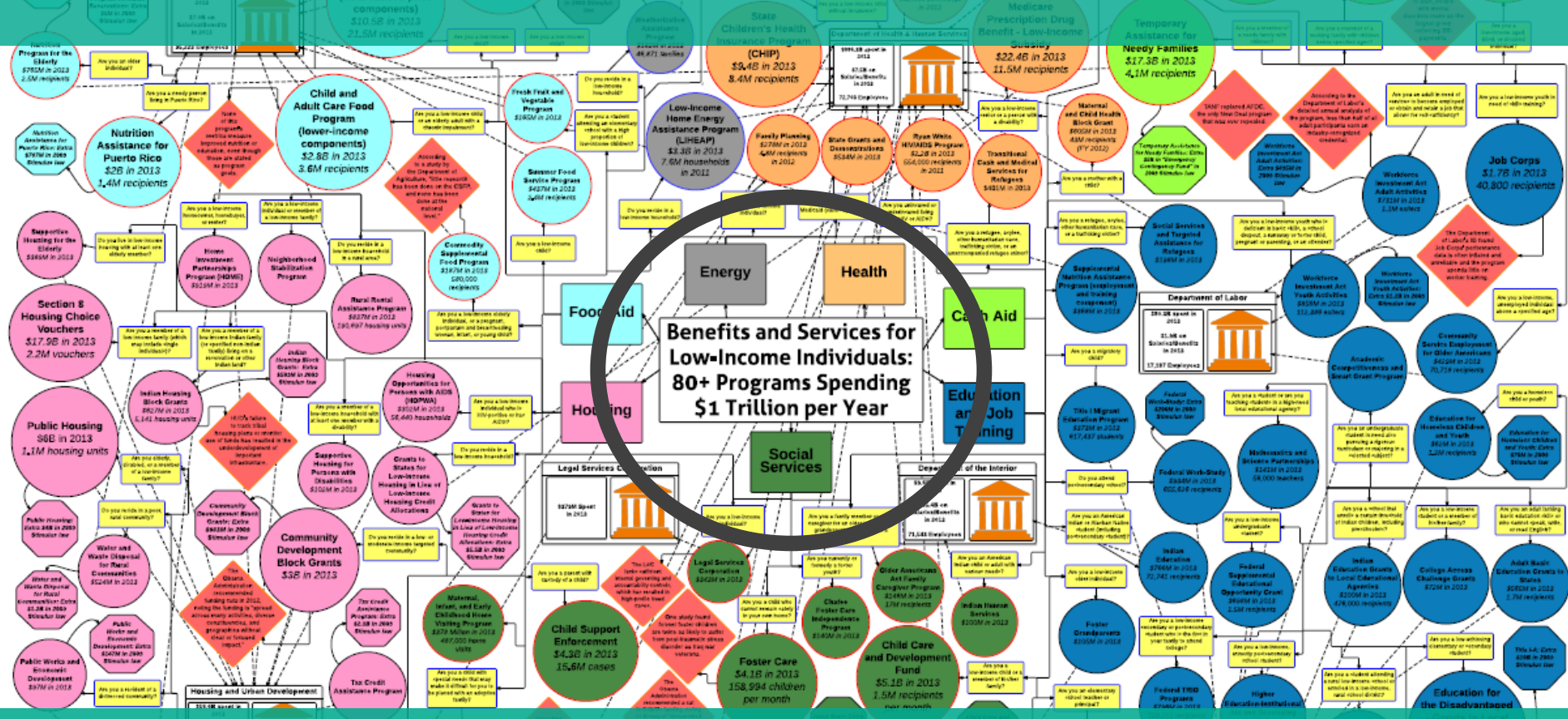
So we asked ourselves --

“Can we help our members achieve
financial stability on top of improving
their physical and mental/behavioral
health?”



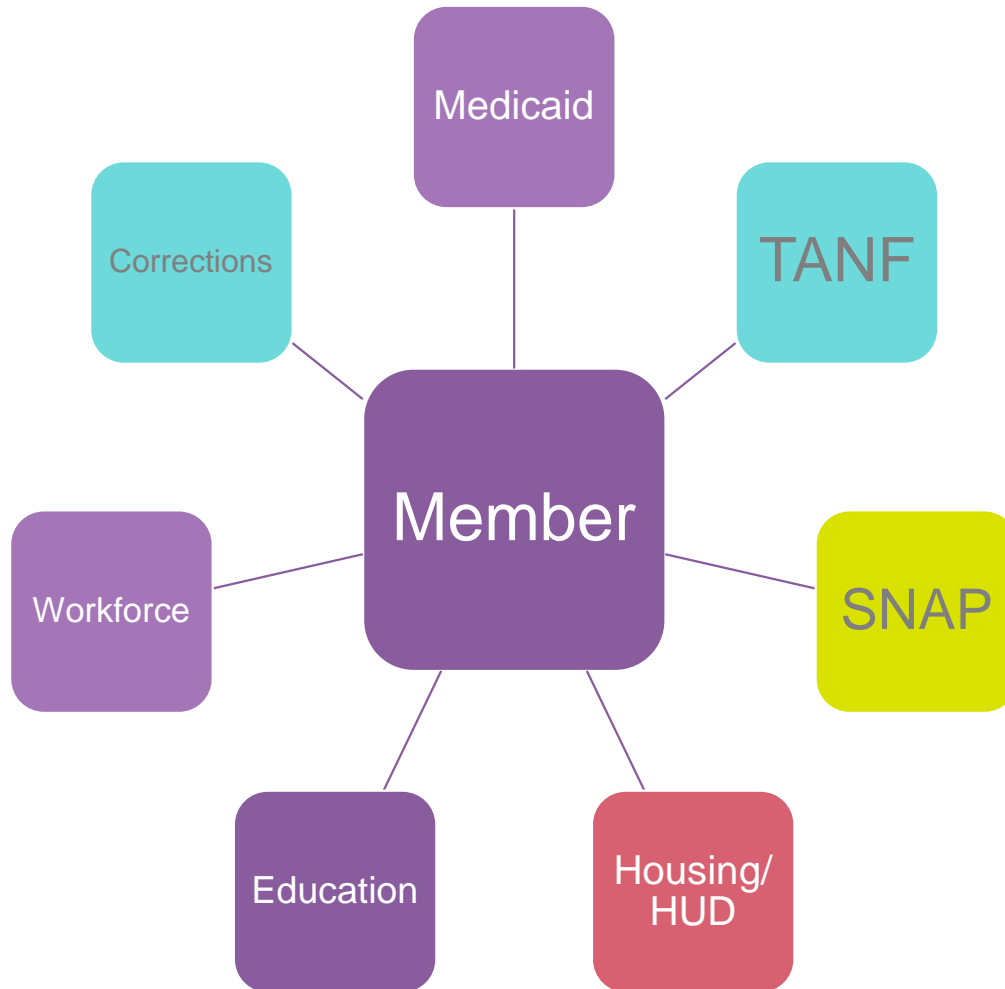
Current U.S. Poverty Programs

Though well-intentioned, government subsidy programs are structured to help beneficiaries maintain, not overcome, their level of poverty.



The structure itself creates significant roadblocks to a pathway out of poverty. Maintaining eligibility across benefits (on average seven to ten per member) requires considerable time and effort from beneficiaries. Similarly, duplicative administrative costs across agencies fuel an inefficient, ineffective system.

Complexities for Member & States



- 7-10 different state or local programs to coordinate
- Easier for MCO to bring social data in under “health” umbrella
- CareSource has socio-economic data on all members to help coordinate right level of intervention – physical, behavioral or social
- CareSource members in rural areas are in need of “connectors” and enhanced services – especially in the area of transportation and alternative employment options



OUR APPROACH

LIFE SERVICES *JobConnect*

WHAT MAKES OUR EMPLOYMENT PROGRAM UNIQUE?

- **Leverages an integrated traditional health care model and a new program through our Life Services model to address one of the social determinants of health program**, which re-envision's CareSource's role in its members' lives.
- **Provides individualized risk assessment, case management and coaching assistance** to stabilize members by addressing their member-specific health and social obstacles before attaining (and retaining) long-term employment and self-sufficiency. JobConnect has been successful with both urban and rural populations.
- Focuses on both **education/job skill completion** as well as employment for members in high-demand industries
- **Partners with employers over the long-term** to provide a pipeline of work-ready candidates for real world positions and to support employee advancement for 24 months post hire.

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CareSource Proprietary


LIFE SERVICES

TARGETED IMPACTS



INCREASE CONSUMER ECONOMIC STABILITY

move into & retain employment, increase wages

LOWER HEALTH CARE SPENDING

reduce direct public expenditures & move consumers into employer sponsored coverage

LOWER SOCIAL SERVICES SPENDING

reduce direct public expenditures



CONSUMER IMPACTS



Data for nine county pilot project in our Ohio Market as of November 8, 2017

5209

Members who have interacted with Life Services.

1,593
(31%)

Members voluntarily opted-in

Active participants working with Coaches.

1,521
(95%)

616
(41%)

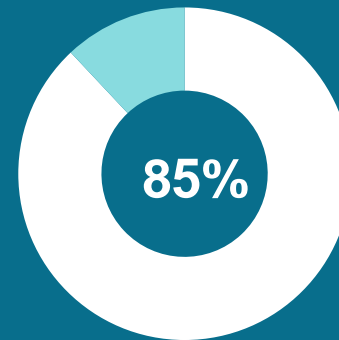
Employed Members

Members Moving into Employer Sponsored Coverage Post-Hire

80%

5,032
(3/member)

Total Referrals to Community Resources



Members who have retained employment.

57 days

Average time to hire after program entry

80%

Average wage increase in Q1 2017

No comparable program in America is yielding these results.

HEALTHCARE IMPACTS



While we are in the very early stages of research and data collection, with our limited data we've seen to date (n=261):

18% reduction in ED use

Expected Outcome

15% decreased outpatient spend

Expected Outcome

22% increased Rx spend

5% increased Rx volume

Is this going up because people are more engaged, Rx adherence? We are continuing to evaluate this. Studies support lower medical spend over time as a result of increased Rx adherence.¹

¹11% increase in medication adherence was associated with significant decrease in total, non-drug medical costs

Increased use of prescription drugs reduces medical costs in Medicaid populations. Robuck, M. C., Dougherty, J. S., Kaestner, R., & Miller, L. M. (2015). *Health Affairs*, 34(9), 1586-1593.

SOCIAL SERVICES IMPACTS

CareSource Members use 7-10 resources monthly

Life Coaches follow members for **up to 24 months** once they begin employment

For 2015-2016, the costs for the top three government subsidies withdrawn from consumers post-employment include (single parent, two children):

SNAP

\$4,680 annual average¹

TANF Cash Assistance

\$5,676 annual average²

Housing Choice Vouchers (Section 8)

\$4,975 annual average³

¹ Kaiser Family Foundation, State Health Facts, 2015

²Center on Budget and Policy Priorities, October 17, 2016 Report

³National Council of State Housing Agencies, February 25, 2016 Report, assuming two bedroom unit fair market rent of \$743/month and average family income of \$13,138.

<https://www.ncsha.org/resource/2016-housing-choice-voucher-voucher-program-faq>





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