Life Services and Job Connect
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 1.8 million members in Kentucky, Ohio, Indiana, West Virginia, Georgia

1.86M members
<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>1989</td>
<td>The Dayton Area Health Plan is launched in Montgomery County.</td>
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<td>1993</td>
<td>The Dayton Area Health Plan separates from Western Ohio Health Care. Pam Morris and a small, but passionate, group of 38 employees move to Downtown Dayton.</td>
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<td>2000</td>
<td>They better reflect the service mission of the emerging company, the Dayton Area Health Plan changes its name to CareSource.</td>
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<td>2002</td>
<td>CareSource works with the Ohio regulatory officials to create Preferred Option. CareSource becomes the largest Medicaid Managed Care plan in Ohio.</td>
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<td>2006</td>
<td>Seeing the need to support nonprofits that make life better for our members, CareSource establishes the CareSource Foundation.</td>
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<td>2007</td>
<td>CareSource serves more than 601,000 members across Ohio and is the only Medicaid Managed Care provider approved to offer services in all 88 counties.</td>
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<td>2013</td>
<td>CareSource begins serving Medicaid members in Kentucky, and the CareSource Marketplace plan introduces CareSource into the Health Exchange Marketplace. Medicaid Expansion in Ohio is passed.</td>
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<td>2014</td>
<td>CareSource celebrates our 25th year and welcomes our one-millionth member.</td>
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<td>2015</td>
<td>CareSource expands its product line to include Medicare Advantage to complete the continuum of a lifetime of health care for our members.</td>
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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.

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<th>90-92%</th>
<th>6%</th>
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<td>Medical Cost Ratio</td>
<td>Administrative Costs</td>
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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.
Who Does Life Services Serve?
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

**Health-Related Social Needs**

CareSource Proprietary
Family of 3 in
MONTGOMERY COUNTY OHIO

Benefits
- Childcare Assistance (125%-300%)
- SNAP (130%)
- WIC (185%)
- Medicaid – Kids (206%)
- Medicaid – Adults (138%)
- Housing**
- OWF*

Top Jobs in Ohio
(shown by percent of the population in each position)
- Retail Salespersons ($9.63)
- Food Svc. Prep ($8.71)
- Registered Nurse ($29.17)
- Cashiers ($8.95)
- Office Clerks ($13.17)
- Stock and Material Movers ($10.97)
- Waiters& Waitress. ($8.75)
- Janitors. ($10.79)
- Nursing Aides and Orderlies ($11.40)

Federal Poverty Line ($20,420 or $9.82/hr)
Self-Sufficiency Standard Line ($40,840 or $19.63/hr)

Minimum Wage ($8.15/hr)

Benefits
- Childcare Assistance (125%-300%)
- SNAP (130%)
- WIC (185%)
- Medicaid – Kids (206%)
- Medicaid – Adults (138%)

*50% of FPL (4.91 / hr)
** 80% of median income
Current focus is on meeting needs of individuals below 30% of Median Income, which is $7.37/hr for Montgomery County*
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.

**Life Coach**
Provides one-on-one coaching and development to participants.

**Placement Specialist**
Seeks out career and development opportunities for participants.

**Community Partner Specialist**
Builds and manages relationships with community partners that support Life Services members.

**Employer Relations Specialist**
Builds and manages relationships with local employers who are interested in hiring Life Services members.
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

**Pre-Placement**
- 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

**Education**
- 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

**Placement**
- 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

**Advancement**
- 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

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

| Members who have interacted with Life Services. | 11,230 |
| Members who have opted into Life Services. | 1,711 |
| Active participants working with Coaches. | 1,639 |
| Employed Members | 635 |
| Employer Partners | 156 |
| Total Community Referrals | 5,016 |
| Members who have retained employment. | 86% |
Unique Opportunity

• CareSource Members are given access to holistic services.

• CareSource Members are being assisted in all areas of their life with a coordinated holistic approach.

• CareSource Life Services has tracked the number of organizations and programs that member utilize – on average members are engaged with 7-10 different organizations to help them survive month to month.
  • We are tracking the time it takes to see government & community resources replaced by income.