

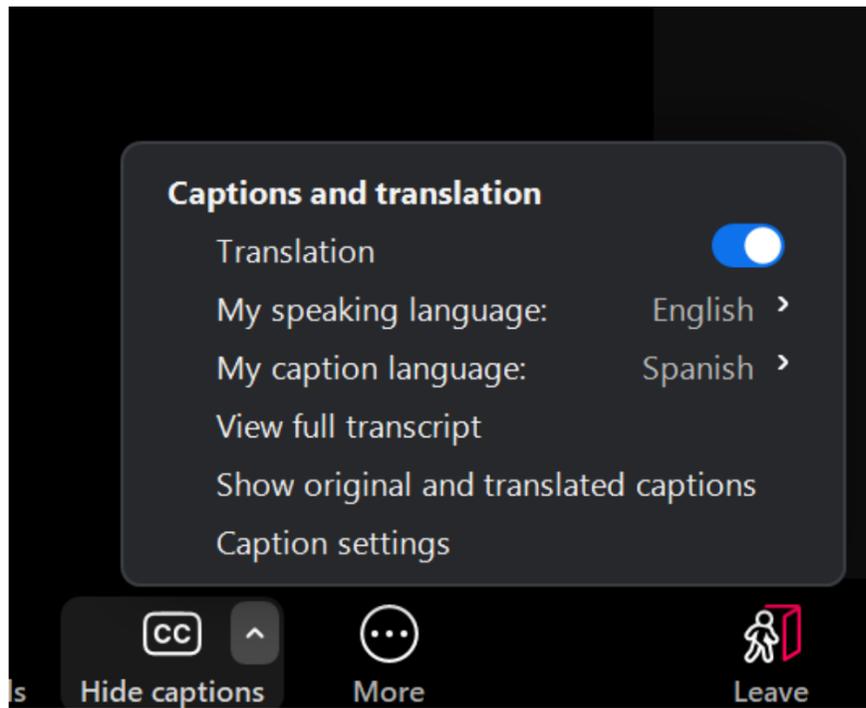


Housing for Health

Crossing Systems: Healthcare and Housing Working Together



February 2026



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Housing for Health

Crossing Systems: Healthcare and Housing Working Together



February 2026







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Welcome!

Housing Support for Members Who Need It Most



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About Upside



Founded in 2020, Upside specializes in housing-focused care coordination supporting members living in facilities, in the community, and anywhere in-between.



Our role is to complement care team oversight by managing the navigation and transition planning process from identifying and securing appropriate housing all the way to coordinating move-in logistics and post-transition tenancy sustaining support.

We know that stable housing is foundational to better health, and our Care Guides are here to make housing transitions smoother for you, your members, and their loved ones.

Partnership Goal: Supporting Safe Stabilizations

Possible Pathways for Stabilization

- To an Assisted Living Facility (ALF)
- To supportive housing with family or caregivers
- To independent community housing (e.g., apartment or rental unit)

Upside's Role

- Care Guides trained on Home & Community-Based Services (HCBS)
- Social work + housing case management expertise to navigate complex facility transitions

What Success Looks Like:

- Member is safely stabilized with relevant supports in place
- Health conditions managed independently or with appropriate home care
- Minimal disruption to quality of life through strong planning and communication



What Happens After You Refer



15 minutes

Average time from referral to first outreach



69 days

Average time to move-in for members who transition



93%

Stabilization rate for housing-ready members



88%

Of members report improved situations after enrollment



LTC TRANSITION

Ron, 76

Challenges

- **Clinical:** Wheelchair-dependent in LTC facility for 2 years post stroke; required 24/7 ADL & Medication support.
- **Social:** Desire for community living/family proximity; Ron's family unable to care for him at home due to career and home layout.
- **Financial:** Fixed monthly income; \$0 savings for ALF deposits or first month's rent.

Immediate Response and Interventions

- **Clinical & Family Alignment:** Conducted discovery and intro calls to confirm ALF eligibility and educate the family on the admission process and income limits.
- **Strategic Sourcing:** Screened 6 in-network facilities within 25 miles; secured an available private room with onsite nursing that met all clinical needs.
- **Member-Led Engagement:** Facilitated tours and empowered Ron to lead intake calls, ensuring his personal preferences for privacy and visitation were prioritized.
- **Financial Navigation:** Managed the end-to-end collection of complex records to secure the one-time financial assistance required for move-in costs.

Outcomes

- **Funding:** Leveraged Health Plan Funding Program covering move-in costs.
- **Placement:** Successfully discharged to a private-room ALF.
- **Impact:** Waiver service continuity; significant reduction in family burden





STABILIZING FOR FAMILY

Monica, 38

Challenges

- **Clinical:** N/A — Monica is a working single mother with no identified clinical barriers, but significant housing instability creating acute stress and risk for her and her teenage daughter.
- **Social:** Living in a hotel at \$70/night after losing an Emergency Housing Voucher; teenage daughter's stability and wellbeing at risk.
- **Financial:** Working 50+ hours/week with no capacity to navigate complex housing systems; \$70/night hotel costs unsustainable on a single income.

Immediate Response and Interventions

- **Application Navigation:** Upside Care Guide completed housing applications on Monica's behalf, removing the administrative burden from an overwhelmed working parent.
- **Financial Coordination:** Worked alongside Monica's crisis counselor to navigate move-in fees and identify cost-reduction pathways.
- **Housing Placement:** Secured an apartment reducing monthly rental costs by 40%, restoring long-term financial stability.
- **Home Stabilization:** Coordinated donated furniture so Monica and her daughter could move into a space that felt like home from day one.

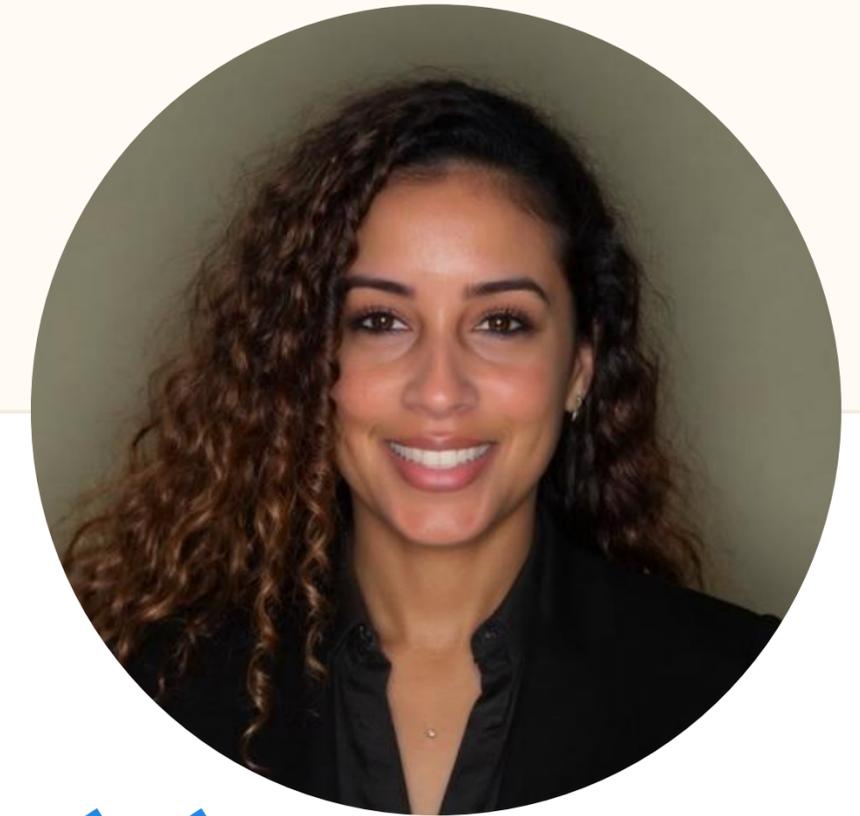
Outcomes

- **Placement:** Successfully secured stable apartment housing within four weeks of referral.
- **Cost Reduction:** Monthly rental expenses reduced by 40% compared to prior housing situation.
- **Impact:** Eliminated \$70/night hotel costs; restored family stability and environment supportive of daughter's wellbeing.



Meet Sharleen, Housing Care Guide

Sharleen brings a background in clinical social work and housing case management



She handles:

- Full intake and care alignment
- Complex documentation and eligibility
- Coordinating OT visits and financial planning
- Trust-building conversations with members and families

CARE GUIDE UNDERSTANDING

100%

of surveyed members agree Care Guides understood their needs

CONNECTION RATE

93%

referrals reached



My goal is simple — take housing off their worry list. **Everyone should be able to afford aging in place.**

What Does a Care Guide Do?

REFERRAL
REVIEW +
DISCOVERY
CALL

VERIFY
TRANSITION
READINESS W/
CARE TEAM

INDIVIDUALIZED
HOUSING +
TRANSITION
PLAN

TAILORED
HOUSING
SEARCH

HOUSING TOURS +
TRANSPORTATION
COORDINATION

APPLICATION
SUPPORT

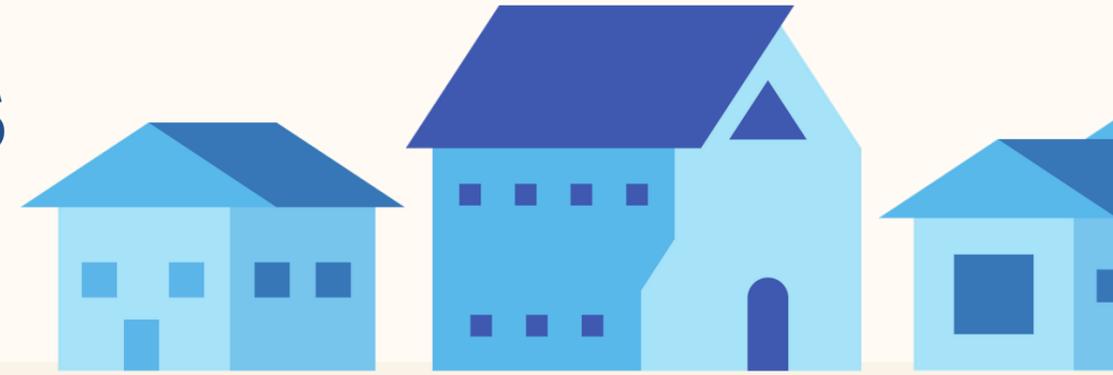
CARE TEAM +
FACILITY
COORDINATION



MOVE DAY
LOGISTICS
COORDINATION

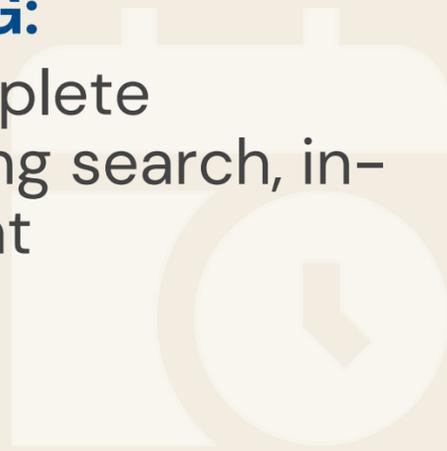
POST-TRANSITION
SDOH SUPPORTS

Characteristics for Transitions



EARLY REFERRAL & PLANNING:

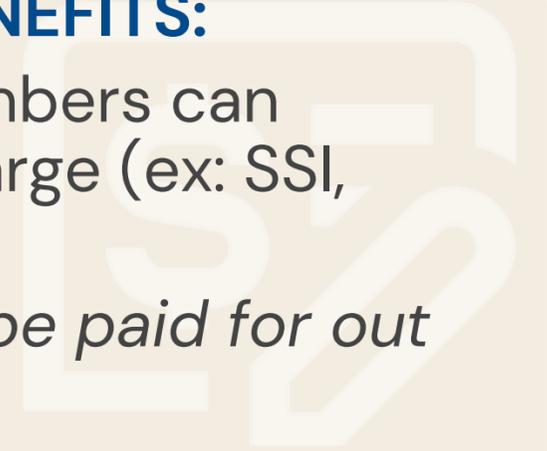
Advance notice supports complete discharge planning: ALF/housing search, in-home supports, and equipment coordination.



CONFIRMED INCOME & BENEFITS:

Stable income ensures members can sustain housing after discharge (ex: SSI, SSDI, pension, etc).

Rent and other services to be paid for out of the Members pocket.



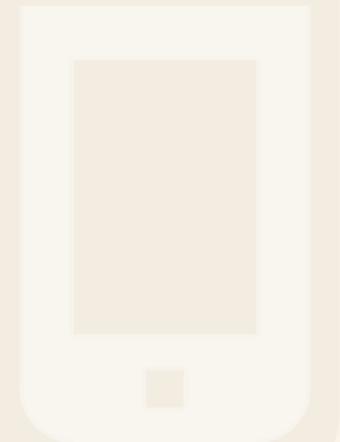
ACTIVE ENGAGEMENT:

Member participation, backed by Care Team and facility support, leads to safe + successful outcomes.



EFFECTIVE COMMUNICATION:

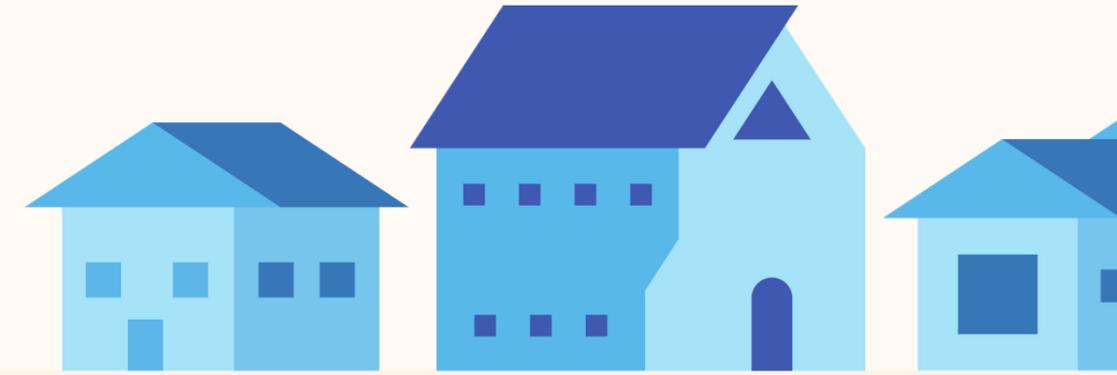
Consistency keeps Care Teams informed and transitions on track.



Housing Application Checklist

Valid government issued photo ID	Social Security Number
Income verification	Proof of Income (Recent pay stubs, W-2 forms, deposit history) Employment Verification (Letter from the employer) Benefit Statements (Social Security, disability, other benefits) Child Support/Alimony Documentation
Financial information	Bank Statements Rental Assistance Documentation
APPLICATION STANDARDS	WHEN APPLICABLE
Credit Report	Proof of Disability
Criminal Background Check	Proof of Veteran Status
Eviction History	Rental History
Household Members, Vehicle & Pet Information	Rental References

Challenging Scenarios



CERTAIN JUDICIAL ISSUES:

Some convictions (violent crimes, sex offenses) can restrict housing choices. Upside explores specialized housing options where available.



CREDIT + FINANCIAL ISSUES:

Unpaid debts, poor credit, or bankruptcy may cause denials. Care Guides help strengthen applications with benefits documentation and payment history.

HISTORY OF EVICTION:

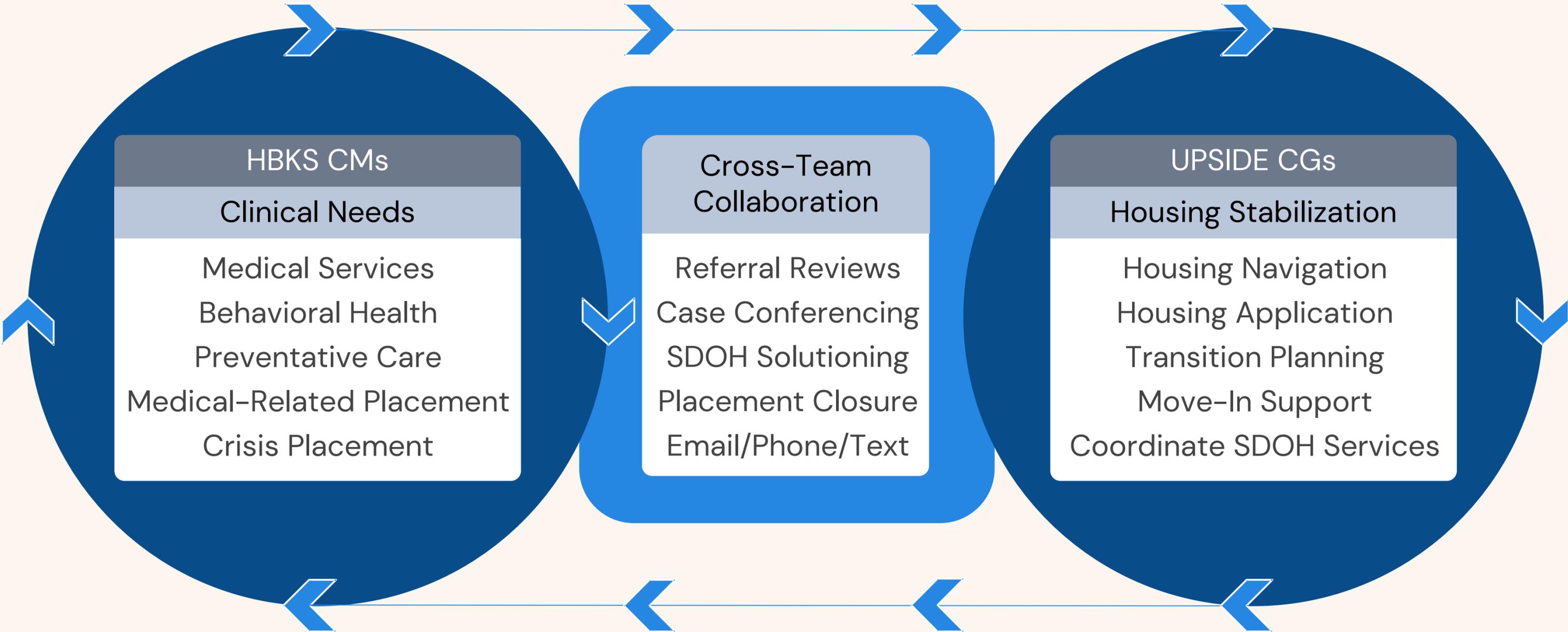
Recent, outstanding judgements, or multiple reported. Care Guides may be able to provide advocacy for mediation.



LIMITED RENTAL HISTORY:

Members coming from facilities often lack recent rental records. Upside provides alternative references and advocates directly with landlords.

Collaborative Housing Support



How It's Funded

1

Care Guide Services

Funded by Healthy Blue:

Upside's housing navigation, care coordination, and transition support are provided at no cost to the member. Healthy Blue contracts with Upside as part of its commitment to addressing social determinants of health for its Medicaid population.

2

Transition Costs

Flex Funds through Healthy Blue:

One-time financial support for move-in barriers — security deposits, rental arrears, moving fees, essential furnishings. Requests are coordinated by Care Guides and approved by the health plan on a case-by-case basis.

3

Ongoing Housing Costs

Member's Income + Benefits:

Rent and utilities are sustained through the member's existing income sources — SSI, SSDI, pension, employment. Care Guides help members maximize benefits eligibility and connect to programs like LIHEAP, SNAP, and Section 8 to keep housing affordable long-term.

HBKS Flex Funds Program

Eligibility

- Active HBKS member
- Demonstrates SDOH barrier addressable with short-term financial support
- Other funding exhausted, Flex Fund is payer of last resort

Eligible Expense Categories

- Housing transitions and stability support
- Family reunification
- Other verified SDOH barriers

Program Parameters

- Lifetime benefit: intended for initial set-up costs only
- Funds should always be used judiciously; Members may transition multiple times in their lifetime
- Requests approved on an as-needed basis by the health plan
- Care Guides coordinate requests but will not guarantee approval

Examples of Covered Requests

- Security Deposit
- Rental Arrears
- Utility Arrears
- Reunification (Transportation costs with confirmed housing)
- Nursing Facility Transitions



Thank you.

Let's solve housing for the members who need it most — together

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Referrals/Questions

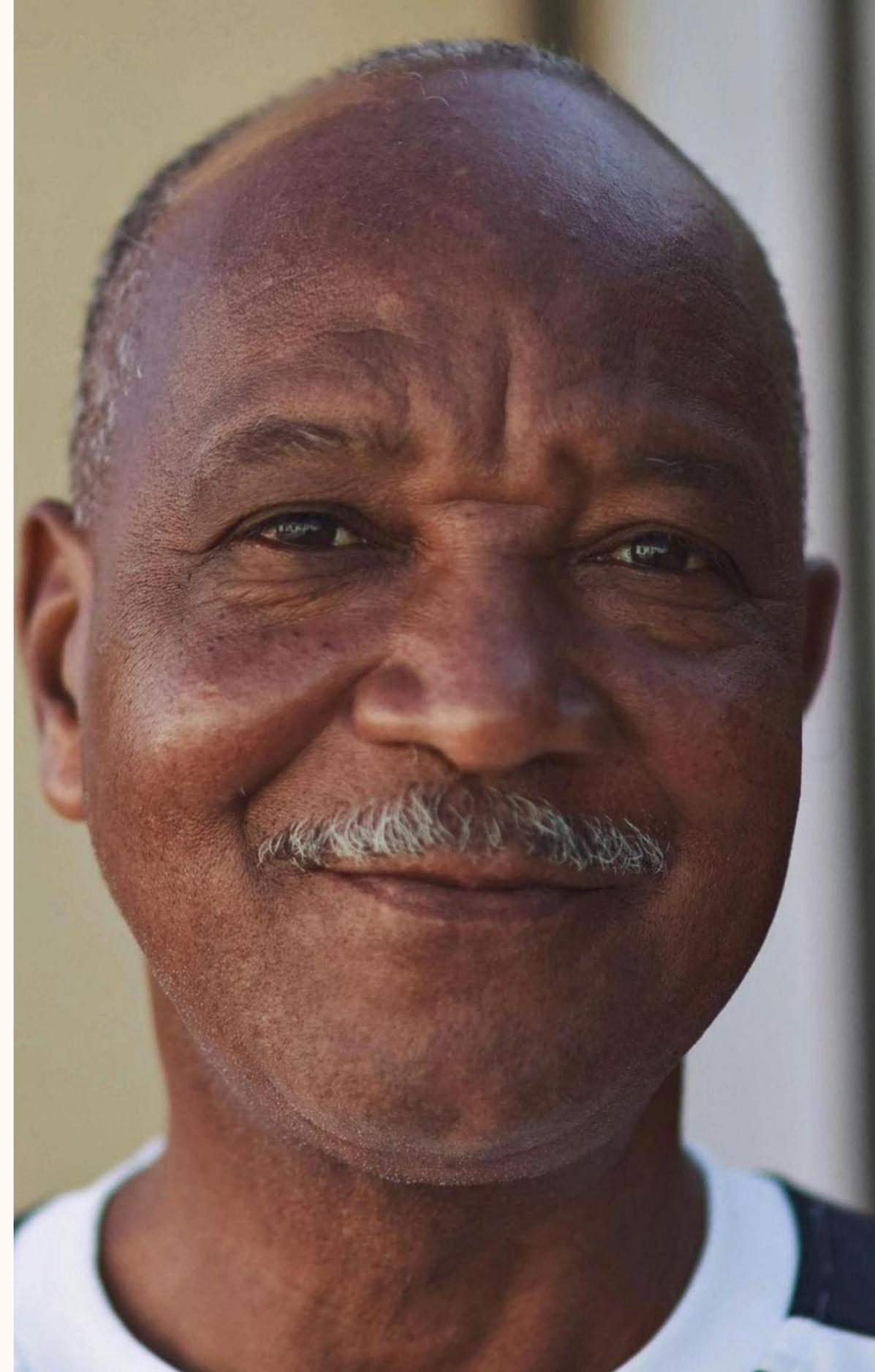
Housing@Healthybluekansas.com





My upside Care Manager's attention and constant communication was very relieving in a time of experiencing a crisis. Not only was she attentive she was prompt with her response times. Proving to truly be an effective and superb communicator. **10 STARS for sure!!** Until this crisis, I had never heard of Upside. However, my Care Guide has made this experience of transferring into a new home with limited resources a miracle!

— MEMBER



Questions?



