



CITY OF HOUSTON

OFFICE
of
BUSINESS OPPORTUNITY

Pay or Play Program Annual Report

FY2021

July 1, 2020 – June 30, 2021



Sylvester Turner
Mayor

Marsha E. Murray
Director



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Executive Summary

OBJECTIVES

In July 2007, the Pay or Play Program was established under Article VI, Section 7a of the City Charter and City of Houston Code of Ordinance, Chapter 15 to level the playing field and defray costs associated with caring for uninsured citizens in Houston and Harris County. The program is governed by Executive Order 1-7 (EO 1-7) which mandates that contractors, on covered contracts, either contribute a prescribed amount to the “Contractor Responsibility Fund” (CRF) for their uninsured employees (Pay) or provide a minimum level of health care coverage to their employees (Play).

The Pay or Play Program (POP) is applicable to City of Houston prime contracts over \$100,000 and related subcontracts over \$200,000. However, the Program is not applicable to contracts whose primary purpose is for the procurement of property, goods, supplies and/or equipment, inter-governmental contracts, intergovernmental agreements or cooperative purchasing agreements.

The POP Program Contractors provide periodic reports, supporting documentation, and required payment, if applicable, to the Contract Administrator to support their Pay or Play status. Records may be obtained for up to three years.

PURPOSE OF REPORT

The purpose of this report is to provide an annual update on the progress of the Pay or Play Program for fiscal year July 1, 2020 through June 30, 2021. This report submitted by the Office of Business Opportunity, is reflective of program activities and analysis. The results documented within this report are POP Program activities documented within the designated system by POP liaisons and Contractors to support program compliance as of June 30, 2021.

PROGRAMMATIC CHANGES

In FY21, POP Program transitioned its reporting to the Contract Management System (B2G) through an online Workforce Utilization Module, data items were migrated from the legacy Pay or Play Management System to B2G. B2G provides POP Program participating contractors the efficiency of electronically submitting POP forms and reports. B2G provides direct linkage to JP Morgan Chase Pay Connexion portal that allows “PAY” contractors to submit payments electronically.

Mayor Turner approved a revised EO 1-7 that included updates reflective of current healthcare marketplace trends and provided clarity around the application of programmatic guidelines.

DISCLAIMER OF CONFIDENTIALITY

This report contains no confidential information. The information shared within this report is solely for the use of the recipient.

FY 2021 Pay or Play Program Summary

Currently Funded Initiatives

The funds collected through the POP Program are deposited into the Contractor Responsibility Fund. The revenue is used to support health programs such as the Client Access Program (CAP), the Emergency Telehealth and Navigation Program (ETHAN)*, and the Crisis Call Diversion Program as well as costs associated with administering the POP Program.

The currently funded initiatives contribute to alleviating the burden on emergency medical resources, providing subsidy to small businesses for health benefits to their employees and offering assistance with finding social and medical services for the uninsured public.

Client Access Program (CAP)

The Client Access Program is a collaboration with the Houston Health and Human Services Department (HHS). HHS works in partnership with the community to promote and protect the health and social well-being of Houstonians and the environment in which they live. OBO's POP program exists to enhance fairness in completion for contracts between bidders that choose to offer a health benefit to their workforce and those that do not. The CAP is intended to impact the lives of individual and families that do not have access to health coverage by providing linkage to health services through Harris Health, Title V, Children's Health Insurance Program etc. CAP provides access to Federally Qualified Health Centers and Community Health Centers to participants that meet eligibility requirements.

The Emergency Telehealth and Navigation Program (ETHAN)

ETHAN is an original collaboration between Harris County Healthcare Alliance, HFD, HHS, Harris County RIDES, Greater Houston HealthConnect, The Clinton Foundation and Community Health Centers. This community-based mobile integrated healthcare project ensures individuals who call 911 with non-emergency complaints will be triaged by telehealth emergency medical physicians who are immediately available and skilled at making rapid triage decisions. Patients who are assessed by the ETHAN physician and confirmed to be non-emergent can be scheduled to either local Federally Qualified Health Clinic, home care, primary care physician along with arranged transportation by a taxicab, self-transport or no-transport. ETHAN physician's virtual-visit focuses on diverting non-emergency patients to alternate managed solutions of care.

*Formally known as Alternative Transportation Program.

Crisis Call Diversion

The City of Houston is the home of the first of its kind Crisis Call Diversion (CCD) program in the United States. This innovative program co-locates Crisis Phone Counselors from The Harris Center for Mental Health and Intellectual and Developmental Disabilities inside the Houston Emergency Communication Center (HEC) to work alongside Houston Police and Houston Fire Department Dispatchers with the mission of assisting callers to 911 with mental health-related concerns to receive the most appropriate response for their crisis. The CCD program co-locates Crisis Phone Counselors within 911 Dispatch to provide a risk assessment for mental health-related calls to 911 and divert non-imminent risk, non-criminal calls for service away from emergency services and towards a more appropriate mental health response.

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The City of Houston utilizes *Systems, Applications, and Products in Data Processing (SAP)* software for financial accounting and real-time budget management. SAP provides a month-to-month breakdown of revenue and expenditure for various programmatic budget items. This summary provides a financial analysis of the Pay or Play Program for fiscal year 2021 using SAP data. In FY 2021, the total revenue of the Pay or Play Program was \$677,434.47.

Pay or Play Funds Collected by Month

Data provided by City of Houston Financial Management System (SAP)



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Expenditures

In FY 2021, \$160,000 was expended to the Emergency Telehealth Navigation Program, followed by \$230,000 to the Crisis Call Diversion Program and \$400,000 to the Client Access Program, that totaled \$790,000 of disbursed funds for these three programs.

FY21	CAP	ETHAN	CCD	Total
July	\$ -	\$ -	\$ -	\$ -
August	\$ -	\$ -	\$ -	\$ -
September	\$ -	\$ -	\$ -	\$ -
October	\$ -	\$ -	\$ -	\$ -
November	\$ -	\$ 80,000.00	\$ -	\$ 80,000.00
December	\$ -	\$ -	\$ -	\$ -
January	\$ -	\$ -	\$ -	\$ -
February	\$ -	\$ -	\$ -	\$ -
March	\$ -	\$ -	\$ -	\$ -
April	\$ -	\$ -	\$ -	\$ -
May	\$ -	\$ 80,000.00	\$ -	\$ 80,000.00
June	\$ 400,000.00	\$ -	\$ 230,000.00	\$ 630,000.00
Total	\$ 400,000.00	\$ 160,000.00	\$ 230,000.00	\$ 790,000.00

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Expenditures continued...

CLIENT ACCESS PROGRAM (CAP)

In FY2021, the Client Access Program provided services to 29,834 uninsured individuals at Houston Health Department (HHS) service sites. CAP conducted 27,601 interviews with individuals and families seeking connection to medical coverage. **Data provided by HHD*

ETHAN

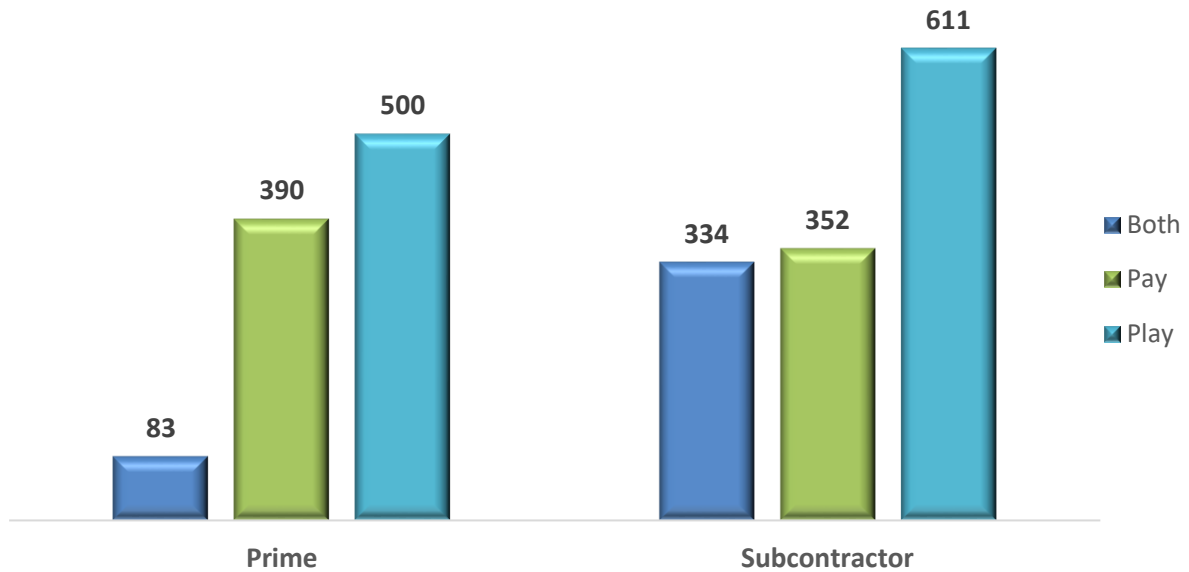
In FY 2021, more than 1,700 City of Houston residents and visitors were served by the Houston Fire Department Emergency Telehealth and Navigation Program (ETHAN). Of those, 90% were dispositioned by Emergency Medical ETHAN Physicians for non-Houston Fire Department ambulance transportation. The motivation for the Houston Fire Department EMS telehealth project was driven by the University of Texas, School of Public Health study, which estimated 40% of all emergency department visits are primary care related. The ETHAN project has demonstrated significant success in increasing efficiency and quality of care; through reduced ambulance transports and EMS call-times (44-minute reduction per incident). This equates to approximately 2x greater utilization (turns) per day for the EMS unit and this productivity can lead to a great financial savings to the city and its residents. To date, it is estimated the overall healthcare savings by program cost avoidance utilizing ETHAN is over \$34 million dollars. Since inception, ETHAN has served roughly 28,000 clients and has become an integral component within the City of Houston's healthcare delivery system. The City of Houston developed the ETHAN/COVID Testing site to assist with Local testing sites and emergency departments being inundated, allowing all the medically triaged ETHAN low-acuity patients to be accessed/screened for the possibility of COVID-19. **Data provided by HFD*

CRISIS CALL DIVERSION

In FY 2021, The Crisis Call Diversion Program counselors were able to divert 2,649 calls away from first responders and toward a more appropriate and cost-effective mental health resource. 464 of those calls were referred to Community Providers and 280 calls were referred to the Harris Center Crisis Line. Through the Crisis Call Diversion program, the City of Houston realized \$1,699,682 of savings on Emergency First Responder resources. **Data provided by The Harris Center for Mental Health and IDD*

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FY 2021 Pay or Play Options Selected by Prime Contractors and Subcontractors



POP Options Selected

According to the designated system (B2G), FY 2021 data indicated that overall participants chose the “play” option (to provide insurance) rather than the “pay” option (to contribute to the CRF). Which is consistent with historical data trends.

This data illustrates the impact of the program’s efforts to promote a workforce that is offering healthcare options to reduce the number of uninsured citizens in the covered areas.

In FY21, a total of six(6) Housing and Community Development contracts were approved by OBO for waiver from the program due to an Emergency response to the COVID-19 global health pandemic.



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POP Participation

In FY 2021, 2,270 COH POP contracts were recorded in the Pay or Play Management System

City of Houston Department	POPMS Contracts
Administration and Regulatory	4
Controllers Office	3
Department of Neighborhoods	20
Finance	16
Fleet Management	11
General Services	199
Houston Airport Systems	278
Houston & Community Development	186
Houston Fire	2
Houston Health & Human Services	61
Houston Information Technology Services	15
Houston Police	29
Houston Public Library	5
Houston Public Works	1,348
Human Resources	48
Legal	5
Municipal Court	2
Mayor's Office	7
Office of Business Opportunity	4
Planning	2
Parks & Recreation	15
Solid Waste	10
TOTAL	2,270



Educate. Connect. Grow.

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