



CITY OF HOUSTON

OFFICE
of
BUSINESS OPPORTUNITY

Pay or Play Program Annual Report

FY 2022

July 1, 2021 – June 30, 2022



Sylvester Turner
Mayor

Marsha E. Murray
Director



Table of Contents

Executive Summary	pg. 3
Pay or Play Program Summary: Currently Funded Initiatives	pg. 5
<i>Client Access Program</i>	pg. 5
<i>Emergency Telehealth Navigation Program</i>	pg. 5
<i>Crisis Call Diversion Program</i>	pg. 5
<i>Emergency Medical Services ETHAN Fire Personnel Agreement</i>	pg. 5
Pay or Play Program Annual Report	pg. 6
Pay or Play Funds Collected.....	pg. 6
Pay or Play Expenditures	pg. 7
Pay or Play Expenditures Continued.....	pg. 8
Options Selected by Contractors.....	pg. 9
Pay or Play Participation by Department	pg. 10



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, leases, goods, supplies and/or equipment, intergovernmental contracts, interlocal agreements, bulk purchasing or cooperative purchasing agreements and contracts for which the City of Houston has not expended funds, regardless of the funding source.

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

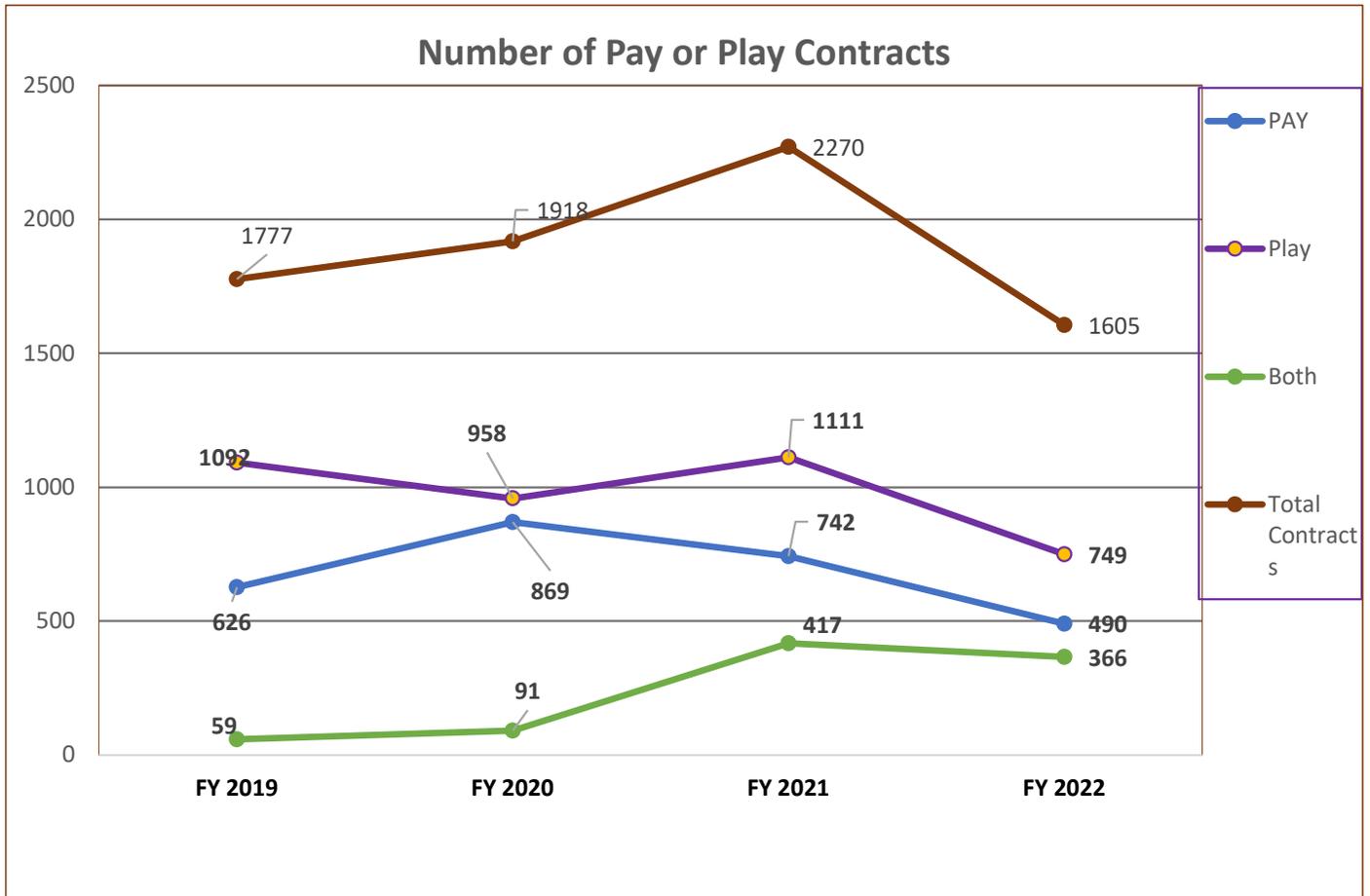
The purpose of this report is to provide an annual update on the progress of the Pay or Play Program for fiscal year July 1, 2021 through June 30, 2022. This report submitted by the Office of Business Opportunity, is reflective of program activities and analysis. The results documented within this report are POP Program activities documented within the designated system by POP liaisons and Contractors to support program compliance as of June 30, 2022.

PROGRAM TRENDS

The Number of Pay or Play Contracts chart in this summary, using data from the POP Management System and prior POP Annual Reports, reflects the number of contracts that are “play”, “pay, or both (“pay” & “play”). The highest number of contracts are “play” contracts. The contractor’s employees are receiving health care insurance. The number of contracts that are both - “pay” & “play” options have also increased significantly over the past four years. Contractors utilizing the “pay” option contribute a prescribed amount into the CRF for hours employees worked on City of Houston eligible contracts.

Executive Summary, Cont'd

PROGRAM TRENDS, Cont'd



	FY 2019	FY 2020	FY 2021	FY 2022
PAY	626	869	742	490
Play	1092	958	1111	749
Both	59	91	417	366
Total Contracts	1777	1918	2270	1605

DISCLAIMER OF CONFIDENTIALITY

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

FY 2022 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)*, the Crisis Call Diversion Program, and Emergency Medical Services ETHAN Fire Personnel Agreement 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 competition 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 individuals and families that do not have access to health coverage by providing a linkage to health services through Harris Health, Title V, the Children's Health Insurance Program, etc. CAP provides access to Federally Qualified Health Centers and Community Health Centers for participants who 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 a 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 Program

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.

Emergency Medical Services ETHAN Fire Personnel Agreement

The Office of Business Opportunity and the HFD entered an agreement to provide a source of support to ETHAN's HFD-EMS personnel to continue to provide 911 callers access to ETHAN services from HFD-EMS doctors and staff.

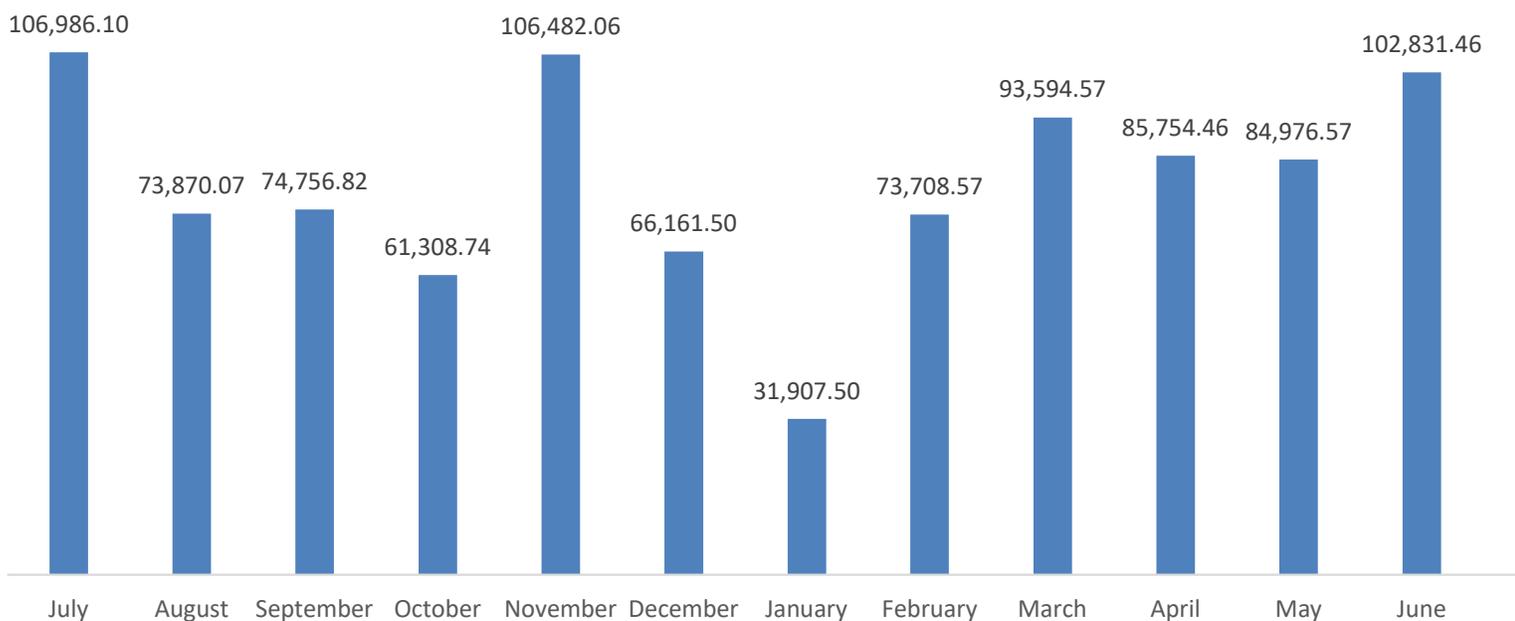
Pay or Play Program

Annual Report FY 2022

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 expenditures for various programmatic budget items. This summary provides a financial analysis of the Pay or Play Program for fiscal year 2022 using SAP data. In FY 2022, the total revenue of the Pay or Play Program was \$962,338.42.

Pay or Play Funds Collected by Month

Data provided by City of Houston Financial Management System (SAP)
July 2021 – June 2022



Pay or Play Program

Annual Report FY 2022

Expenditures

In FY 2022, \$400,000 was expended to the Client Access Program, followed by \$160,000 to the Emergency Telehealth Navigation Program (ETHAN), \$230,000 to the Crisis Call Diversion Program (CCD), \$500,000 to HFD's Emergency Medical Services ETHAN Fire Personnel Agreement that totaled \$1,290,000 of disbursed funds for these four programs.

FY22	CAP	ETHAN	CCD	EMERGENCY MEDICAL SERVICES ETHAN FIRE PERSONNEL	TOTAL
July	\$ -	\$ -	\$ -	\$ -	\$ -
August	\$ -	\$ -	\$ -	\$ -	\$ -
September	\$ -	\$ -	\$ -	\$ -	\$ -
October	\$ -	\$ -	\$ -	\$ -	\$ -
November	\$ -	\$ 80,000.00	\$ -	\$ 500,000.00	\$ 580,000.00
December	\$ -	\$ -	\$ -	\$ -	\$ -
January	\$ -	\$ -	\$ -	\$ -	\$ -
February	\$ -	\$ -	\$ -	\$ -	\$ -
March	\$ -	\$ -	\$ 230,000.00	\$ -	\$ 230,000.00
April	\$ -	\$ -	\$ -	\$ -	\$ -
May	\$ -	\$ 80,000.00	\$ -	\$ -	\$ 80,000.00
June	\$ 400,000.00	\$ -	\$ -	\$ -	\$ 400,000.00
Total	\$ 400,000.00	\$ 160,000.00	\$ 230,000.00	\$ 500,000.00	\$ 1,290,000.00

Pay or Play Program

Annual Report FY 2022

Expenditures continued...

CLIENT ACCESS PROGRAM (CAP)

In FY 2022, the Client Access Program provided services to 25,100 uninsured individuals at Houston Health Department (HHS) service sites. CAP conducted 22,216 interviews with individuals and families seeking connection to medical coverage. **Data provided by HHD*

ETHAN PROGRAM

In FY 2022, more than 2,200 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-minutes 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 \$41 million dollars. Since inception, ETHAN has served roughly 30,000 clients and has become an integral component within the City of Houston's healthcare delivery system. ETHAN is a force multiplier for the Houston Fire / EMS medics, empowering them to reduce healthcare disparities, improve efficiencies, support patient care continuum and bring back the traditional "physician house call" for managed solutions of care. **Data provided by HFD*

CRISIS CALL DIVERSION PROGRAM

In FY 2022, The Crisis Call Diversion Program counselors were able to divert 2,283 calls away from first responders and toward a more appropriate and cost-effective mental health resource. 1,170 of those calls were referred to Community Based Resources (including Mobile Crisis Outreach Team-Rapid Response Unit (MCOT-RR) and 185 were referred to the Crisis Line. Through the Crisis Call Diversion Program, the City of Houston realized \$1,464,845* of savings on Emergency First Responders resources.

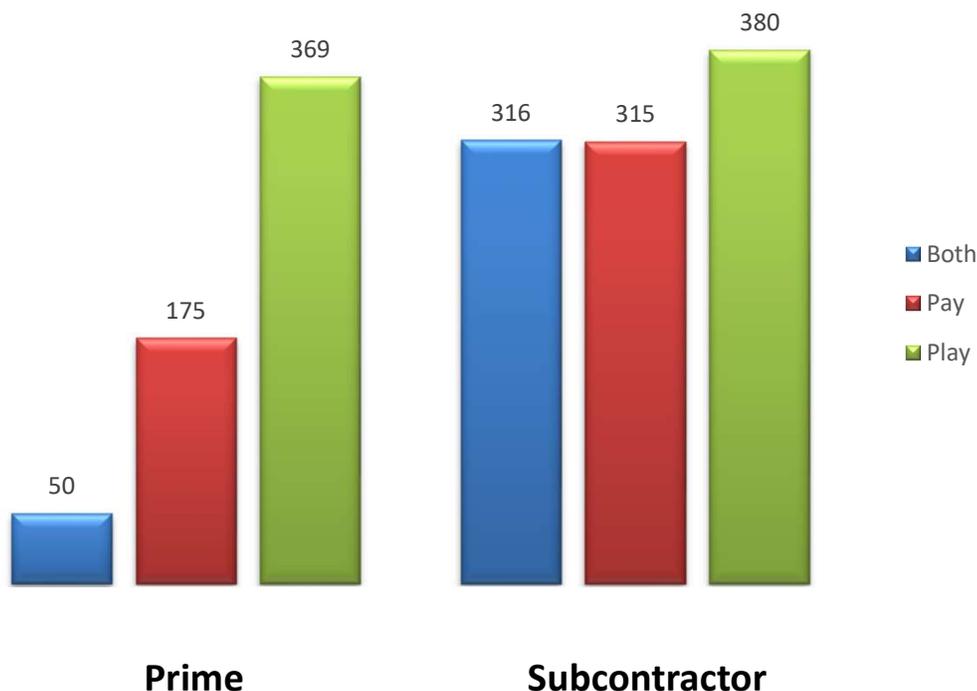
*!*Data provided by The Harris Center for Mental Health and IDD*

EMERGENCY MEDICAL SERVICES ETHAN FIRE PERSONNEL AGREEMENT

In FY 2022, Ethan Emergency Medical Physicians triaged and managed 2,506 patients. 2,307 (92%) ETHAN patients were provided alternative transportation by non-HFD ambulances. 182 ETHAN patients were referred by physicians to non-emergency departments. Overall healthcare system savings from ETHAN physicians was \$3,199,809. **Data provided by HFD*

Pay or Play Program Annual Report FY 2022

FY 2022 Pay or Play Options Selected by Prime Contractors and Subcontractors



POP Options Selected

According to the designated system (B2G), FY 2022 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.



Pay or Play Program

Annual Report FY 2022

POP Participation

In FY 2022, 1,605 COH POP contracts were recorded in the Pay or Play Management System.

City of Houston Department	POP Eligible Contracts
Administration and Regulatory Affairs	1
Controllers Office	1
Department of Neighborhoods	5
Finance	14
Fleet Management	7
General Services	266
Houston Airport Systems	165
Houston & Community Development	276
Houston Fire	1
Houston Health & Human Services	58
Houston Information Technology Services	7
Houston Police	14
Houston Public Library	8
Houston Public Works	725
Human Resources	26
Legal	3
Municipal Courts	1
Mayor's Office	3
Office of Business Opportunity	0
Planning & Development	1
Parks & Recreation	4
Solid Waste	19
TOTAL	1,605



Educate. Connect. Grow.

Report Created by:

**Walter Merrell, II, Pay or Play Contract Administrator
Patsy Jackson, Administration Manager and Chief Financial Officer
Katrina Williams, Senior Staff Analyst**

Co-Produced by:

**Marsha E. Murray, Office of Business Opportunity's Director
Patsy Jackson, Administration Manager and Chief Financial Officer**