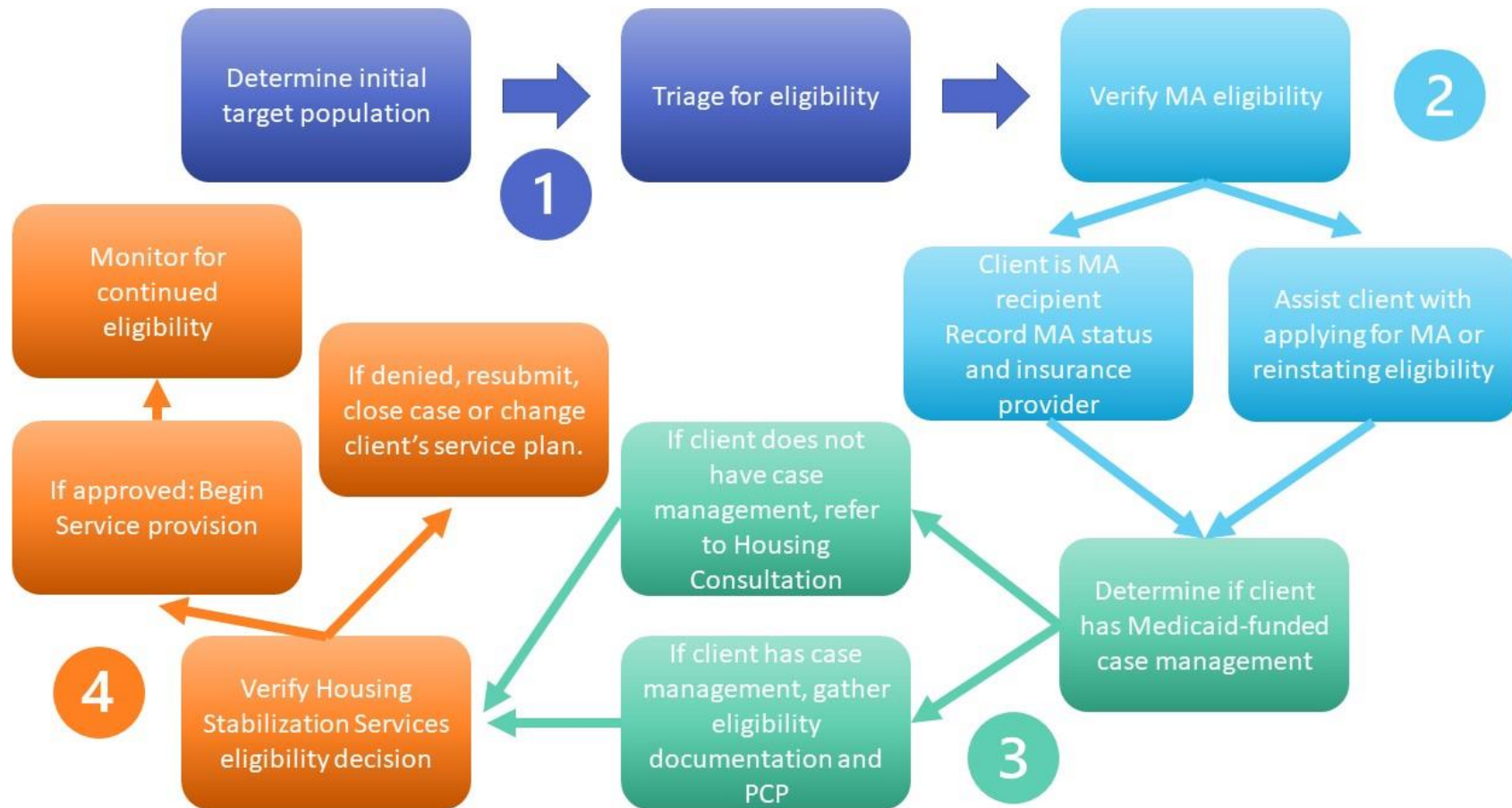


# Housing Stabilization Services client eligibility flowchart for agencies



|   |  |  |
|---|--|--|
| <p style="font-size: 48pt; text-align: center;">1</p> | <p>Determine initial target population.</p> <p>Agencies may want to focus on a subgroup of clients to start Housing Stabilization Services with, for example:</p> <ul style="list-style-type: none"> <li>• Participants in a particular supportive housing program or building</li> <li>• Clients with the highest level of housing-related service needs</li> <li>• New clients only</li> </ul> <p>Consider:</p> <ul style="list-style-type: none"> <li>• What is your caseload capacity? How many staff will be trained to provide Housing Stabilization Services and how many people can they serve at a time?</li> <li>• What is your agency's capacity for documentation and billing?</li> <li>• Where are the biggest service funding gaps within your agency?</li> <li>• Agencies that enroll for Housing Stabilization Services may receive referrals from counties or other agencies. What is your capacity for accepting outside referrals?</li> </ul> | <p>Triage for eligibility</p> <p>Anyone who requests Housing Stabilization Services should be assisted to apply if you think they may be eligible, but you may want to proactively identify potential recipients.</p> <p>Use the <a href="#">Housing Stabilization Services Potential Eligibility Tracker</a> to determine how many clients within a potential client pool are likely eligible and what types of documentation may be needed for verification.</p> <p>Establish a process for identifying potential participants and steps to move forward to establish eligibility, for example:</p> <ul style="list-style-type: none"> <li>• Assign a point person to triage eligibility and notify direct service staff that one of their clients may be eligible</li> <li>• Have all direct service staff review their caseloads for potential eligibility</li> <li>• Have intake staff begin tracking potential eligibility</li> </ul> <p>Determine how you will handle referrals. Who will respond to requests? How will you determine if you can accept a new referral?</p> |
| <p style="font-size: 48pt; text-align: center;">2</p> | <p>Verify eligibility for Medical Assistance (Medicaid).</p> <p>Look up eligibility in MN-ITS.</p>   | <p>If client is an MA recipient, record benefit start date and insurance provider (health plan enrollment or fee-for-service).</p> <p>If client is not on MA, assist with application or reinstatement. <a href="#">DB101</a> can help.</p>  |
| <p style="font-size: 48pt; text-align: center;">3</p> | <p>Determine if:</p> <ul style="list-style-type: none"> <li>• Client has already completed a Housing Focused Person-Centered Plan with a Housing Consultation provider. OR</li> <li>• Client has Medicaid-funded case management—targeted case management (Mental Health, Vulnerable Adult or Child Welfare), waiver case management or a senior care coordinator. OR</li> <li>• Client needs to be referred to Housing Consultation.</li> </ul> <p>Get TCM info from the client or contact the county (with permission from the client) if they are unsure.</p>   | <p><i>If client does NOT have Medicaid-funded case management and has not already received Housing Consultation:</i></p> <ul style="list-style-type: none"> <li>• Refer them to a Housing Consultation provider. This can be with another provider or within your agency IF you have an exception to the Conflict of Interest protections.</li> <li>• You may want to help the Housing Consultation provider with gathering the eligibility documentation (proof of disability and assessment).</li> </ul> <p><i>If client receives Medicaid-funded case management:</i></p>   |

|          |  |   |
|----------|--|---|
|          | <p>Waiver services information is available in MN-ITS.</p> <p>You may also be able to contact the person’s MCO (with permission from the client) for information about these services.</p>   | <ul style="list-style-type: none"> <li>• Connect with their case manager to ensure person-centered plan is completed.</li> <li>• You will need to gather the eligibility documentation (proof of disability and assessment), get the completed person-centered plan from the case manager, and submit the documentation using the <a href="#">Housing Stabilization Services Eligibility Request Form (DHS-7948)</a> .</li> <li>• TCM providers will need to complete the <a href="#">Housing Focused Person-Centered Plan</a>.</li> <li>• If the client has a waiver case manager, the Coordinated Services and Supports Plan (CSSP) is submitted. The plan should identify the Housing Stabilization Services provider in the “Other Agreement” Section.</li> <li>• If the client has a senior care coordinator who completed a Coordinated Care Plan (CCP), the CCP is submitted. The plan should identify the Housing Stabilization Services provider.</li> </ul> |
| <p>4</p> | <p>Verify Housing Stabilization Services eligibility decision and chosen provider.</p> <p>Approval notifications will be sent through the MN-ITS mailbox for providers, and as a letter through general mail to recipients.</p> <p>If a recipient has been denied eligibility, the Housing Consultant and Transition/Sustaining provider will receive a notification that shows the reasons they were denied and corrective action they can take when submitting the eligibility form.</p> | <p>If approved, you may begin to bill for services starting from the date of application submission.</p> <p>If denied, determine whether you will resubmit, close the case or change the service plan.</p> <p>Develop a system to monitor continued eligibility:</p> <ul style="list-style-type: none"> <li>• Check monthly that MA stays up to date.</li> <li>• Eligibility and plans will need to be renewed after one year.</li> </ul>   |