

# Housing Stabilization Services: Transition/Sustaining OR Consultation?

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## Housing Stabilization Services—Transition and Sustaining

*This is a good option for you if...*

- ✓ Most of the clients you serve meet the eligibility requirements:
  - Are they **Medicaid recipients**? (on Medical Assistance)
  - Do they have a documented **disability or disabling condition**? (If they receive SSI, General Assistance or Housing Support, their disability likely qualifies them for Housing Stabilization Services.)
  - Are they experiencing **housing instability**? This includes homelessness, at-risk of homelessness, institutionalization or living in a segregated setting. If someone is stably housed in supportive housing, this is considered at-risk of homelessness if they need services to maintain housing.
  - Would they **benefit from services** to address their housing instability? (If the housing instability is primarily a result of short-term financial difficulties, for instance, this is less likely to be a good option for them.)
- ✓ The services you provide (or would like to provide) are focused on resolving a person's housing instability.
- ✓ Your agency can track and document the time spent on housing-related services in 15-minute increments.
- ✓ You are able to meet the requirements to enroll as a [Medicaid provider](#).

## Services

Below are some examples of activities that are potentially billable within Housing Stabilization Services. The examples given are not comprehensive; Housing Stabilization Services are intended to be person-centered and flexible to meet the needs of the individual.

### Housing Transition Services

Services that assist a person to plan for, find and move to a home in the community.

Activity	Examples
Creating a housing transition plan	Helping a person understand how much rent they can afford to pay Helping determine needs/wants in housing Helping develop a risk mitigation plan
Assisting with the housing search and application process	Searching online for vacancies Calling landlords about vacant units (can be done on behalf of a client) Help with completing housing applications Touring available units Preparing for interviews with potential landlords Contacting references, navigating the tenant screening process
Resolving barriers to accessing housing	Assisting with the expungement process Developing strategies to address poor credit scores Advocacy with utility companies to address past due bills Providing tenant education
Securing additional services, benefits and resources to support housing	Assisting with applying for emergency assistance Shopping for furnishings Setting up housekeeping services Applying for SNAP Meeting with the Housing Authority
Helping a person organize their move and ensuring the new living arrangement is safe and ready for move-in	Managing the logistics of a move Helping with the unit walk through Advocacy with the landlord and neighbors Arranging for deposits

## Housing Sustaining Services

Services that supports a person to maintain living in their home in the community

Activity	Examples
Creating a housing stabilization plan	Developing a budget Establishing a risk mitigation plan Making a schedule with important housing-related tasks
Education on roles, rights, and responsibilities as a tenant and those of the property manager/landlord	Reviewing the lease Understanding property rules Education on your rights if a unit needs a repair
Maintain key relationships with property managers, landlords and neighbors	Serving as a liaison with the landlord when issues arise Calling the landlord to check in on a regular basis Developing strategies to deal with issues with neighbors
Advocacy with community resources to prevent eviction when housing is at risk	Connecting with Legal Aid Advocating with utility company Help applying for emergency assistance
Prevention and early identification of behaviors that may jeopardize continued housing	Developing strategies to manage mental health symptoms that may impact housing Establishing a system to ensure bills are paid Working with clients to help them comply with rules restricting overnight guests
Assistance with maintaining services and supports, including applying for benefits to retain housing	Setting up direct deposit for rental payments Helping with paperwork to maintain housing subsidy Reapplying for Medicaid as needed
Supporting the building of natural housing supports and resources in the community	Helping clients learn how to use local transportation Assistance with grocery shopping and accessing other necessities Connecting with neighbors

## Housing Stabilization Services—Consultation

*This is a good option for you if...*

- Most of the clients you serve meet the eligibility requirements (see above).
- You occasionally help clients with housing-related issues, but your primary focus is not on helping people to find and maintain housing.
- You have the capacity to do higher level service planning with clients. Housing Consultation service providers will need to work with clients to complete a “Housing focused person-centered plan.” The plan is a three-page form that outlines general housing goals, identifies a Housing Transition or Sustaining Services provider, provides referrals to additional services and resources and develops risk mitigation plan.
- You meet the requirements to enroll as a [Medicaid provider](#).

**Note: You CAN enroll as both a Consultation and a Transition and Sustaining provider. However, you cannot provide these services to the same individual without [a Conflict of Interest requirements waiver](#); you can provide them to different individuals within your agency.**