

Housing Stabilization Services: Getting started toolkit for providers

Housing Stabilization Services is a new Medicaid benefit in Minnesota that has the potential to make a big impact on homelessness. This guide will help you get started and lead you through the steps needed to start using Housing Stabilization Services for the people you serve.

This guide is organized in four parts, or phases, designed to help you work through the process from beginning to end. Each phase includes a checklist of tasks for your agency to complete and links to resources to help. The phases are:



Explore

Start here if your agency is just beginning to think about Housing Stabilization Services and if it's right for your agency. In this phase, you will determine whether and how you want to move forward with Housing Stabilization Services and begin preparations to position your agency for success.



Prepare

For agencies that have committed to starting a Housing Stabilization Services program and have a general idea of how it will operate. This phase will help your agency ensure it has the infrastructure, staffing, systems and general capacity in place to implement Housing Stabilization Services.



Initiate

These are the final "to-do's" before you begin service implementation.



Implement and sustain

This is where you begin serving clients! Establish processes for troubleshooting issues, evaluating outcomes and ensuring long-term sustainability.

Tasks included in this guide are recommendations from the Housing Stabilization Services TA team and not necessarily required to become a Housing Stabilization Services provider. Provider requirements can be found in the [Housing Stabilization Services page in MHCP Provider Manual](#).



Explore

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Tasks	Resources
<input type="checkbox"/> Get familiar with Housing Stabilization Services. Review program overviews and training materials.	<ul style="list-style-type: none"> • DHS Housing Stabilization Services main page Includes program announcements, background, eligibility, Housing Consultation, Housing Transition, Housing Sustaining, individual exception information, impact to other services, conflict of interest requirements and exception, resources and training and MCO Contacts • Housing Stabilization Services page in MHCP Provider Manual Includes policy overview, eligible providers, eligible member, covered and noncovered services, billing, managed care members and legal Reference
<input type="checkbox"/> Gather feedback from staff and leadership about any concerns with Housing Stabilization Services and develop buy-in for the new services.	<ul style="list-style-type: none"> • Housing Stabilization Services Learning Session #5: Staffing & Services Provides tips and tools for hiring and training staff, strategies to support staff through organizational change and best practices on individual service planning for providing Housing Stabilization Services
<input type="checkbox"/> Review list of Housing Stabilization Services. Decide if you will be providing Consultation, Transition/Sustaining Services, or both.	<ul style="list-style-type: none"> • HSS Transition/Sustaining or Consultation – Guide to understanding roles Learn about the difference between Transition/Sustaining and Consultation Services and decide which role(s) your agency is best equipped to provide.
<input type="checkbox"/> Determine target population of who you may want to serve with Housing Stabilization Services.	<ul style="list-style-type: none"> • Housing Stabilization Services Learning Session #2: Client Eligibility and Enrollment Technical assistance to develop a system to identify agency clients who are potentially eligible and prepare documentation for eligibility review correctly. • HSS Agency Flowchart for Client Eligibility

	Steps to develop a process for enrolling individuals onto Housing Stabilization Services
<input type="checkbox"/> Review provider enrollment requirements to ensure your agency can meet the agency and staffing requirements.	<ul style="list-style-type: none"> • Housing Stabilization Services Enrollment Criteria and Forms Outlines requirements for becoming a Housing Stabilization Services provider and links to enrollment forms.
<input type="checkbox"/> Develop an initial budget to begin estimating size of program and impact on your agency.	<ul style="list-style-type: none"> • Simple HSS Budget Forecasting Tool This tool is intended to help your agency think about direct staff costs and revenue. It is intended to be a simplified version of a budgeting tool, meant to visualize how much revenue Housing Stabilization Services could generate for your agency, as well as how much billable time each staff person will need to work to break even to cover the costs of their pay.
<input type="checkbox"/> Assess existing agency policies and procedures to determine any changes needed prior to Housing Stabilization Services implementation.	<ul style="list-style-type: none"> • Policy & Procedure Checklist Recommended policies and procedures to have in place when providing Housing Stabilization Services.



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Tasks	Resources
<input type="checkbox"/> Begin provider enrollment process.	<ul style="list-style-type: none"> ● HSS Learning Session #1: Provider Enrollment and Compliance Session is designed to help you get organized to start the provider enrollment process. ● Housing Stabilization Services Provider Enrollment Guide Step-by-step technical assistance to complete the Housing Stabilization Services provider enrollment process. ● Minnesota Provider Screening and Enrollment manual The primary information source for the MPSE portal enrollment process. The MPSE portal is a secure online web-based tool that lets providers enroll and manage their enrollment records with Minnesota Health Care Programs (MHCP). MPSE FAQs are available here. ● MPSE Training for Housing Stabilization Services providers Learn how to use the MPSE portal to complete the enrollment process with Provider Eligibility and Compliance.
<input type="checkbox"/> Determine process for getting eligibility documentation and tracking ongoing eligibility	<ul style="list-style-type: none"> ● Housing Stabilization Services Learning Session #2: privClient Eligibility and Enrollment Technical assistance to develop a system to identify agency clients who are potentially eligible and prepare documentation for eligibility review correctly. ● HSS Potential Eligibility – Tracker of clients currently served who might meet HSS eligibility Identify people you serve who may be eligible for Housing Stabilization Services ● HSS Agency Flow Chart for Client Eligibility Steps to develop a process for enrolling individuals onto Housing Stabilization Services ● Allowable Documentation for Eligibility Requests Identifies the type of documentation needed for proof of disability, the assessment, and the person-centered plan. ● Person-served Workflow DHS flowchart outlining the Housing Stabilization Services eligibility process for individuals.

	<ul style="list-style-type: none"> ● Professional Statement of Need Form (DHS-7122) Guidance for Qualified Professionals Supplemental document to help qualified professionals understand the Professional Statement of Need
<input type="checkbox"/> Determine process and systems needed for documenting services and accurately recording billable units.	<ul style="list-style-type: none"> ● Housing Stabilization Services Learning Session #4: Service Provision Technical assistance for developing service plans and budgeting, integrating Housing Stabilization Services into your program and documentation requirements. ● Housing Stabilization Services Learning Session #5: Staffing & Services Provides tips and tools for hiring and training staff, strategies to support staff through organizational change and best practices on individual service planning for providing Housing Stabilization Services
<input type="checkbox"/> Determine process and systems needed for billing for services , including fee-for-service and MCOs.	<ul style="list-style-type: none"> ● MHCP Billing Policy Overview Includes general billing requirements and information on submitting claims through MN-ITS. ● MN-ITS Training for Housing Stabilization Services providers Learn how to locate online information, forms and resources, find information in the MHCP Provider Manual and use MN-ITS. ● MN-ITS User Manual Use MN-ITS to bill for clients enrolled in fee-for-service (i.e., NOT enrolled in an MCO). The MN-ITS User Manual contains user guides to assist with using various features and functions within MN-ITS. ● Billing Housing Stabilization Services: FAQ for Providers Gain a better understanding of systems and terminology around billing and learn tips to move forward with your agency's implementation
<input type="checkbox"/> Begin drafting any new policies and procedures that are needed.	<ul style="list-style-type: none"> ● Sample Policies and Procedures Manual Starting point for your agency to adapt to fit within your agency-wide policies and procedures manual. The document should give your agency a head start in developing and revising your own agency's Policies and Procedures as needed by adoption of billing for Housing Stabilization Services. ● Housing Stabilization Services and HIPAA FAQs Includes overview of HIPAA requirements and tips for implementing related policies and procedures in your agency.

<input type="checkbox"/> Become familiar with the Managed Care Organizations (MCO's) in your area and their systems, policies and billing procedures.	<ul style="list-style-type: none"> ● MCO page in the MHCP provider manual Basic information on MCOs' role in the Minnesota Health Care Programs ● Housing Stabilization Services Learning Session #3: Building Health Care Partnerships (Part 1-Working with MCOs) Provides tips and tools for hiring and training staff, strategies to support staff through organizational change and best practices on individual service planning for providing Housing Stabilization Services
<input type="checkbox"/> Develop a comprehensive Housing Stabilization Services service and budgeting plan . Plan for any additional resources needed for lags or gaps in Housing Stabilization Services funding.	<ul style="list-style-type: none"> ● Housing Stabilization Services Learning Session #4: Service Provision Technical assistance for developing service plans and budgeting, integrating Housing Stabilization Services into your program and documentation requirements ● CSH Services Budget Tool and Companion Guide Tool allows agencies to input their average staffing costs, budget assumptions, and productivity expectations to determine rates needed by agencies for a fiscally sustainable program.
<input type="checkbox"/> Hire (if needed) and train staff that will be involved in Housing Stabilization Services.	<ul style="list-style-type: none"> ● Mandatory Housing Stabilization Services Provider Trainings Overview of trainings required for staff providing Housing Stabilization Services and how to access them. ● Housing Consultation training Required for any staff providing Housing Consultation Services. Course Code is HSS100. PDF version of slides available here (you must complete training through TrainLink to meet provider qualifications). ● Housing Transition and Sustaining Services training Required for any staff providing Housing Transition and Sustaining Services. Course Code is HSS200. PDF version of slides available here (you must complete training through TrainLink to meet provider qualifications). ● Housing Stabilization Services Learning Session #5: Staffing & Services Provides tips and tools for hiring and training staff, strategies to support staff through organizational change and best practices on individual service planning for providing Housing Stabilization Services ● HSS Services Worker Job Description Sample job description for staff providing Housing Stabilization Services.



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Tasks	Resources
<input type="checkbox"/> Ensure provider enrollment is complete.	<ul style="list-style-type: none"> • Housing Stabilization Services Provider Enrollment Guide Step-by-step technical assistance to complete the Housing Stabilization Services provider enrollment process
<input type="checkbox"/> Connect/enroll/contract with Managed Care Organizations (MCO’s) in your area as needed and ensure you are set up in their billing system.	<ul style="list-style-type: none"> • MCO Enrollment Guide Guide to entering into agreements with Managed Care Organizations (MCOs) for billing for Housing Stabilization Services (HSS) providers in Minnesota
<input type="checkbox"/> Gather eligibility documentation needed to enroll individuals.	<ul style="list-style-type: none"> • Allowable Documentation for Eligibility Requests Identifies the type of documentation needed for proof of disability, the assessment, and the person-centered plan. • Helpful Tips for Housing Stabilization Services Eligibility Requests A checklist for Housing Stabilization staff submitting eligibility requests. These tips reduce errors that may cause service denial at the time of eligibility review.
<input type="checkbox"/> Staff begin using new service documentation process.	<ul style="list-style-type: none"> • HSS Guide Remote & Indirect Services Understand how to correctly translate the services and supports provided to their clients into billable claims.
<input type="checkbox"/> Finalize and implement new policies and procedures .	
<input type="checkbox"/> Develop a quality improvement plan .	



Implement and sustain

This is where you begin serving clients! Establish processes for troubleshooting issues, evaluating outcomes and ensuring long-term sustainability.

Tasks	Resources
<input type="checkbox"/> Submit eligibility documentation for individuals to DHS eligibility system.	<ul style="list-style-type: none"> • Allowable Documentation for Eligibility Requests Identifies the type of documentation needed for proof of disability, the assessment, and the person-centered plan. • Helpful tips for Housing Stabilization Services eligibility documentation DHS guidelines for a successful eligibility request
<input type="checkbox"/> Begin submitting claims .	<ul style="list-style-type: none"> • Billing Housing Stabilization Services: FAQ for Providers Gain a better understanding of systems and terminology around billing and learn tips to move forward with your agency's implementation
<input type="checkbox"/> Monitor implementation new policies and procedures .	
<input type="checkbox"/> Begin quality improvement processes.	
<input type="checkbox"/> Explore new partnerships and opportunities for growth.	<ul style="list-style-type: none"> • Housing Stabilization Services Learning Session #6: Building Health Care Partnerships (Part 2 Collaborations) Learn how your work aligns with that of health care organizations in your area and tips to reach out to explore potential collaborations.
<input type="checkbox"/> Stay up-to-date on Housing Stabilization Services policy.	<ul style="list-style-type: none"> • DHS Frequently Asked Questions FAQ updated August 2023