

Partners in Recovery

Community Housing Referrals

CMC or Department Name: Partners in Recovery Direct Care Clinics								
CMC or Department Procedure Name and Number: Community Housing Referrals								
Date of Inception:								
Previous Approval Date:	N/A							
Current Approval Date:								
Operational Scope:	<input checked="" type="checkbox"/> Clinical	<input type="checkbox"/> QI	<input type="checkbox"/> Network	<input type="checkbox"/> Customer Service	<input type="checkbox"/> Claims	<input type="checkbox"/> Other:	<input type="checkbox"/> Other:	<input type="checkbox"/> Other

PROCEDURE

Scope of the Housing Programs

The Magellan Housing program offers placements through a variety of settings to include: 1) Arizona Behavioral Health Homeless Housing 2) Community Living 3) Housing Opportunity Preparatory Employment (HOPE) Transitional Housing 4) Community Building. This procedure provides instructions on how to refer a behavioral health recipient (BHR) for the above services. For more comprehensive information, please refer to the attached Housing Desktop Manual.

1. Homeless Housing

Arizona Behavioral Health Corporation (ABC) is Magellan’s community development corporation (CDC) to develop affordable housing programs. ABC administers grants awarded by HUD and the Arizona Department of Housing that provide various types of housing to individuals who are homeless and/or chronically homeless. This includes permanent housing, transitional housing, and a Safe Haven.

These projects provide permanent and transitional housing to eligible individuals and their families. Participants in these programs choose where they want to live throughout Maricopa County in the private rental market.

Shelter + Care (S+C)

Shelter + Care (S+C) grants are tenant-based rental assistance and the participants in the program pay 30% of their adjusted income for rent and utilities. The balance of the contract rent is subsidized by the program. In addition to providing the “shelter” or permanent housing, another important component is the “care” or supportive services, these services assist the participants to maintain their housing. Participants receive case management and other behavioral health services through Magellan. Housing services include: eligibility determination, annual recertification, relocation assistance, and landlord/tenant intervention on issues such as at-risk of eviction. The housing services are provided by two housing providers: Housing Operations Management Inc (HOM Inc) and Biltmore Properties Inc. (BPI).

Supportive Housing Program (SHP)

SHP grants are tenant-based rental assistance. SHP grants program structure is nearly identical to S+C with the main distinction being the funding source. The eligible participants for SHP grants are identified by Magellan based on BHRs appropriateness for independent living who meet Housing and Urban Developments (HUDs) definition of homeless and chronically homeless.

ABC is the direct grantee for five Supportive Housing Program grants that provide housing and supportive services for the homeless SMI, persons with HIV/AIDS and domestic violence victims. This housing subsidy is a project-based program and is limited to a specific location. Moving or eviction from the program location will result in the individual losing his/her housing subsidy. Program participants will pay 30% of their adjusted income for rent and utilities. ABC's project based programs are AHI-Steele Commons, Brookside, House of Refuge East, Phoenix Shanti Group, and Permanent Housing for People with HIV/AIDS.

Homeless Housing Application Process:

1. Case Manager determines BHR meets HUD definition of homelessness and/or chronically homeless.
 - a. **HUD Definition of Homelessness-** In general, a person is considered homeless if, without HUD assistance, he or she would have to spend the night in a homeless shelter or in a place not meant for human habitation. More specifically, an individual is considered homeless if he or she is:
 - Sleeping in an emergency shelter.
 - Sleeping in places not meant for human habitation, such as cars, parks, sidewalks, or abandoned or condemned buildings.
 - Living in Transitional/ Supportive housing but having come from the streets or shelter prior. and/or;
 - b. **HUD Definition of Chronically Homeless-** Living on the streets for one (1) year or more, or experienced 4 or more episodes of homelessness within the last 3 years
2. Case Manager completes ABC Homeless Housing Application, Verification of Homelessness and Certificate of Disability then signs, dates and send completed application to ABC at 602-712-9222
3. ABC reviews the application and approves or denies.
 - a. If approved, the BHR will be placed on the waitlist according to the date and time the completed homeless application is received. NOTE: You may email ABC Housing Specialist for the status of a BHR on waitlist at nicks@azabc.org
 - b. If denied, the Case manager will receive a notification with information on how to appeal the decision.
 - c. It is the responsibility of the Case Manager to follow-up on the BHRs' status on the waitlist.
4. A BHR may be eligible for a "Priority Placement" on the Homeless Housing Waitlist. A medical doctor must submit a letter stating the BHR has a medical condition requiring immediate placement into housing and the health of the BHR would be jeopardized if not housed expeditiously. *NOTE: All documentation must be on the doctors' letterhead*
5. Once the BHR is at the top of the waitlist and funding is available, ABC contacts the case manager to re-verify homeless status.
 - a. The case manager must complete a new *Verification of Homelessness Form*.

- b. The case manager must include a detailed narrative on letterhead which describes first hand knowledge of the BHRs homelessness.
6. ABC will certify the BHRs homeless application and notify the case manager with a “Briefing Notice” with the date, time, and location of the briefing.
7. The Case Manager must be present at the briefing to assist the BHR, as needed, with understanding the requirements and in their housing search.
8. The case manager must contact ABC immediately before or after the missed briefing to reschedule another briefing date. If the BHR misses two scheduled briefings, the BHR will be removed from the waitlist and their Homeless Housing application will be terminated. *NOTE: ABC will only make exceptions if it is a medical emergency.*
9. Once the BHR has selected and been approved for tenancy at a unit, the assigned housing provider will conduct a Housing Quality Standards (HQS) inspection prior to move in.
10. The BHR is provided a start-up packet and food gift card to begin their tenancy in their new unit. The case manager must assist the BHR and return any required receipts to the assigned housing provider.

2. Community Living

Community Living provides housing opportunities for seriously mentally ill (SMI) priority population BHRs. Priority population class members include BHRs who are or have been in: the Arizona State Hospital, Supervisory Care Homes, 24-Hour Residential Treatment, Jail, frequent users of the crisis system, and/or individuals that are homeless, and 18 – 25 years of age.

Community Living is independent housing with or without supportive services. Supportive Services are in-home and community-based services provided to BHRs up to 24 hours per day, based on their individual needs. Supportive Services are designed and implemented to enable the BHR to achieve community integration. Community Living could be either a house-model where BHRs share common areas and have their own bedroom or an apartment-model where BHRs could live alone, as roommates, or with their family. BHRs participating in the Community Living Housing program are required to sign a lease, abide by the Arizona Residential Landlord and Tenant Laws, and pay 30% of their adjusted income towards rent.

Community Living Housing Application Process

1. The clinical team identifies a BHR as a candidate for the Community Living Program (Priority Population, Adult SMI).
2. The BHR and case manager must complete a Community Housing application and submit the completed application to Magellan’s Residential Services Housing team at 1 (866) 891-3693.
3. The clinical team will be notified that the Community Housing application has been received and the BHR is placed on the Community Living waitlist according to date and time the completed application is received.
4. “Priority Placements” will be given to BHRs who are priority population which includes priority as follows:
 - a. Arizona State Hospital
 - b. Inpatient Facilities
 - c. Supervisory Care Homes
 - d. 24 Hour Adult Residential Treatment
 - e. Jail, with major biological disorder
 - f. Frequent Users of the Crisis Services
 - g. 18 – 25 years of age

5. A placement determination meeting is conducted which may include the case manager, BHR, housing coordinator, rehabilitation services coordinator, benefits specialist, substance abuse specialist, probation/parole officer, and/or other pertinent staff relevant to BHRs housing needs. Discussion will include the needs, choices, and preferences of the BHR; conditional release; rules and regulations; tenant responsibilities; and other housing related needs. This meeting may take place at the property to determine if the BHR finds the housing location and accommodations desirable.
6. If appropriate housing and level of care is available, the Housing Coordinator sends an authorization to the housing provider with the Housing Needs Checklist and the service provider (if applicable)
7. The Housing Provider will conduct a **Housing Quality Standards** inspection on each unit prior to tenant move-in.
8. When the unit passes HQS, the housing provider notifies the Housing Coordinator, case manager and BHR of the date and time of briefing.
9. Case Manager and BHR attends the scheduled briefing with housing provider and completes all appropriate housing paperwork including ROI, the Occupancy Agreement, Crime Free/Drug Free Addendum, any other pertinent housing forms, and the housing provider assigns move-in date.
10. Case Manager coordinates necessary supportive services with service provider and moving arrangements housing provider prior to BHRs move in.
11. BHR obtains keys to the unit, start up box, and grocery certificate (if necessary) provided by the housing provider. BHR begins their community integration.

3. Housing Opportunity Preparatory Employment (HOPE) Transitional Housing

HOPE is community-based housing designed to maximize self-sufficiency and quality of life for BHRs currently residing in 24-hour Adult Residential Treatment, inpatient settings, jail, those with co-occurring disorders, and 17 1/2 —25 year olds. It is transitional housing for up to 12 months that will recognize individual Partners in Recovery and preferences. BHRs can maintain independent living, develop and foster community supports, expand social supports, maintain self-sufficiency, learn money management, and develop community associations. Supportive services, if needed, are provided based on needs identified in the individuals' treatment plan. These support services could include: independent living skills, cultural awareness, substance abuse recovery, education and training, mental health education and awareness, basic Arizona Residential Landlord and Tenant Laws, Fair Housing Laws, and homeownership opportunities. Living arrangements include: independent community-based living arrangements with a rental subsidy. The BHR pays no more than 30% of his/her adjusted income towards rent that is placed in an escrow account. These placements can be subsidized through either a tenant-based or sponsor-based housing structure. BHRs needing sponsor-based housing must demonstrate the need based on challenging legal and/or credit histories. The escrow account is developed to assist BHRs with down payments, move-in costs, and other housing costs upon termination of their housing subsidy.

HOPE Transitional Housing Program Application Process

1. The clinical team identifies a BHR as a candidate for the HOPE Transitional Housing Program (Priority Population or 17 1/2 – 25 years old or co-occurring and Adult SMI) Program.
2. The BHR and case manager must complete a Community Housing application and submit completed application to Magellan's Residential Services Housing team at 1 (866) 891-3693.

3. The clinical team will be notified that the Community Housing application has been received and the BHR is placed on the HOPE Housing waitlist according to date and time the completed application was received.
4. Once the BHR is at the top of the waitlist and funding is available, the Magellan Housing Coordinator notifies the case manager with a “Briefing Notice” with the date, time, and location of the briefing.
5. A BHR may be eligible for a “Priority Placement” on the HOPE Transitional Housing Waitlist. A medical doctor must submit a letter stating the BHR has a medical condition requiring immediate placement into housing and the health of the BHR would be jeopardized if not housed expeditiously. *NOTE: All documentation must be on the doctors’ letterhead*
6. The case manager must contact the Magellan Housing Coordinator immediately before or after the missed briefing to reschedule another briefing date. If the BHR misses two scheduled briefings, the BHR will be removed from the waitlist and their application will be terminated. *NOTE: Magellan will only make exceptions if it is a medical emergency.*
7. The case manager must be present at the briefing to assist the BHR, as needed, with understanding the requirements and in their housing search.
8. Once the BHR has selected and been approved for tenancy at a unit, the assigned housing provider will conduct a Housing Quality Standards (HQS) inspection prior to move in.
9. The BHR is provided a start-up packet and food gift card to begin their tenancy in their new unit. The case manager must assist the BHR and return any required receipts to the assigned housing provider.

4. Community Building

The Community Building program is a model of mental health delivery built on the belief that every person who has psychiatric experiences can fully recover. Operated by Peer Recovery Coaches, it combines supported housing, recovery education, and peer support to help each person become self-determining and self-sufficient.

The goal of the program is independent living and self-sufficiency through employment and recovery. In Community Building, students find, create, and learn to keep a home of their own. They develop their strengths and a Self-directed Recovery plan for success. They learn to become part of the larger community based on the concept of Personal Recovery.

Individuals receiving SMI or GMH case management with AHCCCS Title 19 benefits are eligible.

- *Community Building I* - is for homeless individuals,
- *Community Building II* - is for individuals in Supervisory Care Homes, AzSH transition homes, 24-hour Residential Treatment, and
- *Community Building III* - is for individuals with co-occurring disorders.

Community Building Referral Process

1. The clinical team identifies a BHR as a candidate for the Community Building Housing Program.
2. The BHR and case manager must complete a Community Building referral and submit completed form to Recovery Innovations of Arizona (RIA) Community Building team at (602) 636-5220.

3. The clinical team will be notified that the Community Building referral has been received and the BHR is placed on the Community Building Housing waitlist according to date and time the complete referral and supporting documents are received.
4. Once the BHR is at the top of the waitlist and funding is available, the RIAz notifies the case manager with a “Briefing Notice” with the date, time, and location of the briefing.
5. The BHR is required to participate in classes through RIAz, during this time the BHR may begin their housing search.
6. A BHR may be eligible for a “Priority Placement” on the Community Building Housing Waitlist. A medical doctor must submit a letter stating the BHR has a medical condition requiring immediate placement into housing and the health of the BHR would be jeopardized if not housed expeditiously. *NOTE: All documentation must be on the doctors’ letterhead.*
7. The case manager must be present at the briefing to assist the BHR, as needed, with understanding the requirements and in their housing search.
8. The case manager must contact the RIAz Community Building team immediately before or after the missed briefing to reschedule another briefing date. If the BHR misses two scheduled briefings, the BHR will be removed from the waitlist and their application will be terminated. *NOTE: Magellan will only make exceptions if it is a medical emergency.*
9. Once the BHR has selected and been approved for tenancy at a unit, RIAz will conduct a Housing Quality Standards (HQS) inspection prior to move in.

Attachments:

ABC Homeless Programs Housing Application

Community Housing Application

RIAZ Community Building Referral Request Form