## Homeless & Housing Support Services (Housing Navigation and Tenancy Services)

The Health Homes Program (HHP) and the L.A. County Whole Person Care (WPC) Pilot ended and transitioned into the CalAIM Enhanced Care Management (ECM) and Community Supports (CS) on **January 1, 2022**. ECM is a new Medi-Cal benefit available to members that meet specific eligibility criteria and opt-in to participate. CS are optional, non-traditional services that address social determinants of health.

Under this program, L.A. Care launched Homeless & Housing Support Services (HHSS) **Community Supports** programs on 1/1/22. In this document, you can learn more about who is eligible and how you can make a referral.

## What services are offered under each program?

- Housing Navigation: Services to help members experiencing homelessness
- Tenancy Services: Services to help members who formerly experienced homelessness
- *HHSS does not include housing subsidies or vouchers for members

## Who qualifies for the L.A. Care Community Supports HHSS Program
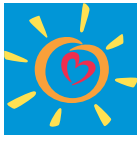
### Housing Navigation Services
### Homeless Criteria

Member must meet one of the following homeless statuses:

- Member who meets the HUD definition of homelessness; or
- Member is exiting an institution (such as jail, hospital, or SNF) after more than 90 days and was HUD homeless prior to entering an institution and would become homeless immediately upon release;  or
- Member who meets HUD definition of chronic homelessness.

### High Utilizer/High Acuity Criteria:

Member must meet one of the following high utilizer/high acuity criteria:

- Member is eligible or enrolled in ECM homeless population of focus; or
- Member has two or more chronic conditions; or
- Member is a high utilizer, defined as: 7 or more Emergency Department visits in prior 12-month period; or 2 or more Inpatient visits and/or short-term skilled nursing facility in prior 12-month period; or
- Total health care costs of at least $50,000 in prior 12-month period

## Who qualifies for the L.A. Care Community Supports HHSS Program *(Continues)*

*Tenancy Services*

*Homeless History Criteria*

**Member must meet one of the following homeless statuses:**

- Member who received Housing Navigation ILOS **prior** to entering housing; or
- Member who met the HUD definition of homelessness **prior** to entering housing and has been housed for less than six months; or
- Member who has exited from an institution (such as jail, hospital, or SNF) after more than 90 days and was HUD homeless **prior** to entering an institution and has been housed for less than six months;  or
- Member who met HUD chronic homelessness definition **prior** to entering housing and has been housed for less than 2 years

### High Utilizer/High Acuity Criteria:

- Member is eligible or enrolled in ECM homeless population of focus; or
- Member has two or more chronic conditions; or
- Member is a high utilizer, defined as: 7 or more Emergency Department visits in prior 12-month period; or 2 or more Inpatient visits and/or short-term skilled nursing facility in prior 12-month period; or
- Total health care costs of at least $50,000 in prior 12-month period

## How long does the program cover?

For Housing Navigation, services are approved for up to 12 months. There is a possibility for extension.  An extension request must be submitted in order to be considered. If approved, extension will be for up to 6 months.

For Tenancy Services, services are approved for up to 12 months.

## L.A. Care Exclusion Criteria:

- Member is unable to live independently in housing and/or needs higher level care, such as skilled nursing.
- Member is enrolled in a duplicative housing navigation or tenancy services program.
- Member declines services.
- Member has previously received Tenancy Services ILOS.
- Members enrolled with plan partners (Kaiser, Anthem Blue Shield) are not eligible for LA Care's HHSS program.

## Referral Submission Process:

**STEP 1**   Referrer* must complete the HHSS Referral
Internal Staff please **click here**
Providers please **click here**

**STEP 2**   Submit completed form via secure fax **213.536.0630** or via SyntraNet

**STEP 3**   L.A. Care team will review referral and provide outcome within 5 business days via fax or mail

**STEP 4**   If referral is approved, L.A. Care will notify HHSS provider and match the member with an available HHSS provider.

**STEP 5**   Member opt-in to participate

## What happens after the referral?

✓ L.A. Care will notify the member, referrer, and ECM provider of referral outcome (as well as provider, if service is approved, and this information will appear on SyntraNet portal).

✓ Member will be assigned to an HHSS provider who will reach out to opt member into HHSS and begin services.

✓ Current Case Manager / Social Worker will continue to coordinate services with member until HHSS provider reaches out to opt member in.

If you have questions, please contact us at **HHSS-Referrals@lacare.org**