

Housing Support Program (HSP) Provider Orientation

BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

**Office of Supportive Housing
Division of Behavioral Health**

July 13, 2021



Agenda

- Welcome and Introductions
- DBHDD Supportive Housing, SH 2.0
- Housing Support Program Summary
- Program Priorities and Expectations
- Program Implementation
- Training and Support
- Questions and Discussion

Welcome and Introductions

Monica Johnson, Director
Division of Behavioral Health
DBHDD

DBHDD Teams

- DBHDD Division of Behavioral Health
- DBHDD Regional Field Offices
- Office of Supportive Housing
- Office of Procurements and Contracts
- Office of Medicaid Coordination
- Office of Legal Services
- Office of Finance and Budgeting
- Office of Quality Improvement

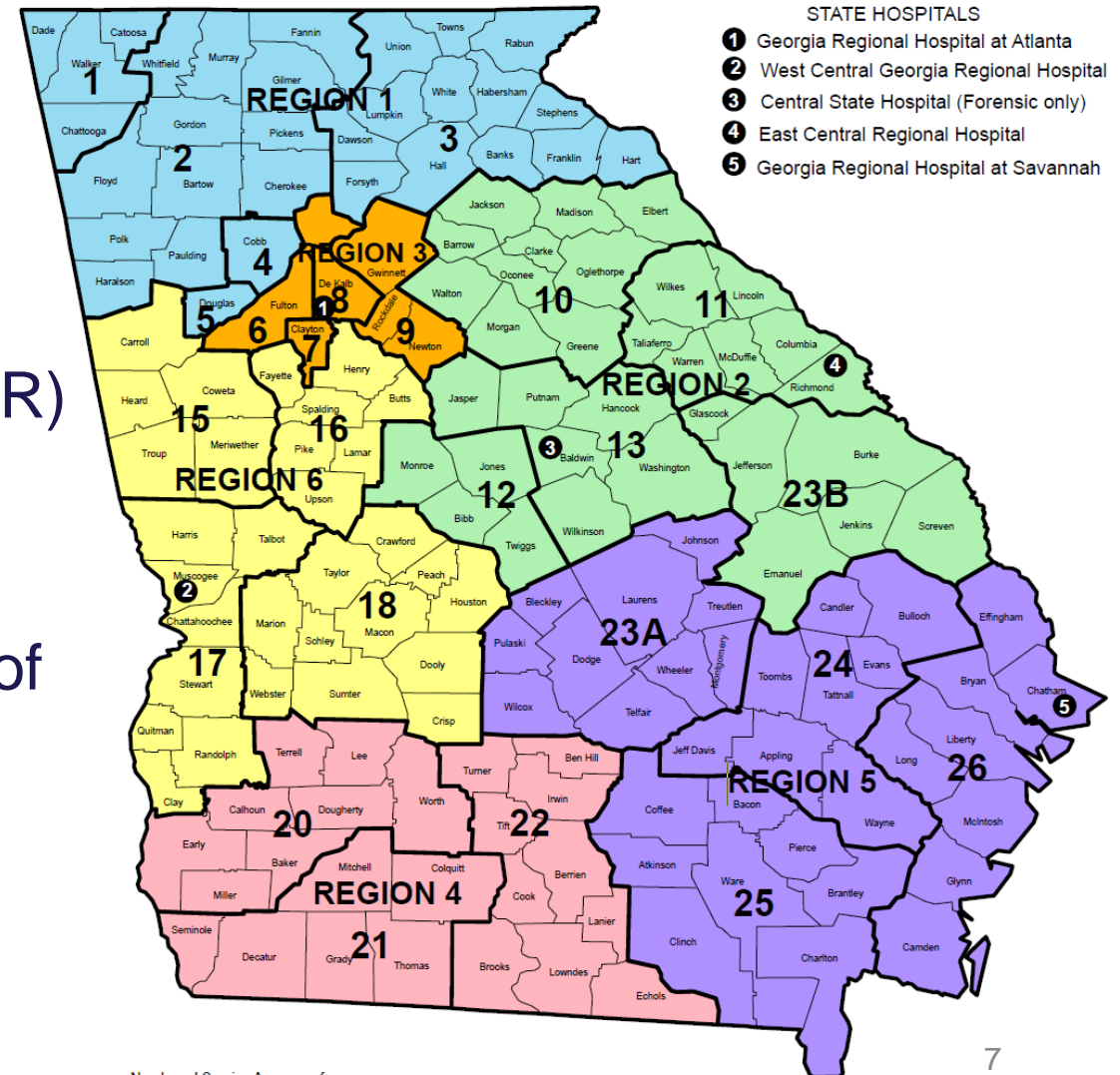
Training Program Leadership

- Dr. Sam Tsemberis, CEO, Pathways Institute
 - Housing First Training Program
- Dr. Dietra Hawkins, Equity by Design
 - Recovery Oriented Systems of Care Program

Housing Support Program Procurement Awardees

HSP Procurement Awardees

- Region 1 – 9% - North Georgia
 - Highland Rivers
- Region 3 – 40% - Metro Atlanta
 - Assertive Community Recovery (ACR)
 - View Point Health (VPH)
- Region 4 – 15% - South Georgia
 - Legacy Behavioral Health Services of South Georgia



Numbered Service Areas are for identification purposes only.

DBHDD Supportive Housing

Maxwell Ruppensburg, Director
Office of Supportive Housing

Office of Supportive Housing Team

- Camille Rowe, GHVP Program Manager
- Jennifer McIntosh, GHVP Support Specialist
- Bridgette Hamilton, GHVP Support Specialist
- Brett Seay, GHVP Fidelity Monitor Specialist
- Ramesh Puttamareddy, Data Analyst
- Letitia Robinson, Assistant Director
- Maxwell Ruppensburg, Director

DBHDD Regional Field Office Team Members

- **Region 1**

- Dr. Hetal Patel, Regional Service Administrator
- Scarlett Freelin, Housing Transition Coordinator

- **Region 2**

- Dawn Peel, Regional Service Administrator
- April Edwards, Housing Transition Coordinator

- **Region 3**

- Gwen Craddieth, Regional Service Administrator
- Venessa Bullard-Carr, Housing Transition Coordinator
- Troy McQueen, Program Analyst Coordinator
- Cherealla Santamaria, GHVP Housing Specialist

- **Region 4**

- Jennifer Dunn, Regional Service Administrator
- Aiyanna Hagger, Housing Transition Coordinator

- **Region 5**

- José Lopez, Regional Service Administrator
- Jeannette Bacon, Housing Transition Coordinator

- **Region 6**

- Ann Riley, Regional Service Administrator
- Sam Page, Housing Transition Coordinator

DBHDD Permanent Supportive Housing



Supportive Housing 2.0 Strategic Transformation Mission, Vision, and Goals

GHVP/OSH Mission Statement

“House, support, and sustain eligible individuals in need who have severe and persistent mental illness, in order to prevent homelessness and promote independence and long-term recovery, in collaboration with our network of partners, efficiently and effectively.”

Supportive Housing Vision Statement

TRANSFORM the Georgia Housing Voucher Program into a leading model of Permanent Supportive Housing.

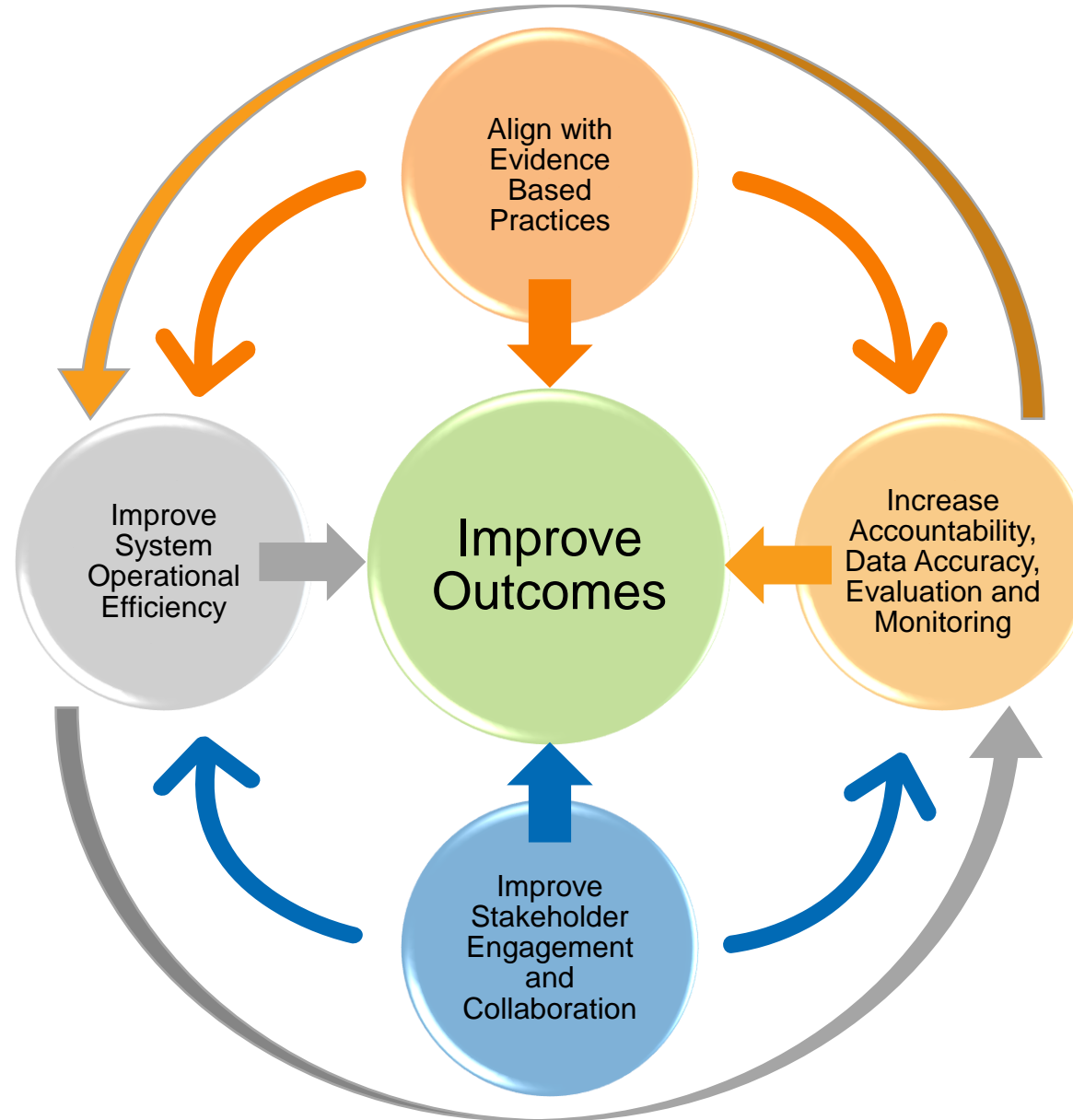
DELIVER collaborative, sustainable, and long-term outcomes at the individual and system level.

LEAD toward the reduction and ultimate end of chronic homelessness among DBHDD's target population in Georgia, as well as contribute to the end of homelessness throughout the state.

SH 2.0 Values

- Outcome Oriented
- Person Centered
- Data Informed
- Silo-Breaking and Collaboration
- Continuous Quality Improvement
- Communication and Transparency
- Accountability and Reliability
- Compassion and Respect
- Harm Reduction
- Inclusion and Representation
- Flexibility
- Customer Service
- Efficiency
- Trauma-Informed

Supportive Housing 2.0 Goals



Supportive Housing System Phases

1. Outreach

- Individual is connected to a provider or presents for intake.
- Individual is identified at DBHDD Hospital.
- Individual receives outreach in correctional facility.
- PATH outreach occurs.

2. Assessment

- Determination of eligibility.
- Completion of NSH survey.
- If not eligible, individual is referred to other resources.

3. Application

- Completion of referral process for GHVP.
- Forms and document submission.
- Results in FO review of referral and issuance of voucher if appropriate.

4. Housing Search

- Housing search supported by provider begins.
- Individual exercises choice.
- Unit must accept vouchers and meet standards.

5. Leasing

- Lease signing and final paperwork gathered.
- Inspection scheduled and conducted prior to move-in.
- Furnishing and utility startup via Bridge Funding.
- Landlord enrollment.

6. Stability

- Individual receives ongoing housing support services.
- Optional treatment services.
- Program fidelity monitoring and evaluation.

Housing Support Program Summary

Housing Support Program Updates

- **Progress:**

- Pilot initiative conducted in Region 3.
- Program designed. Service definition published.
- Procurement completed. Awardees in 3 regions announced. (That's y'all)
- Contract execution underway.

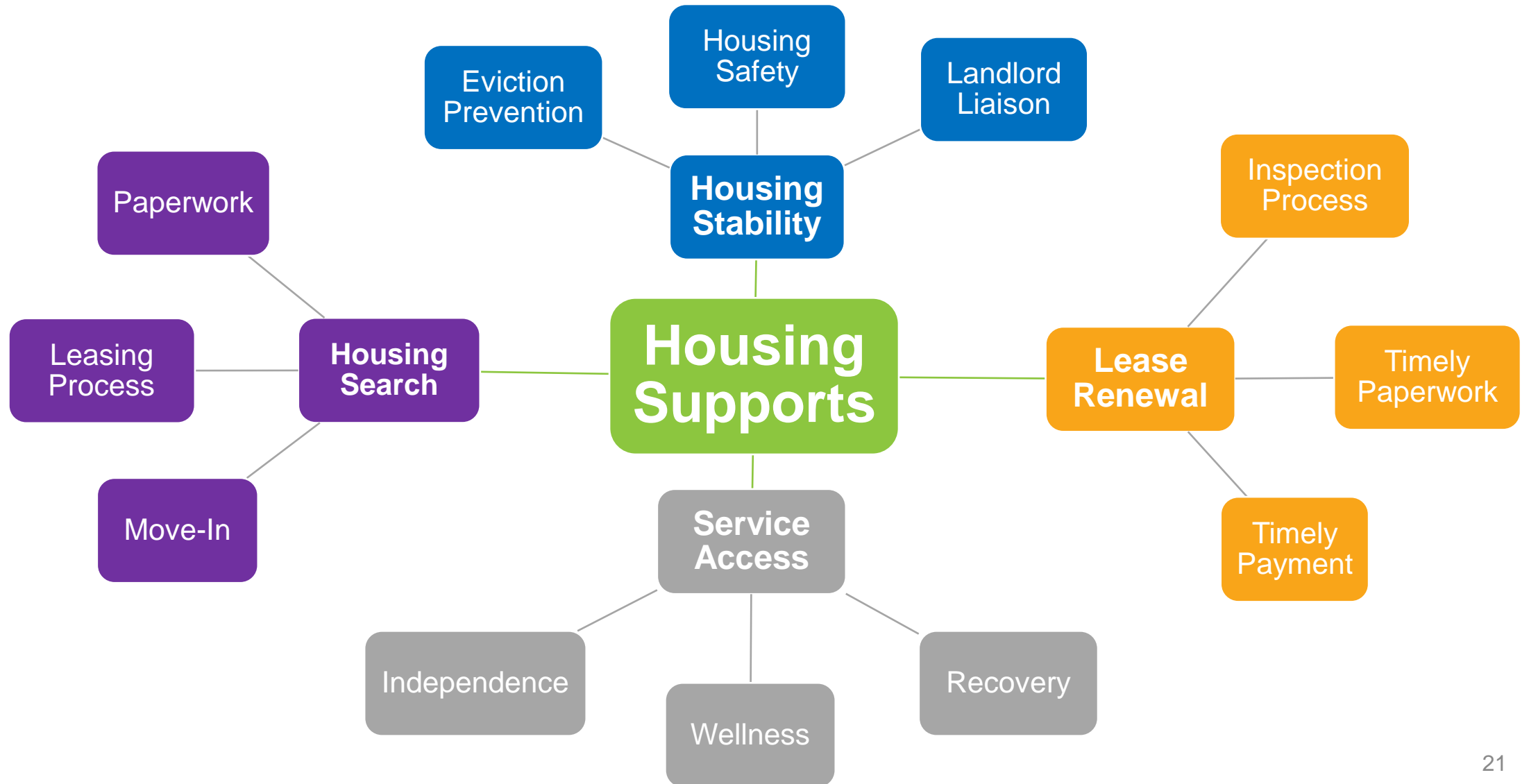
- **Planned:**

- Program Target Launch Date: August 1, 2021
- Contracting with additional provider to cover Region 5 and part of R3.
- Statewide implementation will occur in two phases.
- Training programs.

Housing Support Program Description

- Ensures **all** program participants receive ongoing housing support to maintain their housing stability and to promote their individual recovery, wellness, and independence.
- Ensures regular wellness visits and continued access to behavioral health services to meet program participants' needs and preferences.
- Comprised of multiple recovery supports.
- Required component of GHVP. Treatment still not required.

Systemic Need and Impact of HSP



Housing Support Program SH System Phases

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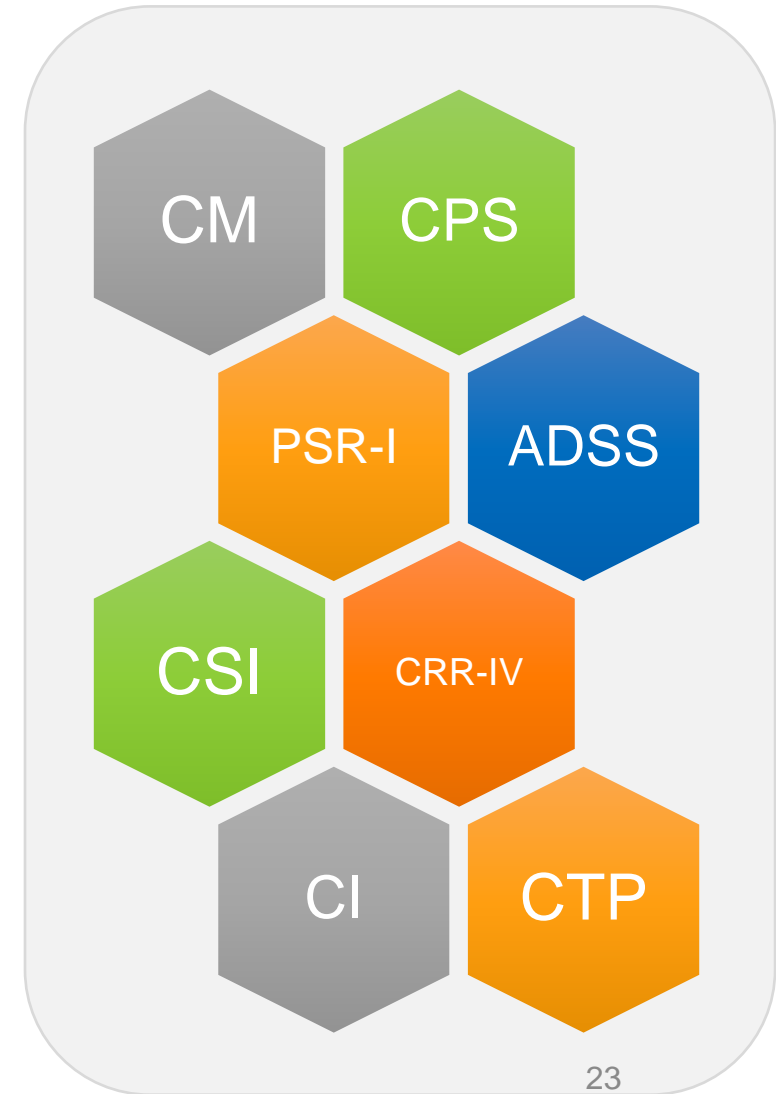
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Housing Support Medicaid-Billable Activities

- Combination of unbundled Medicaid-billable services will make up the program.
- Providers can bill for the following:
 - Case Management (CM)
 - MH and/or SUD Peer Supports (PS)
 - Psychosocial Rehabilitation – Individual (PSR-I)
 - Addictive Disease Support Services (ADSS)
 - Crisis Intervention
 - Community Support – Individual (CSI)
 - Community Residential Rehabilitation (CRR-IV)
 - Community Transition Planning (CTP)



Housing Support Program Priorities and Expectations

Housing Support Program Priorities

Supporting individuals in:

1. Recovery, wellness, and independence.
2. Obtaining safe housing.
3. Remaining stably housed.
4. Transitioning to other permanent housing programs.

Metrics for Success (a snapshot)

Short Term

- Implementation:
 - Achieving full enrollment, updated records for all participants
- Voucher conversion:
 - % of voucher holders that become successfully housed, time to reach housing
- Wellness visits:
 - Success and on-time rate
- Renewals:
 - Success and on-time rate, level of landlord inquiries

Long Term

- Housing stability:
 - % of individuals that remain housed
- Quality of life surveys
- Program growth
- Graduations and transfers to other permanent housing programs

HSP Provider Expectations (a snapshot)

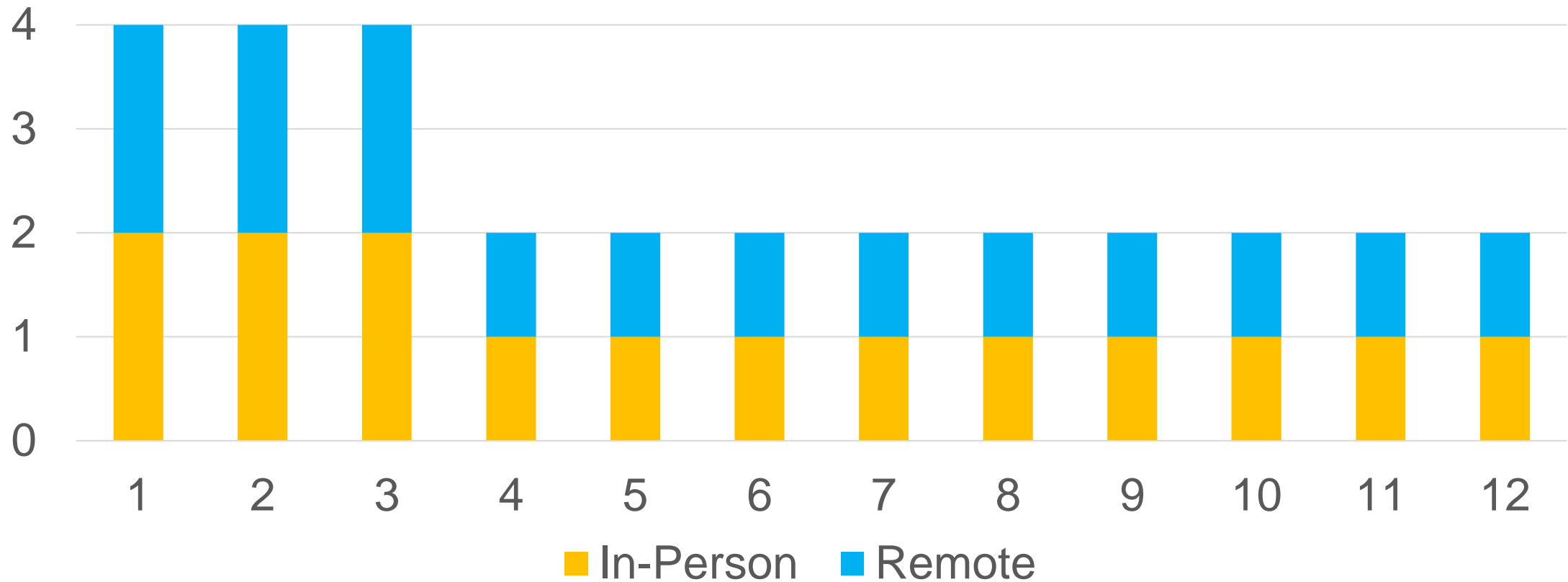
- Enroll new program entries upon their referral approval by Regional Field Office, support their search for housing.
- Effectively engage and enroll existing program participants already housed, clear paperwork backlog.
- Conduct wellness visits for all housed Individuals.
- Serve as Individual's Bridge Funding provider.
- Developing/maintaining relationships with properties.
- Support application for SSI/SSDI benefits and Medicaid in collaboration with SOAR program oversight.
- Coordinate/collaborate/cooperate with other system providers
- Follow billing requirements for services billed under HSP
- Provide data and reports as requested by DBHDD

Housing Process Expectations (a snapshot)

- Support access to temporary shelter when/where possible
- Support search for eligible housing that meets housing goals
- Support collection of documents and rental applications
- Landlord engagement to increase local housing options
- Advocacy on behalf of individuals to help overcome housing barriers
- Requesting and coordinating Inspection with inspection vendor
- *Accurate* document execution and *timely* submission to DBHDD
- Landlord Enrollment and ensuring Direct Deposit Sign Up
- Supporting move-in process, serving as Bridge Provider
- Support individual's ongoing adjustment to being housed

Wellness Visit Frequency

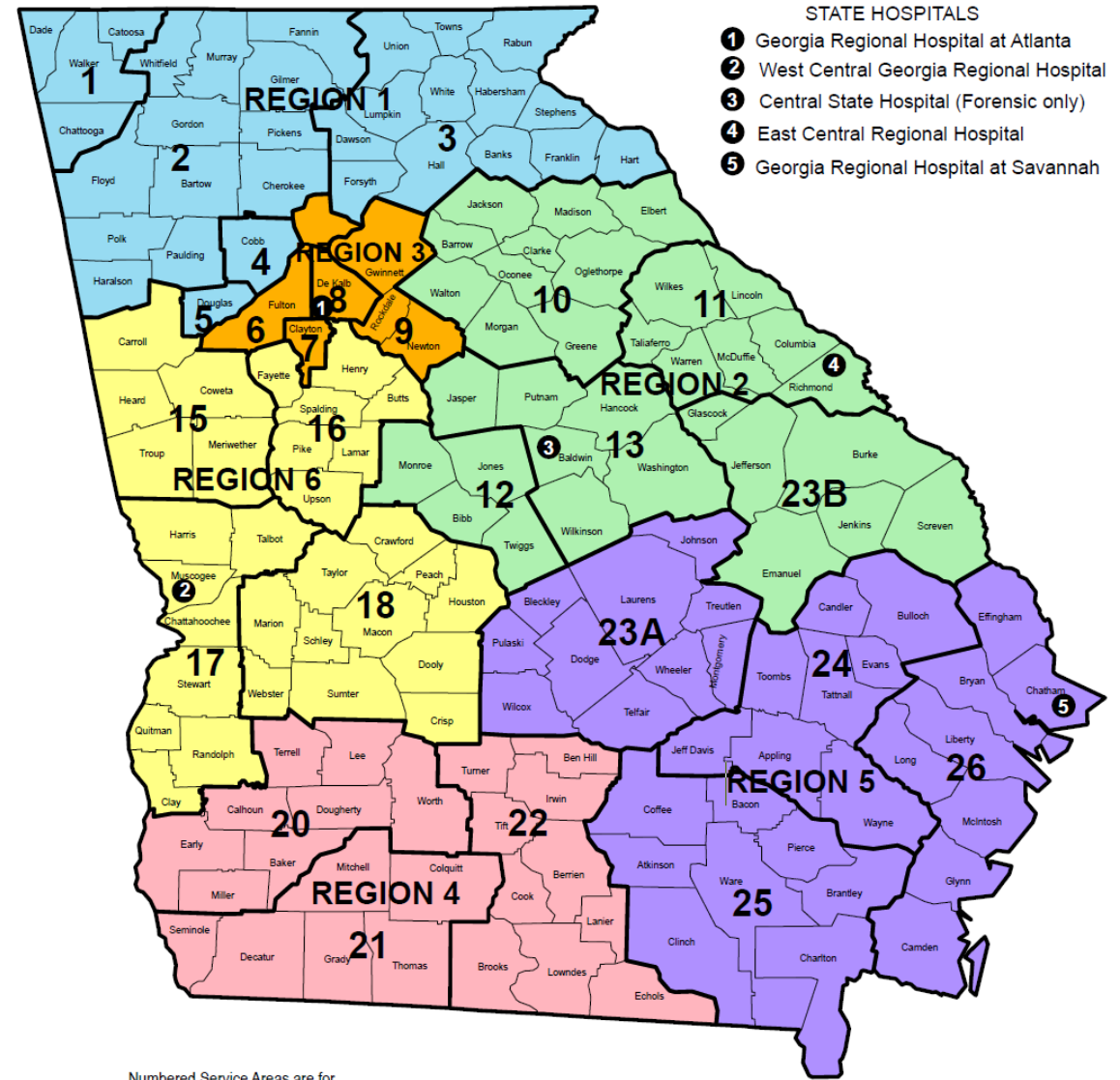
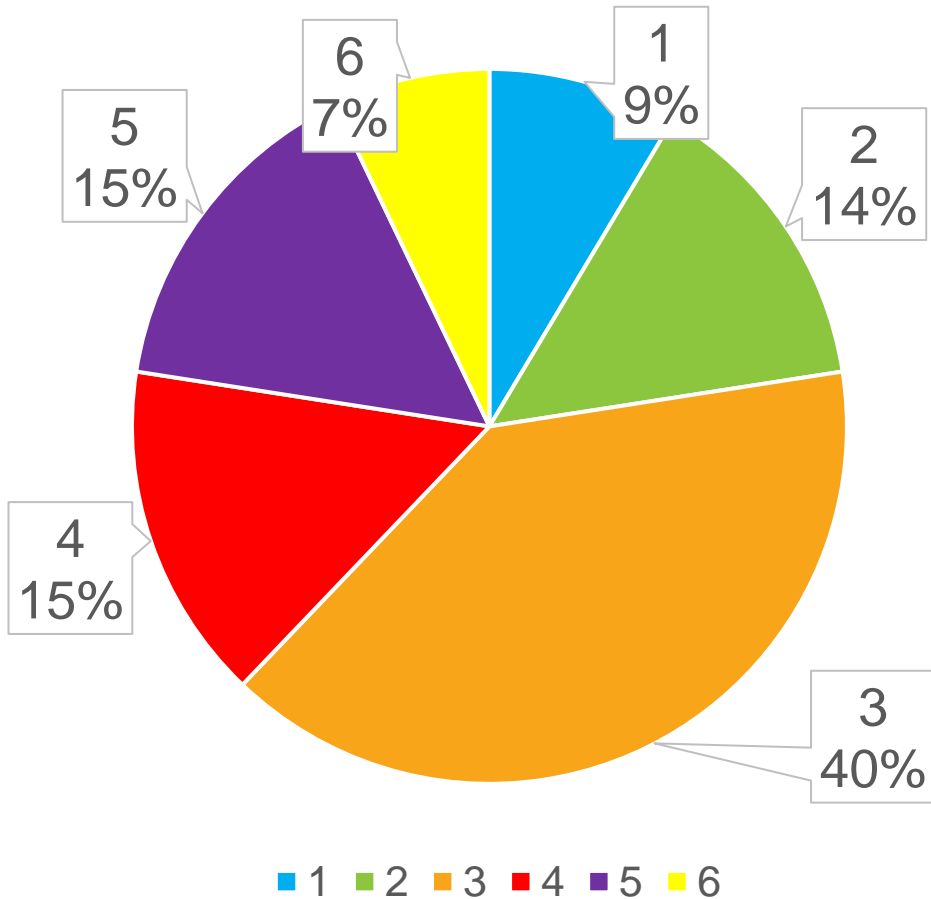
Required Wellness Visits during 1st Year of Housing



Housing Support Program Implementation

How many participants and where?

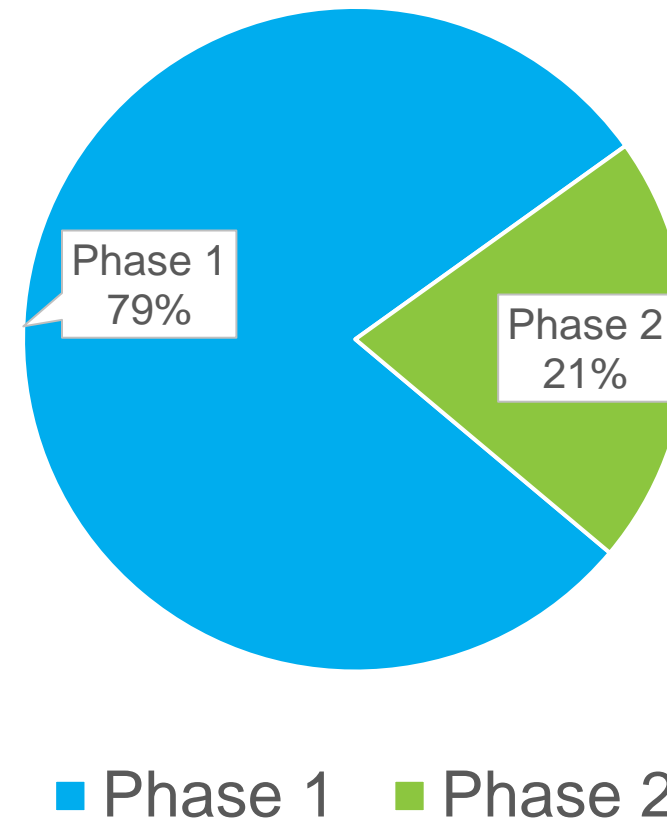
Current GHVP participants: **1814**
(as of June '21)



Housing Support Program Implementation

- **Phase 1 – 79%**
 - Regions:
 - 1, 3, 4, and 5
 - Target Launch:
 - August 2021
- **Phase 2 – 21%**
 - Regions:
 - 2 and 6
 - Target Launch:
 - By July 2022

Housing Support Program Rollout



Housing Support Program Providers (to-be)

- Region 1
 - Highland Rivers
- Region 3
 - Assertive Community Recovery (ACR)
 - View Point Health (VPH)
 - Step Up on Second (tentative)
- Region 4
 - Legacy Behavioral Health Services of South Georgia
- Region 5
 - Step Up on Second (tentative)

Enrollment Distribution Plan

DBHDD Region	Provider(s)	Existing Participant Ratio	New Entrant Ratios
1	Highland Rivers	ALL	ALL
2	<i>Not yet determined</i>	<i>Not yet determined</i>	<i>Not yet determined</i>
3	Assertive Community Recovery	~ 275	1/3
3	Step Up on Second	~ 180	1/3
3	View Point Health	~ 275	1/3
4	Legacy BHS	ALL	ALL
5	Step Up on Second	ALL	ALL
6	<i>Not yet determined</i>	<i>Not yet determined</i>	<i>Not yet determined</i>

Rate of Voucher Issuance by Region (FY21)

Month	Region 1	Region 3	Region 4	Region 5
20-Jul	13	13	8	8
20-Aug	10	54	17	7
20-Sep	7	45	9	11
20-Oct	4	10	8	15
20-Nov	4	22	18	9
20-Dec	4	28	9	11
21-Jan	6	24	9	12
21-Feb	14	13	11	7
21-Mar	2	16	11	16
21-Apr	9	22	9	17
21-May	10	14	21	8
21-Jun	6	13	11	11
Annual Total	89	274	141	132
Monthly Average	7	23	12	11

Billing Guidance

John Quesenberry, Director
DBHDD Information Management

Housing Supports – Authorization of Services

- DBHDD will be creating a new Type of Care for GHV Housing Supports that providers will use to request authorization for services.
- Below is a list of services that will be available for authorizations based on an individual’s IRP.

Level of Service	Type of Service	Level of Care	Type of Care Code	Type of Care Description	Service Class Code	Service Description	Initial Auth		Concurrent Auth		Max Daily Units	Place of Service
							Max Auth Length	Max Units Auth'd	Max Auth Length	Max Units Auth'd		
OP	MH, SU, MHSU	OP	HSUP	GHV Housing Supports	CMS	Case Management	180	140	180	140	24	11, 12, 53, 99
					PSI	Peer Support - Adult - Individual	180	520	180	520	48	11, 12, 53, 99
					PSR	Psychosocial Rehabilitation - Individual	180	300	180	300	48	11, 12, 53, 99
					ADS	Addictive Disease Support Services	180	100	180	100	48	11, 12, 53, 99
					CIN	Crisis Intervention	180	64	180	64	16	11, 12, 53, 99
					CSI	Community Support - Individual	180	100	180	100	48	11, 12, 53, 99
					CT1	Community Transition Planning	180	32	180	32	24	11, 12, 53, 99
					CL4	Community Residential Rehab 4	180	36	180	36	8	11, 12, 53, 99

* This code has not been finalized yet. Further communication will be sent when finalized.

- Providers will be able to submit these requests through the Provider Connect portal or via existing batch file processes.

Training and Support

Letitia Robinson, Asst. Director
Office of Supportive Housing

DBHDD Housing First Training Program

- Housing First Training Program to educate and train our system on Housing First principles and operations, and to facilitate implementation of this new support program across the state.
- To be conducted by Pathways Housing First Institute and led by Dr. Sam Tsemberis
- Components:
 - Technical Assistance for Housing Support Program implementation
 - Housing First training program for all GHVP Providers
 - Fidelity Monitoring Visits to Housing Support Program providers
 - Development of a GHVP program manual

DBHDD ROSC Training

- In collaboration with DBHDD's Office of Recovery Transformation, a Recovery Oriented Systems of Care (ROSC) training to be conducted to promote recovery oriented and person-centered services, planning, and language, and to support cultural change across the system where needed.
- To be led by Dr. Hawkins, of Equity by Design (<https://drdietra.com/>)
- Monthly seminars to be scheduled over the next year (Phase 2)
- Target providers:
 - Leadership and front line staff from GHVP providers, Housing Support providers, PATH providers, and DBHDD's HUM and SOAR program.
- Internal DBHDD team training (Phase 1) already complete

Contacts and Support Resources

- Office of Supportive Housing
 - Maxwell Ruppensburg, maxwell.ruppensburg@dbhdd.ga.gov
 - Letitia Robinson, letitia.robinson@dbhdd.ga.gov
- Supportive Housing Help Center: www.GHVP.Zendesk.com
 - [GHVP Providers Section \(Forms, Resources\)](#)
 - [Bridge Funding Claim Process Guide](#)
 - [Link to Provider Manual](#) (containing HSP service definition)
- [SAMHSA Online TA Center \(SOAR training\)](#)
- More resources will be forthcoming!

Next Steps

- Conclude any contracting final steps
- **Begin implementation meetings with agency leads**
- Agency onboarding

Questions and Discussion

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