

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH

ENRICHED RESIDENTIAL CARE PROGRAM GUIDELINES AND PROCEDURES

OVERVIEW

The Enriched Residential Care (ERC) Program, administered by the Los Angeles County Department of Mental Health (DMH), was established to facilitate the placement of clients who require 24/7 care and supervision into licensed residential facilities in order to help them remain stably housed. Licensed residential facilities, which include Adult Residential Facilities and Residential Care Facilities for the Elderly (commonly known as Board and Cares), can be an especially critical housing resource for DMH clients who are homeless, leaving an institution, on conservatorship or at risk of becoming homeless due to the need for a higher level of care.

Through the DMH ERC Program, approved clients receive the financial support necessary to obtain and maintain housing at a licensed residential facility including funds for rent, personal and incidental (P&I) expenses and enhanced services that may be needed due to their mental illness. Brilliant Corners serves as the fiscal intermediary between DMH and the licensed residential facility and is responsible for issuing payment to the licensed residential facility as well as providing housing-related case management services to all DMH ERC Program clients.

ELIGIBILITY CRITERIA

Individuals must meet the following criteria in order to be eligible for the DMH ERC Program:

- Be age 18 or older.
- Have a serious mental illness.
- Be in need of 24/7 care and supervision.
- Be linked to a DMH directly-operated/contract provider for ongoing mental health services with capacity to provide the client with on-site services as needed.
- Have high vulnerability as indicated by one of the following:
 - Be receiving services from a DMH directly-operated/contract Full Service Partnership (FSP) program or homeless outreach team; OR
 - Be recently exited from an institution within the last 30 days such as a jail or hospital; OR
 - Be exiting a placement made by DMH's Intensive Care Unit; OR
 - Be exiting permanent supportive housing and in need of a higher level of care; OR
 - Be under Lanterman-Petris Short (LPS) or probate conservatorship with the Public Guardian.

Individuals who are being referred to receive financial support with **rent and/or P&I expenses** (previously known as Interim Funding) must also meet the following criteria:

- Have no income or be otherwise unable to pay for a licensed residential facility.
- Be willing to terminate General Relief (GR) and/or CalFresh benefits once admitted to a licensed residential facility and, if eligible, apply for Supplemental Security Income (SSI).
- Not be receiving services from a contract FSP provider.

NOTE: It is the expectation that contract FSP providers use Client Supportive Services (CSS) funds to pay for any licensed residential facility rent and/or P&I expenses that a client may have should the client not have SSI. Clients of contract FSP providers remain eligible for enhanced services funding.

Individuals who are being referred to receive **enhanced services funding** must also meet the following criteria:

- Be in need of enhanced services from the licensed residential facility as determined by DMH ERC Administration. This may include the application of a standardized assessment tool.

REFERRAL AND PAYMENT PROCESS

Making a Referral

- 1) Review the DMH ERC Program Guidelines and Procedures and ensure the client meets the eligibility criteria.
- 2) Communicate with the client about the referral to the DMH ERC Program to ensure the client is willing to live in a licensed residential facility.

NOTE: A licensed residential facility placement is considered permanent housing by the U.S. Department of Housing and Urban Development (HUD). Individuals who are homeless and enter a licensed residential facility will lose their homeless status for any federal housing subsidy applications.

- 3) Complete the DMH ERC Program Referral Form and have the client complete and sign the Authorization for Use/Disclosure of Protected Health Information to Licensed Residential Facilities Form. Submit both forms via secure email to larf@dmh.lacounty.gov. Referrals that are incomplete or missing information may experience delays in processing.
- 4) DMH ERC Administration will review the referral and respond to the referring entity via secure email with a referral disposition. All disposition emails for approved referrals will include a signed Flexible Housing Subsidy Pool (FHSP) DMH Verification Form. This form verifies that the client is approved to apply for the DMH ERC Program.

*NOTE: DMH ERC Program referrals must be approved by DMH ERC Administration **prior** to the client moving into a licensed residential facility. This is to ensure the client meets eligibility criteria and that there is sufficient program funding to support the client.*

Completing the Application

- 5) If the DMH ERC Program referral is approved, go to <https://brilliantcorners.force.com/FHSPonlineportal> to complete the Brilliant Corners FHSP application. Make sure to upload the FHSP DMH Verification Form with the FHSP application as Brilliant Corners will not be able to process the FHSP application without it.

Any individual using the FHSP Online Portal for the first time must register for an account at <http://tiny.cc/icmsportalaccess> in order to access the FHSP application. Once registered, Brilliant Corners will send an email with additional information about accessing the FHSP Online Portal as well as training materials.

For questions about using the FHSP Online Portal, contact data@brilliantcorners.org. For questions about the FHSP application, contact larf@dmh.lacounty.gov.

- 6) All DMH contract agencies must have a signed Memorandum of Understanding (MOU) with Brilliant Corners in order to use the FHSP Online Portal. If there is uncertainty about whether an agency has an MOU or to initiate the MOU process, contact data@brilliantcorners.org.

NOTE: This does not apply to DMH directly-operated programs since DMH has a signed Business Agreement with Brilliant Corners that allows its staff to use the FHSP Online Portal to submit client applications as long as the client has signed the Authorization for Use/Disclosure of PHI to Licensed Residential Facilities Form.

Locating a Licensed Residential Facility

- 7) Locate an Adult Residential Facility or Residential Care Facility for the Elderly that is willing to admit the client (if one has not already been found). Facilities must be licensed through Community Care Licensing and agree to accept the SSI Non-Medical Out-of-Home Care (NMOHC) rate as the base rent amount for the client.
- 8) If assistance is needed with locating a licensed residential facility, email larf@dmh.lacounty.gov to obtain a list of licensed residential facilities that may have vacancies. The referring entity will be responsible for contacting the licensed residential facility to confirm there is a vacancy for the client, setting up an interview for the client, transporting the client to the interview and accompanying the client on the interview as appropriate. DMH does not guarantee, however, that the client will be accepted by the facility.

NOTE: DMH ERC Program referrals will be marked as inactive three (3) months after the referral date if no updates on placement are received by DMH from the referring entity.

Facilitating Client Move-In

- 9) Once the client is accepted for admission to the licensed residential facility, work with the licensed residential facility to schedule a move-in date.
- 10) Once a move-in date is secured, send a secure email to larf@dmh.lacounty.gov with the following information:
 - Name/Address/Phone Number/Fax Number of licensed residential facility
 - Scheduled Move-In Date

DMH ERC Administration will use this information to complete the ERC Move-In Confirmation Form for return via secure email to the referring entity. The Move-In Confirmation Form includes a payment breakdown showing how much DMH and/or the client will be responsible for paying to the licensed residential facility for rent, P&I and enhanced services.

- 11) Upon receiving the Move-In Confirmation Form, review for accuracy. If correct, have the form signed by the licensed residential facility administrator. The licensed residential facility may also use the form to request a one-time reimbursement of up to \$100 for any clothing purchased for the client with proof of receipt.
- 12) Return the signed Move-In Confirmation Form via secure email to larf@dmh.lacounty.gov within three (3) business days of client move-in. DMH will then forward to Brilliant Corners for processing.

NOTE: Brilliant Corners is unable issue payment to the licensed residential facility without a signed Move-In Confirmation Form on file.

- 13) Assist the client with moving into the licensed residential facility including transporting the client to the facility and familiarizing the client with the facility.

Finalizing Payment with Brilliant Corners

- 14) Notify the client that, once they have moved into the licensed residential facility, Brilliant Corners staff will meet with them to review and sign the FHSP - Participant Rent and Enhanced Services Subsidy Agreement. DMH recommends that the referring entity is also present for this meeting to help support the client.
- 15) Brilliant Corners will also meet with the licensed residential facility administrator to review and sign the FHSP - Property Provider Rent and Enhanced Services Agreement. All licensed residential facilities participating in the DMH ERC Program will be paid on the 1st of each month. Any issues regarding payment may be directed to larf@dmh.lacounty.gov.

Reporting Changes

- 16) Should the client have a change in acuity requiring increased services from the licensed facility, contact DMH ERC Program staff via secure email at larf@dmh.lacounty.gov.
- 17) Should the client have an income change, complete and submit the ERC Change in Income Notification Form as well as any related benefits award letters or income statements via secure email to larf@dmh.lacounty.gov within one (1) business day of the income change.
- 18) Should the client exit from the licensed residential facility, complete and submit the ERC Exit Form via secure email to larf@dmh.lacounty.gov within one (1) business day of client exit. If the client will be exiting to a different licensed residential facility and continues to remain eligible for the DMH ERC Program, a new Move-In Confirmation Form will also need to be signed by the new licensed residential facility administrator.