

# 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 and 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 as well as providing clients with housing-related case management services.

### **ELIGIBILITY CRITERIA**

#### **A. General Requirements**

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 and not be currently living in a licensed residential facility. (Exceptions must be justified by the referring party and approved by DMH ERC Program Administration.)
- Be linked to ongoing mental health services from a DMH directly-operated provider or Legal Entity (LE) contractor that has the capacity to provide on-site services as needed.
- Meet one or more of the following:
  - Be receiving services from a DMH directly-operated/contract Full Service Partnership (FSP) program or homeless outreach team.
  - Be exiting an institution such as a jail or hospital or have exited within the last 30 days.
  - Be exiting a higher level of care and referred by DMH's Intensive Care Division.
  - Be exiting permanent supportive housing and in need of a higher level of care.
  - Be under Lanterman-Petris Short (LPS) or probate conservatorship with the Public Guardian.

## **B. Additional Requirements for Rent and/or P&I Payments**

Individuals must meet the following criteria in order to be eligible to receive funding for licensed residential facility rent and/or P&I expenses:

- Have no income or be otherwise unable to pay for a licensed residential facility.
- If receiving General Relief (GR) and/or CalFresh benefits, be willing to terminate those benefits once admitted to a licensed residential facility as required by Community Care Licensing.
- If eligible, be willing to apply for Supplemental Security Income (SSI) or other income benefits that can be used to pay for rent and/or P&I expenses once obtained. This can be facilitated through linkage to the Countywide Benefits Entitlement Services Team (CBEST) program.
  - The SSI application status of DMH ERC Program clients will be monitored on a quarterly basis. Clients who are ineligible for SSI due to factors such as legal status will be exempt from this requirement. Once SSI or another income benefit is obtained, DMH funding for rent and/or P&I expenses will be terminated.
- Be receiving services from a DMH directly-operated program or be in a program operated by a DMH LE contractor that does not have Client Supportive Services (CSS) funding.
  - It is expected that DMH LE programs with CSS funding will use that funding to pay for licensed residential facility rent and/or P&I expenses. However, clients of such programs are still eligible to receive enhanced services funding.

## **C. Additional Requirements for Enhanced Services Funding**

Individuals must meet the following criteria in order for a licensed residential facility to receive an Enhanced Services Rate for their care:

- Have high vulnerability and be in need of enhanced services from a licensed residential facility as determined by DMH ERC Program Administration. This determination will be informed by the 5x5 Assessment Form submitted as part of the client referral packet.

## **REFERRAL AND PAYMENT PROCESS**

### **A. Making a Referral**

- 1) Review the DMH ERC Program Guidelines and Procedures and ensure the client meets the eligibility criteria.
- 2) Ensure the client is willing to live in a licensed residential facility.
  - A licensed residential facility 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 referral packet including the following forms:
  - DMH ERC Program Referral Form
  - Authorization for Use/Disclosure of Protected Health Information to Licensed Residential Facilities Form
    - Must be signed by client.
  - ERC Service Provider Responsibilities Form
    - Must be signed by case manager.
  - 5X5 Assessment Form
    - Highlights any functional impairments that necessitate client placement into a licensed residential facility and payment of an Enhanced Services Rate.
- 4) Submit all forms via secure email to [dmh\\_erc@dmh.lacounty.gov](mailto:dmh_erc@dmh.lacounty.gov). Referrals that are incomplete or missing information may experience delays in processing.
- 5) DMH ERC Program Administration will review the referral packet and respond to the referring party 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 and will need to be submitted with the application.
  - An expiration date.
    - If the client has not moved into a licensed residential facility within 90 days of the date the referral was approved, the referral will be canceled. In cases of extenuating circumstances, extensions may be granted in 14-day increments but must be requested by the referring party before the expiration date.

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

## **B. Completing the Application**

- 1) If the DMH ERC Program referral is approved, go to the Brilliant Corners FHSP Online Portal and complete the Brilliant Corners FHSP application: <https://brilliantcorners.force.com/FHSPonlineportal>. 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.
  - Anyone 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.
    - **DMH Directly-Operated Providers:** DMH has a signed Business Agreement with Brilliant Corners that allows DMH directly-operated program 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 that is part of the referral packet.

- **DMH LE Contractors:** DMH LE contractors 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 MOU exists or to initiate the MOU process, contact [data@brilliantcorners.org](mailto:data@brilliantcorners.org).
- 2) Submit any questions about using the FHSP Online Portal to [data@brilliantcorners.org](mailto:data@brilliantcorners.org). For questions about the FHSP application, contact [dmh\\_erc@dmh.lacounty.gov](mailto:dmh_erc@dmh.lacounty.gov).

### **C. Locating a Licensed Residential Facility**

- 1) Locate a licensed residential facility that is willing to admit the client (if one has not already been found).
- 2) Ensure the residential facility is licensed through Community Care Licensing and agrees to accept the SSI Non-Medical Out-of-Home Care (NMOHC) rate as the base rent amount for the client.
- 3) If assistance is needed with locating a licensed residential facility, email [dmh\\_erc@dmh.lacounty.gov](mailto:dmh_erc@dmh.lacounty.gov) to obtain a list of facilities that may have vacancies. The referring entity will be responsible for contacting the 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.

### **D. Facilitating Client Move-In**

- 1) Once the client is accepted for admission to the licensed residential facility, work with the facility to schedule a move-in date.
- 2) Once a move-in date is scheduled, send a secure email to [dmh\\_erc@dmh.lacounty.gov](mailto:dmh_erc@dmh.lacounty.gov) with the following information:
  - Name/Address/Phone Number/Fax Number of licensed residential facility
  - Scheduled Move-In Date
- 3) DMH ERC Program Administration will use this information to complete the ERC Move-In Confirmation Form and send the form via secure email to the referring party. 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 expenses and enhanced services.

- 4) Upon receiving the Move-In Confirmation Form, review the form for accuracy. If correct, have the form signed by the licensed residential facility administrator. The facility administrator 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.
- 5) Return the signed Move-In Confirmation Form via secure email to [dmh\\_erc@dmh.lacounty.gov](mailto:dmh_erc@dmh.lacounty.gov) within three (3) business days of client move-in. DMH will then forward the form to Brilliant Corners for processing. Brilliant Corners is unable issue payment to the licensed residential facility without a signed Move-In Confirmation Form on file.
- 6) Assist the client with moving into the licensed residential facility including transporting the client to the facility and familiarizing the client with the facility.

#### **E. Finalizing Payment with Brilliant Corners**

- 1) 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 party is also present for this meeting to help support the client.
- 2) 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 1<sup>st</sup> of each month. Any issues regarding payment may be directed to [dmh\\_erc@dmh.lacounty.gov](mailto:dmh_erc@dmh.lacounty.gov).

### **SERVICE PROVIDER ONGOING RESPONSIBILITIES**

#### **A. Client Care Coordination**

- 1) Maintain, at a minimum, monthly contact with the client and quarterly home visits.
- 2) Respond to any client concerns raised by Brilliant Corners, the facility operator and/or DMH ERC Program Administration including those that may jeopardize the client's housing within two (2) business days.
- 3) Conduct needs assessments to determine appropriate linkage to community-based services such as health care, substance abuse services, education and/or job training and other services that support that client's recovery.
- 4) Conduct ongoing assessments/evaluations to monitor progress and provide appropriate interventions as needed.
- 5) Update the Client Care Coordination Plan (CCCP) annually and include any appropriate housing-related goals.

## B. Reporting Changes

- 1) Should the client have a change in acuity requiring increased services from the licensed residential facility, contact DMH ERC Program Administration via secure email at [dmh\\_erc@dmh.lacounty.gov](mailto:dmh_erc@dmh.lacounty.gov).
- 2) 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 [dmh\\_erc@dmh.lacounty.gov](mailto:dmh_erc@dmh.lacounty.gov) within one (1) business day of the income change.
- 3) Should the client exit the licensed residential facility and/or no longer be eligible for the DMH ERC Program, complete and submit the ERC Exit Form via secure email to [dmh\\_erc@dmh.lacounty.gov](mailto:dmh_erc@dmh.lacounty.gov) within one (1) business day of client exit.
- 4) Should the client exit to a different licensed residential facility and remain eligible for the DMH ERC Program, complete and submit the ERC Exit Form and the ERC Relocation Form via secure email to [dmh\\_erc@dmh.lacounty.gov](mailto:dmh_erc@dmh.lacounty.gov) within one (1) business day of client exit or, preferably, as soon as client relocation plans are confirmed. DMH ERC Program Administration will then provide the referring party with a new Move-In Confirmation Form that will need to be signed by the licensed residential facility administrator at the new facility and returned via secure email to [dmh\\_erc@dmh.lacounty.gov](mailto:dmh_erc@dmh.lacounty.gov) within three (3) business days of client move-in.
- 5) Should the client be transferred to another directly-operated provider or LE contractor, ensure that the new provider/contractor is aware that the client is a DMH ERC Program participant and that they understand the requirements of the program by obtaining the signature of the new case manager on the Service Provider Responsibilities Form and submitting it to DMH ERC Program Administration