



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
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Los Angeles County Department of Mental Health Enriched Residential Care Program Guidelines and Procedures

Table of Contents

Contents

Introduction	2
I. PROGRAM OVERVIEW	3
II. KEY DEFINITIONS	4
III. ROLES AND RESPONSIBILITIES	5
IV. CLIENT ELIGIBILITY	6
V. FUNDING	7
VI. REFERRAL REQUIREMENTS	10
VII. REFERRAL PROCESS	11
VIII. REFERRAL APPROVAL AND MOVE-IN PROCESS.....	12
IX. ONGOING PROGRAM REQUIREMENTS.....	17
X. CHANGES IN HOUSING STATUS	20
XI. OTHER POLICIES	24
XII. PROGRAM CONTACTS AND RESOURCES.....	26

Introduction

These guidelines and procedures are intended to provide a comprehensive overview of the Los Angeles County Department of Mental Health (DMH) Enriched Residential Care (ERC) Program and establish standardized requirements for eligibility, referrals, funding, ongoing service coordination, and program administration.

The guidelines are designed for use by DMH directly operated and contracted service providers, DMH ERC facilities, Brilliant Corners, and other partners involved in the referral, housing, and support of DMH ERC clients. They are intended to promote consistent implementation of program requirements, clarify roles and responsibilities, and support effective collaboration among all parties involved in serving clients enrolled in the DMH ERC Program.

Readers should use these guidelines as a reference throughout the referral and housing process. Because program requirements may vary based on individual client's circumstances, questions regarding eligibility, funding, or program operations should be directed to DMH ERC Administration.

These guidelines supplement, but do not replace applicable federal, state, and local laws, regulations, contract requirements, licensing standards, and DMH policies. In the event of a conflict between these guidelines and applicable legal or contractual requirements, the applicable law, regulation, contract, or policy shall govern.

Sincerely,

DMH ERC Administration

**Los Angeles County Department of Mental Health
Enriched Residential Care Program Guidelines and Procedures**

I. PROGRAM OVERVIEW

A. Purpose

The Los Angeles County Department of Mental Health (DMH) Enriched Residential Care (ERC) Program was established to provide housing subsidies and enhanced services funding for individuals diagnosed with a serious mental illness and require the level of care and supervision available in a licensed residential care facility (Facility). The program is designed to support who are experiencing homelessness, chronically homeless, or at risk of homelessness and may be transitioning from institutional settings, under conservatorship, or otherwise in need of a higher level of care to safely live in the community.

DMH ERC accomplishes this by:

- Providing an Enhanced Services Rate (ESR) to support clients with elevated service and supervision needs;
- Assisting with the cost of Basic Services and Personal & Incidental (P&I) Needs Allowances when clients have insufficient income;
- Coordinating payments through DMH's fiscal intermediary, Brilliant Corners (BC); and
- Promoting housing stability through ongoing collaboration among DMH, treatment providers, Facilities, and BC.

B. Licensed Residential Care Facilities Overview

There are two types of Facilities that DMH ERC partners with to deliver DMH ERC services. Facilities eligible for DMH ERC funding include Adult Residential Facilities (ARFs) and Residential Care Facilities for the Elderly (RCFEs), commonly referred to as board and care homes or assisted living facilities. ARFs generally serve adults between the ages of 18 and 59, while RCFEs generally serve adults ages 60 and older. However, both facility types may, under certain circumstances and licensing requirements, accommodate individuals outside of these age ranges.

The California Department of Social Services (CDSS), Community Care Licensing Division (CCLD) oversees the compliance of Facilities to ensure they operate in accordance with Title 22 of the California Code of Regulations. These Facilities provide non-medical care and supervision to individuals who may need assistance with activities of daily living. These Facilities are not required to have medical providers on staff; however, some Facilities may have medical professional staff available. Residents, in general, should not require on-going medical assistance from facility staff. RCFEs may care for individuals who have dementia if the facility is adequately equipped and staff are trained and sufficient to meet the needs of all residents.

For many individuals, these Facilities serve as a critical housing resource for DMH clients, providing a stable and permanent housing option that supports recovery, community integration, and ongoing access to treatment and supportive services. Most Facilities provide shared accommodations with two residents per room. Rooms are expected to provide sufficient space for personal belongings and furnishings, including dressers, closets, and small personal appliances.

Since these Facilities are considered a form of permanent housing by the U.S. Department of Housing and Urban Development, individuals who are experiencing homelessness and enter a Facility where they stay longer than 90 days may lose their homelessness status for any federal housing subsidy applications.

C. Program Administration

DMH ERC Administration is responsible for determining program eligibility, approving referrals, authorizing funding, establishing ESR levels, and overseeing ongoing program operations.

BC serves as the fiscal intermediary between DMH and participating Facilities. BC is responsible for entering into agreements with Facilities, administering payments, and in certain cases conducting housing retention activities on behalf of DMH. Depending on the funding source and services being provided, participating Facilities may enter into different agreement types with BC. Some agreements support housing-related subsidy payments only, while others also include housing retention and program administration activities. The applicable agreement type does not affect client eligibility, referral requirements, or DMH ERC service expectations.

Although BC administers program funding, all eligibility and funding determinations are made solely by DMH ERC Administration.

II. KEY DEFINITIONS

Basic Services: The services Facilities are required to provide to operate for licensure. These include room and board, care and supervision, and other services required under applicable Title 22 licensing regulations.

Bed Hold: A temporary continuation of funding for a client who has temporarily exited a Facility but is expected to return within a reasonable period.

Brilliant Corners: The organization that serves as the fiscal intermediary between DMH and eligible Facilities and is responsible for providing housing retention services for certain DMH ERC clients.

DMH ERC Administration: The DMH administrative unit responsible for reviewing and approving all DMH ERC referrals, including overseeing the programmatic, fiscal, contractual and quality of care of the program.

Enhanced Services Rate (ESR): Additional funding provided by DMH ERC to support the staffing, supervision, and operational resources required to serve clients with elevated acuity and service needs.

DMH – ERC Guidelines and Procedures

Exit: A change in housing status in which a client is no longer residing in a Facility or their return to the Facility is unknown.

Facility: A licensed Adult Residential Facility (ARF) or Residential Care Facility for the Elderly (RCFE) approved to participate in DMH ERC.

Non-Medical Out-of-Home Care (NMOHC) Payment Standard: The payment standard established by CDSS for Supplemental Security Income/State Supplementary Payment (SSI/SSP) recipients residing in licensed residential care facilities.

Personal & Incidental (P&I) Needs Allowance: Funds designated for a client's personal needs and incidental expenses.

Primary Service Provider: The clinician, case manager, or primary care coordinator responsible for coordinating services and supporting the client's participation in DMH ERC.

Referring Provider: The agency or organization submitting the referral.

Relocation: A transfer from one DMH ERC-funded Facility to another eligible Facility approved by DMH ERC Administration.

III. ROLES AND RESPONSIBILITIES

The DMH ERC Program relies on coordinated efforts among multiple partners to identify eligible clients, secure appropriate residential options, administer funding, and support ongoing housing stability. To promote consistent program implementation and accountability, the responsibilities of each participating entity are outlined below. Unless otherwise specified, these responsibilities apply throughout a client's participation in the DMH ERC Program.

A. DMH ERC Administration

DMH ERC Administration is responsible for:

- Reviewing and approving referrals;
- Determining client eligibility;
- Authorizing funding;
- Establishing ESR levels;
- Reviewing relocation requests;
- Reviewing bed hold requests;
- Monitoring program compliance; and
- Providing technical assistance to providers and Facilities.

B. Brilliant Corners

Brilliant Corners is responsible for:

- Executing agreements with participating Facilities;
- Administering payments on behalf of DMH;
- Coordinating participant and provider subsidy agreements;
- Conducting housing retention activities; and
- Monitoring housing stability through periodic client contacts.

C. Primary Service Providers

Primary service providers are responsible for:

- Verifying eligibility;
- Completing referral documentation;
- Locating appropriate Facilities;
- Coordinating admissions and move-ins;
- Reporting required changes and events;
- Supporting clients during BC enrollment activities; and
- Collaborating with Facilities and DMH ERC Administration to maintain housing stability.

D. Facility Administrators

Facility administrators are responsible for:

- Reviewing prospective admissions;
- Completing required move-in documentation;
- Reporting exits and temporary absences;
- Participating in relocation and bed hold processes;
- Complying with contractual and program requirements; and
- Coordinating with BC and DMH ERC Administration regarding payment and housing issues.

IV. CLIENT ELIGIBILITY

A. Eligibility Criteria

To be eligible for DMH ERC, an individual must:

- Be chronically homeless or experiencing homelessness or at risk of homelessness, as defined by the Behavioral Health Services Act (BHSA) Housing Interventions eligibility requirements;**
- Be 18 years of age or older;
- Have a diagnosis of a serious mental illness;
- Have a need for 24/7 care and supervision;
- Be linked to ongoing mental health services from a DMH directly-operated or contracted service provider that is able to provide services at the Facility; and
- Be moving into or relocating to a **new** Facility.**

**DMH ERC Administration will consider approval of ERC services for DMH clients already residing in a Facility on a case-by-case basis when:

- Their current housing is at risk; or
- Their acuity has significantly changed, and additional supports are needed to maintain housing stability.

B. Prioritized Populations

Individuals in the following categories will be prioritized for DMH ERC:

- Those meeting the homelessness criteria, including those in living encampments.
- Those receiving services from a DMH directly-operated or contracted FSP program or homeless outreach team.
- Those recently exited from an institution, such as a jail or hospital, within the last 30 days.
- Those exiting a higher level of care such as an Institution for Mental Disease or a DMH Enriched Residential Services setting.
- Those exiting Permanent Supportive Housing (PSH) and in need of a higher level of care.
- Those under Lanterman-Petris Short or probate conservatorship with the Public Guardian.

V. FUNDING

DMH ERC provides two forms of funding to support eligible clients residing in licensed residential care facilities, contingent upon their income status.

1. **Enhanced Services Rate (ESR) Funding**: provided to all clients who are participating in DMH ERC.
2. **Basic Services and Personal & Incidental (P&I) Funding**: provided to clients with insufficient income.

1. Enhanced Services Rate Funding

An ESR, provided to all DMH ERC clients, is intended to support the additional staffing, supervision, and operational resources necessary to meet the needs of individuals with elevated acuity levels. The ESR is determined using a tier-based methodology and is determined by DMH and in collaboration with the Facility to ensure the Facility has the staffing and operational resources necessary to meet the client's needs.

To qualify for ESR funding, a client must demonstrate elevated service needs as identified through the 5x5 Assessment Tool or another standardized assessment tool approved by DMH.

DMH ERC Administration may review and adjust ESR funding levels when a client's acuity changes significantly and additional supports are necessary to maintain housing.

2. Basic Services and/or P&I Funding

In addition to ESR funding, DMH ERC may provide funding for Basic Services and a P&I Needs Allowance for clients who have no income or insufficient income to cover these costs.

CDSS establishes the Non-Medical Out-of-Home Care (NMOHC) Payment Standard, which identifies the amount a Facility may collect from residents receiving SSI/SSP benefits to cover Basic Services which consist of room and board, and care and supervision provided by a licensed residential care facility in accordance with Title 22 requirements. Individuals receiving SSI/SSP or Cash Assistance Program for Immigrants (CAPI) benefits may also receive P&I for personal expenses.

Clients receiving SSI/SSP or CAPI benefits are required to contribute their available income toward the cost of Basic Services to a Facility. For clients with no income or insufficient income, DMH ERC may subsidize the full cost of Basic Services and the P&I allowance or supplement the client's available income up to the applicable NMOHC Payment Standard and P&I amount.

Public Benefits Requirements

Clients receiving Basic Services and/or P&I funding through DMH ERC are required to pursue all available public benefits for which they may be eligible, including SSI/SSP or CAPI.

Once public benefits are approved, the client's payment obligation for Basic Services and/or P&I will generally transfer from DMH ERC to the client in accordance with applicable benefit and payment requirements. DMH ERC Administration will monitor the status of pending benefit applications and may request periodic updates from the primary service provider.

If assistance with the application process is needed, referrals may be made to the Countywide Benefits Entitlement Services Team (CBEST).

To initiate a CBEST referral, submit the CBEST Hospital/Clinic Referral Form to:

- Email: cbestreferral@hsh.lacounty.gov
- Fax: (323) 389-4322

Include "DMH-ERC" in the subject line of all referral emails.

Eligibility Requirements for Basic Services and P&I Funding

To receive Basic Services and/or P&I funding through DMH ERC, the client must:

- Have no income or insufficient income to cover the cost of Basic Services and/or the P&I allowance.
- Be willing to apply for SSI/SSP or CAPI benefits, if potentially eligible.

DMH – ERC Guidelines and Procedures

- Discontinue General Relief and CalFresh benefits within 30 days of admission to a Facility, if applicable, as these benefits may be duplicative of services provided through the residential care setting.

1) Limitations

Basic Services and/or P&I funding is not available for ERC Plus settings. Approval of Basic Services and/or P&I funding is subject to program requirements and available funding.

2) Client Support Fund (CSF) Requirements

DMH contracted providers with access to Client Support Funds (CSF) are expected to utilize available CSF resources to assist DMH ERC clients who have insufficient income. This includes providing funding equivalent to the applicable NMOHC rate, including any approved P&I allowance, directly to the Facility when appropriate. Providers utilizing Behavioral Health Services Act (BHSA) Housing Funds must comply with all applicable BHSA Housing Intervention requirements.

Table 1 below provides an overview on the various funding scenarios and who is responsible for payment.

Table 1: Who Pays for What?

Scenario	Basic Services	P&I Allowance	ESR
Client receives sufficient SSI/SSP or CAPI income	Client	Client	DMH ERC
Client receives some income, but not enough to cover costs	Client contributes available income; DMH ERC and/or CSF may cover the difference	Client contributes available income; DMH ERC and/or CSF may cover the difference	DMH ERC
Client has no income	DMH ERC and/or CSF may cover the full amount	DMH ERC and/or CSF may cover the full amount	DMH ERC
Client later becomes eligible for SSI/SSP or CAPI	Payment responsibility shifts to the client consistent with benefit and program requirements	Payment responsibility shifts to the client consistent with benefit and program requirements	DMH ERC

VI. REFERRAL REQUIREMENTS

A. Eligible Referring Parties

Any DMH directly-operated or contracted provider may refer a client who meets the client eligibility requirements outlined in these Guidelines and Procedures.

The referring provider may either:

- Continue providing the client's ongoing mental health services; or
- Facilitate linkage to another DMH directly-operated or contracted provider that will assume ongoing responsibility for services.

Regardless of the long-term service arrangement, the referring provider is responsible for ensuring that all referral requirements are completed.

1) Referring Provider Responsibilities

The referring provider is responsible for ensuring the following:

- Ensure that a clinician, case manager, or primary care coordinator who is actively working with the client completes the referral packet;
- Complete the DMH ERC Acknowledgment Form and agree to provide or coordinate the services identified in the form for the duration of the client's participation in DMH ERC; and
- Notify any receiving provider of the client's DMH ERC participation when services are transferred.

If a client transfers to a different provider while enrolled in DMH ERC, the receiving provider must complete and submit a new DMH ERC Acknowledgment Form to DMH ERC Administration via secure email within three (3) business days of the transfer.

B. Ineligible Referrals

The DMH ERC Program does not accept referrals directly from the following entities or individuals:

- Hospitals
 - *Referrals for individuals discharging from a hospital may be only submitted by a DMH directly-operated or contracted service provider that has agreed to provide ongoing mental health services upon the client's release.*
- Individuals looking for a Facility or their family members
 - *Individuals already linked to a DMH directly-operated or contracted service provider must work through their assigned clinician, case manager, or primary care coordinator to verify eligibility and submit a referral on their behalf.*

DMH – ERC Guidelines and Procedures

- Mental health providers or organizations not contracted with DMH to provide specialty mental health services
- Private practice providers
- Residential care placement agencies
- Licensed residential care facilities
 - *If Facility staff are in the process of admitting a new resident who is already linked to a DMH directly-operated or contracted service provider, Facility staff should coordinate with the individual's clinician, case manager, or primary care coordinator to verify eligibility and submit a DMH ERC referral prior to the client's admission. This process is necessary to determine program eligibility and confirm the availability of funding. Clients admitted to or accepted by a Facility prior to approval by DMH ERC Administration are not guaranteed funding through the DMH ERC Program.*

VII. REFERRAL PROCESS

A. Step 1: Determine Eligibility

Prior to initiating a referral, the referring provider must review the DMH ERC Guidelines and Procedures and verify that the client meets all applicable eligibility requirements, including any requirements associated with the specific funding being requested.

The referring provider must also discuss the program with the client and confirm the client's willingness to reside in a licensed residential care facility.

B. Step 2: Complete Referral Packet

Complete all forms within the referral packet and note common errors mentioned below:

- **DMH ERC Acknowledgment Form**
- **Greater Los Angeles Homeless Management Information System (LA HMIS) Consent to Share Protected Health Information**
- **DMH ERC Referral Form**
 - Attach proof of client income, if available. If not available, proof of client income will still need to be submitted to DMH ERC Administration once the referral is approved and to BC as part of their application process.
 - Individuals receiving GR and/or CalFresh must terminate these benefits within 30 days of moving into a Facility and proof of termination will be required to be submitted to DMH ERC Administration at the time of client move-in. This is a DPSS requirement.
- **Authorization for Use/Disclosure of Protected Health Information (PHI)**
 - Must include client signature.
- **5x5 Assessment Tool**
 - Must include detailed descriptions of the client's functional impairments that would necessitate housing in a Facility.
- **Payment Responsibilities Form**

DMH – ERC Guidelines and Procedures

- Must include client's initials in each box as well as client's signature indicating an agreement to pay rent to the Facility when the client is approved for SSI/SSDI by the Social Security Administration.

Submit all referral documents, including proof of client income, if available, to DMH_ERC@dmh.lacounty.gov via secure email. Referrals that are incomplete or sent directly to individual DMH ERC staff may experience delays in processing.

C. Step 3: Locate a Facility

In partnership with the client, the referring provider is responsible for identifying a Facility that is both willing to accept the client and acceptable to the client or their legal guardian. At a minimum, the referring provider must:

- Contact prospective Facilities to confirm vacancy availability.
- Arrange interviews between the client and prospective Facilities.
- Transport and accompany the client to Facility interviews, as appropriate.
- Support the client in selecting a Facility that meets their needs and preferences.

All clients funded through DMH ERC must be made using a Facility listed in the DMH ERC Directory.

If a prospective Facility is not listed in the DMH ERC Directory, the referring provider must contact DMH ERC Administration before proceeding with housing the client. DMH ERC Administration will conduct a Facility screening, good standing check with CCLD, and onboarding process to determine whether the Facility is eligible to participate in the program. This process may take up to three (3) weeks to complete. Referring providers should not place clients in Facilities that have not completed the DMH ERC onboarding process, as DMH ERC funding cannot be guaranteed.

Referring providers requiring assistance with identifying a suitable Facility may contact DMH ERC Administration for navigation support.

Note: DMH does not directly admit referrals for Facilities listed in the ERC Directory and cannot guarantee that a client will be accepted for any listed vacancies. The ERC Directory is available at [Enriched Residential Care Directory - Department of Mental Health \(lacounty.gov\)](#). Providers may search for Facilities by name or by using the available search filters. When conducting a geographic search, providers are encouraged to use a broader search radius to maximize available Facility options.

VIII. REFERRAL APPROVAL AND MOVE-IN PROCESS

A. Review and Disposition of the Referral by DMH ERC Administration

DMH ERC Administration reviews referral documents for completeness and respond with a disposition or additional questions within two (2) business days. Contact DMH_ERC@dmh.lacounty.gov if a response is not received within this timeframe.

DMH – ERC Guidelines and Procedures

- *Referrals must be approved by DMH ERC Administration **prior** to the client moving into a Facility to ensure program eligibility and availability of funding. Individuals who move into a Facility prior to DMH ERC Administration approval may not be approved for DMH ERC funding.*

Disposition emails confirming a client has been approved for DMH ERC will include the following:

- A returned **DMH ERC Program Referral Form** signed by DMH ERC Administration that indicates the funding for which the client has been approved and the expiration date of the referral.
- If applicable, a signed **Flexible Housing Subsidy Pool (FHSP) DMH Verification Form**, which serves as verification for BC that the client is approved for the DMH ERC. See section VIII.C below for additional information.
- An **ERC Move-In Confirmation Form** outlines what DMH ERC will pay to the Facility for Basic Services and the ESR, including the client's contribution, if applicable. This is the final form confirming a client's enrollment by DMH ERC Administration.

B. Referral Expiration Dates and Extensions

DMH ERC referrals remain active for 90 days from the date they are received by DMH ERC Administration. The referral expiration date is identified in the Referral Disposition section of the completed ERC Program Referral Form returned to the referring provider.

If a Facility has not been secured prior to the referral expiration date, the referring provider may request an extension due to significant barriers or other extenuating circumstances.

Extension requests must be submitted before the referral expiration date and must include:

- A description of the barriers preventing housing; and
- A plan for securing housing during the extension period.

Extension requests should be submitted via email to DMH_ERC@dmh.lacounty.gov. Approved extensions will be granted in 30 day increments from the referral expiration date.

Note: Failure to request an extension prior to the referral expiration date may result in referral closure and the need for a new referral submission.

C. Brilliant Corners Flexible Housing Subsidy Pool (FHSP) Application

1) Completing the FHSP Application

If the referral is approved by DMH ERC Administration and includes instructions to complete an FSHP application, go to

DMH – ERC Guidelines and Procedures

<https://brilliantcorners.my.site.com/FHSPonlineportal/s/login/> to complete the application. If instructions were not included to complete this application, skip this section.

BC requires the FHSP application to enroll clients into BC's services and set up payment to a Facility.

- *Clients that receive Pre-Approval by DMH ERC Administration may move into a Facility before the FHSP application is completed. However, BC will not be able to pay the Facility until BC receives and approves an FHSP application.*

The following documents will be required to be uploaded as part of the FHSP application and will not process the application without them:

- FHSP DMH Verification Form
- Proof of Client Income or Zero Income Affidavit (for clients without income)
- Copy of ID and Social Security Card, if available, or Identity Affidavit

2) Application Access

If submitting an FHSP application for the first time, register for an account at [FHSP Portal Account Setup & Support \(tfaforms.net\)](https://brilliantcorners.my.site.com/FHSPonlineportal/s/login/). Once registered, BC will send an email on how to access their FHSP online portal. Technical questions about the portal can be submitted to FHSPportal@brilliantcorners.org. Additional questions about the FHSP application can be submitted to FHSPapps@brilliantcorners.org.

DMH contracted service providers must also ensure their agency has a signed Memorandum of Understanding (MOU) with BC that allows them to use the FHSP online portal. If there is uncertainty about whether a MOU is in place or to initiate a MOU, contact BC at fhsppps@brilliantcorners.org.

- *The MOU requirement does not apply to DMH directly-operated programs as DMH has a signed Business Agreement in place with BC that allows DMH staff to use the FHSP online portal as long as the client being referred has signed the Authorization for Use/Disclosure of PHI to Licensed Residential Facilities Form included in the referral packet.*

3) FHSP Application Approval Process

Once an FHSP application is submitted, BC will review and send an email either indicating the application has been approved or that further information is needed.

Once the application has been approved by BC, forward the approval email from BC to DMH_ERC@dmh.lacounty.gov via secure email. Ensure to attach proof of client income if this documentation was not included with the DMH referral packet.

D. Coordinating Client Move-In

Once a client has been accepted for admission to a Facility, the referring provider or primary service provider is responsible for coordinating the move-in process and ensuring all required documentation is completed.

1) Referring/Primary Service Provider Responsibilities

- i. Coordinate with the Facility to schedule the client's move-in date.
- ii. Assist the client with discontinuing General Relief and CalFresh benefits, if applicable, within 30 days of admission to the Facility, as these benefits may be duplicative of services provided by licensed residential care facilities.
- iii. Submit a secure email to DMH_ERC@dmh.lacounty.gov with the following information, if it was not already included in the DMH ERC Program Referral Form:
 - Facility name
 - Facility address
 - Facility phone and fax number
 - Facility point of contact
 - Anticipated move-in date

E. ERC Move-In Confirmation Form

Upon receipt of the Facility information and client income documentation, DMH ERC Administration will prepare an ERC Move-In Confirmation Form. The form identifies the approved funding arrangement, including the amount to be paid by DMH and/or contributed by the client toward the cost of care.

1) Facility Responsibilities

- i. Review the ERC Move-In Confirmation Form and notify DMH ERC Administration of any discrepancies or required corrections.
- ii. Following the client's move-in, complete and sign the ERC Move-In Confirmation Form, including the actual move-in date.
- iii. The Facility administrator's signature confirms that:
 - The client has been admitted to the Facility.
 - The move-in date is accurate.
 - The Facility agrees with the payment amounts and funding responsibilities identified on the form.
- iv. Return the completed ERC Move-In Confirmation Form to DMH_ERC@dmh.lacounty.gov via secure email within three (3) business days of the client's move-in date.

2) Additional Information

- i. Timely submission of the ERC Move-In Confirmation Form is required to prevent delays in payment processing.

DMH – ERC Guidelines and Procedures

- ii. BC cannot issue payments to the Facility until the completed ERC Move-In Confirmation Form has been received and approved by DMH ERC Administration.
- iii. ERC Move-In Confirmation Forms signed prior to the client's move-in date or submitted directly to BC will not be accepted.

F. Finalizing Payment and Enrollment

Following receipt of the completed ERC Move-In Confirmation Form and any required housing subsidy documentation, Brilliant Corners will begin the enrollment process.

1) Participant Agreement

A BC Housing Coordinator will schedule a meeting with the client at the Facility to review and execute the FHSP Participant Rent and Enhanced Services Subsidy Agreement. This agreement outlines the responsibilities of both the client and BC regarding participation in DMH ERC.

Following enrollment, the Housing Coordinator will generally meet with the client on a quarterly basis to assess housing stability and address tenancy-related concerns.

The client's clinician, case manager, or primary care coordinator is expected to:

- Notify the client of the scheduled meeting;
- Attend the initial meeting whenever possible; and
- Collaborate with the client, Facility, and BC to address tenancy-related concerns.

2) Facility Agreement

BC will also meet with the Facility administrator to execute the FHSP Property Provider Rent and Enhanced Services Agreement. This agreement outlines the responsibilities of the Facility and BC related to DMH ERC participation and payment.

During this process, the Facility administrator may be required to:

- Provide a completed W-9 if one is not already on file;
- Review program requirements;
- Review payment procedures; and
- Acknowledge applicable DMH ERC policies, including the Participant Exit and Transfer Policy.

3) Payment Activation

Once all required agreements and documentation have been completed, Brilliant Corners will activate payment and place the client on an automated payment schedule. Questions regarding payment may be directed to DMH ERC Administration at DMH_ERC@dmh.lacounty.gov.

IX. ONGOING PROGRAM REQUIREMENTS

Following enrollment in DMH ERC, the primary service provider, Facility, and DMH ERC Administration share responsibility for supporting housing stability and ensuring compliance with program requirements.

The primary service provider must maintain ongoing communication with the client, Facility, BC, and DMH ERC Administration regarding any changes that may affect the client's housing, funding, or service needs.

A. Ongoing Service Responsibilities

DMH ERC participation requires the client to remain linked to a DMH directly-operated or contracted provider capable of providing ongoing mental health services within the geographic area where the client resides.

The primary service provider is responsible for:

- Maintaining regular contact with the client;
- Coordinating behavioral health services;
- Collaborating with Facility staff regarding the client's care and treatment needs;
- Supporting housing stability and retention efforts;
- Participating in meetings involving DMH ERC Administration and Brilliant Corners when necessary; and
- Ensuring timely notification of required changes and events.

1) Transfer of Services

If responsibility for the client's mental health services is transferred to another DMH directly-operated or contracted provider, the transferring provider must:

- i. Inform the receiving provider of the client's DMH ERC enrollment status;
- ii. Coordinate continuity of care; and
- iii. Ensure that a new DMH ERC Acknowledgment Form is completed and submitted to DMH ERC Administration within three (3) business days of the transfer.

Failure to maintain linkage to an eligible mental health provider may affect continued participation in DMH ERC.

2) Step-downs

If it is determined that a DMH ERC client no longer requires intensive case management services or specialty mental health services, the primary service provider must notify DMH ERC Administration prior to disenrolling the client from services. The primary service provider must include the following information:

- i. The transition plan that has been developed with the facility and other providers involved in the client's care. This should include a description of how the client's psychiatric care will be managed.

DMH – ERC Guidelines and Procedures

- ii. The plan for how their housing at the Facility will continue to be funded.
- iii. Any support that is required to sustain the client's housing.

B. Income Changes

The primary service provider must notify DMH ERC Administration of any change in the client's income that may affect funding eligibility or payment calculations.

Notification must be submitted via secure email within three (3) business days of:

- Learning of the income change; or
- Receipt of documentation verifying the change.

Supporting documentation should be included whenever available, including:

- Benefit award letters;
- Benefit reduction notices;
- Benefit termination notices;
- Income verification statements; or
- Other relevant financial documentation.

Note: Changes in income may affect the amount the client and/or DMH is responsible for paying toward the client's housing. If a client's income increases, the client may be required to contribute a greater amount toward the cost of Basic Services. If a client's income decreases or is lost, DMH ERC may increase its subsidy for Basic Services and/or the P&I allowance to help maintain housing stability.

C. Acuity Changes and Requests for Increased Services

The primary service provider must notify DMH ERC Administration whenever a client's acuity increases significantly and additional support may be necessary to maintain housing.

Requests for additional ESR funding must include:

- An updated 5x5 Assessment Tool or other DMH-approved assessment;
- Documentation supporting the change in acuity; and
- The Facility's requested service tier, when applicable.

Requests should be submitted via secure email to DMH ERC Administration as soon as the change is identified.

Review of ESR Requests

DMH ERC Administration will review all requests for increased ESR funding to determine whether:

- Additional services are warranted;
- A change in ESR funding level is appropriate; or
- A different Facility may be necessary to adequately meet the client's needs.

DMH – ERC Guidelines and Procedures

Approval of ESR increases above the baseline funding level requires management approval.

Note: DMH ERC Administration may approve an ESR adjustment when additional funding is necessary to support the client's increased care needs. In some cases, DMH ERC Administration may determine that the client's needs exceed the Facility's capabilities and recommend relocation to a more appropriate setting.

D. Monthly Census Reporting for Facilities

Facilities serving DMH ERC clients are required to complete a Monthly Census Report to confirm the continued residency of all clients.

- i. Monthly Census Reports will be sent to Facilities at the beginning of each month listing all DMH ERC clients believed to be residing at the Facility.
- ii. Facility staff will review the report to confirm the continued residency of the clients listed and to note any exits that may not be reflected and errors related to exit dates, reasons or destinations. Reports must be returned via secure email to DMH_ERC@dmh.lacounty.gov by the 15th of the same month.
 - Indicating an exit on the Monthly Census Report does not replace completing an Exit/Relocation Form. If an Exit/Relocation Form is not received for an exited client, the Facility is still subject to the terms of the HSH/DMH Enriched Residential Care Participant Exit and Transfer Policy including forfeiting the 30-day notice payment and completing any repayment requirements.

E. Required Notifications

The primary service provider must promptly notify DMH ERC Administration of any event that may affect:

- The client's housing status;
- Program eligibility;
- Funding eligibility;
- Service provider assignment; or
- Level of care needs.

Examples include:

- Income changes (increases or decreases);
- Benefit approvals or terminations;
- Changes in conservatorship status;
- Extended hospitalizations;
- Changes in service providers;
- Relocation requests;
- Facility concerns affecting housing stability; and
- Any event that may place the client's housing at risk.

Timely notification allows DMH ERC Administration to evaluate available options and coordinate interventions intended to prevent unnecessary housing disruptions.

X. CHANGES IN HOUSING STATUS

From time to time, a client's housing status may change due to hospitalization, relocation, discharge, increased service needs, or other circumstances. The procedures outlined below ensure that DMH ERC funding and records remain accurate and that appropriate services continue without interruption whenever possible.

A. Relocations

A relocation occurs when a client transfers from one DMH ERC-funded Facility to another eligible Facility.

Relocations may be initiated by the primary service provider or DMH ERC Administration. Although a client or Facility operator may request a relocation, the client's primary service provider is responsible for coordinating the relocation process with DMH ERC Administration.

The receiving Facility must meet the eligibility requirements outlined in **Section VII. Referral Process, Section C – Step 3: Locate a Facility.**

1) Relocation Process

- i. Prior to relocating a client, the primary service provider must notify DMH ERC Administration at DMH_ERC@dmh.lacounty.gov and obtain written approval to proceed.
- ii. In collaboration with the client, identify a new eligible Facility that is willing to accept the client and that the client is willing to accept.
- iii. Once a new Facility has been identified, if the prior Facility does not submit the Exit/Relocation Form, the primary service provider submits an Exit/Relocation Form via secure email to DMH_ERC@dmh.lacounty.gov for review and approval.
- iv. Following approval, DMH ERC Administration will generate a new ERC Move-In Confirmation Form for the receiving Facility.
- v. Review the ERC Move-In Confirmation Form and notify DMH ERC Administration of any discrepancies or required corrections.
- vi. Provide the finalized ERC Move-In Confirmation Form to the receiving Facility administrator.
- vii. Following the client's admission, the receiving Facility administrator must complete and sign the ERC Move-In Confirmation Form, including the client's move-in date.
- viii. The receiving Facility administrator must return the completed ERC Move-In Confirmation Form to DMH_ERC@dmh.lacounty.gov via secure email within three (3) business days of the client's move-in date.

2) Payment Considerations

The Facility from which the client is relocating may be eligible for a 30 day notice payment in accordance with applicable program policies.

However, a 30 day notice payment will generally not be approved when:

- DMH ERC approval was not obtained prior to relocation;
- The relocation is requested by the Facility for reasons unrelated to the immediate health or safety of the client;
- The client is relocating to another Facility under the same ownership or management; or
- The Facility had at least 30 days advance notice of the relocation.

B. Exits

1) What Is an Exit?

A DMH ERC exit occurs when a client is no longer residing in the Facility or when the client's return to the Facility is unknown or uncertain. Examples include:

- A client leaves the Facility and is not expected to return. This includes cases where a client may voluntarily relinquishes their housing.
- A client leaves the Facility, and their return date is unknown.
- A client leaves the Facility permanently or temporarily to go to a higher level of care such as a hospital.
- A client receives another revenue source that is similar to DMH ERC
 - Assisted Living Waiver, CalAIM Community Supports, or any other revenue source that provides funding for enhanced care.
- A client is out on a scheduled leave from the Facility and does not return on the date they were scheduled.
 - *It is **not** considered an exit if the client takes a scheduled leave, such as to visit friends or family, and has an expected return date.*

Refer to HSH/DMH Enriched Residential Care Participant Exit and Transfer Policy for further details. [http://file.lacounty.gov/SDSInter/dmh/1145315 DHS-DMHEnrichedResidentialCare_ERC_ParticipantExitandRelocationPolicy.pdf](http://file.lacounty.gov/SDSInter/dmh/1145315_DHS-DMHEnrichedResidentialCare_ERC_ParticipantExitandRelocationPolicy.pdf)

2) Exit Reporting Requirements

When an exit occurs, whether temporary or permanent, the Facility administrator must submit an Exit/Relocation Form via secure email to DMH_ERC@dmh.lacounty.gov within three (3) business days of the client's departure.

The primary service provider may follow up with Facilities to assist with exit reporting and ensure DMH ERC Administration is notified of the client's status.

3) Payment Implications

If a completed Exit/Relocation Form is submitted within the required three (3) business-day timeframe, the Facility may be eligible to receive an additional 30 days of payment following the client's exit, as described in the HSH/DMH Enriched Residential Care Participant Exit and Transfer Policy.

If an Exit/Relocation Form is not submitted within three (3) business days:

- DMH may immediately discontinue payment and close the client's bed slot upon becoming aware of the exit.
- The Facility may forfeit eligibility for the additional 30-day payment.
- Any payments received for a client who has exited the Facility will be subject to recoupment of funds.

DMH reserves the right to suspend or discontinue ERC Program referrals to Facilities that repeatedly fail to comply with Exit Form submission requirements, including Facilities that fail on two or more occasions to submit an Exit Form within the required timeframe.

4) Returns Following an Exit

If a client wishes to return to the Facility following termination of DMH ERC funding:

- A DMH ERC Referral Form, updated 5x5 Assessment Tool, and ERC Acknowledgement Form (if applicable) must be submitted if fewer than six (6) months have passed since the client's exit date; or
- A complete referral packet must be submitted if more than six (6) months have passed.

Approval must be obtained from DMH ERC Administration prior to the client's return to ensure continued eligibility and funding availability.

C. Temporary Exits and Bed Holds

A temporary absence occurs when a client leaves a Facility but intends to return within a reasonable period of time.

Examples include, but are not limited to:

- Psychiatric hospitalization
- Hospitalization for physical health treatment;
- Placement in a Skilled Nursing Facility;
- Temporary absence due to behavioral patterns or wandering;
- Temporary placement in a higher level of care; or
- Other circumstances where return to the Facility is anticipated.

1) Reporting Temporary Exits and Absences

The Facility administrator must notify DMH ERC Administration of all exits or absences that they believe are temporary by submitting an Exit/Relocation Form via secure email within three (3) business days of the client's departure.

The Exit Form should clearly indicate that:

- The exit/absence is temporary;
- The reason for the exit/absence;
- The client's current location, if known; and
- The anticipated return date, if known.

Timely submission is required even when the client intends to return to the Facility.

2) Bed Hold Requests

Submission of an Exit/Relocation Form does not automatically result in approval of a bed hold.

Following notification of the temporary absence, the primary service provider, Facility, and DMH ERC Administration will collaborate to determine:

- Whether a bed hold is appropriate;
- The anticipated duration of the absence; and
- Whether continued funding is necessary to support the client's return.

If a bed hold is deemed appropriate, the primary service provider or Facility administrator should submit a written request to DMH ERC Administration.

3) Bed Hold Approval

Bed holds are approved on a case-by-case basis.

Factors considered may include:

- The reason for the absence;
- The likelihood of the client's return;
- The anticipated duration of the absence;
- Housing stability considerations; and
- Availability of funding.

If approved, DMH ERC Administration will continue to monitor the need for the bed hold and may request periodic updates regarding the client's status.

4) Bed Hold Limitations

Bed holds generally may not exceed sixty (60) days without management approval.

Once a bed hold extends beyond 30 days:

DMH – ERC Guidelines and Procedures

- ESR funding will stop because the client is no longer residing in the Facility and receiving enhanced services; and
- Any approved funding for Basic Services and/or P&I may continue for the duration of the authorized bed hold.

5) Termination of Bed Holds

When DMH ERC Administration determines that continued funding is no longer appropriate, the client's DMH ERC enrollment may be terminated and the Exit/Relocation Form forwarded for payment processing.

Facilities may choose to continue holding a client's bed following termination of DMH ERC funding; however, all financial responsibility becomes the responsibility of the client and/or Facility.

D. Client Deaths

In the event of a client death, ensure that the Facility sends an incident report to DMH within at least 24 hours of learning about the death. A copy of the death report required by CCLD must also be submitted to DMH within three (3) business days of the report being completed.

DMH does not provide a 30-day notice payment when a client death occurs.

XI. OTHER POLICIES

A. Homeless Management Information System Requirements

California Assembly Bill 977 (AB 977) requires counties receiving state funding for homeless services to collect and report client-level data through the Homeless Management Information System (HMIS). In addition, federal funding sources used to support homeless services may also require HMIS participation and reporting.

To comply with these requirements, DMH must collect and maintain HMIS data for clients receiving housing assistance funded through BHSA Housing Interventions and certain federally funded housing resources administered through the DMH FHSP Program.

The DMH FHSP Referral Form incorporates the HMIS data elements necessary to meet applicable state and federal reporting requirements. Referring service providers are responsible for completing all required HMIS-related fields as part of the referral process.

Following enrollment, service providers may be required to provide updated information to support ongoing HMIS reporting requirements, including:

- Annual client updates;
- Changes in housing status;
- Changes in household composition; and
- Other information required to maintain accurate program and housing records.

Failure to provide complete and timely information may affect DMH's ability to meet state and federal reporting requirements.

B. Single Room Requests

Most participating Facilities provide shared accommodations with two residents per room. Single-room accommodations in settings where there are two residents per room may be approved on a case-by-case basis and when supported by documented clinical, behavioral, medical, or safety considerations.

Because single rooms are limited resources within these Facilities, they are generally intended to address temporary needs and are not considered a permanent accommodation.

Requests for single-room accommodation should include documentation describing:

- The reason the accommodation is needed;
- The anticipated duration of the need; and
- Any relevant supporting clinical information.

DMH ERC Administration reserves the right to approve, deny, or periodically review single-room requests.

C. Emotional Support Animals and Pets

The acceptance of emotional support animals (ESAs) and pets is subject to each Facility's policies and admission requirements. DMH ERC cannot guarantee a Facility will accommodate an ESA or pet. Admission decisions regarding ESAs and pets remain the responsibility of the Facility.

Prior to admission, the client's primary service provider must work with the client and Facility to verify that the animal meets all applicable Facility requirements and that appropriate arrangements are in place for the animal's ongoing care.

D. Exceptions to the New Move-In Requirement

Move-Ins That Occur Without DMH ERC Approval

Primary service providers must not move clients into a Facility with the expectation of receiving DMH ERC funding without first obtaining approval from DMH ERC Administration.

Exceptions for referrals submitted after a client moves into a Facility are considered on a case-by-case basis and require management approval. When approved, DMH ERC Administration may authorize retroactive payment for Basic Services and/or P&I funding. Retroactive payment for ESR funding is not permitted.

If the client moved into the Facility no more than 30 days before the referral was submitted, the client may be eligible to receive ESR funding beginning on the date the referral is approved.

XII. PROGRAM CONTACTS AND RESOURCES

DMH ERC Administration: DMH_ERC@dmh.lacounty.gov

DMH ERC Directory: <https://dmh.lacounty.gov/ercd/>

DMH ERC Forms: <https://dmh.lacounty.gov/our-services/housing/enriched-residential-care-program/>

Brilliant Corners FHSP Application Page:

<https://brilliantcorners.my.site.com/FHSPonlineportal/s/login/>

Brilliant Corners FHSP Application Portal Support: [FHSP Portal Account Setup & Support](#) and FHSPportal@brilliantcorners.org

Brilliant Corners Payment Support: FHSPpayments@brilliantcorners.org

Brilliant Corners Program Support: FHSPapps@brilliantcorners.org