

HOMELESS POLICY DEPUTIES MEETING AGENDA

DUE TO THE CLOSURE OF ALL COUNTY BUILDINGS, MEETING PARTICIPANTS AND MEMBERS OF THE PUBLIC WILL NEED TO CALL INTO THE MEETING

Date: Thursday, May 11, 2023
Time: 2:00 PM
Microsoft Teams Link: [Click here to join the meeting](#)
Teleconference Number: [+1 323-776-6996,,665324311#](#)

AGENDA ITEM	LEAD
I. Welcome and Introductions	Ivan Sulic, Fourth District
II. Homelessness Emergency Response	Cheri Todoroff, Carter Hewgley and Rowena Magaña, CEO-HI
III. Cities and Councils of Government Interim Housing Services Fund (CCOGIHS) Update	Ashlee Oh, CEO-HI; and representatives from the San Gabriel Valley Council of Governments and Regional Housing Trust, and the cities of Baldwin Park, Montebello, Redondo Beach, West Hollywood, and Pomona
IV. Housing for Health and CalAim	Ashley Lewis, Ryan Izell, Oisin O'Shaughnessy, DHS
V. Items Recommended for Future Discussion	
VI. Public Comment*	

* Public Comment is limited to 1 minute. Those interested in speaking should raise their hand on Microsoft Teams and unmute once called upon by the Chair. Those on their phones should press *5 to raise their hand and *6 to unmute.

NEXT MEETING: MAY 25, 2023

Homeless Initiative

Homeless Policy Deputies Meeting

LA County Homelessness Emergency Response Update



Chief
Executive
Office.



County of Los Angeles
Homeless
Initiative

AGENDA

LA County Homelessness Emergency Response Update

1. Countywide Encampment Resolution Update
2. Countywide RV Homeless Encampment Pilot Program Update



County of Los Angeles

**Homeless
Initiative**

Countywide Encampment Resolution Update

Countywide Encampment Resolution Update:

Support for Inside Safe

Phase	Status
Planning	Operation for mid May in SD2 Operation for late May in SD4 Operation for late May/early June in SD3
Response	Operation completed yesterday in SD 3 @ San Vicente in Beverly Grove area
Stabilization	<p>Completed Housing Fairs and Mobile Connect Days</p> <ul style="list-style-type: none">• May 2nd w/ The People Concern & The Salvation Army• May 9th w/ Hope the Mission & LA Family Housing <p>Continuing to reach out to 13 providers to close any unmet needs for County support for clients at 50 interim housing locations, including 30 motels.</p> <p>Refining communications materials about how to access County services for interim housing residents</p>
Mitigation	Continuing to support 4 PEH with higher level of care needs at recent encampment response operation in SD1 and working with LAHSA on identifying interim placements wherever possible.

Countywide Encampment Resolution Update:

Status of Key Action Items for Countywide Launch

On Deck (Next 3 Weeks)	Underway	Completed
<ul style="list-style-type: none">❑ Focus Groups with Providers and Residents❑ Briefing CES Leads❑ Meeting with King County Regional Homeless Authority❑ Geolocation Data Governance for Encampments❑ Planning first operation in SD2❑ Working with Philanthropy on financial partnerships	<ul style="list-style-type: none">❑ Site Prioritization (includes Unincorporated)❑ Outreach to prioritized communities❑ Strategic & Operational Coordination Meetings❑ Coordination with Cities & COGs & Unincorporated Partners❑ Canvassing motels in partnership with CEO-RED❑ Racial Equity Promising Practices Exploration (w/ ARDI)❑ Staff Recruitment❑ Capturing Inside Safe Lessons Learned❑ Refining Communications Plan❑ Refining Financial Modeling❑ Development of Encampment Resolution Action Plans (ERAP)	<ul style="list-style-type: none">✓ Process mapping w/ OEM✓ DRAFT Framework & Protocol Completion✓ Supported Mobile Connect Events✓ Roles/Responsibilities & Contact Lists Created✓ Participated in HOST team outreach in Whittier Narrows and Santa Fe Dam (SD1)



County of Los Angeles
**Homeless
Initiative**

Countywide RV Homeless Encampment Pilot (RVHEP) Program

Countywide Recreational Vehicle Homeless Encampment Pilot (RVHEP) Program

The RVHEP will launch in May/June 2023:

- Implementation workgroup meetings are underway to prepare for the launch.
 - Solidifying vendors, such as towing, dismantler, debris removal, security for the storage lot, pumper trucks, motels, and staffing.
- The first hotspot will be in unincorporated East Gardena
 - Outreach is on-going.
 - Priority will be to dismantle burnt RVs first.
- CEO-HI is also actively looking for RV Storage sites and RV Safe Parking sites.
 - Canvassing County-owned properties and also looking into public-private partnerships.
- Outcomes will be collected, and the lessons learned will be used to scale up the program to the rest of the County.



Chief
Executive
Office.



County of Los Angeles
Homeless
Initiative

May 11, 2023

CITIES & COUNCILS OF GOVERNMENTS INTERIM HOUSING SERVICES PROGRAM





AGENDA

1. Cities & Councils of Governments Interim Housing Services (CCOGIHS) Overview
2. Cities and COGs' efforts in expanding the homeless housing capacity
 - a. San Gabriel Valley COG/Regional Housing Trust Fund and cities of Baldwin Park and Montebello
 - b. City of Redondo Beach
 - c. City of West Hollywood
 - d. City of Pomona
3. Next Steps
4. Success Story – Mary's journey

in the CCOGIHS Program to
ons. Funded with State
tion Program Round 3 funding

in the CCOGIHS Program to
ons. Funded with State
tion Program Round 3 funding

DESIRED OUTCOMES:

- Reduce the number of people experiencing homelessness (PEH).
- Increase the number of people exiting homelessness into permanent housing.
- Increase the permanent housing capacity.



AWARDED PROJECTS

6 projects | 138 beds | aims to serve 385 adults/families per year | secure 140+ permanent housing units



Esperanza Villa

Opened in November 2021.

25 pallet shelters for adults.

Aims to serve 35 participants annually.

Aims to establish 10 permanent housing units.



Pallet Shelter Program

Opened in December 2020.

20 homes for single adults.

Aims to serve 60 participants annually.

Aims to establish 10 permanent housing units.



Operation Stay Safe

Opened in May 2022.

30 units for adults.

Aims to serve 105 participants annually.

Aims to establish 10 permanent housing units.



AWARDED PROJECTS



Family Interim Housing Services Program

To be opened in 2023.

Five apartments for families.

Aims to serve 10 families annually.

Aims to establish 30 permanent housing units.



Project Homekey Interim Housing (IH) and Permanent Supportive Housing Project

To be opened in 2023.

38 IH and 35 Supportive Housing.

Aims to serve 100 participants annually.

Aims to establish 38 permanent housing units.



The Holloway Interim Housing Program

To be opened in 2024.

20 units for adults.

Aims to serve 75 participants annually.

Aims to establish 49 permanent housing units.



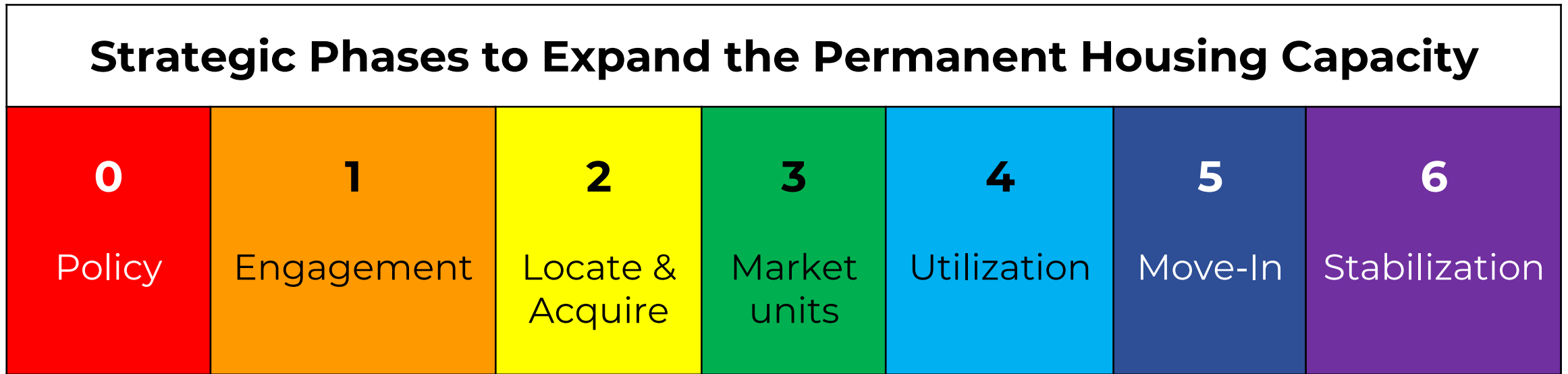
Interim Housing Outcomes (January – March, 2023)



1. Six CCOGIHS-funded projects:
 - a. 3 sites (75 units/beds) are open and serving clients
 - b. 3 sites are undergoing capital improvement (63 additional IH units in the pipeline)
2. Across the three opened sites:
 - a. 99 unduplicated clients served
 - b. Average 94.48% overall occupancy
 - c. 14 unduplicated clients exited to permanent housing

Housing Choice Voucher	Reunification	Rapid Rehousing-Time Limited Subsidy	Permanent Supportive Housing
6	2	3	3

Partnership to Expand PH – Awardees' Plans



Phases align with housing navigation and time limited subsidies' processes.



County of Los Angeles

Homeless Initiative

Cities and COGs' efforts in expanding the homeless housing capacity

- San Gabriel Valley COG/Regional Housing Trust Fund and cities of Baldwin Park and Montebello
- City of Redondo Beach
- City of West Hollywood
- City of Pomona



Cities and Councils of Governments Interim Housing Services (CCOGIHS)

- Marisa Creter, Executive Director, San Gabriel Valley COG/Regional Housing Trust Fund
- Yuriko Ruizesparza, Community Services Supervisor, City of Baldwin Park
- Fernando Peláez, Fire Chief, City of Montebello

From 0 to 105 units in one year



Opened November 2021
25 units in Baldwin Park
Serves adults



Opened July 2022
30 units in Montebello
Serves adults



Opened September 2022
16 units (50 beds) in Baldwin Park
Serves families

Regional Partnership & Collaboration



In 2021, the San Gabriel Valley Regional Housing Trust (SGVRHT) launched a pilot program for homeless housing development



The SGVRHT provided technical assistance from SRK Architects to assist in site selection and design



Baldwin Park and Montebello have emergency shelter resolutions in place and provided City owned land to host the sites

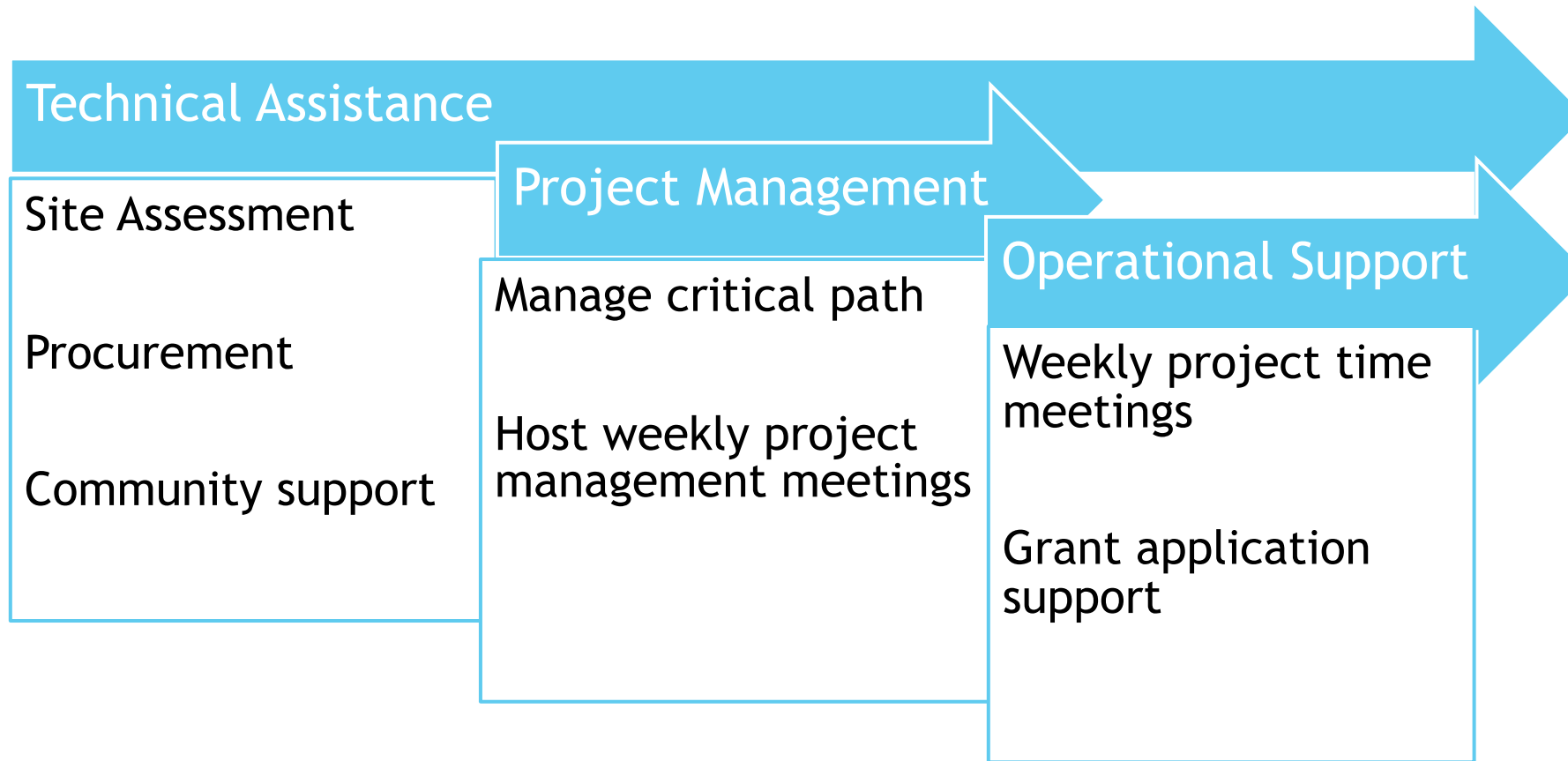


The SGVRHT provided project management, site development funding, and operational funding for the 1 year pilot program. The SGVHT assisted cities in applying for CCOGIHS funds.



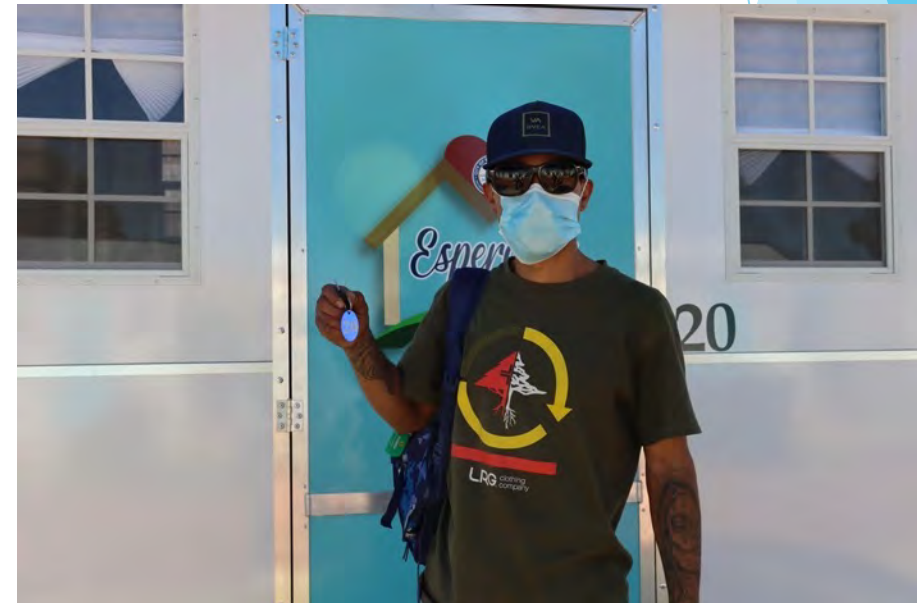
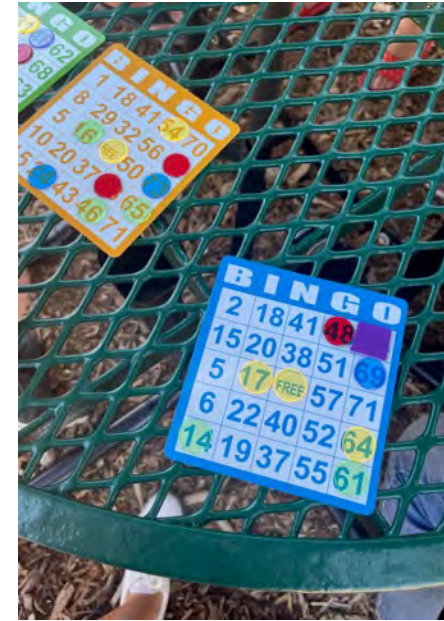
The SGVRHT provided project management and hosted weekly meetings with all project partners and served as the procurement lead for the units and the service providers

SGVRHT Interim Housing Project Support



Esperanza Villa, Baldwin Park

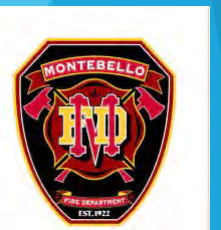
- ▶ First interim housing site in the San Gabriel Valley
- ▶ It is essential to have a project champion: Supportive leadership from the City Manager, City Council, and SGVRHT/SGVCOG was essential to the successful implementation of the program
- ▶ The City of Baldwin Park conducted thorough community engagement prior to site opening including virtual educational meetings, in-person Q&A site meetings, and written materials available in English and Spanish
- ▶ Mayor Estrada hosted a sleepover with officials from other SGV cities prior to opening to build awareness
- ▶ 7 Esperanza Villa clients were permanently housed in the month of April!



Operation Stay Safe, Montebello



- ▶ Operation Stay Safe (OSS) is the largest tiny home site in the San Gabriel Valley.
- ▶ Direct referrals to OSS are made by the Montebello Community Assistance Program (MCAP).
- ▶ MCAP was launched in 2021.
 - ▶ A field-based outreach program designed is to assist Fire and Police personnel in situations where alternative intervention and support can be provided without the need for enforcement, emergency medical or other critical resources, thereby freeing up these services for other high-priority needs
 - ▶ Consists of Firefighter/Paramedic, Social Work Coordinator, Field Based Case Manager and Housing Navigator.
 - ▶ Supports clients during their search for permanent housing units.
 - ▶ Future expansion: EMT Social Work Program (MSWs)



Clients served YTD

Site	# of clients served	Exits to permanent housing
Esperanza Villa	32	10
Operation Stay Safe	41	9

Successes, challenges, & best practices

Successes

- ▶ Local preference making it possible for cities/COGs to champion homeless housing projects and get community buy in.
- ▶ Expedited connections to permanent housing through leveraging Housing Navigation and Time Limited Subsidy slots.
- ▶ Securing multi-year operational funding through CCOGIHS.
- ▶ The SGVRHT and SGVCOG share best practices with other jurisdictions through tours, online resource guide, and participation in CCOGIHS collaborative partner meetings.

Challenges

- ▶ Navigation/Matching (holding units while inspections are performed, funding gap/deficit between voucher rents and market rents, client limited incomes and credit check requirements).
- ▶ Limited access to board and care and other high acuity housing including SUD beds (Currently working with LA CADA to serve higher acuity clients).
- ▶ Lack of available permanent housing units for interim housing clients to transition to.

CREATION OF HOUSING LINKAGE WORKING GROUP



Recommended by the SGVCOG Homelessness Committee to help meet CCOGIHS permanent housing goals.



In September 2022, the SGVCOG Governing Board allocated \$200,000 to implement activities that would increase access to permanent housing options for persons experiencing homelessness (PEH), through the creation of a Housing Linkage Working Group.



In March 2023, the SGVCOG Governing Board allocated an additional \$100,000 and authorized the Executive Director to allocate any additional unspent funds, or any portion of those funds, from other 2022-23 Homeless Programs.

PROGRAM PURPOSE

- ▶ Test approaches on a small-scale to evaluate success in connecting clients to permanent housing
 - ▶ identify what intervention made the impact
- ▶ **City of Baldwin Park:** Having well-respected community leaders that are directly engaging landlords will encourage landlords to accept a client with a voucher
- ▶ **City of Covina:** Utilize a shared housing model for low-acuity senior citizens creates a sustainable housing model accessing traditional market rate units
- ▶ **City of Montebello:** Having strong engagement/leadership from City and the Fire Department will encourage a landlord to accept a client with a voucher
- ▶ Intent of program to help scale and/or replicate successful programs in other jurisdictions

FOCUS ON DATA COLLECTION & EVALUATION

- ▶ What we want to evaluate:
 - ▶ Engagements with new landlords
 - ▶ Number of clients engaged
 - ▶ Number of individuals housed
 - ▶ Number of participating landlords
 - ▶ Length of time to enter permanent housing following start of search
- ▶ Focus on specific actions



CONNECTION TO CCOGIHS PROGRAM

- ▶ **Promotadoras Baldwin Park**
 - ▶ Community leaders will assist Esperanza Villa clients in securing permanent housing by building relationships with landlords, ending their experience with homelessness and helping the City of Baldwin Park to meet its goal of securing 10 housing units.
- ▶ **MCAP Montebello**
 - ▶ The MCAP team builds trust with Operation Stay Safe clients and local landlords to increase connections to permanent housing with a goal of securing 10 housing units.



SUCCESS

- ▶ Shared senior housing pilot program with 1 year of fully subsidized rent, residents moving in on June 1
- ▶ 7 seniors housed for ~\$35 per client per day
 - ▶ Residents will be employed and will receive assistance through this program to become financially independent in the long-term
 - ▶ Case managers will assist clients in setting up a savings account - the goal is to save the income that would be spent on rent while in the program
- ▶ Support Solutions and City of Covina partnership
- ▶ Residents will receive case management, housing navigation, and assistance with housing costs when they transition out of the program (security deposits, application fees, etc.)



Questions?

- For additional information please visit: sgvrht.org/tinyhomes



[Home](#) [About](#) [Project Status](#) [Tiny Homes](#) [Archived Agendas and Minutes](#) [RLF](#) [Contact Us](#)

[Esperanza Villa](#)

[Baldwin Park
Family Site](#)

[Operation Stay Safe](#)





REDONDO BEACH PALLET SHELTER

Photo credit to the Daily Breeze, April 15, 2021.

Michael Webb, City Attorney



REDONDO BEACH PALLET SHELTER

- Opened December 2020
- Operated and managed by Harbor Interfaith
- Increased from 15 to 20 units
- Temporary interim housing
- Case management/Housing navigation
- Wrap around services



PALLET SHELTER: OUTCOMES

- 79 people entered
- 47 people permanently housed
- **59% rate of exits from shelter to permanent housing**
- **SPA 8 – 17% rate of exits from shelter to permanent housing**



CITY - COUNTY PARTNERSHIP

- City Attorney's Office and Councilmember Horvath saw Pallet Shelter presentation at SBCCOG in September 2020
- City Attorney's Office worked with Supervisor Hahn's office for funding
- City Attorney's Office educated community through City Council and community meetings
- City Attorney presented five location options; City Council voted on location
- Expanded the site infrastructure/capacity with technical assistance and funding from the CEO Homeless Initiative - Public Works paved asphalt, erected fence, installed plumbing infrastructure
- Police conduct regular security checks
- City and County collaborate to braid funding to support operations
- CCOGIHS fueling City's efforts to expand permanent housing capacity
- Supervisor Mitchell strong supporter of Pallet Shelter and Homeless Court



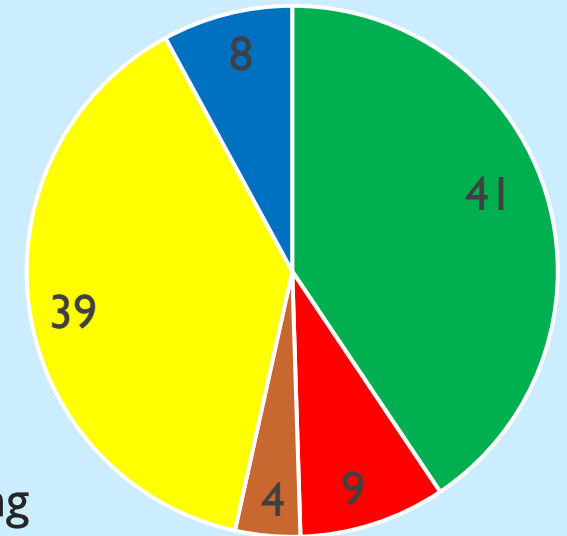
BRIDGE HOUSING

- 9 people permanently housed
- **47% rate of exits to permanent housing**



HOMELESS COURT

- Launched in September, 2020
- Outdoor court diversion program offering a chance to avoid jail time and fines by accepting services – a pathway to permanent housing
- Start up and operational funding provided by the City of Redondo Beach and the South Bay Cities COG (County Measure H funding)
- 79% average attendance rate with some months at 100% attendance
- 75% of Homeless Court participants placed in temporary or permanent housing



■ Graduates ■ Exited ■ Passed
■ Active ■ Incompetent

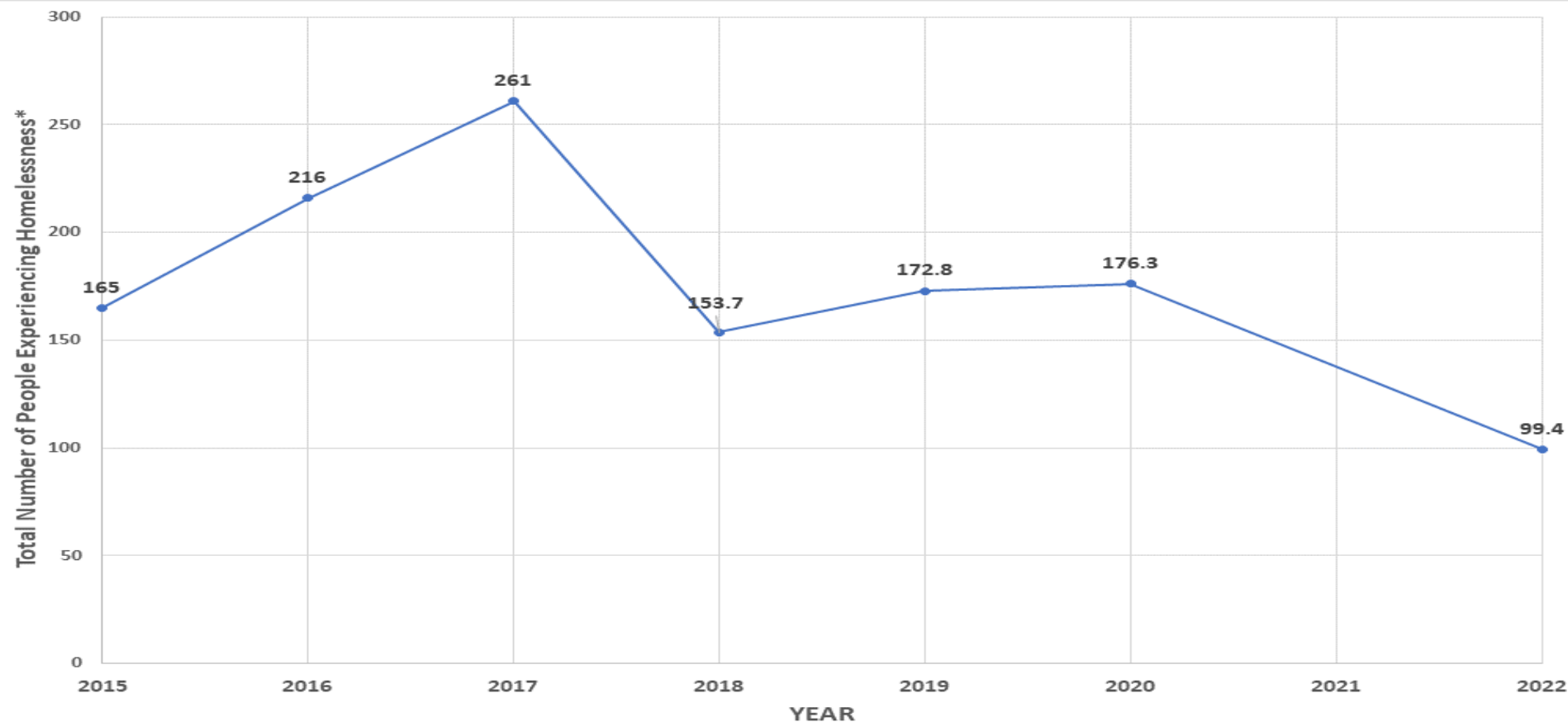


Photo credit to Daily Breeze, September 10, 2020.

CHALLENGES AND OPPORTUNITIES

- Mental health clinician
- Medical team for physical medical needs
- More permanent housing
- Property owners want security deposits and holding fees right away but homeless services could take up to a month to process payments

LOS ANGELES COUNTY POINT IN TIME HOMELESS COUNT FOR REDONDO BEACH

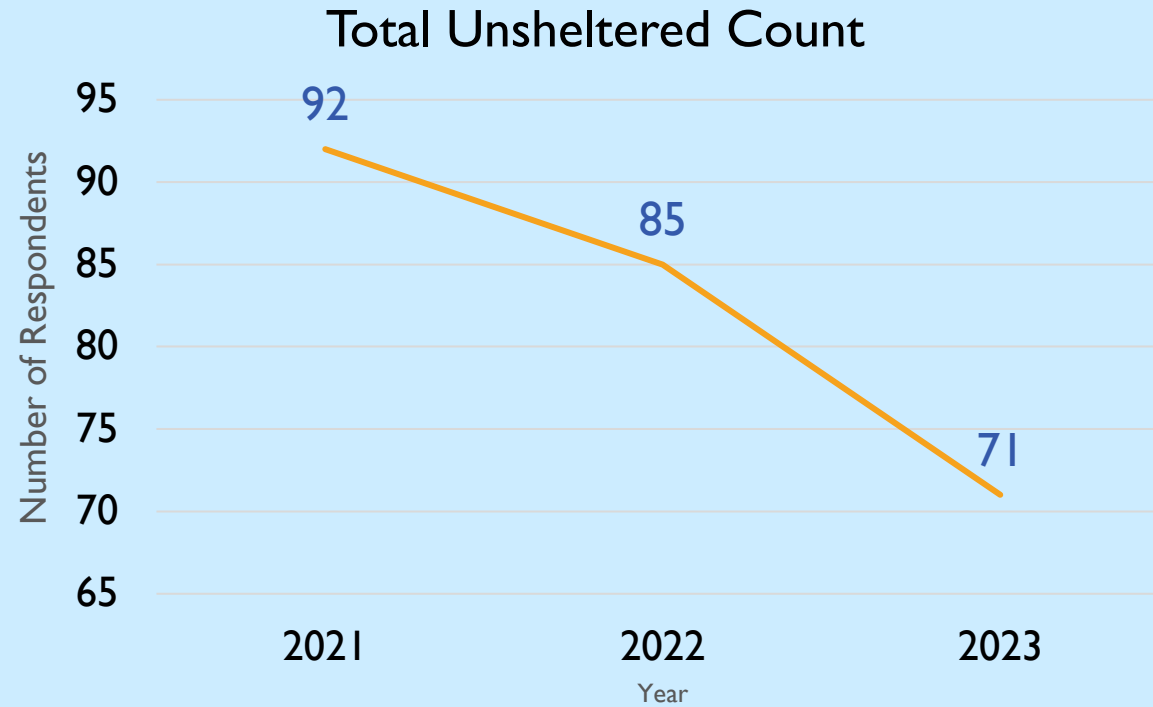


The lowest
it has been
since 2013

(LAHSA Homeless Count by City/Community Dashboard: Redondo Beach (December 5, 2022)
<<https://www.lahsa.org/data?id=54-homeless-count-by-city-community>>.)



CITY NET CENSUS OF REDONDO BEACH UNSHELTERED COUNT



West Hollywood Homeless Initiative

The Holloway Interim Housing Program (Project Homekey)

Motel purchase and renovation
Operations by Ascencia
20 individual rooms
Planned opening in 2024

Funding:

- + West Hollywood Affordable Housing Trust Fund
- + State of CA Homekey Program Round 2
- + County CEO HI CCOGIHS

Council and community support



Elizabeth Anderson, Program Administrator
Strategic Initiatives Division
Department of Human Services & Rent Stabilization
May 11, 2023



County planning grant produced:

- West Hollywood Homeless Initiative
- Five-Year Strategic Plan to Address Homelessness

County feasibility study grant produced:

- Identification of Holloway Motel purchase/conversion
- Securing Homekey Program Round 2 grant

CCOGHIS grant to support:

- The Holloway Interim Housing Program
- Doubles the number of adult interim housing beds available to West Hollywood community members



West Hollywood's rehousing capacity enhanced through County support

- CCOGHIS grant doubles adult interim housing beds
- Ongoing promotion of PATH LeaseUp as a referral source for rent-ready tenants by City's Rent Stabilization Division
- Annual allocation of LACDA Section-8 vouchers



Goal to connect Holloway interim housing clients to 49 PSH units in city-limits

Primary strategy to increase affordable housing choices is City of West Hollywood's Inclusionary Housing Policy

Policy produces revenue for West Hollywood's Affordable Housing Trust Fund to spur affordable housing production, including PSH units connected to the CES system.



West Hollywood Homeless Initiative

Interim housing details
weho.org/holloway

Homeless Initiative
weho.org/homeless

@WehoCares





CITIES & COGS INTERIM HOUSING SERVICES FUNDING

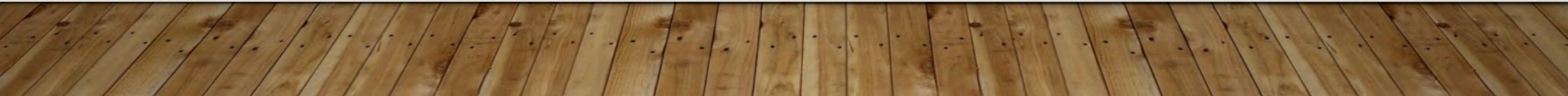
COLLABORATIVE PERMANENT HOUSING

Donyielle Holley
Homeless Programs Supervisor

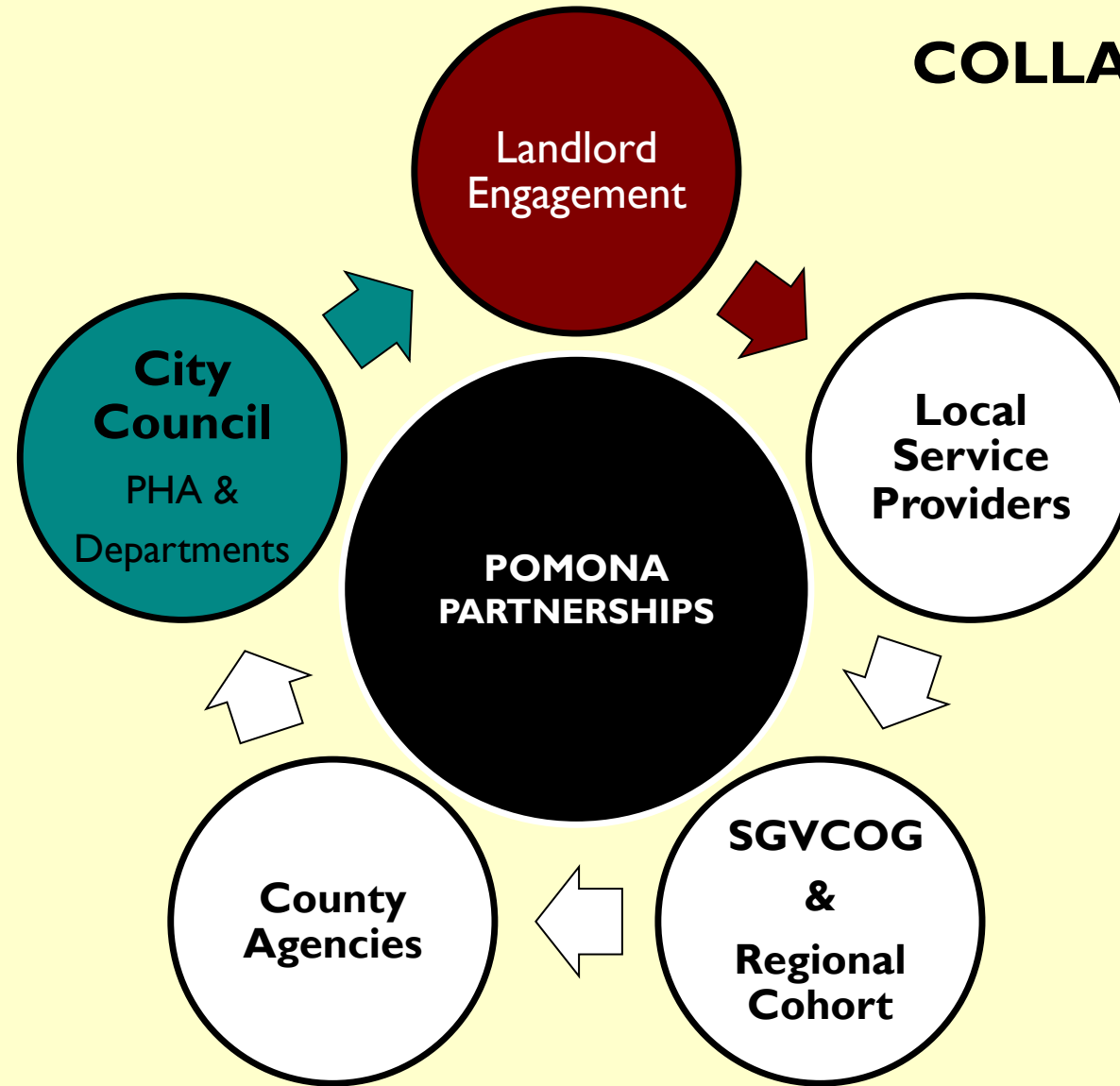
City of Pomona CCOGIHS Project

POMONA FAMILY INTERIM HOUSING PROGRAM (\$164,138)

- **Grand Opening scheduled for July 1, 2023**
- City purchased a 5-unit apartment building in Pomona with Emergency Solutions Grant Cares Act (ESG-CV) funding allocation
- Building is currently being rehabilitated and will provide two bedrooms units, a case management office, a laundry room, and parking)
- Volunteers of America Los Angeles was selected as the subcontractor providing program and facility oversight, case management, landlord engagement, and housing navigation services to transition families to permanent housing
- Existing partnerships with Pomona Unified School District and local homeless service providers
- Serving families and identifying and securing at least 30 permanent housing units for CCOGIHS clients



COLLABORATION



City Council and Pomona Housing Authority

INTERNAL COLLABORATION

- The Pomona City Council is a policy-driven force behind local and regional solutions to address housing and homelessness needs.
- The Pomona Housing Authority (PHA) is prioritizing unhoused residents by through homeless waitlist preferences and special purpose vouchers to expand scattered permanent housing.

PROACTIVE LANDLORD ENGAGEMENT

SCATTERED SITES

- **2023/2024 CCOGIHS GOAL: 30 scattered permanent housing (PH) units**
- Establish and retaining Strong Partnerships with Landlords – ongoing engagement, incentives, holding fees, and damage remediation
- Target New Landlords
 - Applying for new Business Licenses
 - Seeking information on Section 8 program
 - New affordable housing projects working with the City Planning Department
 - Collaborate with Tri City Housing program for landlord engagement events
 - Provide information on benefits of working with homeless vouchers and programs (consistent income, incentives, case management, etc.)
- City Council Recognition (New) – Provide public recognition and proclamations to valued Landlords providing housing to homeless residents.
- Approximately 10 new landlords engaged in the past year and participating in scattered homeless housing

MULTI-PRONGED HOUSING SOLUTIONS

City's multipronged efforts to retain and develop new homeless housing for a balanced housing system

- Subsidized Scattered-Site Housing
- Subsidized Project-Based Housing
- City-owned properties
- Affordable Housing Development Projects

LANDLORD HIGHLIGHT



A Local landlord in Pomona has demonstrated a commitment to serving our unhoused residents, including clients with evictions and bad credit scores. The first step in the landlord's process is to meet the clients in person without seeing any paperwork. Next, the landlord hosts a meet-and-greet session with high-barrier clients to learn about their backgrounds and future goals. The landlord also builds a rapport with the client, verbally communicates the expectations contained in the lease, and looks for agreement from the potential tenant. The case manager or housing navigator also attends the meet-and-greet and advocates for the clients. We had housed several individuals at this property with recent evictions and bad credit when all other options were exhausted. We intentionally strive to find more landlord partnerships like this one.



THANK YOU!

DONYELLE HOLLEY, HOMELESS PROGRAMS SUPERVISOR

DONYELLE.HOLLEY@POMONACA.GOV

CCOGIHS: Next Steps



1. Quarterly CCOGIHS learning sessions

- Foster learning relationships sharing/replicating best practices and troubleshoot barriers

2. Site visits

- Capture program successes
- Develop effective public communication collateral to uplift County-cities-COG partnerships that are changing lives (e.g., videos, social media, website, etc.)

Changing Lives



[Mary's Story - From Tiny Home to a home of her own](#)



DHS Statement of Work (SOW) Update

Housing for Health & Office of Diversion and Reentry

May 11, 2023

HFH/ODR SOW Update Recap

In November 2022, HFH/ODR issued amended SOWs to replace current SOWs to our contracted homeless service providers to incorporate better defined expectations and clarify existing guidance and requirements.

Additional and/or clarified language includes:

- Client data entry: Care plans, assessments, and services documentation must now be entered into CHAMP. The need to complete these items and the frequency of these activities does not change, but there is now functionality to capture this documentation in HFH's primary data system (CHAMP)
- Recouping costs for non-performance of contract requirements
- Expectations related to harm reduction activities

HFH will continue to take on as much administrative work on behalf of the system as possible. Invoicing systems remain the same and we will continue to ensure timely payments for invoices submitted.

Requirement for Improved Documentation

While documentation standards aren't changing, a top organizational priority under the amended SOWs is to improve data collection to advance and inform client care by ensuring that all services provided on behalf of our clients are documented in CHAMP.

1. Better tracking means better reporting. Now we can more completely tell the story of everything you do to assist people.
2. It's critical to have a record of care plans, assessments, and services provided in order to coordinate care amongst multidisciplinary team members and to monitor status toward goals.
3. If it isn't documented, it effectively didn't happen.
4. We want to better target quality improvement efforts and understand equity and efficacy of service delivery.
5. Complete documentation is necessary to maximize use of current and future revenue sources, including drawing down state and federal funding through accurate claims submissions.

Documentation Guidance Available

- **Documentation Cheat Sheets**
- **Invoicing Guide**
- **CHAMP Office Hours**
- **Check-Ins with DHS Contract Manager**
- **Trainings by DHS Community Programs**

Cheat Sheet for CHAMP Documentation | ICMS Edition

Data To Add for Each Client Via "Provide PH Update"

HFH Required Documents

- Universal Consent (*Valid for 5 years*)
- Notice of Privacy Practices (*Doesn't expire*)
- CalAIM Community Supports Verbal Opt-Ins (*Opt-In only needed upon request from DHS*)

Recording Services Within Case Notes

- Case notes should record Services to represent all the work being done with the client, and on behalf of the client's case
- Only record Services from the tailored list of options and using the recommended format displayed on the other side of this sheet

- 💡 **Record 2 Services per month at minimum** If a Service was provided to a participant in-person, please only select "in-Person," as the Place of Service, regardless. Minimum # in-person encounters required per participant per month: 2 for high acuity / 1 for low acuity

- 💡 **Interim Housing** = Still experiencing homelessness (not permanently housed)

Permanent Housing Update (PH UPDATE)

CURRENT STATUS

Inactive statuses and inactive dates are for DHS use only

SELECT ONE OF THE FOLLOWING:

- 1 Active/Attempting to Engage
- 2 Active/Engaged in Housing Placement
- 3 Active/Housed

ICMS CASE MANAGER

Only use this field to assign the case manager

MOVE-IN DATE

Day the client ceased experiencing homelessness
(Don't change this date when a housed person relocates to a new apartment)

ADDRESS

Client's current location
(Even if not yet housed)

When saving monthly PH Updates:

Always click: ☒ **Save**
Never: ☒ **No Document**

- 💡 **Complete 1 PH Update per month at minimum**

Each time you complete a PH update, record 1 unit of the "Homeless System of Care Linkage/Coordination" service in a case note

Data To Add Directly Within Client Profile

Client Demographics

Name, SSN, DOB, HMIS ID, Gender Identity, Ethnicity, Race, Primary Language, Primary Phone #

» Confirm once per month at minimum

Quarterly Assessments

Assess at check-in and reassess every 90 days:

- If not yet housed, complete the 5X5
- If permanently housed, complete both the 5X5 and the Housing Acuity Index (HAI)
- » For 5X5s, higher scores = higher needs
- » For HAIs, higher scores = more stability

- 💡 For each assessment you complete, record 1 unit of the "Assessment" service in a case note

Care Plan Development and Updates

Develop a Care Plan in collaboration with your client ASAP after project check-in and update it every 90 days:

The following Care Plan updates are required every 90 days at minimum:

- » At least 1 completed Action Step
- » At least 1 pending Action Step

- 💡 Each time you add to the Care Plan, record 1 unit of the "Care Plan Development/Update" service in a case note

Everything in this document is required CHAMP documentation for all ICMS enrollees (low and high acuity).

Paper client records are no longer needed for ICMS. Please direct all documentation questions to your assigned HFH Contract Manager from DHS.

HOUSING
HEALTH

REV. 02/06/23.01

If you provide more than 1 service in a day, you can record all those services in 1 case note, but please only record 1 service per line.

The image shows the front cover of a guide. The background is a solid dark blue. A large, stylized white arrow points from the top left towards the bottom right. In the top right corner, the text 'FY 22-23' is printed in a small, white, sans-serif font. The main title, 'Fee For Service Invoicing Guide', is written in a large, bold, white sans-serif font, centered in the upper half. Below it, the subtitle 'For ICMS Providers' is written in a smaller, white sans-serif font. A white rounded rectangular box is positioned below the subtitle, containing the text 'Housing and Services Edition' in a white sans-serif font. In the bottom right corner, the words 'HOUSING' and 'HEALTH' are stacked vertically in a white sans-serif font, with a horizontal line separating them. The overall design is clean and professional.

Activities Completed to Date

I. Snapshot Report

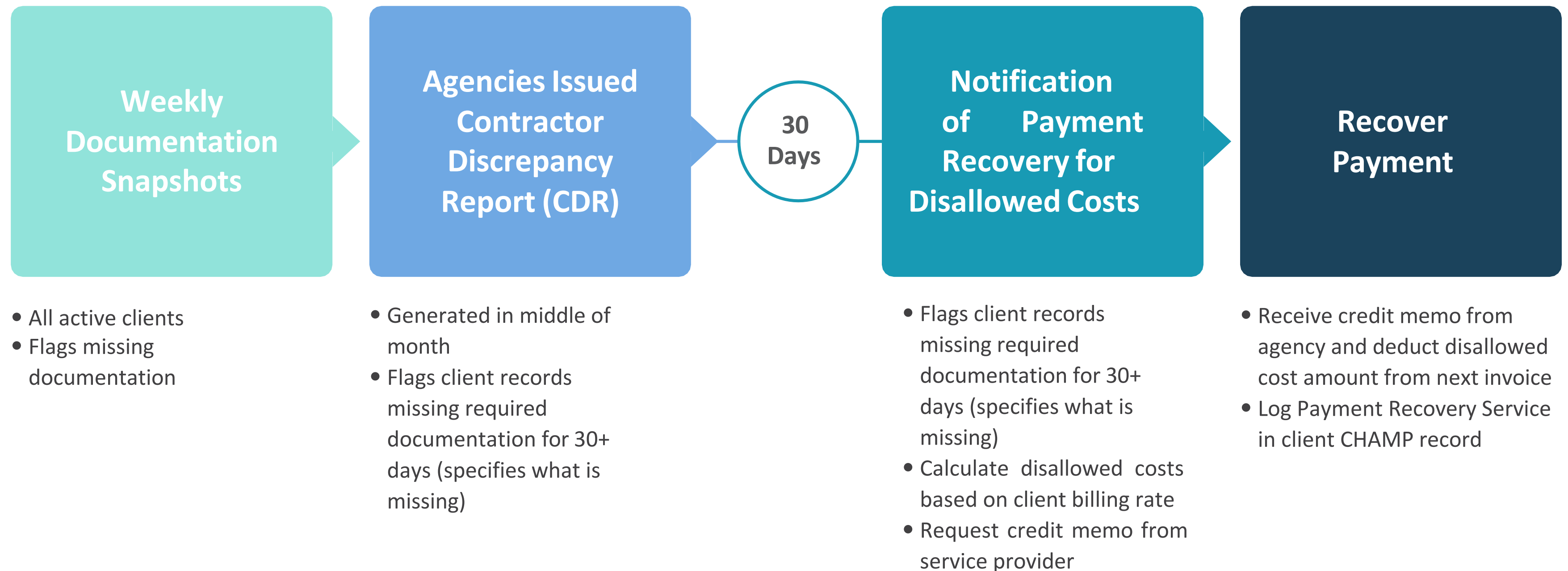
Project Name	Total Clients	% of Clients that Meet Monthly:				% of Clients with Up to Date:			% of Clients with:		Provider Name & Program Grouping
		<u>Service Requirement</u>		<u>CalAIM Service Requirement</u>		<u>Care Plan Updates</u>	<u>5x5 Assessments</u>	<u>Housing Acuity Assessments</u>	<u>Appropriate Opt-In</u>	<u>‘Full Sharing’ Updated Universal Consent</u>	
		<i>Previous Month</i>	<i>Current Month</i>	<i>Previous Month</i>	<i>Current Month</i>						
Anti-Recidivism Coalition (Magnolia)	6					0%	0%		0%	0%	IH (Stabilization) - Anti-Recidivism Coalition (Magnolia)
Provider Total	6	0%	0%	0%	0%	N/A	0%	N/A	0%	0%	IH (Stabilization) - Anti-Recidivism Coalition (Magnolia)

II. Enhanced Training for Providers

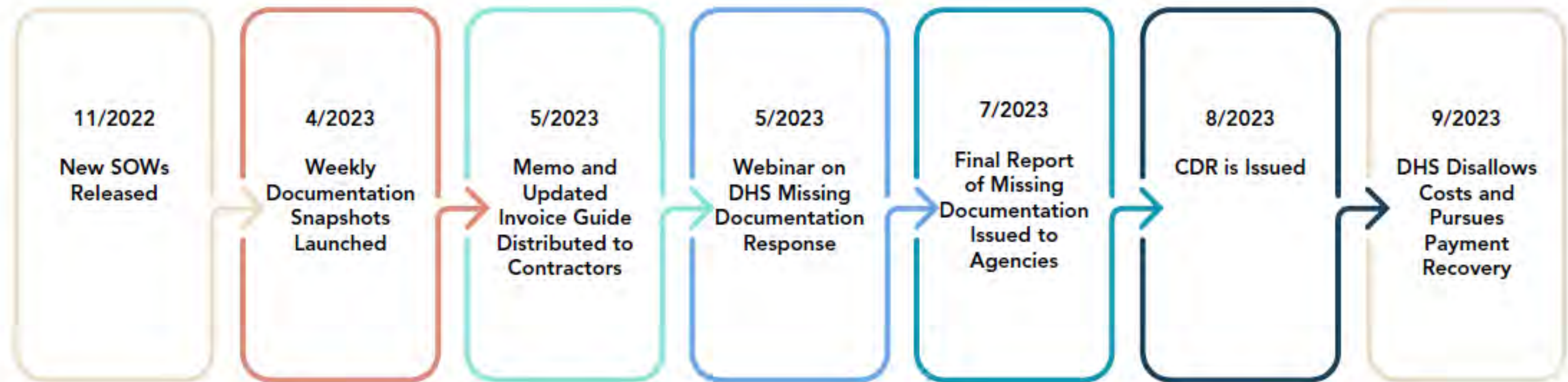
- Prior to April 2023, trainings were facilitated more independently by program areas
- Since April, DHS Community Programs has implemented standardized trainings on documentation elements, including care plans, assessments, case notes, and services
- Trainings are offered to providers on a monthly basis

Overview of the Enforcement of Missing Documentation Response Process

HFH/ODR will be issuing CDRs and disallowing costs for providers that fail to document at 100% across required elements.



Implementation Timeline



Q&A

Thank you! Any questions?