

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 provide rental subsidies and an Enhanced Services Rate for vulnerable individuals with complex needs who require the supports provided by a licensed residential care facility (Facility) including 24/7 care and supervision. These Facilities, which include Adult Residential Facilities (ARFs) and Residential Care Facilities for the Elderly (RCFEs) (commonly known as Board and Cares or assisted living facilities), can be an especially critical housing resource for DMH clients diagnosed with serious mental illness 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 can receive financial support for rent, personal and incidental (P&I) expenses and/or enhanced services that may be needed at a Facility due to their level of acuity. BC (BC) serves as the fiscal intermediary between DMH and the Facility and is responsible for issuing all payments as well as providing Property-Related Tenant Services (PRTS), such as housing case management services, to all DMH ERC Program clients. Although BC administers the funding on behalf of DMH, all funding decisions including approvals of referrals to the program and funding amounts are made by DMH ERC Program Administration.

ELIGIBILITY CRITERIA FOR CLIENTS

A) All Referred Clients

All individuals referred to the DMH ERC Program must meet the following criteria:

- 1) Be age 18 or older.
- 2) Be diagnosed with a serious mental illness.
- 3) Be in need of 24/7 care and supervision.
- 4) Be moving into or relocating to a **new** licensed residential care facility (Facility).
 - *Exceptions may be made on a case-by-case basis for DMH clients already living in a Facility if their current housing is at risk or their acuity has significantly changed.*
- 5) Be linked to ongoing mental health services from a DMH directly-operated or contracted service provider that is able to provide the client with on-site services at the Facility at least once every three (3) months (dependent on current health and safety guidelines) for the duration of their enrollment in the DMH ERC Program.

B) Clients Referred for Rent and/or Personal & Incidental Funding (P&I)

Individuals referred to the DMH ERC Program for rent and/or P&I funding must also meet the following criteria:

- 1) Have no income or insufficient income to pay for a Facility.
- 2) Be willing to terminate General Relief (GR) and/or CalFresh benefits prior to being admitted to a Facility as required by the Department of Public Social Services (DPSS).
- 3) Be willing, if eligible, to apply for Supplemental Security Income (SSI) or the Cash Assistance Program for Immigrants (CAPI).
- 4) Be enrolled in a DMH directly-operated or contracted outpatient program that does not receive Client Supportive Services (CSS) funding.
 - *DMH contracted programs that receive CSS funding, including Full Service Partnership (FSP) programs, are required to use these funds to pay for rent and P&I in cases where a client does not have sufficient income. However, the client may still be referred to the DMH ERC Program for Enhanced Services Rate funding.*

C) Clients Referred for Enhanced Services Rate Funding

Individuals referred to the DMH ERC Program for Enhanced Services Rate funding must demonstrate high acuity as determined by the 5x5 Assessment Tool or another standardized assessment tool approved by DMH. Individuals in the following categories will be prioritized:

- 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 Enhanced Residential Services (ERS) placement made by DMH's Intensive Care Division (ICD).
- Those exiting Permanent Supportive Housing (PSH) and in need of a higher level of care.
- Those under Lanterman-Petris Short (LPS) or probate conservatorship with the Public Guardian.

REQUIREMENTS FOR REFERRING PROVIDERS

A) All DMH Directly-Operated or Contracted Service Providers

Any DMH directly-operated or contracted service provider may refer clients meeting the above eligibility criteria to the DMH ERC Program. Requirements for the referring provider are as follows regardless of whether they will be directly providing the client with long-term mental health services or linking the client to a long-term mental health program (such as when the referring provider is the DMH Homeless Outreach and Mobile

DMH – ERC Guidelines and Procedures

Engagement (HOME) program, the DMH ICD ERS program or a DMH program working with a client in PSH that is in need of a higher level of care).

- 1) Ensure a clinician or case manager that is working directly with the client completes the DMH ERC Program referral packet.
- 2) Ensure the same clinician or case manager and their program manager sign the Service Provider Responsibilities Form included as part of the referral packet and commit to providing the client with the services outlined in the form for as long as the client is enrolled in the DMH ERC Program.
- 3) If/when the client is transferred to a different mental health services provider, ensure the clinician or case manager informs the new mental health services provider of the client's DMH ERC Program enrollment (or application, if approval is still pending) and directs the new provider to complete and sign their own Service Provider Responsibilities Form for return to DMH_ERC@dmh.lacounty.gov via secure email within three (3) business days of the client's transfer.

B) Parties Ineligible to Refer

The DMH ERC Program does not accept referrals from the following:

- 1) Hospital staff
 - *Referrals for individuals being released from the hospital may be submitted by a DMH directly-operated or contracted service provider agreeing to provide the client with ongoing mental health services upon release.*
- 2) Individuals looking for a Facility placement or their family members
 - *If the individual in need of placement is already linked to a DMH directly-operated or contracted service provider, they or their family members should work with their clinician or case manager to have them verify eligibility and submit a DMH ERC Program referral.*
- 3) Outpatient mental health clinics not contracted with DMH
- 4) Private practice providers
- 5) Residential care placement agencies
- 6) 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, they should work with the individual's clinician or case manager to have them verify eligibility and submit a DMH ERC Program referral **prior** to the client moving into the Facility to determine eligibility and ensure availability of funding. Clients placed/accepted into Facility prior to approval by DMH ERC Administration cannot be guaranteed funding through the DMH ERC Program.*

REFERRAL PROCESS

Clinicians or case managers completing referrals for the DMH ERC Program must follow the below referral process.

A) Making a DMH ERC Program Referral

- 1) Review the DMH ERC Program Guidelines and Procedures to ensure the client meets all eligibility criteria including criteria specific to the type of funding being requested.
- 2) Partner with the client to confirm willingness to live in a Facility and to locate the Facility in which they will live.
 - *Placement into a licensed residential care facility is considered permanent housing by the U.S. Department of Housing and Urban Development (HUD). Individuals who are homeless and enter a Facility will lose their homeless status for any federal housing subsidy applications.*
- 3) Complete all sections of each of the following referral packet documents and note common errors mentioned below:
 - **DMH ERC Program 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 Program Administration once the referral is approved and to BC as part of their application process.*
 - *Individuals receiving GR and/or CalFresh must be willing to terminate these benefits prior to being admitted into a Facility and proof of termination will be required to be submitted to DMH ERC Program Administration at the time of client move-in. This is a DPSS requirement.*
 - **Authorization for Use/Disclosure of Protected Health Information (PHI) to Licensed Residential Facilities Form**
 - *Must include client signature.*
 - **Service Provider Responsibilities Form**
 - *Must be signed by the clinician or case manager that will be providing the client with ongoing services as well as their program manager and contain contact information for both individuals.*
 - **5x5 Assessment Tool**
 - *Must include detailed descriptions of the client's functional impairments that would necessitate placement in a Facility.*
 - **Payment Responsibilities Form**
 - *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.*

DMH – ERC Guidelines and Procedures

- 4) 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.

B) Review and Disposition of the Referral by DMH

- 1) DMH ERC Program Administration will review the referral documents and respond with a disposition or additional questions within three (3) business days. Contact DMH_ERC@dmh.lacounty.gov if a response is not received within this timeframe.
 - *Referrals must be approved by DMH ERC Program Administration **prior** to the client moving into a Facility to ensure program eligibility and availability of funding. There is no guarantee that individuals who move into a Facility prior to being approved will be funded.*
- 2) Disposition emails confirming a client has been approved for the DMH ERC Program will include the following:
 - A returned **DMH ERC Program Referral Form** signed by DMH ERC staff that indicates the type of funding for which the client has been approved and the expiration date of the resource.
 - 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 Program.
 - An **ERC Move-In Confirmation Form** **if** the referral indicated the client has already been approved for admission by a Facility. This form outlines how much DMH and/or the client will pay to the Facility for rent, P&I and enhanced services.
 - See “REFERRAL PROCESS, Section E – Facilitating Client Move-In” for next steps concerning the ERC Move-In Confirmation Form.

C) Completing the Brilliant Corners Flexible Housing Subsidy Pool Application

- 1) If the referral is approved by DMH ERC Program Administration, go to <https://brilliantcorners.force.com/FHSPonlineportal> and complete the BC FHSP application. BC requires this application in order to make payment to a Facility.
 - *Approved clients may move into a Facility before a BC FHSP application is completed. However, BC will be unable to pay the Facility until a completed FHSP application is received.*
- 2) BC requires the following documents to be uploaded as part of the FHSP application and will not be able to 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
- 3) If submitting an FHSP application for the first time, register for an account at [FHSP Portal Account Setup & Support \(tfaforms.net\)](https://tfaforms.net). Once registered, BC will send an

DMH – ERC Guidelines and Procedures

email on how to access their FHSP online portal. Technical questions about the portal can be submitted to FHSPportal@brilliantcorners.org. Further questions about the FHSP application can be submitted to FHSPapps@brilliantcorners.org.

- 4) 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 data@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.*
- 5) Once a 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 approved, forward the BC approval email to DMH_ERC@dmh.lacounty.gov via secure email. Be sure to also attach proof of client income if this documentation was not included with the DMH referral packet.

D) Locating a Facility

- 1) In collaboration with the client, the client's clinician or case manager is responsible for locating a Facility that is willing to accept the client and that the client is willing to accept. This includes contacting the Facility to confirm there is a vacancy, setting up an interview with the facility for the client, transporting the client to the interview and accompanying the client on the interview as appropriate.
- 2) The clinician or case manager must also ensure that any Facility accepting a DMH ERC Program client is:
 - Licensed through Community Care Licensing Division (CCLD) as an ARF or RCFE.
 - Agreeable to accepting 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 Facility, use the Enriched Residential Care (ERC) Directory (formerly known as the Mental Health Resource Locator and Navigator Tool or MHRLN) to search for Facilities currently engaged with the DMH ERC program as well as real-time bed vacancy information. Note that DMH does not maintain bed control for the Facilities listed in the ERC Directory and cannot guarantee that a client will be accepted for any listed vacancies. The ERC Directory can be found here: [Enriched Residential Care Directory - Department of Mental Health \(lacounty.gov\)](#). Click on the option to look for licensed residential care facilities and search by name or using filters. Please note that when searching with filters, it is recommended to use a wide geographic search area, such as 50 miles rather than 20 miles.

E) Facilitating Client Move-In

DMH – ERC Guidelines and Procedures

- 1) Once the client is accepted for admission to a Facility, coordinate with the Facility to schedule a move-in date.
- 2) If the client was receiving GR and/or CalFresh benefits, forward proof of termination of benefits to DMH_ERC@dmh.lacounty.gov prior to the client being admitted to the Facility.
- 3) Once scheduled, send a secure email to DMH_ERC@dmh.lacounty.gov with the following placement-related information if this information was not already included when submitting the DMH ERC Program Referral Form:
 - Facility name, address, phone/fax number and point of contact
 - State license number of the Facility
 - Anticipated move-in date
- 4) DMH ERC Program Administration will use this information, along with the client income information that has been provided, to generate an ERC Move-In Confirmation Form showing how much DMH and/or the client will be responsible for paying to the Facility for rent, P&I and enhanced services.
- 5) Review the ERC Move-In Confirmation Form once received from DMH ERC Program Administration and notify them of any errors.
- 6) Once the ERC Move-In Confirmation Form is finalized, share the form with the Facility administrator and ensure that they complete and sign the form immediately following client move-in and include the client move-in date. Their signature confirms the client has moved in and that the Facility agrees with the payment breakdown included on the ERC Move-In Confirmation Form.
 - *The ERC Move-In Confirmation Form also includes a section for Facility staff to comment on the client's condition at the time of move-in. Facilities can request a one-time \$100 clothing stipend for the client based on need and must provide receipts for the clothing purchases made on the client's behalf.*
- 7) Return the signed ERC Move-In Confirmation Form via secure email to DMH_ERC@dmh.lacounty.gov within three (3) business days of the client's move-in date. DMH ERC Program Administration will forward the form to BC for processing as BC is unable to pay the Facility without it.
 - *ERC Move-In Confirmation Forms signed and submitted prior to client move-in or submitted directly to BC will **not** be accepted.*

F) Finalizing Payment and Other Responsibilities

- 1) Once BC receives the ERC Move-In Confirmation Form and completed FHSP application, their Housing Coordinator staff will work with the client's clinician or case manager to set up a time to meet with the client at Facility and have the client review and sign the FHSP - Participant Rent and Enhanced Services Subsidy Agreement. This agreement outlines the responsibilities held by the client and BC as part of the DMH ERC Program including payment. As part of this agreement, the BC Housing Coordinator also agrees to visit the client at their Facility quarterly to assess any issues or concerns related to the client's tenancy.

DMH – ERC Guidelines and Procedures

- *DMH expects the clinician or case manager to notify the client about the initial meeting with BC beforehand and to attend the meeting to help support the client. The clinician or case manager is also expected to collaborate with the client, Facility and BC to address and resolve any issues that may arise throughout the client's tenancy.*
- 2) BC will also meet with the Facility administrator to have them review and sign the FHSP - Property Provider Rent and Enhanced Services Agreement outlining the responsibilities held by the Facility and BC as part of the DMH ERC Program including payment. During this meeting:
 - The Facility administrator will finalize payment details by providing BC with a W-9, if one is not already on file, and agreeing to the rate negotiated by DMH.
 - BC will explain program details and policies.
 - BC will inform the Facility administrator of the **DHS/DMH Enriched Residential Care Participant Exit and Transfer Policy**.
 - 3) Once all agreements have been signed and completed, BC will place the client on an automatic rent roll that will generate payment for the Facility on the 1st of each month. Questions regarding payment can be emailed to DMH_ERC@dmh.lacounty.gov.

G) Referral Expiration Dates and Extensions

- 1) DMH ERC Program referrals will expire 90 days after receipt of the referral if no updates are received from the referring provider. The expiration date can be found on the returned ERC Program Referral Form in the Referral Disposition section.
- 2) Extensions may be requested **prior** to the expiration date in cases where there are significant challenges securing placement or other extenuating circumstances.
 - *To request an extension, email DMH_ERC@dmh.lacounty.gov and include a description of the challenges and the plan for securing placement. Extensions will be granted in one 30-day increment from the date of expiration.*

NOTIFICATIONS

The client's clinician or case manager is required to notify DMH ERC Program Administration of any of the below changes or events:

A) Income Changes

- 1) Notification of any changes to the client's income including any related documentation such as benefit award letters or income statements must be sent via secure email to DMH_ERC@dmh.lacounty.gov within three (3) business days of the income change or as soon as the documentation becomes available.

DMH – ERC Guidelines and Procedures

- *Changes in income may impact the amount of funding that DMH and/or the client is responsible for paying to the Facility. In cases where the client's income increases, the client may be required to pay an increased amount toward rent. In cases where the client's income is reduced or lost, DMH may increase the amount it pays toward the client's rent and/or P&I to ensure the client is able to maintain their housing.*

B) Acuity Changes Requiring Increased Services

- 1) Notification of any changes to the client's acuity that require an increase in services must be sent via secure email to DMH_ERC@dnh.lacounty.gov along with an updated 5x5 Assessment Tool that highlights the acuity change.
 - *DMH ERC Program Administration may consider an Enhanced Services Rate adjustment in cases where additional funding for the Facility could help ensure the client receives the appropriate care for their heightened acuity level. Alternately, it may be required that the client be relocated to a new Facility that is better equipped to manage the client's needs.*

C) Exits (See DHS/DMH Enriched Residential Care Participant Exit and Transfer Policy for further details.)

- 1) A DMH ERC Program exit takes place any time one of the following occurs:
 - A client leaves the Facility and is not expected to return. This includes cases where a client may voluntarily surrender placement.
 - 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 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.*
- 2) When an exit takes place, whether permanently or temporarily, the Facility administrator must submit an Exit Form via secure email to DMH_ERC@dnh.lacounty.gov within three (3) business days. DMH case managers may follow up with facilities to coordinate exit form submission and ensure that DMH ERC administration is notified of their client's exit.
 - *If this form is submitted within the specified timeframe, the Facility will receive an additional 30-days of payment for the client's care following the exit as detailed in the **DHS/DMH Enriched Residential Care Participant Exit and Transfer Policy**.*
 - *For a temporary exit where a client does not have an expected return date but does plan to return to the Facility, the Exit Form informs DMH of the client's location and wellbeing and does not immediately result in the termination of the client's enrollment with the DMH ERC Program. DMH ERC Program Administration will follow up for updates on the client's return*

DMH – ERC Guidelines and Procedures

and will base any further action on this information. See “OTHER POLICIES, Section A – Bed Holds” for additional information.

- 3) If an exit takes place and an Exit Form is not submitted within three (3) business days, DMH will immediately stop payment and close the bed slot upon learning of the exit. The 30-day notice payment to the Facility will also be forfeited. Should it be found that the facility accepted payment for an exited client, they will be required to repay these funds.
 - *DMH reserves the right to stop making ERC Program referrals to Facilities that have failed twice to submit an Exit Form within the three-day timeline.*

D) Relocations (See DHS/DMH Enriched Residential Care Participant Exit and Transfer Policy for further details.)

- 1) A DMH ERC Program relocation takes place when a client leaves their ERC-funded Facility for another Facility that meets the eligibility criteria outlined in “REFERRAL PROCESS, Section D – Locating a Licensed Residential Facility.” This relocation may be initiated by the client’s clinician or case manager or DMH ERC Program Administration. A Facility operator or client may also request relocation, but it is still the responsibility of the clinician or case manager to initiate the relocation process with DMH ERC Program Administration.
- 2) To initiate a relocation, notify DMH ERC Program Administration at DMH_ERC@dmh.lacounty.gov to obtain written approval and collaborate with the client to locate a new Facility.
- 3) Once a new Facility is identified, submit a Relocation Form via secure email to DMH_ERC@dmh.lacounty.gov for approval **prior** to the client’s relocation. DMH ERC Administration will, in turn, generate a new ERC Move-In Confirmation Form.
- 4) Review the ERC Move-In Confirmation Form once received from DMH ERC Program Administration and notify them of any errors.
- 5) Once the ERC Move-In Confirmation Form is finalized, share the form with the new Facility administrator and ensure that they complete and sign the form immediately following client move-in and include the client move-in date.
- 6) Return the signed ERC Move-In Confirmation Form via secure email to DMH_ERC@dmh.lacounty.gov within three (3) business days of the client’s move-in date. BC will be unable to pay the new Facility without it.
- 7) The Facility from which the client is leaving may be eligible for a 30-day notice payment pending approval from DMH ERC Program Administration. However, a 30-day notice payment will not be considered in any of the following cases:
 - Approval for the relocation is not obtained from DMH ERC Program Administration prior to relocating the client.
 - The Facility operator is requesting the transfer for reasons other than the immediate health and safety of the client.
 - The client is relocating to a Facility under the same ownership or management as their current Facility.
 - The facility was aware of the client’s relocation at least 30 days in advance.

E) Death

DMH – ERC Guidelines and Procedures

- 1) 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 offer a 30-day notice payment when a client death occurs.*

OTHER POLICIES

A) Bed Holds (See *DHS/DMH Enriched Residential Care Participant Exit and Transfer Policy for further details.*)

- 1) Bed holds will be considered on a case-by-case basis for DMH ERC Program clients who have temporarily exited a Facility but plan to return within a reasonable period of time. This includes cases where the client is temporarily:
 - Hospitalized for physical or psychiatric health reasons
 - Residing in a Skilled Nursing Facility (SNF)
 - Missing due to behavioral patterns
 - Otherwise in need of a higher level of care
- 2) To begin the bed hold process, Facility administrators should submit an Exit Form via secure email to DMH ERC Program Administration at DMH_ERC@dmh.lacounty.gov within three (3) business days of the client's temporary exit date or ensure that one is submitted by the Facility within this timeframe.
 - *If an Exit Form is not received for a temporarily exited client, the Facility is still subject to the terms of the DHS/DMH Enriched Residential Care Participant Exit and Transfer Policy including forfeiting the 30-day notice payment and completing any repayment requirements.*
 - *Be sure to indicate on the Exit Form that the exit is temporary and include the date of and reason for the temporary exit as well as the exit destination and estimated date of return (if either are known). This will alert DMH ERC Program Administration to hold onto the Exit Form rather than submitting to BC for processing.*
- 3) Once an Exit Form has been submitted, collaborate with Facility staff to determine the length of time and appropriateness of holding the bed and continuing to pay for the housing given the client's absence.
- 4) If deemed appropriate, contact DMH ERC Program Administration via secure email at DMH_ERC@dmh.lacounty.gov to request the bed hold.
- 5) If the bed hold is approved, DMH ERC Program Administration will follow up on a weekly basis to determine whether the hold is still needed.
 - *A bed hold cannot be extended past 60 days except in extreme circumstances requiring management approval. Once a client's bed hold extends beyond 30 days, the Facility will no longer be eligible to receive Enhanced Services Rate funding since the client is not present to receive*

DMH – ERC Guidelines and Procedures

enhanced services. The Facility will still receive any rent payments agreed to by DMH for the duration of the bed hold.

- 6) Once DMH ERC Program Administration determines that it is no longer appropriate to use DMH ERC Program funding to continue to hold the bed, the Exit Form will be submitted to BC and DMH funding for the client will be terminated.
 - *Facilities may choose to continue to hold a client's bed once DMH funding is terminated; however, DMH will no longer hold any financial responsibility and all payments to the Facility will become the responsibility of the client.*
- 7) If the client would like to return to the Facility following termination of their DMH ERC Program funding and no more than six (6) months have passed since their exit date, submit a new DMH ERC Program Referral Form and 5x5 Assessment Tool via secure email to DMH_ERC@dmh.lacounty.gov. If more than six (6) months have passed since the client's exit date, the entire ERC Program referral packet must be re-submitted.
 - *Referral documents must still be approved by DMH ERC Program Administration **prior** to the client returning to the Facility so as to ensure their continued program eligibility and availability of funding.*

B) Post Move-In Referrals and Back Payment

- 1) Clients are only eligible for DMH ERC Program funding if they are newly moving into a Facility. A DMH ERC Program referral must be submitted **prior** to the client moving into the facility in order to confirm eligibility and availability of funding. There is no guarantee that individuals who move into a Facility prior to being approved will be funded.
 - *Exceptions for referrals received **after** the client moved in will be made on a case-by-case basis and will require management approval for client enrollment and back payment of rent and/or P&I. **Back payments will not** be made for Enhanced Services Rate funding. If the client moved into the Facility no more than 30 days prior to the date the referral was made, they may be eligible for Enhanced Services Rate funding as of the date the referral is approved.*
 - *Exceptions may be made on a case-by-case basis for DMH clients residing in a Facility for more than 30 days if their current housing is at risk or their acuity has significantly changed. However, exceptions are **not** guaranteed, and requests must include a strong justification from clinical staff and receive management approval.*

C) Public Benefits

- 1) DMH ERC Program clients who are eligible for public benefits, such as SSI or CAPI, are required to apply for public benefits. Once received, the Facility rent and P&I obligations will be transferred from DMH to the client.

DMH – ERC Guidelines and Procedures

- 2) DMH ERC Program Administration will follow up quarterly to monitor the status of benefit applications. If help with the application process is needed, linkage to the Countywide Benefits Entitlement Services Team (CBEST) can be provided.
- 3) To initiate a CBEST referral, email CBESTreferral@dhs.lacounty.gov or fax to (213) 482-3395 with the CBEST Hospital/Clinic referral form and include “DMH-ERC” in the subject line.

D) Monthly Census Report

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

- 1) Monthly Census Reports will be sent to Facilities at the beginning of each month listing all DMH ERC Program clients believed to be residing at the Facility.
- 2) 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 Form. If an Exit Form is not received for an exited client, the Facility is still subject to the terms of the DHS/DMH Enriched Residential Care Participant Exit and Transfer Policy including forfeiting the 30-day notice payment and completing any repayment requirements.*

E) Lump Sum Contracts

Lump sum contracts were initiated in 2018 as a way to provide Enhanced Services Rate funding to Facilities that were already serving a large number of DMH clients. DMH ERC Program Clients who are funded via lump sum contracts are not placed on the BC rent roll and instead the payment process is as follows:

- 1) Once a Facility confirms the continued residency of its lump sum clients on the Monthly Census Report, DMH submits to BC a payment invoice on the Facility’s behalf. Facilities receive the standard monthly Enhanced Services Rate for each lump sum client. (All clients on lump sum contracts receive SSI and are responsible for paying their own rent to the Facility.)
 - *When processing lump sum payments, BC is unaware of individual client names. They are unable to provide PRTS to lump sum clients as a result.*

F) Role of Brilliant Corners and Property Related Tenant Supports

All newly enrolled DMH ERC clients enter into PRTS agreements with BC. As part of this program BC Housing Coordinators visit clients at their Facilities on a quarterly basis and will assess any concerns or issues related to the client’s tenancy. It is the expectation that if issues or concerns are identified by BC during quarterly visits, the client’s DMH clinician or case manager will collaborate with BC, the client and Facility staff to address and resolve the concerns.