



July 29, 2026

ICMS Partners Quarterly Meeting



Agenda

- **Settling-In** – 1:00pm - 1:05 pm
- **Welcome to New Team Members / Providers - AuBre** – 1:05pm - 1:10 pm
- **HSH Regional Townhalls/Knowledge Exchange Promotion - Sam Lopez** – 1:10pm - 1:20pm
- **TLS Updates/Overview - Fiscal Agent Update - Dana** – 1:20pm - 1:25pm
- **TLS Updates Regarding PM Meetings - Genese** – 1:25pm - 1:35pm
- **Housing Deposits Updates - Philietta** – 1:35pm - 1:50pm
- **Info Center Updates - Glossary, Forms Section, CHAMP sheets, and What's Next; CMOST Updates, Office Hours, and 1:1 Screenshares - Eryn, Ayantu, Yolanda** – 1:50pm - 2:05pm
- **Questions/Conclude** – 2:05pm - 2:30pm

WELCOME!

All New Providers
TLS/Shallow Subsidy Case Managers and Programs



LA COUNTY
**Homeless
Services
& Housing**

REGIONAL PARTNERS & COORDINATION TEAM

HSH Regional Townhalls + Knowledge Exchange

Sam Lopez



LA COUNTY
Homeless
Services
& Housing

TLS Updates/Overview

Fiscal Agent Update, PM Meetings

Dana & Genese



TLS & *Shallow Subsidy* Fiscal Update

Centralized Rental Assistance Payments



For HSH TLS & Shallow Subsidy programs, rental assistance payments will be processed through **one of two fiscal agents**:



Brilliant Corners (BC)

1 Providers that previously administered rental assistance payments directly must now work through BC.



HOM, Inc.

2 Providers that worked with HOM, Inc. last fiscal year will continue to do so.



Providers are responsible for coordinating with their assigned fiscal agent and following all required processes to ensure **timely** and **accurate** rental payments.



Note: DV providers follow a slightly different process and will receive separate guidance.

Providers Working with *HOM*



HSH transmitted finalized rosters to HOM in preparation for the transition to HSH.
No action is needed for existing participants, unless their rental information has changed.



If you were assigned new participants (e.g., transitioning from another provider or program) you should have **uploaded their information to HOM's system**.

ONGOING SUPPORT



HOM Office Hours



Every other Tuesday
1:00–2:00 p.m. PST



Open forum for providers covering navigation of the portal, how to enter new clients, and how payments will be processed.



Next Session: **August 4, 2026**



Monthly Padmission Journey Training



Next Session:
Thursday, August 27, 2026
1:30–2:30 p.m. PST



Will cover navigation of the portal, how to enter new clients, and how payments will be processed.



Note: DV providers follow a separate payment process and will receive additional guidance.

Providers Working with *Brilliant Corners*



Providers working with Brilliant Corners (BC) **should continue entering participant rental information into the BC TLS Portal** if they have not already done so to ensure timely issuance of rental payments.

ONGOING SUPPORT



Weekly Office Hours – Portal Training



Every Tuesday



11:00 a.m. – 12:00 p.m. PST



These sessions provide **step-by-step guidance** and are strongly encouraged for all providers who need support.

TOPICS INCLUDE:



Portal navigation



Creation of
client profiles



Submission of payment
and reimbursement requests

Fiscal Agents for TLS Providers



ICMS Provider	TLS/Shallow Subsidy Fiscal Agent	ICMS Provider	TLS/Shallow Subsidy Fiscal Agent
1 Antelope Valley Domestic Violence Council (Valley Oasis)	Brilliant Corners (BC)	17 Safe Place for Youth	Brilliant Corners (BC)
2 Asian American Drug Abuse Program	Brilliant Corners (BC)	18 SHARE!	Brilliant Corners (BC)
3 Bridge to Home (BTH)	Brilliant Corners (BC)	19 Special Service for Groups (SSG)	HOM
4 Catholic Charities	Brilliant Corners (BC)	20 St. Joseph Center (SJC)	HOM
5 Coalition for Responsible Community Development (CRCDD)	Brilliant Corners (BC)	21 Testimonial Community Love Center (TCLC)	HOM
6 Harbor Interfaith Services (HIS)	Brilliant Corners (BC)	22 The People Concern (TPC)	Brilliant Corners (BC)
7 Hathaway-Sycamores	Brilliant Corners (BC)	23 The Salvation Army (TSA)	Brilliant Corners (BC)
8 Helpline Youth Counseling (HYC)	Brilliant Corners (BC)	24 The Village Family Services	Brilliant Corners (BC)
9 Home at Last	Brilliant Corners (BC)	25 The Whole Child (TWC)	Brilliant Corners (BC)
10 Hope the Mission	Brilliant Corners (BC)	26 Turning Point Alcohol & Drug Education Program	Brilliant Corners (BC)
11 Illumination Foundation (IF)	Brilliant Corners (BC)	27 Union Station Homeless Services	HOM
12 Jovenes	Brilliant Corners (BC)	28 United American Indian Involvement	Brilliant Corners (BC)
13 Koreatown Youth and Community Center (KYCC)	Brilliant Corners (BC)	29 Volunteers of America Los Angeles (VOA)	Brilliant Corners (BC)
14 LA Family Housing (LAFH)	HOM		
15 LA Global	Brilliant Corners (BC)		
16 PATH	HOM		

Time-Limited Subsidy (TLS) & Shallow Subsidy (SS)



Time-Limited Subsidy (TLS)

Provides **up to 24 months** of rental assistance to help participants achieve and maintain permanent housing while working toward long-term housing stability and financial independence.



Shallow Subsidy (SS)

A longer-term, fixed rental **assistance model** that provides ongoing support at a set subsidy amount, typically for participants with lower levels of support needs.



Resources & Support

TLSSupport@hsh.lacounty.gov



Sareena Kanji

Senior Program Manager

Primary HSH contact for TLS & Shallow Subsidy provider support.

✓ Support Includes

- ✓ Technical assistance
- ✓ Program questions
- ✓ Tracker & reporting support
- ✓ Resource navigation

📁 TLS & SS Resource Hub

- Guides
- Templates
- FAQs
- Program updates



ICMS *Resources & Tools*



PH ICMS Information Center

One-stop hub for ICMS resources.



Guides & Tip Sheets



Trainings & Office Hours



System Tools & Updates





Support Contact

CMOST@hsh.lacounty.gov
Case Management Optimization Support Team



Technical Assistance



Documentation Guidance



ICMS Resources



ICMS Office Hours
Drop in support
Tuesdays
10:30 – 11:30 AM

**PH ICMS
Information Center**



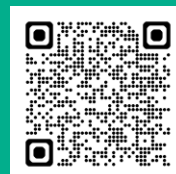
**Implementation
Handbook**



**The Focus
Newsletter**



**Countywide
Information Portal**



MEET THE HRE TEAM



The HRE team is dedicated to partnering with providers by offering guidance, technical assistance, and resources.



Genese Anderson

Associate Director



Kristine Glaze

Senior Program Manager



Tootsa Farrington

Senior Program Manager



Ana Rios

Senior Program Manager



Jasandra Johnson

Program Manager



Thomas Evans IV

Program Manager



Yolanda Hall

Program Manager



Colby Gray

Program Manager



Natalie Pacheco

Associate Director



Aomori Carias

Senior Program Manager



Cristina Herman

Senior Program Manager



Maria Molina

Senior Program Manager



Vincent Foley

Senior Program Manager



Sabrina Gutierrez

Senior Program Manager



Gisela Gonzalez

Program Manager



Jasmine Ortega

Program Manager

CS Housing Deposits

Housing Strategy & Solutions 2026

Philetta Corbin





Agenda



CS Housing Deposit Overview

What are CS Housing Deposits?	What items may CS Housing Deposits cover?	Who is eligible for CS Housing Deposits?
CS Housing Deposits are one-time move-in assistance funds provided by a client's Managed Care Plan (MCP) through the State of California's California Advancing and Innovating Medi-Cal (CalAIM) Program. There are six (6) participating MCPs – LA Care, HealthNet, Molina, Kaiser, Anthem and Blue Shield Promise	• Security Deposit • Home goods including furniture and appliances • Deposits, first month's coverage for utilities, as well as utility arrearages • Services necessary for individual's health and safety, such as cleaning and fumigation • Goods such as air conditioner or heater, or other medically-necessary adaptive aids <i>*Items vary based on the MCP</i> <i>**The maximum amount provided is \$5k-\$6k and is determined by the MCP. Caps are subject to change.</i>	Residents who are: • Enrolled in ICMS • Unhoused • Actively enrolled in a participating Medi-Cal MCP in LA County • Authorized by their Medi-Cal MCP for Housing Navigation or Tenancy Support Services through HSH.



ICMS Contractor Role

- Complete all CHAMP documentation requirements including the Care Plan goal, a supporting case note/service, and a CS Housing Deposit Referral Service following the establishment of client move-in date
- Confirm that the 5x5, Universal Consent and Notice of Privacy Acknowledgement are current in CHAMP
- Complete a PH Update to document the move-in date and home address within three (3) business days of move-in
- Complete the CS Housing Deposit Authorization Packet, including the MCP authorization form, the Brilliant Corners (BC) Release of Information (ROI), and submitting all required and available supporting documentation
- Make all revisions requested by HSH Staff within the timeframe allotted





HSH Staff Role

- Review daily CHAMP report for CS Housing Deposit Referral Service requests, Care Plan goals and supporting case notes/service documentation
- Review required CHAMP documentation including the 5x5, Universal Consent and Notice of Privacy Acknowledgement
- Confirm client eligibility for CS Housing Deposits
- Provide ICMS Contractor with CS Housing Deposit Authorization packet that includes the correct MCP authorization form, BC ROI, and a list of required supporting documentation
- Submit CS Housing Deposit Authorization requests to the MCP for authorization
- Submit authorized requests to BC for fulfillment

ICMS Request Timeline

- CS Housing Deposit CHAMP Requirements can be completed as soon as the move-in date is established
 - AT THE LATEST, CS Housing Deposit CHAMP Requirements must be completed within **3 days** of move-in
- CS Housing Deposit Authorization packets must be completed within **15 days** of participant move-in date
- Depending on the MCP, there may be opportunity to submit subsequent requests within a given timeframe



CHAMP Requirements



Complete prior to/@ move-in:

- ☒ Care Plan Goal
- ☒ Supporting Case Note and Service
- ☒ Housing Deposit Assistance Referral

Confirm current documentation prior to move-in:

- ☒ Up-to-date 5x5 (completed within past 90 days)
- ☒ Up-to-date Universal Consent
- ☒ Up-to-date Privacy Acknowledgement Form

Complete after move-in:

- ☒ PH Update

CS Housing Deposit Authorization Packet



HFH will review and approve all required CHAMP documentation, and confirm eligibility, daily. Once approved, HFH staff will provide the ICMS Contractor with the CS Housing Deposit Authorization Packet



**STEP 1: FILL OUT CS HOUSING
DEPOSIT AUTHORIZATION FORM**

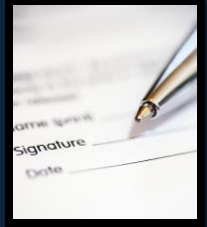


**STEP 2: FILL OUT REQUIRED
SUPPORTING DOCUMENTATION**



STEP 3: FILL OUT BC ROI

Final CS Housing Deposit Authorization Packet Submission



- A completed CS Housing Deposit Authorization Packet includes the:
 - CS Housing Deposit Authorization Form
- Supporting Documentation
 - BC ROI
- Compile all documents and submit to:
housingdeposits@dhs.lacounty.gov

Supporting Documentation

Requested Item	Required Supporting Documentation
Security Deposit	• W9 • Lease w/ member's name, requested amount & move-in date • Rent breakdown from PHA or BC *Some MCPs may accept other docs such as the RFTA
Utility Assistance	Complete utility bill with member's name
Household Furnishings	CORT order form
Medically Necessary Adaptive Aids	Medi-cal DME denial letter

Office Hours

Office Hours for ICMS Contractors:
Monthly on Wednesdays 10-11am

*Training will be provided during the first
30 minutes of Office Hours*



Q&A

Email questions to:
housingdeposits@hsh.lacounty.gov





Thank you

FHSP Team

housingdeposits@hsh.lacounty.gov



PI CMOST Team

CMOST Updates, Office Hours, 1:1 Screenshares, & Info Center Updates

Eryn Phipps, Ayantu Duguma, Yolanda

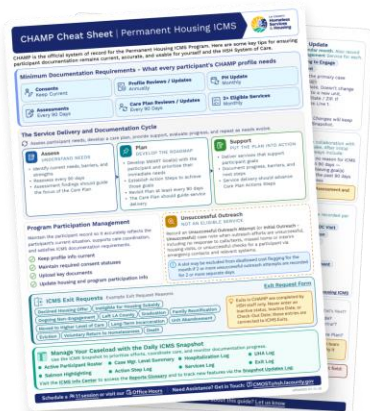
PI Info Center/Provider Resources Team

Updated ICMS Info Center Walkthrough

PI Team – [Site Link](#)



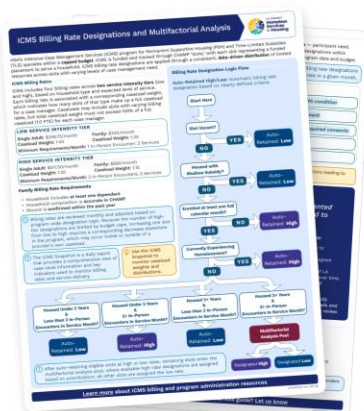
Recent Significant Guides



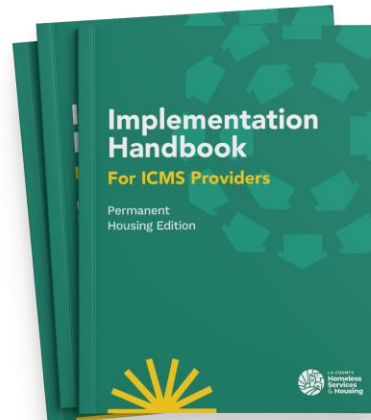
**CHAMP Cheat Sheet:
Permanent Housing ICMS**



**CHAMP Eligible Services
Guide for ICMS Providers**



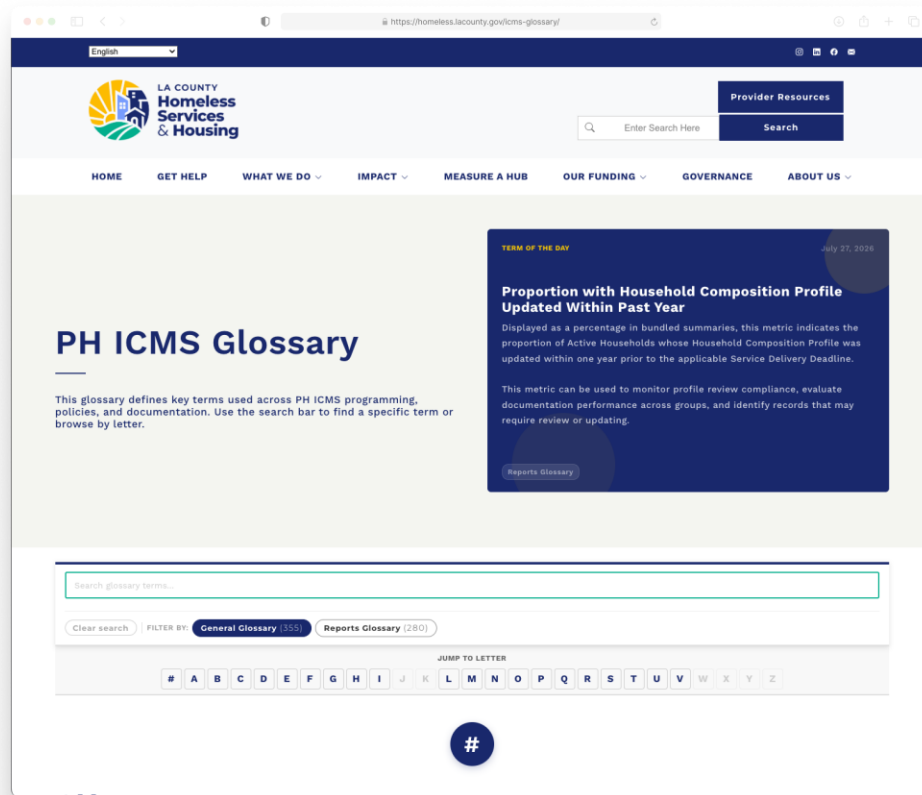
**ICMS Billing Rate
Designations and
Multifactorial Analysis**



**CHAMP Eligible Services
Guide for ICMS Providers**

ICMS Glossary

Explore a comprehensive glossary covering 99% of reports, with complete definitions for report indicators, program terms, and commonly used ICMS terminology.



Glossary Features

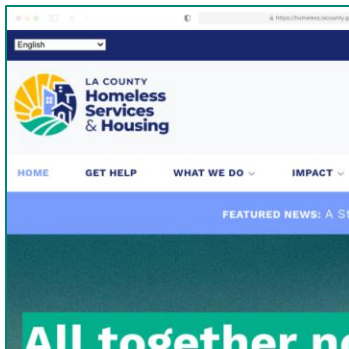
Search terms to quickly find matching glossary entries.

The screenshot shows a web interface for a glossary. At the top is a search bar with the placeholder text "Search glossary terms...". Below the search bar is a "Clear search" button and a "FILTER BY:" section. The "FILTER BY:" section has two buttons: "General Glossary (355)" and "Reports Glossary (280)". Below the filter buttons is a "JUMP TO LETTER" section with a grid of buttons for each letter of the alphabet, plus a "#" button. The interface is annotated with three green circles containing numbers: 1 is next to the search bar, 2 is next to the filter buttons, and 3 is next to the "JUMP TO LETTER" section.

Jump directly to terms that begin with a selected letter.

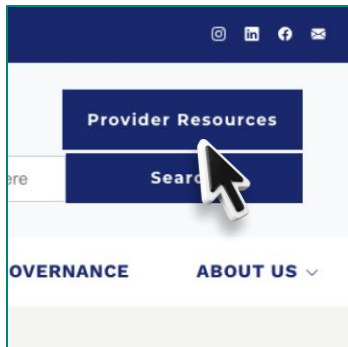
Filter the glossary to search within a specific category.

How to access the Glossary



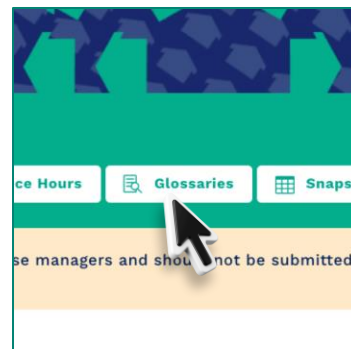
1

Navigate to the official website at:
homeless.lacounty.gov



2

Click on the "Provider Resources" button at the top right.

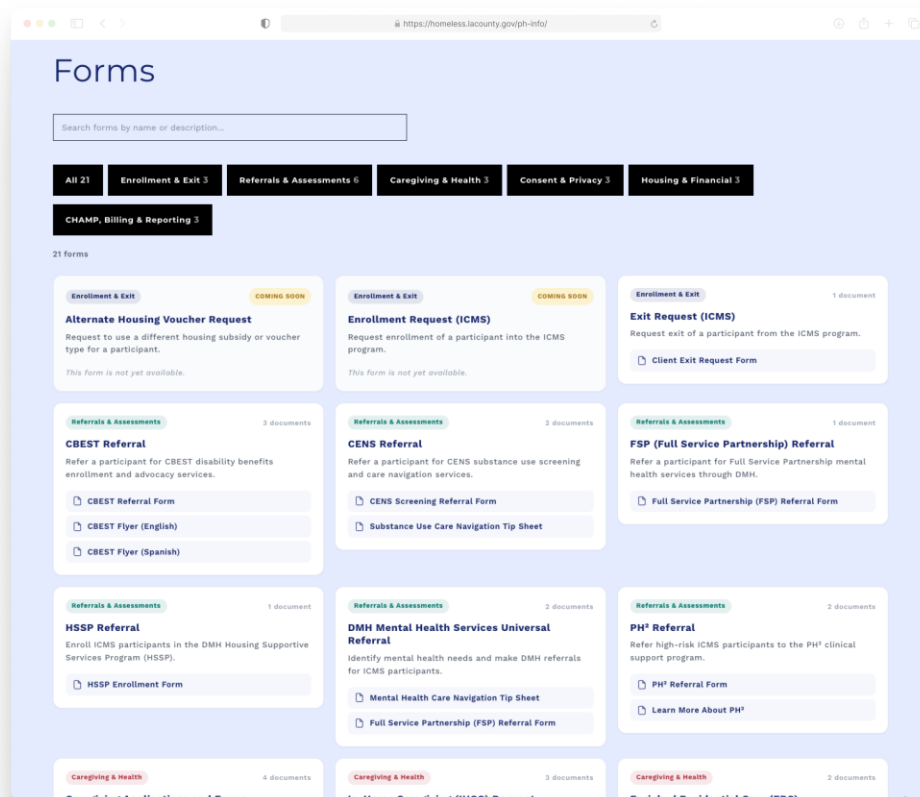


3

On the Green Quick Access bar, select the Glossary button.

Forms

Access frequently used forms, PDFs, and guides through a searchable library organized by category and resource bundles.



Practical Features

Search forms by name or keyword to quickly find PDFs, forms, and guides.

1

Browse forms by category to narrow your results.

2

Open grouped collections of related forms and resources.

3

All 21

Enrollment & Exit 3

Referrals & Assessments 6

Caregiving & Health 3

Consent & Privacy 3

Housing & Financial 3

CHAMP, Billing & Reporting 3

Caregiving & Health4 documents

Caregiving Applications and Forms

Initiate IHSS or IHCG assessment and caregiving services for a participant.

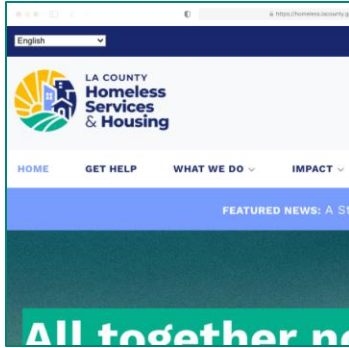
Caregiving Tip Sheet

IHCG Services Request Form

IHSS Health Care Certification Form

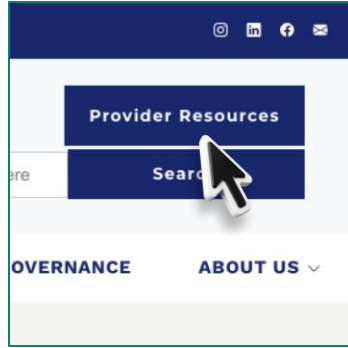
New Physician's Report (LIC 602A)

How to access the Forms



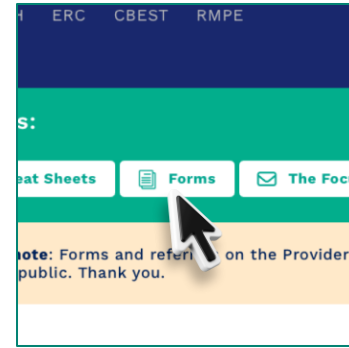
1

Navigate to the official website at:
homeless.lacounty.gov



2

Click on the "Provider Resources" button at the top right.



3

On the Green Quick Access bar, select the Glossary button.

CONCLUSION

Questions? Feedback?

Thank you!



LA COUNTY
**Homeless
Services
& Housing**