

Washington State Community-Based Supportive Housing Resources



Today's Presenters:

Whitney Joy Howard

Housing Unit Manager,
HCS, ALTA, DSHS

Scott Tankersley

Housing Subsidy Program Manager,
DBHR, HCA

Dani Rylander

PSH Rent Assistance Supervisor,
AHAH-PSH, Commerce

Nick Yuva

Landlord Mitigation Administrator,
Homelessness Assistance Unit, Commerce



What is supportive housing?

- Philosophy, program, and evidence-based
- Provides immediate access to housing and support services
- Keeps the individual front and center
- Utilizes harm reduction and proactive engagement
- Home visits & 24/7 access to services

Supportive housing providers: services

Pre-tenancy services:

- ▶ Develop an individual housing support plan; housing crisis plan.
- ▶ Conduct search and secure affordable independent housing.
- ▶ Review lease and landlord-tenant law; being a housing advocate.
- ▶ Assist participant move into housing.
- ▶ Coordinate with the participant's care team.



Supportive housing providers: services

Ongoing tenancy support services:

- ▶ Proactively support maintenance of tenancy.
- ▶ Relationship building with landlords, property managers, and neighbors.
- ▶ Ensure person-centered housing support and crisis plans are up-to-date.
- ▶ Coordination with participant's care team, including coordination of authorized LTSS.
- ▶ Activities that support community integration.
- ▶ Connection to permanent affordable housing.

Supportive housing is not...



Limited to one building. It is a scattered site model for fair market apartment rentals.



An intensive behavioral health program.



A substance use disorder program.



A compliance-based service.



A time-limited service. Clients don't "graduate" from this service.

Home and Community Services: Housing Resources & Supportive Housing Services

How do clients qualify for services?

A client must be functionally and financially eligible.

Functional need



- Activities of Daily Living (ADL): eating, bathing, toileting, etc.
- Instrumental ADLs: shopping, laundry, meal prep, etc.
- CARE assessment

Financial need (income and assets)



- CN or ABP Medicaid eligible in the community
- Meet waiver requirements if not otherwise eligible
- May need to pay income towards cost of care
- Limited assets

Community supports

Any DSHS-contracted or sub-contracted provider can be authorized.

▶ Services that assist, secure, and/or maintain an apartment:

- ▶ Background check
- ▶ Rental applications
- ▶ Move-in deposits
- ▶ First month's rent
- ▶ Moving services
- ▶ Essential household items
- ▶ Other support, e.g. cell phone or bus pass
- ▶ Pest eradication
- ▶ Deep clean



Community supports

Any DSHS-contracted or sub-contracted provider can be authorized.

▶ Resources to support tenancy:

- ▶ ALTA housing subsidy
- ▶ Emergency rental assistance
- ▶ Community choice guide

▶ Additional services, where contracted:

- ▶ Behavioral support services
- ▶ Technical assistance
- ▶ Professional support services – communication therapy, dietitian/nutritionist



Federally funded voucher opportunities

- ▶ Non-elderly disabled vouchers
- ▶ Mainstream vouchers
- ▶ Housing choice vouchers
- ▶ Emergency housing vouchers
- ▶ 811 project-based vouchers



Two supportive housing opportunities

1

**Governor's
Opportunity for
Supportive
Housing (GOSH)**

State Behavioral
Health
Transformation

2

**Foundational
Community
Supports:
Supportive
Housing (FCS)**

1115 Waiver

Eligibility for GOSH

- ▶ Individual must:
 - ▶ Want to live independently in their own apartment with support services.
 - ▶ Meet AL TSA functional and financial eligibility.
 - ▶ Be discharging or diverting from Western/Eastern State Hospitals.
- ▶ In addition to services, individuals for GOSH are eligible for a housing subsidy through ATLSA.

GOSH rental subsidy

GOSH includes supportive housing services and a state housing subsidy.

- ▶ Mimics housing choice voucher program.
- ▶ Clients contribute approximately 30% of their income to rent.
- ▶ Training opportunities.



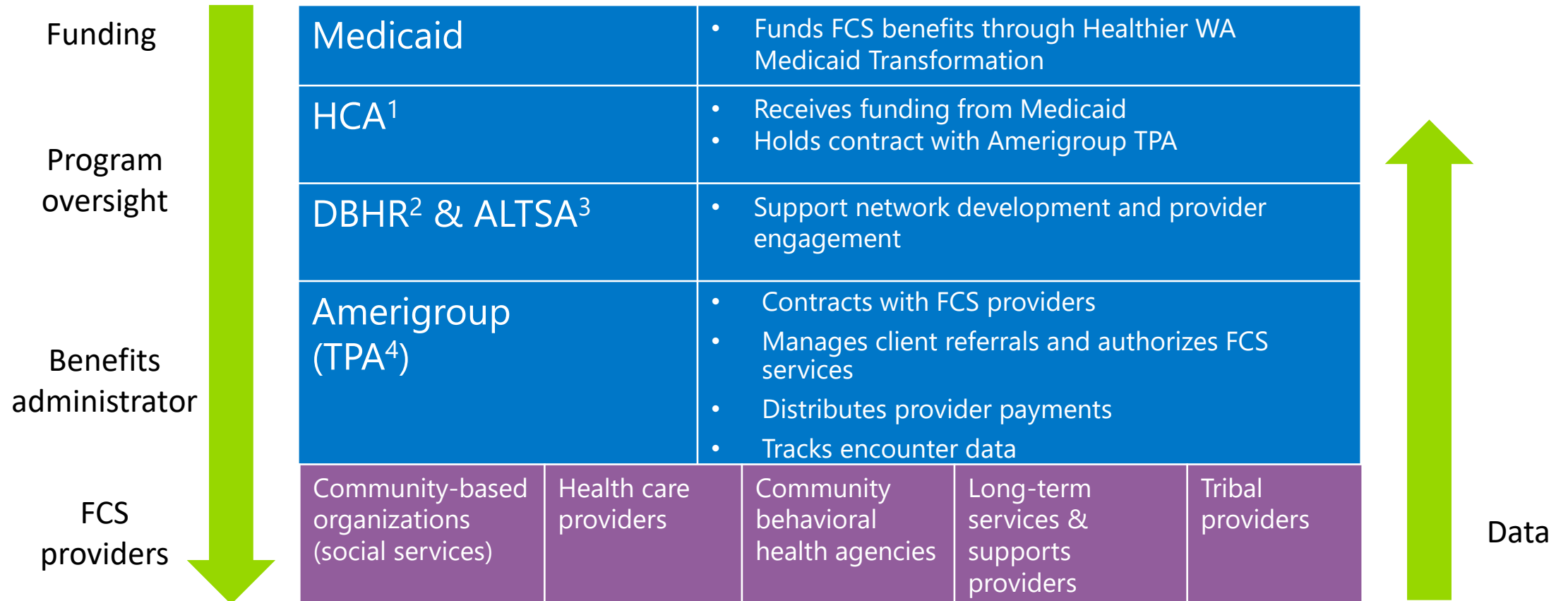
Foundational Community Supports (FCS)



Foundational Community Supports

- ▶ Foundational Community Supports (FCS) provides supportive housing and supported employment services to the most vulnerable Medicaid beneficiaries.
- ▶ These services promote self-sufficiency and recovery by helping participants find and maintain stable housing and employment.
 - ▶ **Supportive housing** services help individuals get and keep community housing.
 - ▶ **Supported employment** services help individuals with barriers to employment get and keep a job.

What is Foundational Community Supports?



1. Health Care Authority – Policy Division

2. Health Care Authority - Division of Behavioral Health & Recovery

3. Department of Social & Health Services - Aging and Long-term Support Administration

4. Third Party Administrator

Amerigroup as the FCS TPA

- ▶ We're contracted with the HCA as the Third-Party Administrator (TPA) of FCS and provide administrative oversight of:
 - ▶ Provider network
 - ▶ Service authorization
 - ▶ Claims payment and encounter tracking/reporting
 - ▶ Measuring outcomes and quality improvement
 - ▶ Sustainability plan
- ▶ We have also established an FCS Advisory Council



Foundational Community Supports (FCS)

What FCS is:



- Targeted Medicaid benefits that help eligible clients with complex health needs obtain and maintain housing and employment stability.
- Supportive housing services
- Supported employment services

What FCS isn't:



- Ongoing payments for housing, rent, or room & board costs
- Wages or wage enhancements for clients
- Entitlement

Eligibility criteria

FCS benefits are reserved for people with the greatest need. To qualify, an individual must:

1 Be enrolled in Apple Health

2 Be at least 18 years old (SH) or 16 years old (SE)

3 Meet the requirements for **complex needs**.

- You have a **medical necessity** related to mental health, substance use disorder (SUD), activities of daily living, or complex physical health need(s) that prevents you from functioning successfully or living independently.
- You meet specific **risk factors** that prevent you from finding or keeping a job or a safe home.

Eligibility criteria (continued)

Supportive housing risk factors: <i>One or more</i>	Supported employment risk factors: <i>One or more</i>
<ul style="list-style-type: none">✓ Chronic homelessness✓ Frequent or lengthy stays in an institutional setting (e.g. skilled nursing, inpatient hospital, psychiatric institution, prison or jail)✓ Frequent stays in residential care settings✓ Frequent turnover of in-home caregivers✓ Predictive Risk Intelligence System (PRISM)¹ score of 1.5 or above	<ul style="list-style-type: none">✓ Housing & Essential Needs (HEN) and Aged Blind or Disabled (ABD) enrollees✓ Difficulty obtaining or maintaining employment due to age, physical or mental impairment, or traumatic brain injury✓ SUD with a history of multiple treatments✓ Serious Mental Illness (SMI) or co-occurring mental and substance use disorders

1. PRISM measures how much you use medical, social service, behavioral health and long-term care services.

What housing benefits are available through FCS?

Supportive housing helps you find a home or stay in your home.

- ▶ Housing assessments and planning to find the home that's right for you.
- ▶ Outreach to landlords to identify available housing in your community.
- ▶ Connection with community resources to get you all the help you need, when you need it.
- ▶ Assistance with housing applications so you are accepted the first time.
- ▶ Education, training, and coaching to resolve disputes, advocate for your needs, and keep you in your home.

No wrong door for referrals

- ▶ Anyone can refer a potential enrollee to the FCS program:
 - ▶ Self referral
 - ▶ Family member
 - ▶ Provider
 - ▶ Aging and Long-term Support Administration (AL TSA)
 - ▶ HCA's Division of Behavioral Health & Recover (DBHR)
- ▶ [Quick Reference Guide](#) helps evaluate who is eligible for supportive housing and supportive employment services.
- ▶ All referrals are sent to Amerigroup TPA for authorization and enrollment.

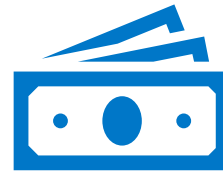
FCS TAP launched May 2, 2022



Flexible funding resource in support of FCS Supportive Housing enrollees

FCS Supported Employment enrollees are not currently eligible for FCS TAP funding unless they are also enrolled in FCS Supportive Housing services.

FCS TAP's third-party administrator:
Amerigroup



Covers housing-related costs that can be barriers to housing stability like fees for IDs, application fees, move-in fees like first/last month's rent, and more

Braidable funding compatible with longer-term rental assistance resources

- ▶ FCS TAP is a short-term resource – no ongoing rents will be paid

Exceptions to Policy (ETPs)

- ▶ ETPs allow coverage for home mods, home essential and sustainability items, arrearages, and other housing-related items



Rolling authorization for up to \$5,000 per enrollee per 12 months

Aims to meet enrollees where they are along the housing continuum and provide support with achieving individualized housing goals.

ESHB1866 passed in the 2022 legislative session

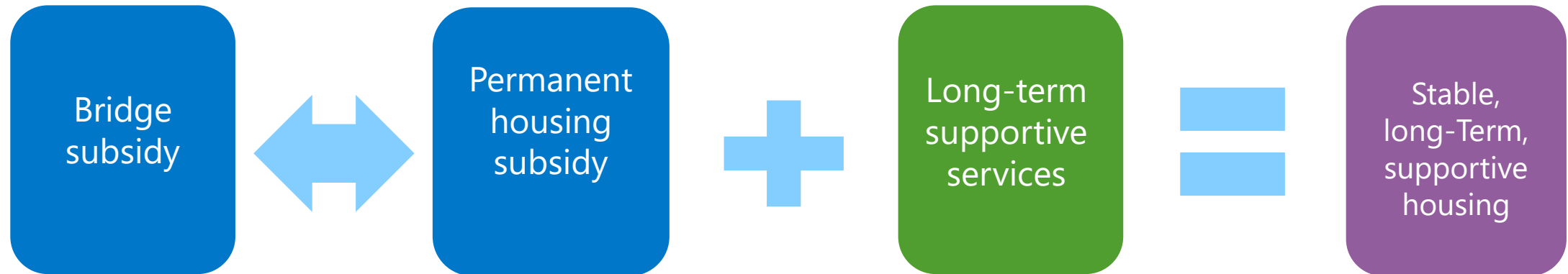
- ▶ Established the Office of Apple Health and Homes (AHAH) within the Department of Commerce.
 - ▶ Permanent supportive housing and community support services benefits
 - ▶ Benefits are accessed through a network of community support services providers for persons assessed with specific health needs and risk factors
- ▶ Builds upon a subset of the Foundational Community Supports (FCS) program to marry the three legs of the stool to expand PSH.
 - ▶ Brick and mortar
 - ▶ Housing vouchers/subsidies/(O&M)
 - ▶ Supportive housing services

Apple Health and Homes – program design

- ▶ AHAH creates housing benefit and pairs supportive housing services for subset of individuals enrolled in FCS SH services
- ▶ Housing and services* renewable in 12-month increments
- ▶ Collaboration between HCA, DSHS, and Commerce
 - ▶ FCS TPA: eligibility, authorizations, initial housing search
 - ▶ Commerce TPA: rental assistance, housing inventory
- ▶ *Requires CMS approval, pending MTP waiver renewal

Department of Commerce: Commerce Behavioral Health Rental Assistance (CBRA)

What is CBRA?



Who is eligible?

Who should be prioritized?

- Those discharging, needing to discharge, or who have discharged within the past 12 months from a psychiatric hospitals or community psychiatric inpatient beds.

Who can be served?

- Anyone with a behavioral health condition who meets the eligibility criteria.

Who is eligible?

Criteria one

- Household income at or below 50% of area income as defined by HUD.

and

Criteria two

- Have a documented behavioral health condition

and

Criteria three

- Eligible for long-term support services

and

Criteria four

- Have a documented need for long-term housing subsidy with no other suitable resource that can meet the long-term subsidy need.

Eligible housing expenses

Secure housing

- Emergency placements in hotels/motels, transitional housing, or appropriate recovery residences
- Application or other fees
- Rental or utility arrears, late fees, and evictions

Rent and move-in

- Rental and utility deposits
- Landlord incentives
- First, last, and monthly rent
- Other monthly costs included in the rent

Other housing costs

- Monthly utility cost
- Temporary absences
- Storage fees
- Master leasing
- Other costs as approved by Commerce

Making a referral

Bridgeways | Mental Assistance Grantees

Agency Name
Bridgeways

Program
CBRA

Region
North Sound

City
Everett

State
WA

Referral Contact Name
Roger Iino or Teresa Ravetto

Referral Contact Email
riino@bridgeways.org;
travetto@bridgeways.org

Referral Contact Phone Number
425-513-8213

County
Snohomish

Accepting Referrals?
No

Community Behavioral Health Rent Assistance (CBRA) Referral List

Behavioral Health Region	County	Agency	Referral Contact	Phone Number	Email	Fax
Greater Columbia Region	Asotin	Comprehensive Healthcare	Gordon Cable		gordonc@gcbh.org	
Greater Columbia Region	Asotin	Quality Behavioral Health	Gordon Cable		gordonc@gcbh.org	
Greater Columbia Region	Benton	Benton County DHS			CBRAreferral@co.benton.wa.us	
North Central Region	Chelan	Chelan-Douglas Community Action Council	Tom Bonwell	509-662-6156	tomb@cdcac.org	
Salish Region	Clallam	Serenity House	Anthony Alcantar	360-565-5048	anthony.alcantar@serenityhouseclallam.org	
Southwest Region	Clark	Lifeline Connections	Gina Van Dyken	360-397-8246 x30287	gvandyken@lifelineconnections.org	
Southwest Region	Clark	Sea-Mar	Jeni O'Neil		JeniONeil@seamarchc.org	
Southwest Region	Clark	Columbia River Mental Health	Sarah Brown		Sbrown@crmhs.org	
Greater Columbia Region	Columbia	Comprehensive Healthcare	Gordon Cable		gordonc@gcbh.org	
North Central Region	Douglas	Chelan-Douglas Community Action Council	Tom Bonwell	509-662-6156	tomb@cdcac.org	
Spokane Region	Ferry	Northeast Washington Alliance Counseling Services (NEWACS)	Jessica Loseke	509-685-2847	jloseke@stevenscountywa.gov	
Greater Columbia Region	Franklin	Benton County DHS			CBRAreferral@co.benton.wa.us	
Greater Columbia Region	Garfield	Comprehensive Healthcare	Gordon Cable		gordonc@gcbh.org	
Greater Columbia Region	Garfield	Quality Behavioral Health	Gordon Cable		gordonc@gcbh.org	
Great Rivers Region	Grays Harbor	Coastal Community Action Program	Greg Claycamp	360-310-3002	gregc@coastalcap.org	
Great Rivers Region	Grays Harbor	Behavioral Health Resources	Mark Granneman		mgrannemann@bhr.org	
Salish Region	Jefferson	Olympic Community Action	Kathy Moran	360-385-2571 x6373	kmoran@olyac.org	

Landlord Mitigation Programs

Nicholas Yuva

LANDLORD MITIGATION ADMINISTRATOR

02/27/2023



Washington State
Department of
Commerce

We strengthen communities



HOUSING AND HOMELESSNESS



INFRASTRUCTURE AND BROADBAND



SMALL BUSINESS ASSISTANCE



ENERGY



PLANNING AND TECH ASSISTANCE



COMMUNITY SERVICES AND FACILITIES



CRIME VICTIMS AND PUBLIC SAFETY



ECONOMIC DEVELOPMENT

Who Is Nicholas Yuva?

- ▶ Not a member of Tiger King cast
- ▶ Started my Property Management career in 1997
- ▶ Worked for several companies including:
 - Norris & Stevens
 - Income Property Management
 - American Property Management
 - Riverstone (Greystar) Property Management
 - REACH Community Development (non-profit)
- ▶ Obtained my Oregon Property Manager License in 2004
- ▶ Established Willamette Management Services in 2005
- ▶ Received my Accredited Residential Manager (A.R.M.) in 2012
- ▶ Spent an hour with this beautiful giant Siberian Tiger and her brother North of Chiang Mai, Thailand at a Lion and Tiger Sanctuary supporting anti-animal trafficking in SE Asia.



Landlord Mitigation Programs

Acceptance of funds from the Landlord Mitigation Programs prohibit the landlord, or collection agency, from pursuing legal action against the tenant for:

- Damages, *and*
- unpaid rents from March, 2020 through December, 2021.

Tenants and Landlord Programs

▶ State Programs (State Funded)

- Landlord Damage Relief Program
- Tenancy Preservation Program
- Survivor Relief Program

▶ Funding Sources

- Legislative Appropriations – based on need/available funding
- Document Recording Fees - \$4.2 million per year
- Legislative Budget - \$27 million for FY 2023

Damage Relief Program

- ▶ Landlords may receive up to \$1,000.00 and up to 14 days of unpaid rents for repairs to pass a failed HQS inspection. (pre-move in claim)
- ▶ Landlords may receive up to \$5,000.00 for damages caused by a subsidized tenant. (post-move in claim)
- ▶ Unpaid rents, utilities and other charges may be included post-tenancy.
- ▶ Lease break charges and rent responsibility are not reimbursable.
- ▶ Landlord receives payment from Department of Commerce.
- ▶ Payments currently received within five to six weeks from approval.

Tenancy Preservation Program

- ▶ Tenant must be found Low-Income, Limited Resourced or in a Financial Hardship by a Judge in court.
- ▶ Tenant awarded a zero-interest loan from the Department of Commerce for full balance of judgement.
- ▶ Tenant remains in the rental unit.
- ▶ Landlord receives payment from Department of Commerce.
- ▶ No collection effort. Tenant ineligible for repeat access until balance is paid.
- ▶ **Payment should not be expected for at least one year (possibly longer).**

Survivor Relief Program

- ▶ Effective June 6, 2022
- ▶ Tenant may vacate with little or no notice.
- ▶ Landlord must return full security deposit and waive all damage charges.
- ▶ Tenant must terminate due to Domestic Violence, Sexual/Unlawful Harassment or Stalking
- ▶ Landlord may receive up to \$5,000 from Department of Commerce.
- ▶ This program is not subject to Public Disclosure.
- ▶ **Qualifying status must be supported with documentation (TBD).**

New Claim Portal Coming in 2023

A new claim portal will become available in early 2023

- ▶ Many new tools available
- ▶ Access to all historic claims submitted
- ▶ Ability to see real-time status of claims and payments
- ▶ Upload missing documents directly to the claim
- ▶ An improved Statewide Vendor Number search tool
- ▶ Verification of information in real-time
- ▶ The ability to save and complete claims at a later time/day.

Landlord Damage Relief Program

Landlords can receive up to \$5,000 for repairs made to damage caused by a subsidized tenant and up to \$1,000 plus up to 14 days of rent loss for making repairs required to pass an HQS inspection for subsidy.

Requirements:

The tenant must have received a rental subsidy. A rental subsidy is a rental payment made from a non-profit or government agency to the landlord on behalf of the tenant. Payments from Landlord Mitigation Program payments are not a rental subsidy.

[Register for a new Statewide Vendor Number](#)

The Office of Financial Management maintains a central vendor file for Washington State agencies to use for processing vendor payments. You are required to have a Statewide Vendor Number to enter a claim. Click the link above to register for a Washington Statewide Vendor Number.

Tenancy Preservation Program

The Tenancy Preservation Program provides court-approved zero-interest loans to tenants to satisfy a judgment awarded to the landlord during an eviction for non-payment of rent and up to three months of future rents.

Requirements:

A Judge must find the tenant qualified for the Tenancy Preservation Program and issue an Order of Eligibility to qualify.

Landlord Survivor Relief Program

Landlords can receive up to \$5,000.00 for damages when a tenant vacates a rental unit due to domestic violence, sexual assault, unlawful harassment or stalking.

Requirements:

The landlord must:

- Allow the tenant to vacate without notice, and
- Immediately return the tenant's full security deposit.

[Statewide Vendor Number Search](#)

Online claim form and additional information available at

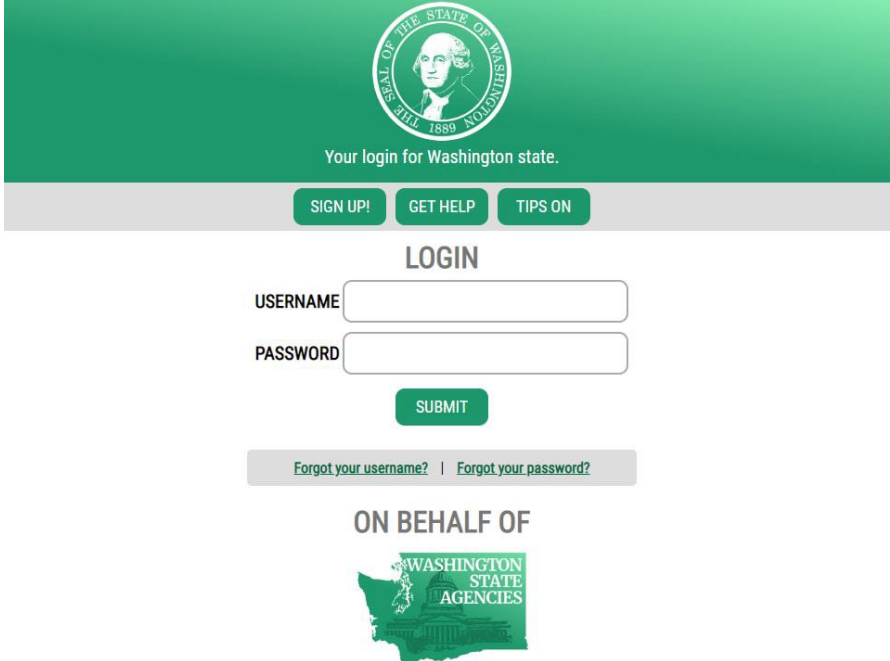
<https://Commerce.WA.Gov/LandlordFund>

Washington State 

Secure Access Washington

What is a Secure Access Washington?

- ▶ Access to many state agency programs and resources
- ▶ Will be required in the new Landlord Mitigation Portal (2023)
- ▶ Smartsheet claim system will be disabled upon launch
- ▶ Once you have registered you will have access to amazing new features
- ▶ <https://secureaccess.wa.gov/public/saw/pub/displayRegister.do>



Seal of the State of Washington
Your login for Washington state.

SIGN UP! GET HELP TIPS ON

LOGIN

USERNAME

PASSWORD

SUBMIT

[Forgot your username?](#) | [Forgot your password?](#)

ON BEHALF OF

WASHINGTON STATE AGENCIES

Online claim form and additional information available at

<https://Commerce.WA.Gov/LandlordFund>

Washington State 

Statewide Vendor Registration



What is a Statewide Vendor ID Number?

- ▶ Required for all State payment programs
- ▶ All payees of the State of Washington are required to obtain a Statewide Vendor ID Number for tax reporting purposes.
- ▶ Expect to receive a 1099 at the beginning of the following year to be filed with your taxes for the payment received.
- ▶ Landlords can complete the SWV number application in advance and use the same number for multiple claims.
- ▶ <https://ofm.wa.gov/it-systems/statewide-vendorpayee-services>

Online claim form and additional information
available at

<https://Commerce.WA.Gov/LandlordFund>

Washington State



Questions



Resources

- AL TSA Housing Resources
- AL TSA Supportive Housing Services
 - What is GOSH?
 - Pathways to Housing
 - Training/Event Calendar
- Foundational Community Supports provider map
- Amerigroup Foundational Community Supports
- FCS Transition Assistance Program FAQ
- Community Behavioral Rental Assistance
- Washington State Housing Authorities
- Win 2-1-1 Network
 - Findhelp.org
- Washington State Coordinated Entry Sites
- Landlord Mitigation Programs