

ALTSA Office of Housing & Employment

Motel Interim Stays for Transitions  
(MIST)  
Program Training for LTC Field

*June 13, 2024*



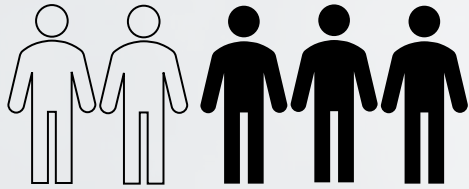
## What is Motel Interim Stays for Transition (MIST)?

Interim housing program for clients who need a safe place to stay while searching for independent housing.

- ▶ Clients who don't have resources for a place to stay (*i.e., pay for their own motel, family/friends to stay with*)
- ▶ Motel stays available for up to 6 months

# Purpose of MIST

The intent of a MIST motel stay is to minimize the number of clients experiencing unsheltered situations or episodes of homelessness while waiting or searching for housing.



A hotel stay can:

- Provide the opportunity for stability
- Reduce the time it takes to establish vital Long Term Services and Supports

Bridge  
Subsidy

GOSH  
Program

Civil  
Transitions  
Program

Other  
Housing  
Resource

RENAMED!  
In-Home  
Short-Term  
Displacement

NEW!  
Limited  
Residential

MIST Program Eligibility

# Bridge Subsidy

Available for clients who:

- are in a Skilled Nursing Facility
- wish to live independently

**Nursing Facility Case Managers (NFCM)** typically make the referrals.

**Supportive Housing Providers or Community Choice Guides** assist with housing search, payments, etc.

This is a short-term resource and is not meant to expedite the transition of people who are stable in a SNF to the community prior to securing a unit.

*\*Clients must have Bridge voucher already issued to be eligible for MIST*

# GOSH Program

The Governor's Opportunity for Supportive Housing (GOSH) program serves individuals who are **discharging or diverting from Eastern or Western State Hospitals.**

The program offers Supportive Housing and the AL TSA Subsidy.

Providers contract with the Office of Housing & Employment's Supportive Housing Unit.

# Civil Transitions

HCS & DDA program for individuals who were deemed:

- Not competent to stand trial
- Not restorable and presumed to have:
  - Dementia
  - Traumatic Brain Injury (TBI)
  - Intellectual or Developmental Disability (IDD)

# Other Housing Resource

Clients who will be living independently and currently have a **resource from a housing agency or program**.

Resources may include but are not limited to:

- Public Housing Authority vouchers  
*Mainstream, NED, Housing Choice, etc.*
- Apple Health & Homes (AHAH)
- Other vouchers, such as VA, HOPWA, etc.
- Rapid Re-Housing from homeless services agency



# Other Housing Resource

Clients who currently have a **housing resource** and **move-in date**.

Resources may include but are not limited to:

- Tax credit units
- 811 units
- Permanent Supportive Housing unit from homeless services agency

# Other Housing Resource

**Please note:**

*Clients who are on a waitlist for a housing resource **do not** qualify for MIST.*

RENAMED!

# In-Home Short-Term Displacement

Clients who have their **own home** and a **short-term situation** that requires them to temporarily vacate.

Examples may include and are not limited to:

- Pest control or eradication
- Fire
- Flooding

Approval is at program discretion.

*\*This is not for clients who are experiencing homelessness.*

# Limited Residential

Clients who are:

- Homeless with nowhere to stay, including homeless shelter
- Have a verifiable move-in date within 30 days at a residential setting:
  - Assisted Living (AL)
  - Adult Family Home (AFH)

Clients cannot be transitioning out of an institution.

Motel stays are only for  $\leq 30$  days

# Eligibility Notes

Clients must be functionally & financially eligible for LTSS.

*MIST, with the exception of GOSH, is only for clients who will be living independently.*

Have a question about eligibility?

Email [mistreferral@dshs.wa.gov](mailto:mistreferral@dshs.wa.gov).  
We'll gladly answer eligibility  
questions.





Questions?

# MIST Process



MIST referral sent to [mistreferral@dshs.wa.gov](mailto:mistreferral@dshs.wa.gov)



Housing Program Manager (HPM) responds within two (2) business days



Authorize contracted provider (if not already)



Client verbally agrees to Participant Agreement



Authorize motel stay for up to six (6) months, actual motel payment in two-week increments is preferred



Reimburse contracted provider per their agency accounting needs



Motel stay ends; notify HPM with end date





# Contracted Providers

Contracted providers must be authorized to pay for motel stays and to assist the client with housing search.

Contracted providers include:

- ▶ Community Choice Guides (CCG)
- ▶ GOSH providers
- ▶ FCS Supportive Housing providers who are also contracted with the State (CCG or GOSH contract)
  - ▶ If a client is enrolled with a FCS Supportive Housing agency that is *not* contracted with the State, a CCG will need to be utilized.

# MIST Referrals



Long-Term Care Case Manager  
(LTC CM) uses the **MIST  
Referral Form**



Email completed form:  
**[mistreferral@dshs.wa.gov](mailto:mistreferral@dshs.wa.gov)**



Housing Program Manager (HPM)  
will respond within **two  
business days**



# MIST Referral Form

# MIST Referral Notes



Contracted provider on board is needed

Have them gather motel quotes prior



If it's difficult to find a CCG who will work with MIST, send a message to the MIST email and a HPM will help.

## HPM Response

- HPM will respond within 2 business days.
- Program approvals will be documented with a SER in CARE.
- If approved, detailed instructions will follow.



# Participant Agreement

# Participant Agreement

1. Client must **verbally agree** to the Participant Agreement prior to motel stay.
2. Email the HPM the completed form.

# Authorizations

*Specific instructions will be provided for each approved client*

1. Enter **RAC To Be Determined (TBD)**
2. Open an authorization for Service Code **SA TBD**
  1. **The number of units = 1**
3. Move to **“REVIEWING”** status
4. When you have the invoice, including receipt:
  - ▶ Open authorization for Service Code **SA TBD** to reimburse the provider for the expense.
  - ▶ Enter the start and end dates associated with the dates of stay that are listed on the invoice.
  - ▶ Move to **“APPROVED”** status.



# Authorization Notes: Errors

You will get an error when you make an authorization using 3131 SA294 U2.

Please email your HPM when this happens so we can “force” the error.

We have identified the source of the error and have requested the fix, but it likely won't be fixed until September when the next CARE update occurs.

# Authorization Notes

Provider is expected to find a safe and affordable motel.

- Target:  $\leq$  \$2,000 per two weeks.
- Providers encouraged to use their best judgement.

The HPM will send instructions on how to authorize services for each client.

Motel deposits are an allowable expense. They can be wrapped into the first authorization.

MIST payments can be large dollar amounts and, as is the case with all authorizations, getting providers reimbursed in a timely manner is important. 😊

While we prefer actual motel payment for no more than 2 weeks at a time, provider reimbursements can be in the timeframe that meets their accounting needs.

**Prompt  
Provider  
Payments,  
Please!**

You must accurately document the **FIRST AND LAST DAY** of motel stay when authorizing.

Please email us the start and end date when closing the service. Accurate data helps us:

- Determine necessary staffing
- Budget for requests
- Know our client capacity
- Calculate the average length of stays

The CCG/GOSH provider should be working with you to authorize deposits, first month's rent, etc. at this point.



# Motel Stay Ends



Questions?

# Program Staffing

MIST will be staffed statewide, not by Region.

Primarily staffed by two Housing Program Managers:

- ▶ John Kistner
- ▶ Shawna Sampson

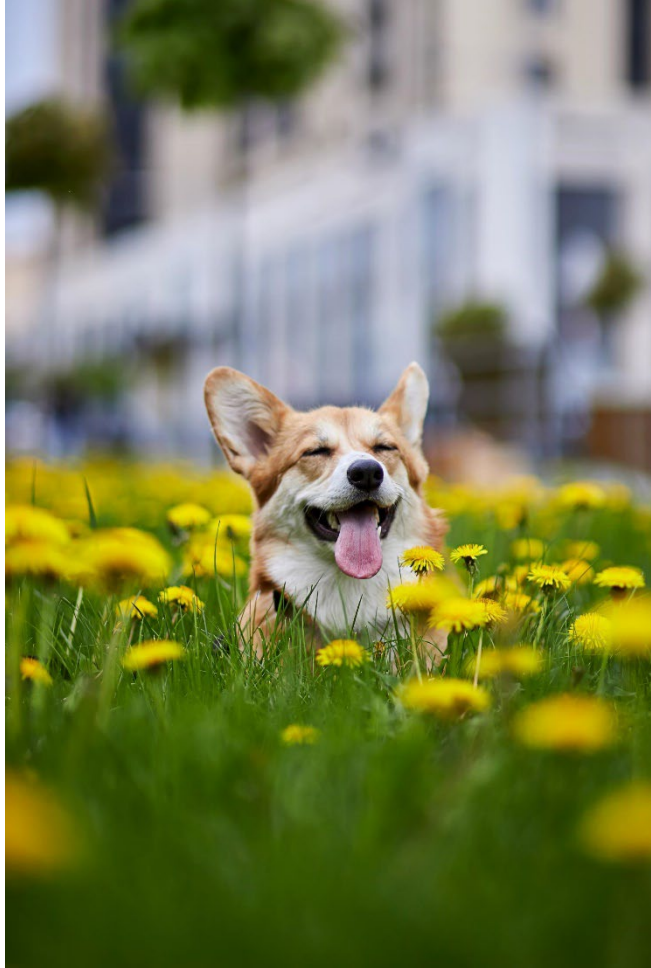
Other HPMs will fill in as needed.

# Program Staffing

The MIST referral email will be used to respond to questions and for program denials.

If a request is approved, a HPM will respond via their individual work email.

- ▶ Please direct future correspondence about that client's MIST services to that HPM, not to the MIST referral email.

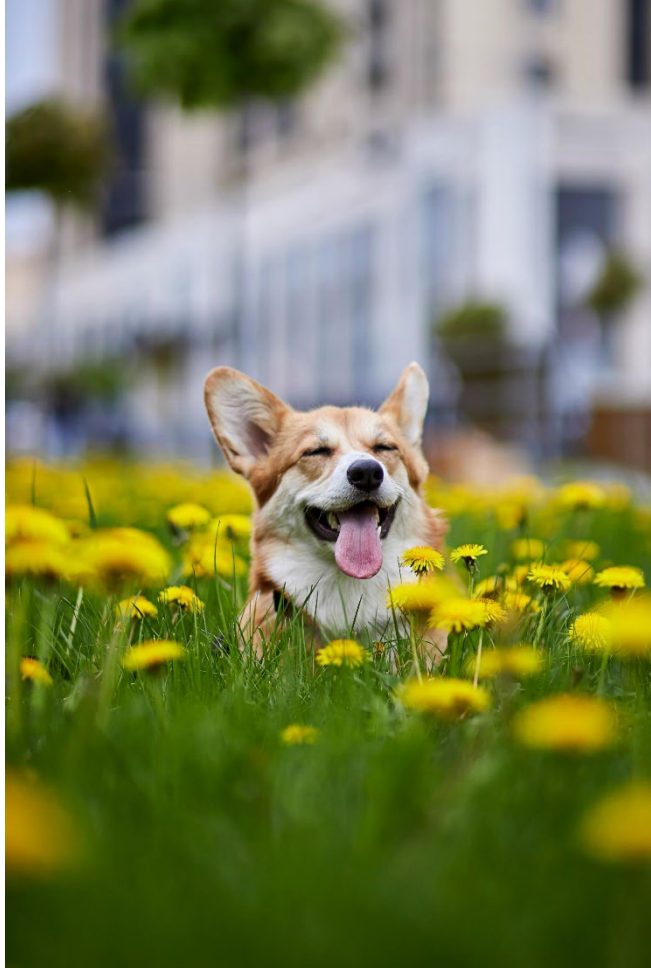


## Miscellaneous

Clients will likely need a valid ID for motel stay.

If they don't have one, assign that as a goal for CCG.

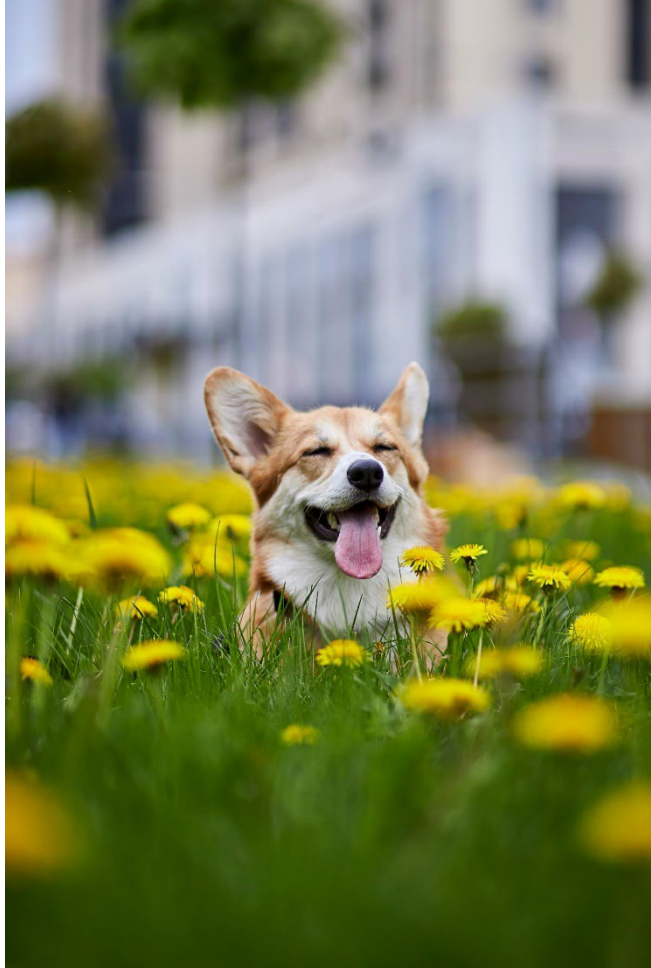




## Miscellaneous

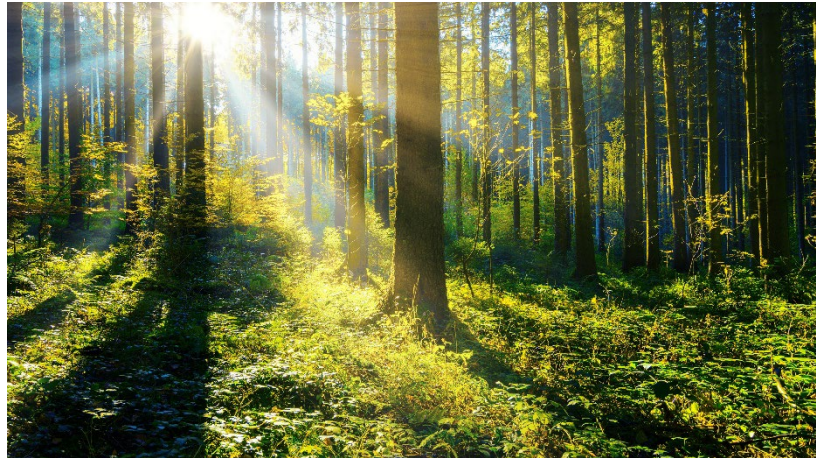
Please remember that HPMs will respond to referrals within two (2) business days.

MIST is not meant to be a last-minute emergency response.



# Miscellaneous

MIST will be included in  
the LTC Manual Ch.5b



# Emergency Rental Assistance (ERA)

ERA is available to help with eviction prevention assistance. All motel requests go to MIST.

Please note there is a new email address to send requests to:

▶ [emergencyrentalassistance@dshs.wa.gov](mailto:emergencyrentalassistance@dshs.wa.gov)

*\*You no longer need to email requests to multiple people!*

# Anticipated FAQs

**What is the time limit for MIST?**

- ▶ Six (6) months

**What is the dollar amount that can be approved?**

- ▶ \$2,000 per two weeks; contact HPM if rates exceed that

**Can my client receive caregiver services in the motel?**

- ▶ Yes!

**Can the client have friends stay with them?**

- ▶ No

# Anticipated FAQs

## **What if my client is evicted from the motel?**

- ▶ They can be placed in a different motel if they still want the MIST service.

## **What if my client causes damage to the motel? Who pays for the damages?**

- ▶ The client is ultimately responsible for damages. If they cannot pay for damages, please contact the HPM.
- ▶ The contracted provider is not responsible for damages

## **Who pays for incidentals?**

- ▶ The client must pay for incidentals.

# Anticipated FAQs

**What if my client has a partner/spouse or dependents?**

- ▶ They can stay in the motel with the client, but it is the client's room. They must vacate if/when the client does.

**What if my client disappears or stops communicating?**

- ▶ Consult with the provider and the HPM; the hotel stay will likely end. The client can still access the MIST service for 6 months.

**My client is in a border city. Can MIST pay for motel in Idaho or Oregon?**

- ▶ No

# Anticipated FAQs

**I have a client already in a MIST/ERA motel stay. Will I still work with the same Housing Program Manager, or will I work with John or Shawna now?**

- ▶ You will work with the same Housing Program Manager that initially approved the stay.

A photograph of a forest with sunlight streaming through the trees, creating a bright, hazy atmosphere. The image is overlaid with a large, semi-transparent blue geometric shape that resembles a stylized letter 'A' or a similar abstract form. The text 'Questions?' is centered within the blue shape.

Questions?



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