

Non-Medical Case Management Services	Fixed Unit Price
Centralized Eligibility (Pilot)	\$350.00
Initial Assessment with Service Plan	\$375.00
90 Day Re-Assessment & Re-Evaluation of Service Plan	\$200.00
6 Month Re-Assessment w/Service Plan Revision	\$250.00
Annual Re-Assessment & Re-Evaluation of Service Plan	\$350.00
Customer Encounter*	\$150.00
Customer Encounter Follow Up* (30mins+)	\$55.00
Customer Encounter Follow Up* (15 mins)	\$30.00
Electronic Follow Up/Communication (ie, text message, email, snapchat, Facebook message, DM, Facetime, etc.) Capped at one charge per month, per visit, per service category.	\$30.00
Housing Services	Fixed Unit Price
Housing Service Plan	\$150.00
90 Day Re-Evaluation of Housing Plan	\$90.00
6 Month Housing Plan Revision	\$100.00
Annual Re-Evaluation of Housing Plan	\$125.00
Housing Encounter (facility based)	\$75.00
Home Visit	\$90.00
Housing Encounter Follow Up* (30mins+)	\$55.00
Housing Encounter Follow Up* (15 mins)	\$30.00
Housing Electronic Follow Up/Communication (ie, text message, email, snapchat, Facebook message, DM, Facetime, etc.) Capped at one charge per month, per visit, per service category.	\$30.00

The non-Medical Case Management Services contract is being modified to include a series of Housing Case Management Service options.

Exclusions: Providers that receive funding from The Department of Housing and Urban Development's (HUD) Housing Opportunities for People With AIDS (HOPWA) program to provide facility-based Case Management services may not provide duplicative services under this agreement.

Limitations: Clients may receive both non-Medical Case Management Services and Housing Case Management Services. Under this agreement, providers will receive reimbursement for up to 8 Encounters per service category. Under Housing, reimbursement is limited to 8 Encounters per client per month, which may be delivered using any combination of Housing Encounters and Home Visits. Reimbursement for encounter follow up may not exceed 8 each, per client, per month.

Housing Services

The goal of Housing Services is to provide transitional, short-term, or emergency housing assistance to residents of the Washington EMA through the provision of housing case management services. The services provided shall enable customer or family to access care, treatment, and supportive services, with the goal of establishing a connection to long term, decent, affordable, stable housing. Services under this agreement are limited and should not exceed 24 months.

This agreement will support a variety of short-term Housing Case Management activities, including services to customers that are enrolled in residential treatment facilities for mental health or substance abuse and those that are transitioning out of the correctional system. Participating agencies shall determine the target audience for the Housing services provided.

All Housing services offered under this agreement must include an individualized housing plan that establishes a road map that leads to the customer obtaining and/or maintaining decent, affordable, permanent housing and/or the engagement in medical care.

Individualized Housing Service Plan

The results from the non-Medical Case Management assessment will inform the case manager of the type of housing that the customer has versus needs, substance abuse and mental health history, health status, and familial and social support. The case manager shall use this information to work collaboratively with the customer to develop an individualized housing service plan. The service plan will document specific goals and objectives designed to ensure the connection to long term, sustainable housing for the customer and/or family. In addition, the goals outlined in the service plan will inform the case manager of the level of intensity of Housing Case Management services required, to include customer encounters, home visits, and referrals to other needed services aimed at improving the customer's access to services, self-sufficiency, and quality of life. Housing plans should be signed and dated for acknowledgement and maximum customer "buy-in." As the services supported under this agreement are limited in scope, customers with additional needs unrelated to housing shall be referred to non-medical or medical case management services.

Individual housing plans will contain:

1. Signed customer consent to participate and agreement with the plan.
2. Time specific goals and measurable objectives toward securing stable housing (i.e. employment, budgeting and personal finance management).
3. Timeframes to achieve objectives, which cannot exceed 24 months.
4. Screening for eligibility for housing programs and assistance in completing applications.
5. Solutions that address customer-specific barriers to achieving stable housing.
6. Referrals to support services, as needed.
7. Documentation of the customer's participation in HIV medical care.

Housing Plan Re-Assessment

Customers with an individualized Housing Plan will receive a re-assessment of their Housing Plan at the following intervals: 90 days, semi-annually, and annually. The formal re-evaluation of customer needs will include a summary of any linkage/referral activities that took place during the previous period of service coordination. Case Managers will summarize the customer's progress toward becoming stably housed or maintaining stable housing, as outlined in the original service plan, and identify outstanding goals and objectives. Additionally, the plan will include a review of the customer's healthcare access, financial and support needs to identify any changes to the customer's circumstances and/or additional barriers to achieving long-term housing success. Upon completion of the re-assessment of needs, the case manager will update the customer's housing plan to reflect the completion of goals, close out the case, and/or amend the timeline of goals to be achieved during the next phase.

Housing Encounters

Housing encounters may occur in a facility-based setting or as a home visit that occurs in the customer's home. Both encounter types serve a similar purpose and may be interchanged at the discretion of the case manager and customer. The sessions may cover an array of topics such as residency planning, habitability standards, employment, budgeting, and assistance with daily living skills. The purpose of these sessions is to coordinate and monitor progress toward the goals and objectives outlined in the customer's housing plan. The case manager will determine the frequency and pace of customer follow up sessions, based upon the housing plan.

Housing encounters and home visits shall be documented in CareWare. In addition, case managers will maintain a customer record, which will include the housing plan and document progress toward the housing plan. The case manager will provide continuous customer monitoring to assess the efficacy of the care plan and update the plan, as needed, to address customer needs and ensure progress towards established goals. At a minimum, customer records must include a documented customer encounter every 90 days in order for the customer to maintain active status. Housing Services customers classified as homeless or otherwise in an emergency situation shall have an encounter every thirty (30) days minimally.

Housing encounters may include services previously categorized as Housing Referral Services. They include assessment, search, placement, and advocacy services. These services shall include assistance completing housing applications, assessing customer income and debt, and referrals to housing services such as HOPWA's Short-term Rent, Mortgage, and Utility (STRMU) or emergency housing services.

*Provision of these services is subject to the 8 session cap.

Documentation of customer encounters shall include:

1. Progress notes detailing each contact with or on behalf of the customer to implement the service plan.
2. Action items that ensure progress toward the Housing Plan
3. Any communication with other providers on the customer's behalf
4. Documentation of follow-up for referred services and missed appointments
5. Justification of off-cycle Housing Plan updates, as needed
6. Documentation of customer emergencies or crises, as needed