# Housing Support Plan (HSP) Quality Review Tool

CSH

## About CSH

CSH (Corporation for Supportive Housing) advances affordable and accessible housing aligned with services by advocating for effective policies and funding, equitably investing in communities, and strengthening the supportive housing field. Since our founding in 1991, CSH has been the only national nonprofit intermediary focused solely on increasing the availability of supportive housing. Over the course of our work, we have created more than 467,600 units of affordable and supportive housing and distributed over $1.5 billion in loans and grants. Our workforce is central to accomplishing this work. We employ approximately 170 people across 30 states and U.S. Territories. As an intermediary, we do not directly develop or operate housing but center our approach on collaboration with a wide range of people, partners, and sectors. For more information, visit www.csh.org.

## Authors

Lauren Turner, CSH

Alison Klurfeld, Klurfeld Consulting, LLC

# Housing Support Plan (HSP) Quality Review Tool:
## Managed Care Plan (MCP) and Provider Checklist

*Background:*

California will launch Transitional Rent in January 2026, adding to the existing suite of housing Community Supports. Housing Support Plans (HSPs) will be required for authorization of Transitional Rent and Housing Deposits and may also be required by MCPs for reauthorization of some other services, and/or for oversight of housing Community Supports providers' service quality. HSPs are developed based on member housing needs assessments and other member information.

Medi-Cal Members have a hard time accessing permanent housing because housing supply is scarce and highly competitive, so placement can often take a significant time to secure. Providers need time to identify and document a viable permanent housing strategy in the HSP.

Given these challenges, MCPs and providers will need to have a shared understanding of:

    1) What **minimum information** an HSP must contain for authorization, *and*

    2) What makes a **good (or even great)** HSP.

This understanding should be aligned with the Department of Health Care Services (DHCS) policy and consistent within and across MCP and provider organizations so that authorization decisions are fair and uniform. It will also help Medi-Cal members receive high-quality services that promote successful housing placement and retention outcomes.

This checklist was created by the Housing Community Supports Implementation Advisory Committee with input from DHCS and CBHDA. In addition, 24 Advisory Committee members voted on the required elements, including 11 MCPs, 4 Housing Community Supports providers, 2 County Housing/Homeless departments, 3 County Behavioral Health Departments, 2 consultants, 1 person with lived experience of homelessness, and 1 Public Housing Authority.

For more information regarding the Advisory Committee, visit our website: HousingCSTools.org.

This checklist is designed to be used by Housing Community Supports providers and referrers as well as by MCP Staff. This checklist can support authorization and reauthorization processes, quality oversight and improvement for housing Community Supports, and the development of effective and compliant HSPs for members.

- *This checklist is NOT an HSP template. This checklist can be used to review any HSP, in any format.*
- *This checklist can be used to review both new and amended HSPs.*
- *Consistent with DHCS policy, MCPs may **not** require HSPs for initial authorizations of Housing Transition Navigation Services (HTNS), Housing Tenancy Sustaining Services (HTSS), recuperative care, or short-term post-hospitalization housing.*

*For Providers and Referrers:*

- This checklist can serve as an onboarding guide for teaching front-line staff how to properly complete HSPs that meet minimum requirements and best practices.
- This checklist can be used by front-line staff to make sure they meet all requirements as they create HSPs for their members.
- Supervisors can use this checklist to review a small sample of HSPs (e.g., 1 of 10 HSPs) and offer feedback to front-line staff on how to improve their documentation.
- Staff processing referral requests with MCPs can use this checklist, along with an MCP approval/denial letter, to understand why referral requests were/were not approved by the MCP.

*For Managed Care Plan Staff:*

- Utilization Management (UM) Staff can use this checklist to review HSPs for authorization requests where HSPs are required (e.g. Transitional Rent & Housing Deposits requests).
    - UM staff should use the checklist to check for required elements ONLY.
    - UM staff can use this checklist to promote consistency in UM decision making among reviewers.
    - UM staff can attach this checklist to denial letters to clearly communicate to referrers exactly what was missing from an HSP.
    - UM staff should not deny authorization requests for items that are best practice but non-required elements or for grammar/formatting issues within HSPs.
- MCP program support and provider relations staff can use this checklist to train Housing Community Supports providers on HSP requirements and best practices.
- MCP staff responsible for oversight of Housing Community Supports can use this checklist to review a small sample of HSPs completed by providers (e.g., 10 sample HSPs per provider per quarter for large providers, 10 per provider per annual audit) and offer feedback to the provider on how to improve.

*Additional Information Needed for Referral Requests:*

MCPs and providers should review DHCS' forthcoming Housing Community Supports referral standards guidance and compare it with the HSP Review Checklist below. We anticipate that MCPs will need the following information to be included either as part of the HSP or as part of a referral request:

- Member information (e.g. Name, Date of Birth, Medi-Cal Client Identification Number (CIN), and/or Homeless Management Information System number)
- Housing Case Manager information (e.g. service provider staff name, organization, contact information for the person / organization who created the HSP)
- Transitional Rent referral requests:
  - Is the request for interim or permanent housing placement?
  - May also need information related to the Transitional Rent Payment methodology (e.g. address and number of bedrooms to check against the Small Area Fair Market Rent) in order to create an authorization.
- Housing Deposits referral requests: MCPs may need additional information related to items or costs in order to create an authorization.

# HSP QUALITY REVIEW TOOL: Element Descriptions

| All Housing Supports Plans (HSPs): |
|---|

| **Required Elements for Authorization, All Housing Support Plans:**<br>Elements in this section are required for authorization for any Community Supports that require an HSP. |
|---|

**HSP Date**

Minimum Requirement: The HSP must include the date that it was created, and/or the date of the most recent update.

Best Practice: HSPs should be updated at least every 6 months or when the member has a significant change in their housing needs or strategy (e.g., change to Activities of Daily Living (ADLs or iADLs) or other health or functional status change).

*Examples*: Updated for a member in Housing Transition Navigation Services due to a change to walking / ambulation status that affects housing type needed, or for a member in Housing Tenancy Sustaining Services who is newly at risk of homelessness due to an expiring Emergency Housing Voucher.

**Member Barriers to Housing, Goals, and Action Plan**

Minimum requirements: At least one or more barriers to housing are identified in the HSP, with goals and action plan to address barriers.

Per *DHCS Community Supports Policy Guide, Vol. 2, p. 17: "A Member's Housing Support Plan sets forth a plan for achieving the individual's housing goals that is based on the individual's needs, preferences, and barriers to housing."*

Per *DHCS Community Supports Policy Guide, Vol. 2, p. 19, the HSP will be based on a housing assessment that addresses, "identified barriers, includes short- and long-term measurable goals for each issue, establishes the Member's approach to meeting the goal, and identifies when other providers or services, both reimbursed and not reimbursed by Medi-Cal, may be required to meet the goal."*

*Example 1:*
**Barrier:** Participant does not have CA identification card or Social Security Card.
**Goals:** Member will obtain the necessary documentation to apply for permanent housing.
**Action Steps:** Housing Case Manager will accompany member to DMV to obtain ID Card and to Social Security Office to get a new card.

*Example 2:*
**Barrier:** Member has an income, but landlords are rejecting their applications due to a past eviction resulting in a court-filed Unlawful Detainer for unpaid damages to an apartment that appears on their credit report.
**Goals:** During the period of rental assistance, member will pay off their past damage costs, clear the Unlawful Detainer with the court and gain a new positive rental history, optimizing their opportunity for a new unit.
**Action Steps:** Review member budget this week and help them apply for local funding sources to cover previous damage costs. Apply for Housing Deposits and Transitional Rent this month to cover initial costs of new housing

placement and allow member to pay off past damage costs within 6 months. After housing placement, apply for Housing Tenancy Supportive Services within 1 week so that HTSS provider can assist member to completely pay off previous damages, demonstrate compliant tenancy, and gain a positive rental recommendation from new landlord.

*Notes:*
- Providers: Best practice is to document barriers, goals, and action plans using SMART goals, or other common goal-setting formats. (See page 11)
- Providers: Coordinate with other care team members (such as Enhanced Care Management or Behavioral Health) to clarify roles and goals; best practice is to share and coordinate the development of care plans and HSPs.
- MCPs should approve authorizations if information on at least one barrier, goal, and action steps is present but not in SMART goal format.
- MCPs should approve authorizations if HSP also includes information on barriers that may not seem to be directly related to housing (e.g. access to dental care). For some members, working to address other needs is essential to building and maintaining housing stability, and they may be working on these in addition to traditional housing issues. MCPs should not penalize members or providers for going beyond the requirements of Community Supports, as long as minimum requirements are met.
- Three of 11 voting MCPs requested that HSPs contain 2 or more barriers with goals and actions; however, 8 of 11 MCPs voted to approve a minimum of only 1, as did all 13 other respondents. Therefore, we recommend keeping a minimum requirement of at least 1.

**HSP includes All Supports Needed to Sustain Permanent Housing**

Minimum requirement: The HSP lists or describes the Medi-Cal and non-Medi-Cal services and programs the member will need to be stable in permanent housing.

*Per DHCS Community Supports Policy Guide, Vol. 2, p. 18, the HSP will, "Identify the full range of permanent housing supports that will support the Member in sustaining tenancy (e.g., tenancy sustaining service, utilities)."*

*Example 1:*
Permanent Housing Supports needed: (list w/checkboxes for Rental Assistance Voucher, HTSS, other Tenancy Sustaining Services, Utility Assistance, etc.)

*Example 2:* The action steps in the above example of a tenant with unpaid damages to an apartment include a range of supports (see purple font below); in this case, a separate list of supports would not be necessary.
**Action Steps:** Review member budget this week and help them apply for **local funding sources** to cover previous damage costs. Apply for **Housing Deposits** and **Transitional Rent** this month to cover initial costs of new housing placement and allow member to pay off past damage costs within 6 months. After housing placement, apply for **Housing Tenancy Supportive Services** within 1 week so that HTSS provider can assist member to completely pay off previous damages, demonstrate compliant tenancy, and gain a positive rental recommendation from new landlord.

**HSP reflects Member's preferences and needs** *(MCP and Provider Training Element)*

MCP & Provider Training Element - Minimum Requirement: HSP should be developed with the member's input to ensure their needs and preferences are captured and prioritized.

Including member preferences and needs is an important part of ensuring member buy-in and involvement in their HSP and should be part of all MCP and provider oversight and training efforts on HSPs. However, we recommend that MCP UM staff exclude this data element for authorization review for HSPs because it is hard to assess based on documentation alone.

*Best Practice:* HSP could include a member's desires, preferences, and strengths. Can include quotes from the member to ensure preferences are in the member's own voice.

*Best Practice:* HSP could include a Y/N checkbox that provider reviewed the HSP with the member.

*Notes:*
- Requiring a member signature on the HSP is not recommended. To quote an Advisory Committee member, "I just don't want this to turn into a barrier to housing, because a lot of times, this is paperwork that means more to us than it means to the members."
- Providers should work with members to attempt to meet their first choices for housing. Some members may request housing placements that are not available or feasible (e.g., apartment available is not in the preferred neighborhood). However, if a provider finds a different placement that the member will accept, the provider should still complete the HSP and submit an authorization request; MCPs should accept those requests if all other criteria are met.

**HSP is culturally appropriate and trauma-informed** *(MCP and Provider Training Element)*

MCP & Provider Training Element - Minimum Requirement: HSP should be developed in a way that supports and respects the member's cultural background and preferences. The process of developing and updating the HSP should incorporate the core values of trauma-informed care, e.g. safety, trustworthiness, transparency, peer support, collaboration, mutuality, empowerment, voice, and choice.

Developing HSPs in a culturally appropriate and trauma-informed way is an important part of ensuring that the HSP meets the member's needs in a respectful and individualized manner. Cultural appropriateness and trauma-informed practices should be part of all MCP and provider oversight and training efforts on HSPs. However, we recommend that MCP UM staff exclude this data element for authorization review for HSPs because it is hard to assess based on documentation alone.

**Culturally Appropriate**: Examples might include using the member's preferred language, highlighting the role of family, connection to culturally responsive services (e.g. American Indian/Alaska Native providers, LGBTQIA-focused providers), accessibility needs, etc. For more information, see resources from the National Health Care for the Homeless Council.

**Trauma-Informed:** Examples might include explaining to the member what the HSP is and who it will be shared with, developing the HSP slowly if the member feels overwhelmed, using peers to gain trust of member, and offering the member choices of which goals or action steps to prioritize, what services they want to receive, and where they want to live.  For more information, see this US Interagency Council on Homelessness resource, this DHCS training resource, or this Canadian training resource.

## Required Elements for HSPs Submitted with Transitional Rent Referral Requests

### The following elements must be included in an HSP for ==Interim== Settings

**County BH Department confirmation that member is BHSA-eligible and able to transition to BHSA housing interventions after Transitional Rent, if other options aren't available.**

Minimum Requirement: Attestation or approval from County BH is attached to or referenced in the HSP.

*Per DHCS Community Supports Policy Guide, Vol. 2, p. 74, the HSP must: "Confirm that the Member is BHSA-eligible and will be able to transition to BHSA Housing Interventions at the expiration of Transitional Rent, if the Member is otherwise not able to secure a long-term rental subsidy to transition to at the expiration of coverage under Transitional Rent."*

*Per DHCS Community Supports Policy Guide, Vol. 2, p 19: "This documentation fulfills the requirement of the Member's housing solution in their Housing Support Plan (i.e., if the Member is otherwise not able to secure a U.S. Housing and Urban Development (HUD) Housing Choice Voucher, permanent supportive housing subsidy, or other long-term rental subsidy to transition to at the expiration of coverage under Transitional Rent)."*

*Example County BH statement:* This member has been determined to meet eligibility for BHSA and, if needed, we are committed to providing BHSA housing interventions after Transitional Rent ends.

*Notes:*
- In some counties, the referrer may be responsible for seeking this approval directly from the County Behavioral Health (BH) Department and attaching it with the HSP submitted to the MCP; in others, the MCP may contact County BH separately.

### The following elements must be included in an HSP for ==Permanent== Settings

**Permanent Housing Strategy and Solution**

Minimum requirement: "A permanent housing solution has been developed for the member, including identifying the payment source(s) and mechanism(s) to maintain housing [after Transitional Rent / Housing Deposits ends.]"

*Per DHCS Community Supports Policy Guide, Vol. 2, p. 18: "[The] HSP must identify the permanent housing strategy and solution for the Member, including the payment sources and mechanisms, that will support the Member in maintaining housing after the Room and Board services covered under the Medi-Cal managed care delivery system are exhausted (e.g., the Member's income, BHSA Housing Interventions, or other long-term subsidies)."*

Examples of documenting and approving a member's Permanent Housing Strategy and Solution can be found on page 14-17.

*Notes:*
Using Transitional Rent in permanent settings may change the member's federal homelessness status, potentially limiting access to federal housing programs dedicated to people experiencing homelessness. Providers should discuss potential changes to homelessness status with members.

## Required Elements for HSPs Submitted with Housing Deposits

**Permanent Housing Strategy and Solution**

Minimum requirement: "A permanent housing solution has been developed for the member, including identifying the payment source(s) and mechanism(s) to maintain housing [after Transitional Rent / Housing Deposits ends.]"

*Per DHCS Community Supports Policy Guide, Vol. 2, p. 18: "[The] HSP must identify the permanent housing strategy and solution for the Member, including the payment sources and mechanisms, that will support the Member in maintaining housing after the Room and Board services covered under the Medi-Cal managed care delivery system are exhausted (e.g., the Member's income, BHSA Housing Interventions, or other long-term subsidies)."*

Examples of documenting and approving a member's Permanent Housing Strategy and Solution can be found on page 13.

**Housing Deposits Goods and Services:**

Minimum requirement: Does the HSP specify what services and goods related to Housing Deposits are reasonable and necessary?

*Per DHCS Community Supports Policy Guide, Vol. 2, p. 33: "As has always been required, and in alignment with Transitional Rent, all Members who receive Housing Deposits are required to have a housing support plan. All services and goods related to Housing Deposits must be identified as reasonable and necessary in the Member's housing support plan."*

*Example:*
Member needs Housing deposits due to lack of income: *(Y/N checkbox for each item below)*
  1. Security deposit.
  2. Utilities Setup / Deposits
  3. Utilities arrears
  4. First month coverage of utilities
  5. Health and safety services (describe)
  6. Minor repairs
  7. Application fees
  8. Goods such as an air conditioner or heater, and other medically- necessary adaptive aids and services. (This includes one-time transitioning costs, such as essential household furnishings.)
        *(Y/N checkbox plus list, e.g. "air conditioner, furniture, household goods")*

*Note:* The Housing Community Supports Implementation Advisory Committee made Housing Deposits recommendations in 2024, including:
  - MCPs initially approve any allowable Housing Deposit expenses up to a certain dollar threshold, and providers submit (or keep) receipts for actual expenses afterwards.
  - If the above recommendation is not possible and an MCP requires quotes for items, we recommend a standardized quote sheet template based on average costs offered by providers.

| **Best Practices for All Housing Support Plans** |
|---|
| The items below are recommended elements for the HSP. They provide clarity about the best ways to understand and meet the Member's housing and service goals. The items below are **not required** for service authorization. |
| **Housing SMART Goals Identified**<br>SMART Goals are Specific, Measurable, Achievable, Relevant, and Time- Bound Goals that center the Member's pathway to housing permanency. Other formats for setting clear, actionable objectives could include SOAP, PACT, etc. **(More on SMART Goals)**<br><br>*Example:*<br>SMART Goals: Meet with housing navigator for a minimum of 30 mins, 2X a week for 3 months: to work on obtaining identification and filling out housing applications and subsidy documents.<br>**NOT** a SMART Goal: Get documents ready for housing. |
| **Member Housing History**<br>Clearly describe member's current housing status and housing history based on Member's self-report and/or information that is already available in HMIS.<br><br>If known, the housing status and history should include the following:<br>• If member is currently or was recently unsheltered vs. in a shelter, and location<br>• Length of current episode of homelessness<br>• Any past episodes of homelessness, especially within the last 3 years<br>• If member is experiencing chronic homelessness<br><br>*Example 1:* Member is currently experiencing homelessness and has been homeless since 2019. Member sometimes stays at the Downtown Mission shelter but has been mostly unsheltered since the summer.<br><br>*Example 2:* (Some HSPs use checkboxes or brief answers for this information instead of sentences)<br>Homeless since: July 2024<br>Current Location: Encampment at corner of 3rd and Main streets. Recent locations: Different downtown locations, usually with a tent. Past episodes of homelessness: 2 months in 1999, 1 year in 2001.<br><br>*Note*:<br>• Many providers document housing status and/or history in HMIS or assessment forms, rather than HSPs. |
| **Alignment With Other Care Plans and Care Team Members**<br>Providers developing an HSP for the member should coordinate with other care team members (such as Enhanced Care Management or Behavioral Health providers) to clarify who is working on which goals and action steps with the member. In addition, the HSP might refer explicitly to any housing-related activities that those other care team members are completing.<br><br>*Example:*<br>Housing Case Manager will share housing status and preferences with Full Service Partnership Case Manager (FSP CM) by (date), so that FSP CM can complete an application for BHSA permanent supportive housing placement by (date). |

# HSP Quality Review Tool: Required Elements Checklist

| All Housing Supports Plans (HSPs): | Yes | If No, what is needed to fix this? |
|---|---|---|
| **Required Elements for Authorization, All Housing Support Plans:** Elements in this section are required for authorization for any Community Supports that require an HSP. | | |
| **HSP Date** <br><br> Minimum Requirement: The HSP must include the date that it was created, and/or the date of the most recent update. | | |
| **Member Barriers to Housing, Goals, and Action Plan** <br><br> Minimum requirements: At least one or more barriers to housing are identified in the HSP, with goals and action plan to address barriers. | | |
| **HSP includes All Supports needed to Sustain Permanent Housing** <br><br> Minimum requirement: The HSP lists or describes the Medi-Cal and non-Medi-Cal services and programs the member will need to be stable in permanent housing. | | |
| **HSP reflects Member's preferences and needs** *(MCP and Provider Training Element)* <br><br> MCP & Provider Training Element - Minimum Requirement: HSP should be developed with the member's input to ensure their needs and preferences are captured and prioritized. | | |
| **HSP is culturally appropriate and trauma-informed** *(MCP and Provider Training Element)* <br><br> MCP & Provider Training Element - Minimum Requirement: HSP should be developed in a way that supports and respects the member's cultural background and preferences. The process of developing and updating the HSP should incorporate the core values of trauma-informed care, e.g. safety, trustworthiness, transparency, peer support, collaboration, mutuality, empowerment, voice, and choice. | | |

| Required Elements for HSPs Submitted with **Transitional Rent Referral Requests** | Yes | If No, what is needed to fix this? |
|---|---|---|
| The following elements must be included in an HSP for ==Interim== Settings | | |
| **County BH Department confirmation that member is BHSA-eligible and able to transition to BHSA housing interventions after Transitional Rent if other options aren't available.**<br><br>Minimum Requirement: Attestation or approval from County BH attached to or referenced in the HSP. | | |
| The following elements must be included in an HSP for ==Permanent== Settings | | |
| **Permanent Housing Strategy and Solution**<br><br>Minimum requirement: "A permanent housing solution has been developed for the member, including identifying the payment source(s) and mechanism(s) to maintain housing [after Transitional Rent / Housing Deposits ends.]" | | |

| Required Elements for HSPs Submitted with **Housing Deposits Referral Requests** | Yes | If No, what is needed to fix this? |
|---|---|---|
| **Permanent Housing Strategy and Solution**<br><br>Minimum requirement: "A permanent housing solution has been developed for the member, including identifying the payment source(s) and mechanism(s) to maintain housing [after Transitional Rent / Housing Deposits ends.]" | | |
| **Housing Deposits Goods and Services:**<br><br>Minimum requirement: Does the HSP specify what services and goods related to Housing Deposits are reasonable and necessary? | | |

# Documenting Permanent Housing Strategy & Solutions

This documentation guide is designed to support Community Supports providers and MCP staff in documenting and approving a member's Permanent Housing Strategy and Solution for a Housing Support Plan (HSP) that accompanies a request for Transitional Rent.

Per *DHCS Community Supports Policy Guide, Vol. 2*: "The HSP must identify the permanent housing strategy and solution for the Member, including the payment sources and mechanisms, that will support the Member in maintaining housing after the Room and Board services [i.e., Transitional Rent] covered under the Medi-Cal managed care delivery system are exhausted."

*Minimum Requirement:*

The HSP must describe the planned permanent housing solution for the member, including the payment source(s) and mechanism(s) that will maintain housing after Transitional Rent ends. Level of detail will vary for interim vs. permanent housing placements and may also vary based on referrer.

- County agencies/Flexible Housing Pools: Confirm whether ongoing housing funding for the client is committed.
- Independent providers: Confirm whether a stable housing placement is secured and identify the specific payment source(s) and/or program(s) that will sustain the member in permanent housing.

*IMPORTANT REMINDERS:*

- Permanent housing solutions must be **specific to the member**, not hypothetical.
- Documentation should ideally show **confirmed or approved resources,** not just potential or pending applications.
- Transitional Rent funding is temporary; the strategy and solution must demonstrate how housing will be sustained following the Community Support service.

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**Key Messages for MCP Reviewers**

1. **Housing is Limited:** Permanent housing is scarce and competitive. Access to housing is not an entitlement and is not guaranteed. Availability changes quickly.

2. **Transitional Rent can affect eligibility for federal housing programs:** Using Transitional Rent in permanent settings may change the member's federal homelessness status, potentially limiting access to federal housing programs dedicated to people experiencing homelessness. Encourage providers to talk to members about the potential change to their homelessness status.

| Examples of Permanent Housing Strategies |
|---|
| When documenting an HSP, strategies might include: |
| • Behavioral Health Services Act (BHSA)-funded permanent housing<br>• Federally-funded housing programs offered through the Continuum of Care (CoC) or other programs designed to serve people experiencing homelessness<br>• Federal Housing Choice Vouchers (HCV) or other federal vouchers<br>• Self-pay for permanent housing (including shared housing)<br>• State-funded housing programs<br>• Locally-funded housing programs<br>• Justice system-funded housing programs for people exiting jails or prisons<br>• Family reunification housing arrangements<br>• Transition from interim housing to long-term permanent housing placement<br>• Shallow subsidy programs (long-term, partial rent assistance)<br><br>*Read more about permanent housing strategies following Transitional Rent: [Housing Continuity Planning Tool](Housing Continuity Planning Tool)* |

| Documenting a Member's Permanent Housing Solution |
|---|
| The Housing Support Plan (HSP) must identify a housing placement strategy for each member that includes housing that is already approved and/or committed.<br><br>For the selected strategy, the solution should include information on payment sources and mechanisms, such as: |
| • Subsidies or voucher programs (including application stage, expected timeline to lease-up / move-in, and duration after move-in);<br>• Member income (including work income and SSI / SSDI or other benefits) and amount of expected tenant's rent contribution following Transitional Rent (if any);<br>• Any other programs or resources that will pay for permanent housing for the member after Transitional Rent ends.<br><br>Note: For Transitional Rent referrals from County agencies and/or Flexible Housing Pools, the HSP should not need to provide all details of the specific subsidy, as long as the County or Flex Pool operator commits to provide ongoing funding after the Transitional Rent ends. MCPs and County agencies/Flex Pools should discuss expectations as part of referral planning. |

## Examples of Housing Strategy & Solutions that <u>SHOULD</u> be Approved

The items below are examples of Strategies & Solutions in HSPs that Managed Care Plans should approve. HSP should show the post-Transitional Rent housing strategy and payment mechanism.

| Post-TR Housing Strategy | Documented Example |
|---|---|
| Housing Choice Voucher + unit identified | Member has been awarded a Housing Choice Voucher and unit has been secured for a May 2026 move-in date. |
| Flexible Housing Subsidy Pool | County has approved a member for a permanent housing subsidy through the flex pool. |
| BHSA-funded interim &/or permanent housing commitment | BHSA-funded housing interventions will continue for at least (an agreed-upon timeframe) after the Transitional Rent. |
| Self-pay | Member has income but needs Transitional Rent during recovery that temporarily limits their ability to work; can self-pay afterward. |
| Other state / local housing program with confirmed rent support | Member has been accepted into [Program Name] that will continue rent payments after Transitional Rent.<br><br>OR<br><br>This client has been determined to meet eligibility for BHSA and we [County BH] are committed to pay for or provide their Permanent Housing after their Transitional Rent benefits end. |

Documented language for an approved HSP may include:
confirmed, solidified, approved, awarded, issued, etc.

## Examples of Housing Strategy & Solutions that <u>MAY or MAY NOT</u> be Approved

The examples below are potential Strategies & Solutions that MAY or MAY NOT be approved as sufficient post-Transitional Rent housing strategies, depending on additional information in the HSP.

| Post-TR Housing Strategy | Documented Example |
|---|---|
| Pending approval for County Behavioral Health Housing | Member is "in process" for BHSA-funded housing but not yet approved by County BH. |
| Nearing the top of the Coordinated Entry System (CES) Housing Queue | Member is on the CES housing waitlist and has not yet applied or been approved.<br><br>(<u>Note</u>: This may be sufficient from a County agency, Flexible Housing Pool, or CoC provider who commits that there will not be a gap in housing coverage due to the end of Transitional Rent funding.) |
| Voucher application pending | Member applied for a Housing Choice Voucher, but application is not yet approved. |

Language that may hinder MCP approval may include:
awaiting, in-progress, applying, waitlist, to-be-determined, etc.

MCPs should review the rest of the HSP for additional detail about the member's housing situation and why the provider / referrer thinks they will be able to maintain housing after Transitional Rent.

Providers / referrers should note that MCPs are likely to request additional information about the member's situation if the HSP includes these scenarios.