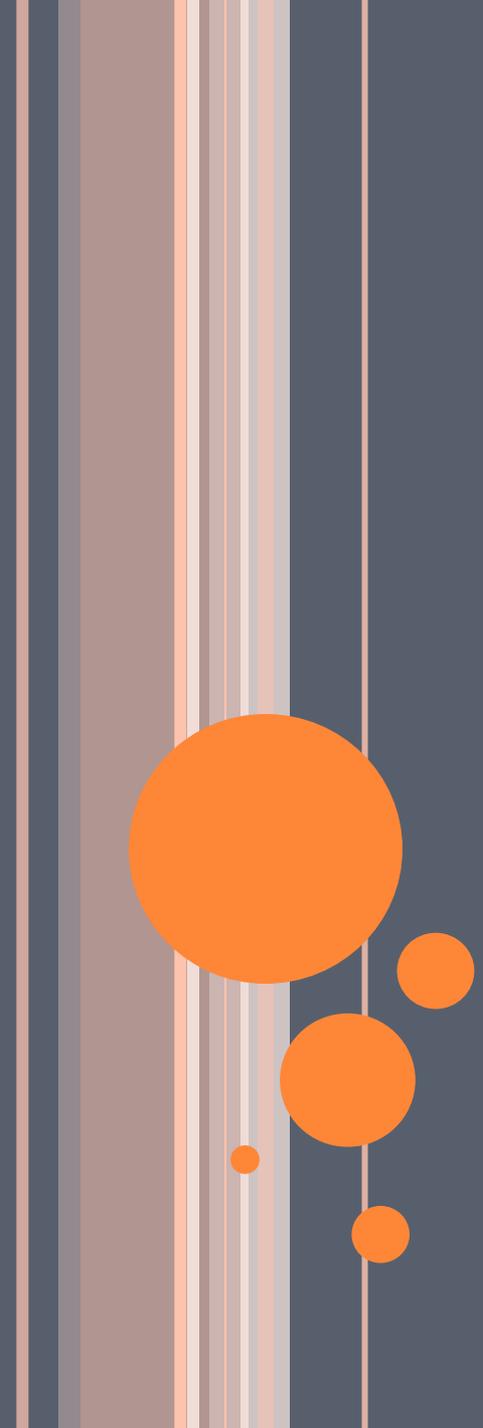


**AN OVERVIEW OF THE LOUISIANA
PERMANENT SUPPORTIVE HOUSING
(PSH) PROGRAM**



THE PERMANENT SUPPORTIVE HOUSING MODEL

WHAT IS PERMANENT SUPPORTIVE HOUSING?



PSH CORE PRINCIPLES

- Choice in housing
- Functional separation of housing and services
- Decent, safe and affordable housing
- Housing integration
- Rights of tenancy
- Housing access and privacy
- Flexible, voluntary recovery-focused services



PSH OUTCOMES

- Improved quality of life
- Housing stability and retention
- Improved health outcomes
- Reduced time spent homeless
- Reduction in use of emergency room
- Greater participation in mental health and substance abuse treatment
- Cost effective AND the more desired housing option



PHASES OF PSH

Pre-tenancy

- Housing application
- Eligibility requirement & addressing housing barriers
- Understanding role of tenant
- Engagement & Planning for support needs once living in PSH
- Housing search & choosing a unit

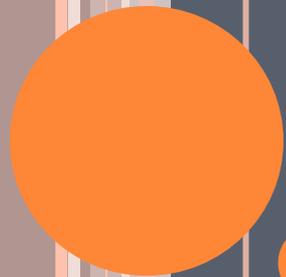
Move-in

- Arrangement for actual move
- Ensuring unit & individual are ready for move in
- Initial adjustment to new home and neighborhood

On-going Tenancy

- Sustained, successful tenancy
- Personal satisfaction: Relationships, employment/education,
- Flexing the type, intensity, frequency & duration of services based on needs & preferences





THE LOUISIANA PSH PROGRAM

PSH IN LOUISIANA

- Consistent with evidence based PSH model:
 - Affordable with monthly rent and utilities not exceeding 30% of individual's monthly income;
 - Offers assistance for access to and continued occupancy in housing as long as tenant's household pays the rent and complies with lease or applicable landlord/tenant laws;
 - Linked with flexible and responsive supportive services;
 - Located primarily in multi-family rental housing that meets HUD Housing Quality Standards.



HOUSING FIRST

- Housing First means housing is not contingent on certain conditions (e.g. clean & sober for x months) and supportive services are available, yet not required for obtaining or maintaining housing.
- Implementing housing first:
 - Requires seamless, timely hand off from referral sources to providers;
 - Requires staff skills in engagement, motivational enhancement techniques; negotiation
 - Common understanding across housing and services staff.



THE PSH PROGRAM

- In keeping with the model of PSH, and the core principle of separation of housing and services, two statewide entities are involved in creating and managing the PSH Program:
 - **Louisiana Housing Authority (LHA) = Housing**
 - LHA directly administers and manages the PBV program
 - 5 Subsidy Administrators administer and manage the Shelter Plus Care subsidies
 - **The Department of Health and Hospitals (DHH) = Services**
 - The PSH Program coordinates the overall program across DHH Program Offices, yet sits within the OAAS
 - OBH manages the contract with the State's Management Organization (SMO) for Behavioral Health Services – Magellan Health Services.



HOW IS THE ACTUAL HOUSING DEVELOPED OR LEASED?

- Housing is made available by the Louisiana Housing Corporation (LHC):
 - as part of the Low Income Housing Tax Credit (LIHTC) Program;
 - by the LHA (a subsidiary of the LHC) under an approved HUD Administrative Plan;
 - as part of the LHC Project Rental Assistance (PRA) program
- or directly with other qualified housing organizations.



THE ROLE OF THE LOUISIANA HOUSING CORPORATION (LHC)

- Manages access to rental assistance resources
 1. Shelter Plus Care (SPC) subsidies for qualified homeless households. Five regionally based Subsidy Administrators have day-to-day management responsibility for these subsidies.
 2. Section 8 Project-Based Vouchers (PBVs). LHC manages the leasing of the Section 8 PBVs.
 3. HUD Section 811 Project-Based Rental Assistance (PRA) Demonstration program managed by LHC.



HOUSING SUBSIDY ALLOCATION

Region	Project Based Subsidy	Shelter Plus Care
Region I: New Orleans, St, Bernard, Plaquemines	1138	759
Jefferson Parish	192	114
Region III	81	39
Florida Parishes	131	67
Regions IV	117	23
Region V	140 or 146	23
Capital Area	195	0



WHO IS ELIGIBLE?

TARGET POPULATIONS

- Qualifying Disability Types
 - Individuals who have a substantial, long-term disability including but not limited to:
 - Serious mental illness
 - Addictive Disorder
 - Developmental Disability
 - Physical, Cognitive or Sensory Disability
 - Disabling Chronic Health Condition
 - that qualifies them for Medicaid-funded or other funded supports and services operated by DHH program offices of Behavioral Health, Developmental Disabilities, Public Health; or Aging and Adult Services
 - At least one member of the ‘household’ must meet this requirement, be financially eligible for the program, and be ‘in need of PSH’.



WHO IS ELIGIBLE? PREFERENCES

○ Preferences

- Hurricane displacees
- Homeless households
- Chronically homeless households
- Households at risk of homelessness or living in transitional housing for homeless people
- Households who are inappropriately institutionalized or at risk of institutionalization
- Household is extremely low-income, at or below 30% of AMI



WHO IS ELIGIBLE? IN NEED OF PSH

- At least one member of the household must be ***'In Need of PSH'*** as defined by DHH:
 - A household shall be considered to be in need of PSH is a member has a physical, mental, or emotional impairment which is expected to be of long-continued or indefinite duration; substantially impedes their ability to live independently without supports; and is of such nature that such ability could be improved by more suitable housing conditions.

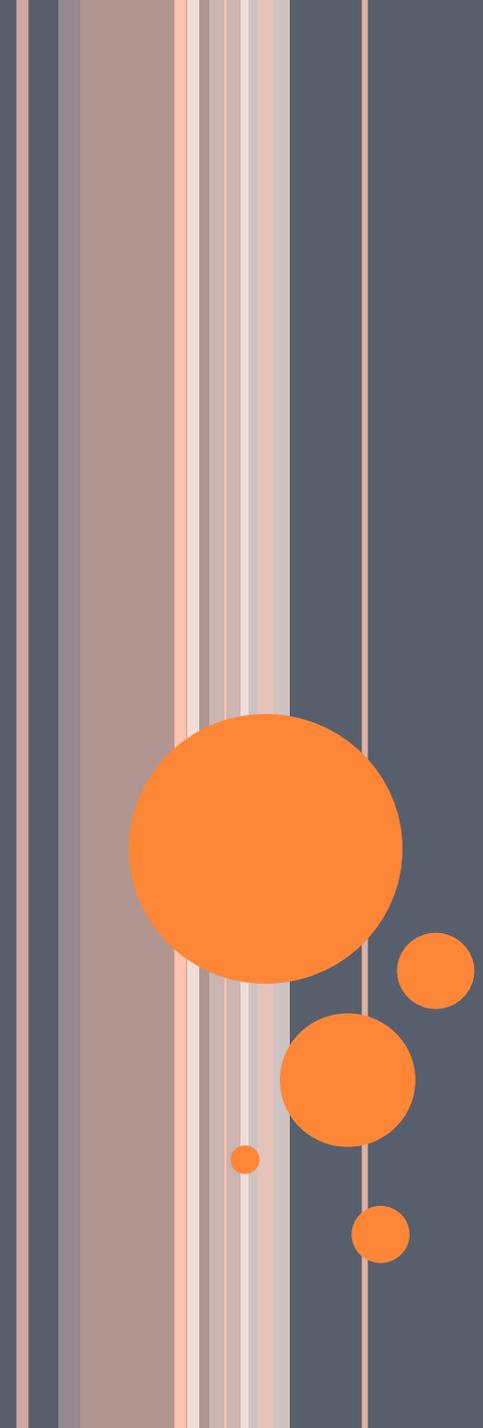


ESTABLISHMENT & PRESERVATION FUNDS

○ **Magellan:**

- Manages E&P funds as approved by the LHC for security deposits, utility hook-ups, moving expenses, basic furnishings, etc.





THE PSH PROGRAM GOING FORWARD

The PSH Program Office

THE PSH PROGRAM OFFICE

- Overall program policy, design, and direction
 - Establishes and maintains operating framework for PSH program
 - Assures appropriate consistency across populations and program partners
 - Assures compliance with HUD requirements and terms of CEA between DHH and LHA
 - Convenes Executive Management Council (EMC)
- Overall program management and coordination
 - Assures coordination across populations and program partners
 - Convenes and staffs all regular meetings of program partners
 - Weekly provider calls
 - Quarterly Round Table with LHA Administrator
 - Outreach Implementation Team



THE PSH PROGRAM OFFICE

- Monitoring
 - CDBG sub-recipients performance and compliance with CDBG requirements. Includes performance and financial monitoring, quarterly reporting of program performance data to LHA
- Contracting and Monitoring of Project Based Subsidy Administrator
 - Two contracts with Unity to provide supportive services in housing developed and managed by Unity.
- Develops and Implements Overall Outreach Strategy



THE PSH PROGRAM OFFICE

- Screening and Application
 - For individuals seeking PSH outside of the GO-Zone, under the HUD 811 PRA demonstration project
- Managing and assuring timely lease-up
 - For units outside of the GO-Zone, under the HUD 811 PRA demonstration project
- Critical Incidents and Reporting
 - Sets policy for critical incident reporting, with input and review from the EMC
 - Forwards Critical Incidents for behavioral health tenants to Magellan Health Services.



THE PSH PROGRAM OFFICE

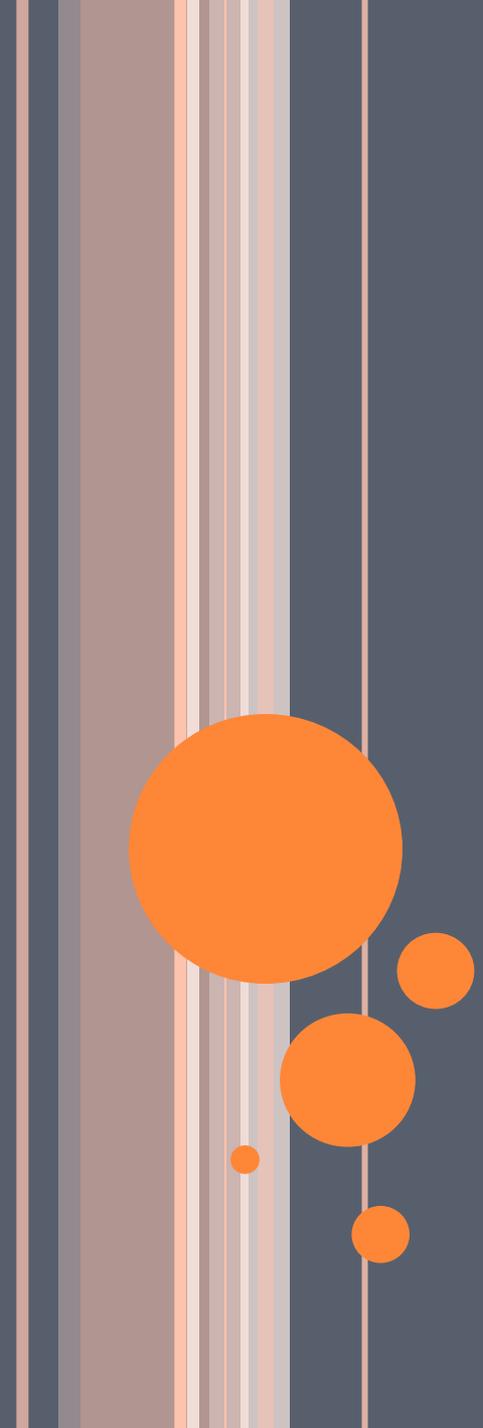
- New Unit Development
 - Works with LHA to reach out to and recruit property managers and facilitates contracting with property managers for the kinds of units and locations most needed for PSH tenants.
- Development of Provider Network
 - Responsible for outreach and recruitment of PSH service providers outside of the GO-Zone.
 - Within the GO-Zone, assists in identifying need for additional providers and with targeted recruitment.
 - Directly and via contract, develops and delivers initial and annual certification training for all PSH service providers.



THE PSH PROGRAM OFFICE

- Provider Payment/Claims
 - Approves invoices for CDBG reimbursement of provider claims.
- Administrative Payments
 - Approves invoices for reimbursement of administrative functions funded through CDBG.





THE PSH PROGRAM GOING FORWARD

The Role and Responsibilities of the DHH
Program Offices

MONITORING

- PSH Services Provider Monitoring
 - Magellan manages their contracted provider network according to established policies and protocols.
 - OAAS/OCDD manages their contracted provider network according to established policies and protocols
 - PSH Program Office ensure PSH tenants are receiving services as managed through Magellan, OAAS, OCDD, and OPH (for Ryan White service recipients)
- Magellan Contract Monitoring
 - OBH manages contract with Magellan



MONITORING

- CDBG Compliance, Performance and Services
 - PSH Program Office
- Shelter Plus Care
 - PSH Program Office monitors two contracts for services to tenants of two buildings owned and operated by Unity



OUTREACH

- Develops Overall Outreach Plan And Convenes Outreach Implementation Team
 - PSH Program Office
- Implements Outreach Plan And Activities for eligible population in the GO-Zone and for 1915(i) eligible individuals
 - Magellan
- Implements Outreach Plan And Conducts Targeted Outreach to Service Recipients
 - OAAS, OCDD, OBH and OPH



SCREENING AND HOUSING APPLICATION PROCESSES

- Within the GO-Zone
 - Services:
 - Magellan – For 1915(i) and CDBG only services
 - OAAS, OCDD for Waiver services; OPH for Ryan White services
 - Housing:
 - Magellan – receives housing applications for 1915(i) and CDBG only referral sources, and from OAAS, OCDD and OPH and sends to LHA for final housing determination
- Outside of the GO-Zone: HUD 811 PRA demonstration project
 - PSH Program Office coordinates



SERVICES AUTHORIZATION AND CARE MANAGEMENT

- Each of the below will follow established policies and protocols for service authorization and care management:
 - 1915(i) Services
 - Magellan
 - CDBG only Services
 - Magellan
 - Waiver Services
 - OAAS and OCDD



PROVIDER NETWORK

- Recruitment within the GO-Zone
 - PSH Program Office, OAAS, OCDD, OBH, OPH, and Magellan
- Recruitment outside of the GO-Zone
 - PSH Program Office
- Enrollment of providers into a network
 - 1915(i)
 - Magellan
 - CDBG only
 - Magellan
 - Waiver
 - OAAS, OCDD
- Certification of PSH Service Providers
 - All DHH Program Offices will follow the process as developed by the LBHP



PROVIDER PAYMENT/CLAIMS

- 1915(i) Services
 - Magellan
- Waiver Services
 - OAAS, OCDD
- Ryan White Services
 - OPH
- CDBG
 - Magellan sends to OBH for initial approval and payment
 - OBH forwards to PSH Program Office for review and final approval
 - PSH Program Office forwards to LHA for final payment to Magellan



TENANT SERVICES MANAGEMENT

○ **Magellan:**

- Operate a Tenant Services Management Unit responsible for housing administrator and property manager support.
- Principle contact between the PSH services and the housing subsidy administrator and property manager.
- Submit regular reports of their activity with property managers/subsidy administrators to the DHH PSH Program Office.
- Participate in the Dispute Resolution Process as required. When disputes are not able to be resolved at the tenant/property manager/services provider level, the TSM and property manager's supervisor act as 2nd level of dispute resolution process. If still unable to be resolved, the DHH PSH Program Director and LHC Housing Authority Administrator shall jointly determine the appropriate dispute resolution action.

