

Authorization Guide for Housing Tenancy and Sustaining Services

Housing Tenancy and Sustaining Services assist members with maintaining a safe and stable tenancy once housing is secured.

This service is covered once per lifetime. Initial authorization is for a period of 12 months. Extensions are allowed after the initial 12 months in 6-month increments based on medical necessity.

Members must meet the following criteria to qualify for Housing Tenancy and Sustaining Services:

Eligibility	
<ul style="list-style-type: none"> • Individuals who received Housing Transition Navigation Services in counties that offer this service. • Individuals who are prioritized for a permanent supportive housing unit or rental subsidy resource through the local homeless Coordinated Entry System or similar system designed to use information to identify highly vulnerable individuals with disabilities and/or one or more serious chronic conditions and/or serious mental illness, institutionalization or requiring residential services because of a substance use disorder and/or is exiting incarceration; or • Individuals who meet the Housing and Urban Development (HUD) definition of homeless as defined in Section 91.5 of Title 24 of the Code of Federal Regulations (including those exiting institutions but not including any limits on the number of days in the institution) and who are receiving enhanced care management, or who have one or more serious chronic conditions and/or serious mental illness and/or is at risk of institutionalization or requiring residential services as a result of a substance use disorder¹, or • Individuals who meet the HUD definition of at risk of homelessness as defined in Section 91.5 of Title 24 of the Code of Federal Regulations: (see page 2). 	
Restrictions	
<ul style="list-style-type: none"> • Services must be identified as reasonable and necessary in the individualized housing support plan. • Community supports shall supplement and not supplant services received by the Medi-Cal beneficiary through other state, local, or federally funded programs. 	
Services include	
<ul style="list-style-type: none"> • Early identification and intervention for behaviors that may jeopardize housing.² • Education and training on the roles, rights, and responsibilities of the tenant and landlord. • Coaching on developing and maintaining key relationships with landlords/property managers with a goal of fostering successful tenancy. 	<ul style="list-style-type: none"> • Assistance with the annual housing recertification process. • Coordinating with the tenant to review, update, and modify their housing support and crisis plan on a regular basis to reflect current needs and address existing or recurring housing retention barriers.

¹Examples of qualifying institutionalization or residential services: hospitals, correctional facilities, mental health residential treatment facilities, substance use disorder residential treatment facilities, recovery residences, institutions for mental diseases, and state hospitals.

²Such as late rental payment, hoarding, substance use, and other lease violations.

CalViva Health is a licensed health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services.

*Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

Services include, continued	
<ul style="list-style-type: none"> • Coordination with the landlord and case management provider to address identified issues that could impact housing stability. • Assistance in resolving disputes with landlords and/or neighbors to reduce risk of eviction or other adverse action including developing a repayment plan or identifying funding in situations in which the member owes back rent or payment for damage to the unit. • Advocacy and linkage with community resources to prevent eviction when housing is or may potentially become jeopardized. • Assisting with benefits advocacy, including assistance with obtaining identification and documentation for SSI eligibility and supporting the SSI application process. 	<ul style="list-style-type: none"> • Continuing assistance with lease compliance, including ongoing support with activities related to household management. • Health and safety visits, including unit habitability inspections.³ • Other prevention and early intervention services identified in the crisis plan that are activated when housing is jeopardized.⁴ • Providing independent living and life skills, including assistance with and training on budgeting, including financial literacy and connection to community resources.
Total lifetime maximum: This service is covered once per lifetime. ⁵	
Codes:	
<ul style="list-style-type: none"> • T2041 U6- Support brokerage, self-directed; per service • Do not use T2040 	
Unit of Service:	
<ul style="list-style-type: none"> • Per Diem 	
Allowable Community Support providers:	
Providers must have experience and expertise with providing housing-related services and supports in a culturally and linguistically appropriate manner. Provider must use best practices in rendering services. ⁶	
Section 91.5 of Title 24 of the Code of Federal Regulations	
<p>1. An individual or family who:</p> <ul style="list-style-type: none"> • Has an annual income below 30 percent of median family income for the area, as determined by HUD. • Does not have sufficient resources or support networks, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the “Homeless” definition in this section; and <ul style="list-style-type: none"> ○ Meets one of the following conditions: <ul style="list-style-type: none"> ▪ Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance; ▪ Is living in the home of another because of economic hardship; 	

³Does not include housing quality inspections.

⁴Such as assisting with reasonable accommodation requests that were not initially required upon move-in.

⁵**Second Authorization:** Housing Tenancy and Sustaining Services can be approved one additional time with documentation as to what conditions have changed to demonstrate why providing the service again would be more successful on the second attempt.

⁶**Examples of possible providers:** Vocational services agencies, providers of services for individuals experiencing homelessness, life skills training and education providers, county agencies, public hospital systems, mental health or substance use disorder treatment providers, including county behavioral health agencies, social services agencies, affordable housing providers, supportive housing providers, federally qualified health centers and rural health clinics.

- Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance;
 - Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by federal, state, or local government programs for low-income individuals;
 - Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons or lives in a larger housing unit in which there reside more than 1.5 people per room, as defined by the U.S. Census Bureau;
 - Is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or
 - Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved consolidated plan.
2. A child or youth who does not qualify as “homeless” under this section, but qualifies as “homeless” under section 387(3) of the Runaway and Homeless Youth Act (42 U.S.C. 5732a(3)), section 637(11) of the Head Start Act (42 U.S.C. 9832(11)), section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)), section 330(h)(5)(A) of the Public Health Service Act (42 U.S.C. 254b(h)(5)(A)), section 3(m) of the Food and Nutrition Act of 2008 (7 U.S.C. 2012(m)), or section 17(b)(15) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)(15)); or
 3. A child or youth who does not qualify as “homeless” under this section but qualifies as “homeless” under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), and the parent(s) or guardian(s) of that child or youth if living with her or him.
 4. Individuals who are determined to be at risk of experiencing homelessness are eligible to receive Housing Transition Navigation services if they have significant barriers to housing stability and meet at least one of the following:
 - Have one or more serious chronic conditions;
 - Have a serious mental illness;
 - Are at risk of institutionalization or overdose or are requiring residential services because of a substance use disorder or have a serious emotional disturbance (children and adolescents);
 - Are receiving Enhanced Care Management; or
 - Are a transition-age youth with significant barriers to housing stability.⁷

⁷**Examples of Transition-Age Youth with significant barriers to housing stability:** one or more convictions, a history of foster care, involvement with the juvenile justice or criminal justice system, and/or have serious mental illness and/or are children or adolescents with serious emotional disturbance and/or who have been victims of trafficking or domestic violence