



MEDICAID HOUSING ASSISTANCE WAIVER PROGRAM TRAINING

January 20, 2021 and January 21, 2021

Presented by



FLORIDA
SUPPORTIVE
HOUSING
COALITION

ADVOCATE ▲ EDUCATE ▲ COLLABORATE

FSHC

Florida Supportive Housing Coalition

FSHC is a statewide organization dedicated to fostering the development of affordable housing for persons with special needs including youth aging out of foster care, persons with disabling conditions such as our seniors, and veterans, persons with mental illnesses or substance use disorders, and individuals who are victims of domestic violence

- Our mission: Rebuilding lives through the integration of housing and services for persons with special needs, and those experiencing homelessness, or at risk of homelessness
- We envision a Florida where people with special needs can live, work, and prosper in their communities of choice with the supports they need.



Housing Assistance Waiver Program

Agenda

ESSENTIALS FOR PROVIDING MEDICAID SUPPORTIVE HOUSING WAIVER SERVICES AGENDA

Day 1 – Wednesday, January 20, 2021

1:00 Opening Remarks – Karen Koch, CEO, Florida Supportive Housing Coalition

1:15 -1:30: Florida’s Medicaid Housing Wavier Program – Overview, Waiver Background, Purpose, Benefits, and Expected Outcomes

Presenter: Anna Cleveland, MPA, Government Operations Consultant III, Medicaid Policy, Agency for Health Care Administration

1:30 – 1:45 Waiver Implementation: Plan Responsibilities, where we are today

Presenter: Carole Matyas, Vice President Operations, WellCare

2:00 – 3:00: Housing for Persons with SMI/SUD – Types, requirements, costs, best candidates for success.

Supportive Housing: Scattered and Site-Based

Transitional Housing: (i.e., Bridge Housing, Recovery Homes, Halfway Houses, Rapid Rehousing)

Mixed Use Affordable Housing

Presenter: Shannon Nazworth, President and CEO, Ability Housing Inc.

3:15 – 4:15 How to Utilize the Housing Waiver Services.

Transitional Housing Services

Tenancy Sustaining Services

Mobile Crisis Management Services

Self-help/Peer Support Services

Presenter: Kevin Malone, LMHC, Chief Operating Officer, Boley Centers

4:15 – 4:30 Wrap Up



Housing Assistance Waiver Program

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ESSENTIALS FOR PROVIDING MEDICAID SUPPORTIVE HOUSING WAIVER SERVICES AGENDA

Day 2 - Thursday, January 21, 2021

1:00 – 1:15 Brief review of Day 1

1: 15 – 2:30: The Role of Case Management

Application of Waiver Services within the continuum of behavioral health treatment How to find housing and housing support resources.

Presenter: Susan Morgan, MSW, Public Relations Special Projects
Manager, Gracepoint Wellness

2:45 – 4:00 The Role of Peer Support

Peer Support Specialists role in housing supports and application of waiver services.

Presenters: Joe Johnson, MS, Program Director, Ability Housing;
Barbara Stafford, CRPS, Ability Housing, Donald Beard, Peer
Specialist, Ability Housing, Dana Foglesong, Director, Recovery
and Resiliency Services Magellan Complete Care

4:00 – 4:30 Final Q & A, Wrap Up



Housing Assistance Waiver Program

The Agency for Health Care Administration (AHCA), Florida Medicaid, received approval from CMS to implement a Section 1115 Managed Medical Assistance (MMA) Waiver

Due to legislation passed in 2016, AHCA was directed to seek federal approval for a waiver designed to pay for flexible services, including housing assistance benefits, for persons with serious mental illnesses and/or substance abuse disorders

Recipients for housing assistance benefits must be:

- 21 years of age or older
- Homeless or at risk of homelessness
- Eligible and enrolled in a Medicaid Managed Care Plan

The 1115 Housing Waiver Amendment was approved in April 2019 and implemented December 1, 2019



Housing Assistance Waiver Program

The overall goal of the Housing Assistance Waiver is to improve health outcomes, achieve stable tenancy, and reduce high utilization costs

Up to 4,000 Medicaid recipients can be served annually

The Housing Waiver is a 3-year pilot program implemented in Medicaid Regions 5 and 7

The Waiver can be extended up to 5 years

The Legislature appropriated \$10 million to increase MMA capitation rates to provide Housing Waiver services



Housing Assistance Waiver Program

Participating Medicaid Managed Care Plans are required to meet the following requirements:

- Provide services under the MMA program in Regions 5 and/or 7
- Include providers furnishing services in accordance with Chapters 394 & 397 FS in its network
- Have the capability to provide housing assistance through agreements with housing providers and have relationships with local housing coalitions
- Be selected by AHCA as a Qualified Housing Waiver Plan

Selected Qualified Plans are:

- **Aetna (AHCA Area 7 only)**
- **Magellan Complete Care**
- **Simply**
- **Staywell**



Housing Assistance Waiver Program

COVERED SERVICES

There are 4 services covered by the Waiver:

- Transitional housing services - designed to prepare and support the transition from homelessness or other non-permanent support housing into permanent supportive housing
- Tenancy sustaining services – are services to support the individual in being a successful supportive housing tenant
- Mobile crisis management services – established to provide immediate, on-site de-escalation of issues to avoid eviction, hospitalization, or other issues that would cause removal
- Self-help/Peer support services – designed to allow individuals to work with peer support specialists to help manage SMI/SUD symptoms and promote community living skills
- One-time incidental expenses to assist with housing

Housing Wavier Services are not under the same Medicaid “medically necessary” criteria requirements as traditional behavioral health services



Housing Assistance Waiver Program

PERFORMANCE MEASURES

To evaluate the success of the Housing Waiver AHCA will measure:

- Percentage of participants who achieved housing permanency
- Percentage of participants whose days of homelessness were reduced (when applicable)
- Percentage of participants diagnosed with a SUD receiving medication assisted treatment
- Percentage of participants diagnosed with a SMI who are compliant with medication management requirements
- Percentage of reduced emergency department and inpatient hospital use



**Housing
Assistance
Waiver Program**

Permanent Supportive Housing (PSH)



What Is PSH



- Presenter:
 - Shannon Nazworth, President & CEO, Ability Housing Inc.



Permanent Supportive Housing

- The waiver is to provide Medicaid benefits to assist persons with serious mental illnesses and substance abuse disorders acquire and maintain Permanent Supportive Housing (PSH)
- What PSH is not:
 - Transitional Housing
 - Bridge Housing
 - Recovery Homes
 - Halfway Houses
- Other types of housing:
 - Rapid Rehousing
 - Affordable Housing
 - Mixed-Income and/or Mixed-Use



Permanent Supportive Housing

According to SAMHSA Toolkit, PSH is:

- Affordable housing with sufficient wraparound supports
- Has four key elements
 - Choice
 - Housing and services are functionally separate
 - Integration; rights of tenancy
 - Flexible, voluntary & recovery-focused services



Permanent Supportive Housing

Key Elements

- Choice
 - Consumer choice is a core element
 - Basic choices include:
 - who to live with
 - type of housing
 - location
- Housing and services are functionally separate
 - Clear delineation of roles and responsibilities
 - Can be different organization or separate/independent departments within same org



Permanent Supportive Housing

Key Elements, cont:

- Integration; rights of tenancy
 - Tenants have all the rights and responsibilities of a legal lease used in the open market
 - Housing is integrated into the broader community
 - Tenants participate in community activities
 - Natural supports are encouraged
- Flexible, voluntary & recovery-focused services
 - Designed to help tenants access and maintain stable housing
 - Recovery focused
 - Participation in services not required to maintain housing



Permanent Supportive Housing

- Housing First
- Sobriety is not a condition of housing
 - Fulfilling obligations of the lease is the only requirement for maintaining housing
- Services' obligation to engage the resident
 - Housing is not a carrot or stick for services; is the right of the tenant
- Sometimes people are not successful – this time
 - “graceful exit”
 - Try again



Permanent Supportive Housing

- Scattered Site or Site-Based
- Rental Assistance
 - Tenant Based
 - Project Based
 - Sponsor Based
- Supportive Housing Case Management Services
- Peer Support Specialist Services



30% Less Expensive



“Supportive housing is an innovative and proven solution to some of communities' toughest problems. It ***combines affordable housing with services*** that help people who face the most complex challenges to live with stability, autonomy and dignity.”*

Housing + Services



Utilization of Housing Waiver Services



- Presenter:
 - Kevin Marrone, LMHC, Chief Operating Officer, Boley Centers, Inc.



Boley Centers, Inc.

A little bit about Boley:



- Since 1970, Boley Centers has been providing treatment, rehabilitation, housing, and employment services for persons in recovery.



Boley Centers, Inc.

Historical Perspective

- Boley was founded in 1970 as a 20-bed halfway house for men with mental illnesses.
- In 1979, Pinellas County (primarily Boley) was chosen as one of three sites in the State to develop a “deinstitutionalization project.”
- As a result, Boley expanded from 31 to 200 beds.
- In 1984, Boley purchased its first residential facility.
- By 1994, all residential facilities had been converted from rental to agency-owned.
- Over the past 30 years, Boley Centers has developed over **1,000 units** of affordable housing for vulnerable populations and as a small Housing Authority, manages over **750 community housing vouchers**
- Today, Boley Centers and affiliate corporations own 53 different properties and lease 5 service center locations providing vocational and youth services.



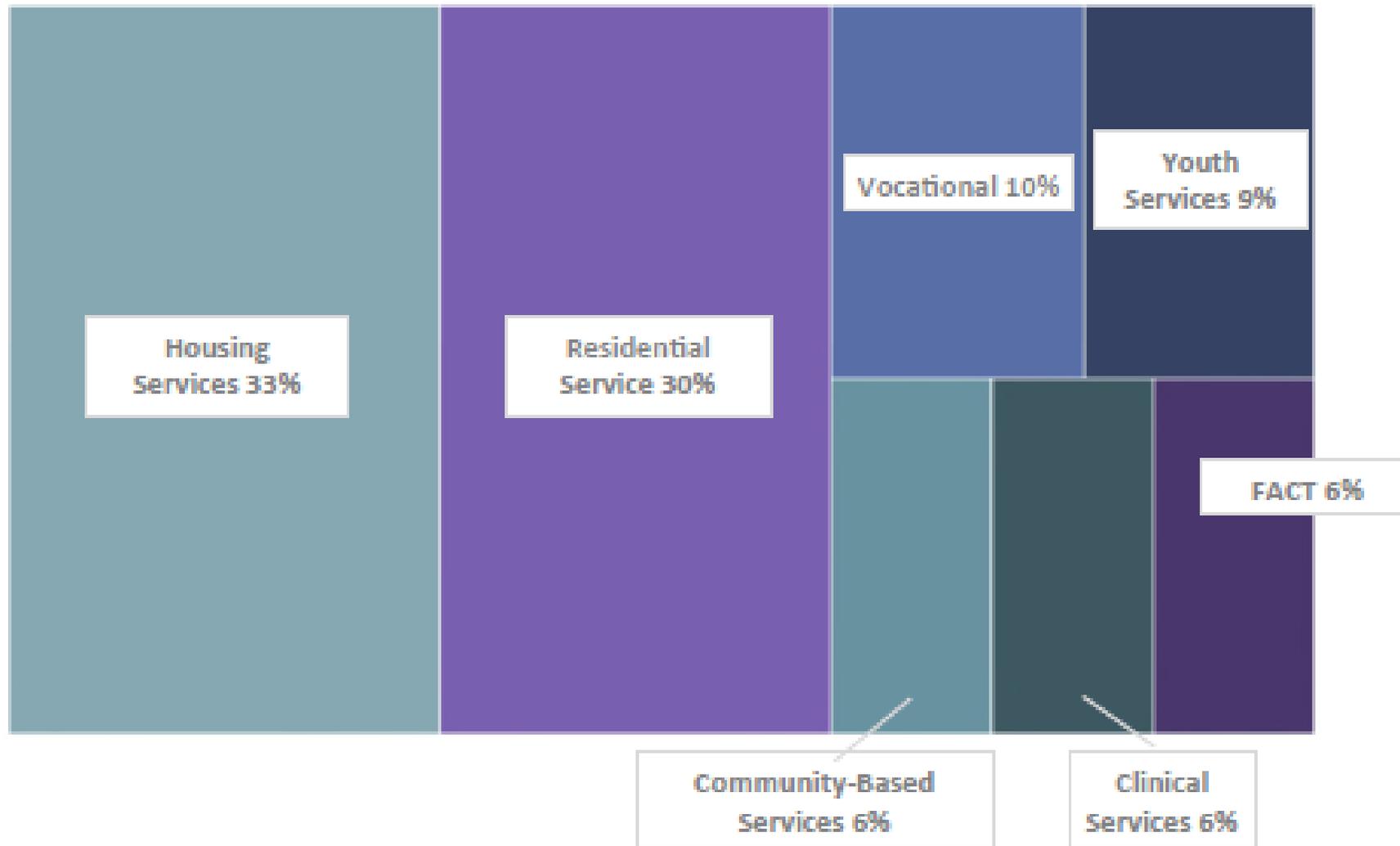
Boley's Core Services

- ✓ Outpatient & Day Services
- ✓ Mental Health Residential Treatment
- ✓ Supportive Housing
- ✓ Supportive Living
- ✓ Florida Assertive Community Treatment (FACT Team)
- ✓ Homeless Services (Safe Havens & Permanent Supportive Housing)
- ✓ Veteran Services
- ✓ Employment & Youth Services
- ✓ Housing Services
- ✓ ADA Consulting

In 2020, **Over 3000** individuals & families were served through our various housing and service programs



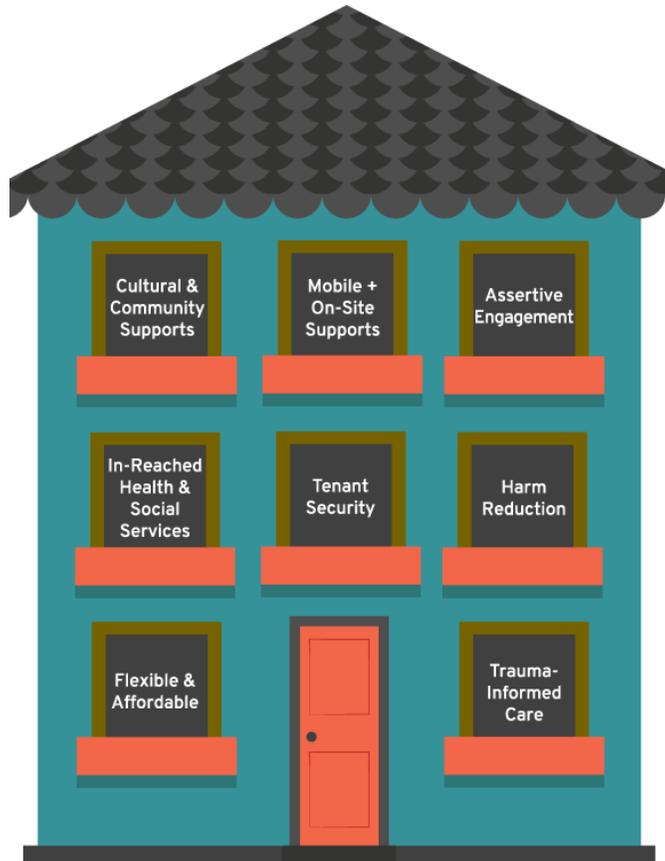
18/19 Program Expenditures





Boley Centers Supportive Housing Programs

- **Safe Havens & Residential Facilities** (Predominantly Incidental & Transitional Housing Services)
- **Supportive Housing** (HUD 811- Individuals with Severe & Persistent Mental Illness)
 - **Permanent Supportive Housing** (Chronically Homeless Individuals & Families)
 - **Supportive Living** (Scattered Site Community-Based Supportive Services)
 - **FACT Team** (Assertive Community Treatment)



Service Description

- **For individuals & families that have experienced mental health disabilities, homelessness, trauma, and other debilitating conditions**
- **Wrap around individualized services focused on housing stability and self-sufficiency measures**
- **Complex funding from HUD, DCF, County, City, and other sources**





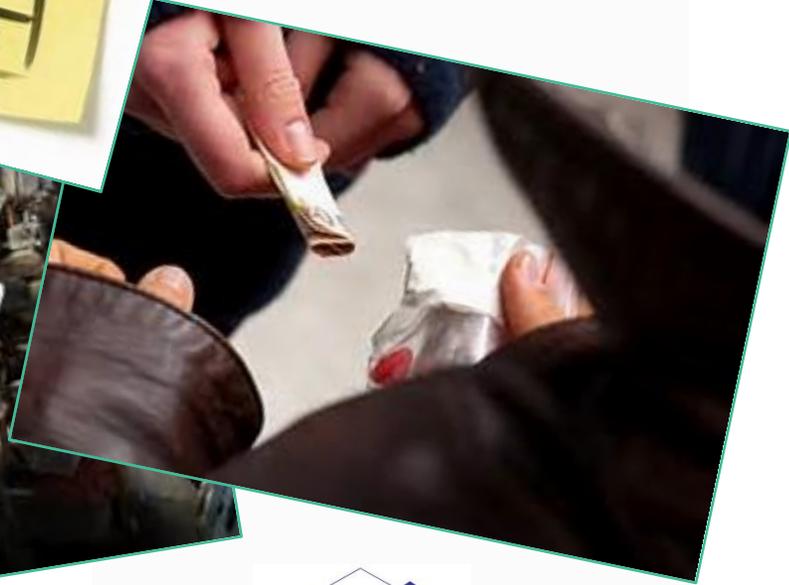
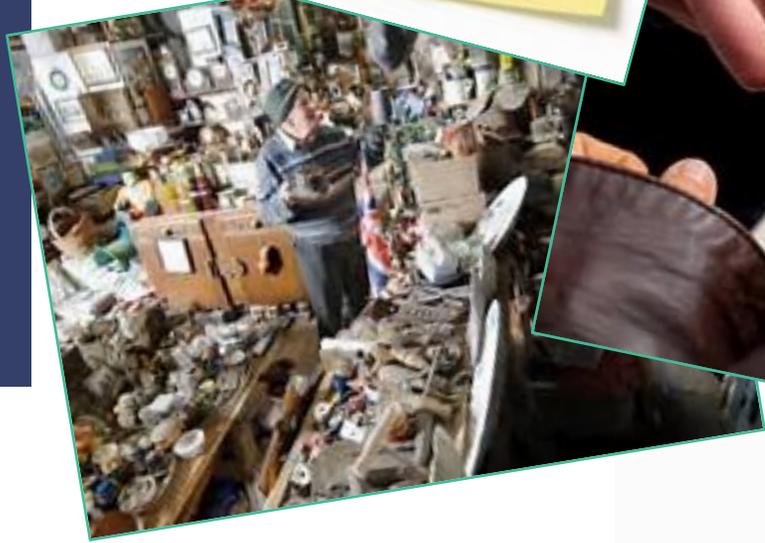
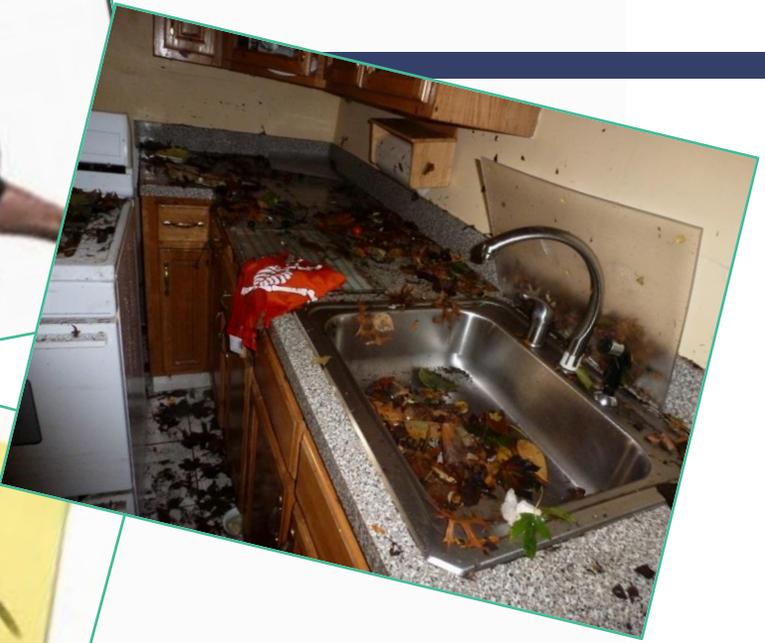




Housing Sustaining Challenges



1. Rent Collection Issues
2. Illegal Activities (i.e... Drug dealing, prostitution)
3. Hoarding Behavior
4. Damage & Unsafe Living Environments
5. Aggressive & Violent Behavior



Housing Interventions

- Repayment agreements
- Lease education
- Property meetings with program staff
- 3 day notices
- 10 day notices



- Safety Inspections
- Eviction proceedings
- Law Enforcement Interventions
- Security Patrol
- Appeal Hearings



Behavioral & Clinical Interventions

- Routine Home visits (early warning signs)
- Flexible Service delivery based on current needs
- Relationship Building (engagement)
- Modeling effective Behavior
- Teaching/skill building
- Motivational Interviewing/Decisional Balance



- House (Property) meetings
- Referrals to other treatment providers
- Routine Apartment inspections
- Review & Education of Apartment Inspection criteria & requirements
- Crisis Intervention Team
- Coordinating meetings with Housing Department (the landlord)



Housing Assistance Pilot

Covered Services

COVERED SERVICES: Health plans will provide the following services to qualified enrollees:

- **Transitional housing services** - designed to prepare and support the transition into permanent housing.
- **Tenancy sustaining services** - supports the individual in being a successful tenant.
- **Mobile crisis management** - established to provide immediate, on-site de-escalation of issues when crises occur.
- **Self-help/peer support** - designed to allow individuals to work with peer support specialists to help manage SUD or SMI symptoms and promote community living skills.
- **One-time payment for moving expenses** – assists with incidental expenses

Health plans cannot pay for rent and utilities, beyond expanded benefits offered by the plan.

Transitional housing services: Transitional housing services support a recipient in the preparation for and transition into housing. Examples include:



- Conducting a tenant screening and housing assessment
- Developing an individualized housing support plan
- Assisting with the search for housing and the application process
- Identifying resources to pay for on-going housing expenses such as rent
- Ensure that the living environment is safe and ready for move-in

- Access to affordable housing & landlords remains one of the greatest community challenges



Tenancy Sustaining Services: Tenancy sustaining services are services that support a recipient in being a successful tenant. Examples Include:



Renters Guide

Rights

- You must be provided with running water, a sink, stove, and oven. A refrigerator is not required, but if one is provided, it must be kept in good working condition.
- Your landlord (or their agent) may only enter your apartment to inspect it, make repairs, or show the apartment to prospective tenants. Unless there is an emergency they must give you proper notice.
- Your landlord cannot terminate tenancy or raise rent in response to you exercising your legal rights. If such actions are taken within six months of you contacting the Inspectional Services Department, joining a tenants' organization, or exercising any other legal rights, those actions can be considered retaliation.
- The landlord must keep the apartment rodent- and insect-free.

Responsibilities

- Pay your rent on time or you may be subject to late fees and/or eviction. Never pay rent in cash, only by check or EFT.
- Follow the terms of the lease. You can be evicted if you do not obey the terms of the lease.
- Write down and photograph any damages when you move in. You are responsible for providing this list to your landlord after you move in. When you move out, if there are new damages, the landlord has the right to use your security deposit to pay for repairs. The landlord must provide receipts for all repairs!
- Appropriately dispose of garbage and recyclables in a clean and safe manner. Follow proper garbage collection procedures and schedule.
- Be responsible for your conduct and the conduct of other persons on the property, whether you know them or not.

- Early identification and intervention for behaviors that may jeopardize housing
- Education and training on the roles, rights and responsibilities of the tenant and landlord
- Coaching on developing and maintaining key relationships with landlord/property managers
- Assistance in resolving disputes with landlords and/or neighbors to reduce risk of eviction
- Advocacy and linkage with community resources to prevent eviction



Mobile Crisis Management



Mobile crisis management is intensive on-site intervention to recipients experiencing a behavioral health crisis provided by a team of behavioral health professional who are available 24/7/365.



Self-help/Peer Support



Self-help/peer support is person centered service promoting skills for coping with and managing symptoms while utilizing natural resources and the preservation and enhancement of community living skills with the assistance of a peer support specialist.



Incidental Coverage



Health plans can elect to cover one-time incidentals such as cash assistance for pilot participation including deposit(s), rent, and utilities.



Housing Assistance Pilot & Social Determinants of Health

- Decreased use of Inpatient & Criminal Justice facilities
- Hands-on interventions & education
- Improved Access to Health Care
- Improved communications and partnerships with participating MMA plans through monthly meetings
- Decreased homelessness
- Increased Housing Stability
- Higher levels of global functioning through holistic care and supports



Agenda Day 2

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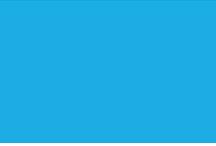


The Role of Case Management



- Presenter: Susan Morgan, MSW, Public Relations Special Projects Manager, Gracepoint Wellness





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Florida Supportive Housing Coalition 2021

Application of Waiver Services within the continuum of behavioral health treatment

You Got This!

Florida Supportive
Housing Coalition



- Case Management
- Resources Case Managers should consider
 - Locating Housing for SMI/SUD
 - Using LINK
 - Working with Property Managers, Owners and Developers
 - Partnering with Public Housing Authorities
- Q & A



Case Management

- What is Case Management in Housing?
- The functions that comprise case management:
 - Assessment
 - Planning
 - Linkage
 - Monitoring
 - and advocacy
- **Case management is dedicated to making services fit clients, rather than making clients fit services.**



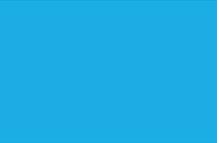
Resources Case Managers should consider



Locating Housing for persons with SMI/SUD

- **Conduct a housing assessment**
 - What is realistic?
- What's their budget?
- Get paper ready
 - Social Security card;
 - Birth certificates for all minors in the household;
 - Verification of current and/or previous address;
 - Verification of Employment (pay stubs and verification letters? SSI/SSDI)
 - Driver's License; Other government-issued photo ID, such as passports, OK?





Locating Housing for persons with SMI/SUD

- **Identify Barriers**

- **Background Reports:**

- Rental – Evictions, landlord balances, collection history, bankruptcy

- **Criminal**

- **Credit**

- Outstanding utility bills?

Explanation letter & Submit with rental application



Locating Housing for persons with SMI/SUD

■ Educate & getting Housing Ready

- Understanding a Lease & Lease violations;
- Rules involving guests and pets;
- Encourage your client to ask questions so that there is clarity around the responsibilities of both the landlord and the tenant



What is LINK?



Special needs categories are Homeless; A survivor of Domestic Violence; A Person with a Disability; Youth Aging Out of Foster Care; and Disabling Conditions

These households require initial, intermittent or on-going supportive services from one or more community-based service providers to obtain adequate and safe housing in their communities and to remain stable.



Utilizing LINK units

Pinellas and Pasco County:

- **Gracepoint, Susan Morgan**

Email Smorgan@gracepointwellness.org to be added to our email list

- **Disability Achievement Center, Vickie Penkuhn,**

Email: vickiep@myDACIL.org

Utilizing LINK units

Orange County:

- Sunshine Health, Patricia Crawford, Housing Management Specialist
Email pcrawford@centene.com
- Homeless Services Network of Central Florida, Martha Are, Executive Director
Email: : martha.are@hsncfl.org
- Embrace Families, Meinrad John,
Email: meinrad.john@EmbraceFamilies.org

Working with Property Managers and Developers

- It's important to build relationships with property managers.
- Understand their roles and yours.
- They are business people. Their goal is to make money. Property manager's role is to keep apartments leased, and take care of property for owner.
- Educate them about your organization, the population you serve.
- Understand why they hesitate to accept your clients



Partnering with Public Housing Authorities

- **Develop a Relationship**
- **Mutual Value**
- **Understand Your Partner**





Think Long-term

Integrating Peer Specialist into Permanent Supportive Housing



- Presenters: Joe Johnson, MS
Program Director, Ability Housing,
Barbara Stafford, CRPS, Ability
Housing, Donald Beard, Peer
Specialist, Ability Housing, Dana
Foglesong, Director, Recovery and
Resiliency Services Magellan
Complete Care



What is peer Support?

- Peer Support is an approach to care involving persons with lived recovery experience offering support based on principles of respect, mutuality and honesty.



Peer Support workers engage in a wide range of activities:



Requirements

- High School Diploma or General Equivalency Degree
- 40 hours of training divided among
 - Advocacy
 - Mentoring
 - Recovery Support
 - Professional Responsibility
 - Electives
 - Addiction
 - Mental health
 - Veteran Peer Services
- 500 hours of supervised work and/or volunteer experience in the last 5 years providing peer-to-peer recovery support services in Advocacy & Mentoring.



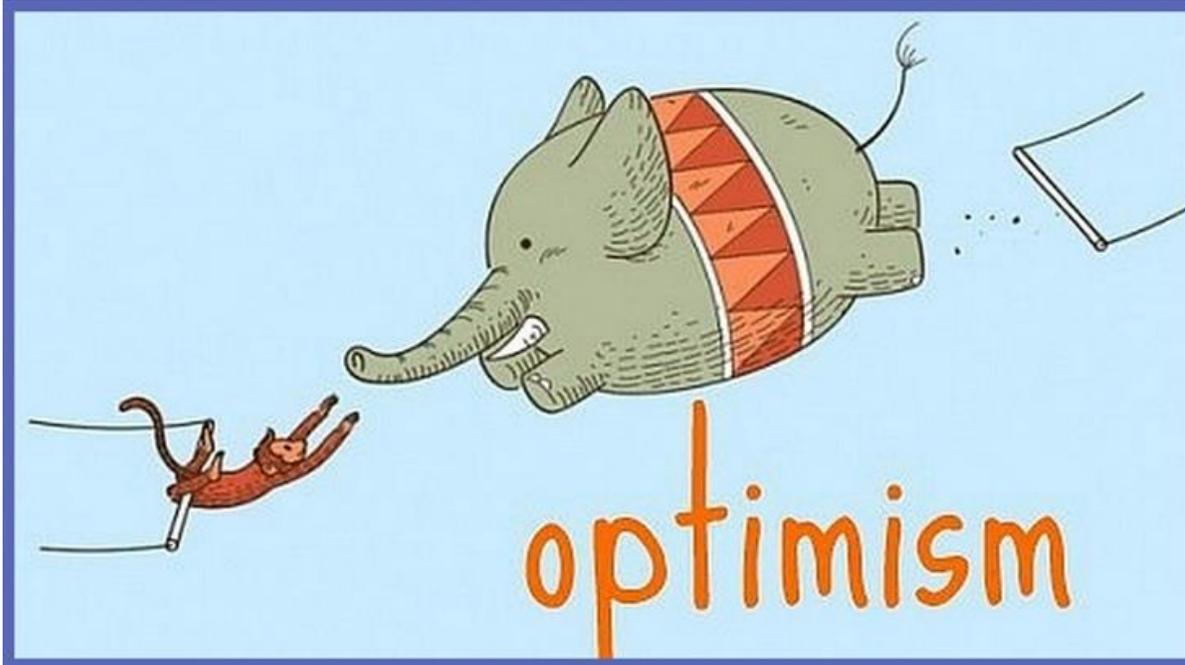
Requirements

- Florida Certified Recovery Peer Specialist Exam
- Two letters of recommendations for certification
- Level 2 Criminal Background Check
- Code of Ethical & Professional Conduct
- Continuing Education- 10 Hours per year

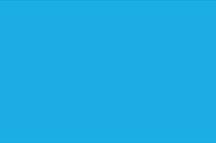
Scholarships for required courses and exam are often available.

Peer Support Roles

Role Modeling Recovery



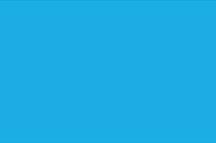
Peer Specialists are role models. Our peers consider us excellent examples of people who have achieved a certain level of recovery and will gain hope for their own lives from us as models of success in recovery.



Peer Support Roles

Advocacy

Peer specialists engage in peer advocacy when we take action on behalf of our clients. However, our primary role in peer support is assisting individuals to learn how to be their own advocate(s). Some individuals have lost the ability to speak or act productively on their own behalf as the result of trauma, negative experiences with the healthcare system, manipulation, or other influences that have collectively reduced their personal power. We help our peers understand the differences between assertive, aggressive, and passive communication.



Peer Support Roles

Mentoring

A one-on-one relationship in which the recovery peer specialist encourages, motivates, and supports a peer who is seeking to establish or strengthen their recovery. The recovery peer specialist assists peers with tasks such as setting recovery goals, developing recovery action plans, and solving problems directly related to recovery like making new friends, finding new uses of spare time, and having healthy fun.

Peer Support Roles

- Change Agents
- Peer support workers act as advocates from a peer-based perspective for peer clients within their agency or organizations.
- Peer support workers challenge our assumptions of what recovery means; they help us to see recovery as an individualized experience and to adjust our services and approaches accordingly.

Often, we as providers think we know what is needed or wanted for our clients and often we are wrong or misinformed because our perspective is faulty.



The Do's and Don'ts of peer Support



- Share lived experiences
- View the person as a whole person in their roles, family & community
- Support their pathway to recovery
- Serve as a role model
- Motivate through hope and change
- Help set personal goals



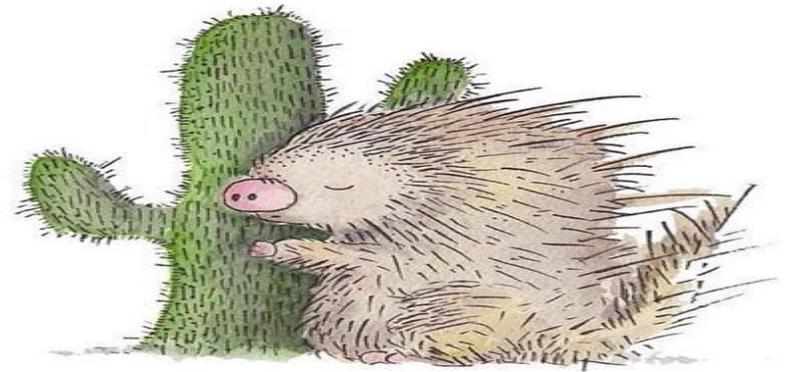
- Give professional advice
- View the person as a case or diagnosis
- Prescribe one specific pathway to recovery
- Act as an expert authority figure
- Motivate through fear of negative consequences
- Mandate tasks and behaviors

Qualities of Effective Peer Support

Empathy

Empathy is the ability to understand another's feelings (from their point of view). Exhibiting empathy for clients is a vital component of peer support work.

It is important for Peer Specialists to ***empathize*** with their clients rather than ***sympathize*** with them.



She really needed a hug
from someone who understood her.

Qualities of effective Peer Support



Compassion and Kindness

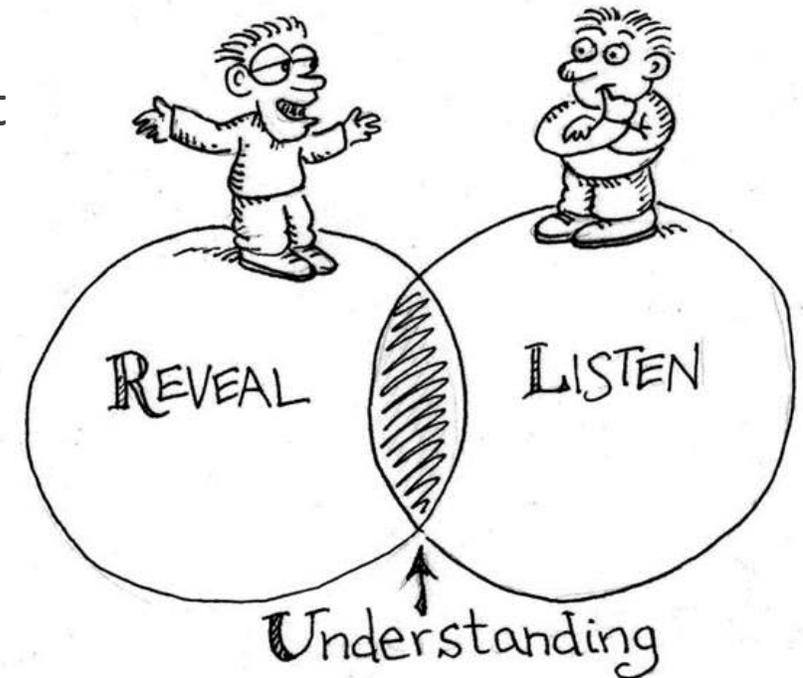
Compassion means showing understanding, a caring sense, exhibiting sensitivity and a loving response. Compassion involves, primarily, the ability to listen to another person's story as well as the capacity to be "fully present" in communication with that person. Exhibiting compassion and kindness can "grease the wheels" that eventually lead to establishment of trust and affect future effective interactions with peers.

Qualities of Effective Peer Support

Nonjudgmental

Being judgmental is forming a negative opinion about an individual, regarding them based on looks, clothing, and other outward appearance.

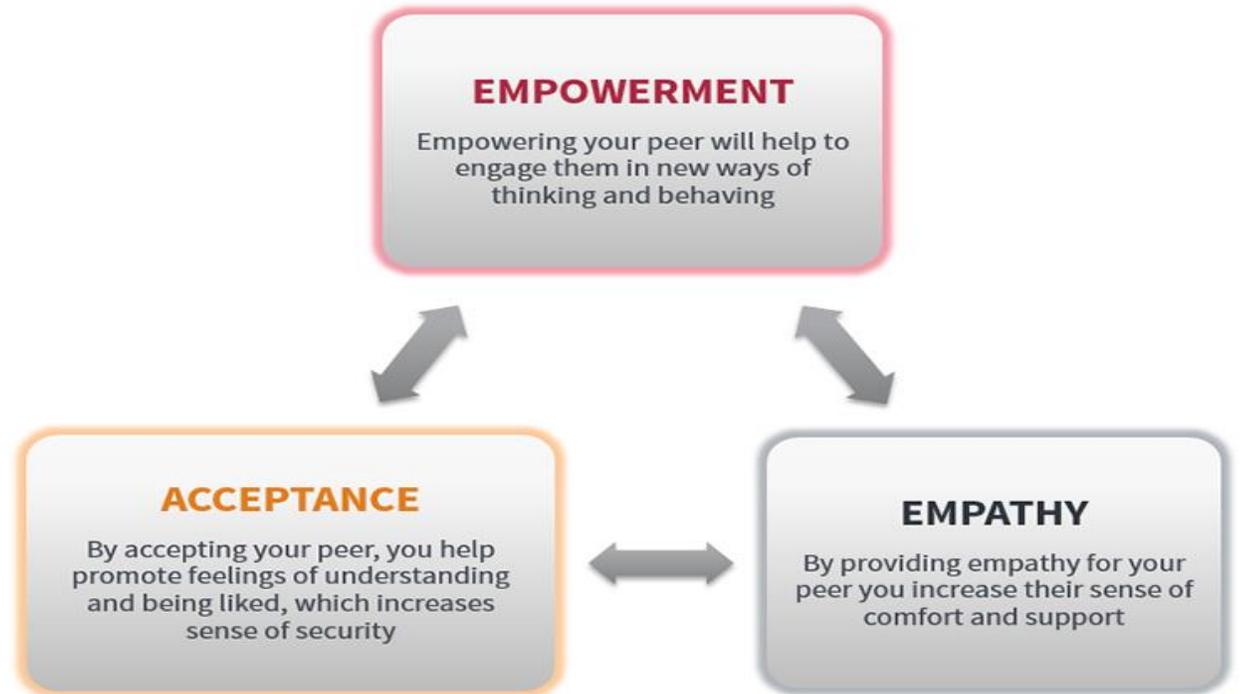
This is a form of stigmatizing or stereotyping. Being judgmental removes hope from the human equation. Individuals have the right to express their thoughts and personalities in whatever way they desire.



Moving Forward

A growing body of evidence confirms the efficacy of peer support workers in multiple community settings.

Integrating Certified Recovery Peer Specialists into staffing structures of supportive housing will lead to healthier, happier participants and correspondingly improvements in housing stability rates.



Benefits of using a Peer Specialist

Improved Outcomes

Significant research shows that peer support is effective in:

- engaging and retaining people in mental health and addiction services,
- supporting individuals in playing active roles in their treatment through empowerment
- lowering re-hospitalization rates,
- reducing utilization of crisis and emergency room services
- increasing quality of life
- increasing ability to communicate with mainstream providers
- positive outcomes in chronic illness
- significant increases in outpatient services



Benefits of Using a Peer Specialist

Improved Outcomes continued

- reducing relapse and initiating recovery engagement when relapse occurs
- increasing overall satisfaction with services
- providing knowledge about psychiatric disorder and addictions, and their management
- assisting in connecting to communities
- reducing symptoms and or substance use
- improvements in practical outcomes e.g. employment, housing, and finances
- increasing ability to cope with stress



Benefits of Using a Peer Specialist

Value of Experience

- “You don’t know what it’s like”
- Role modeling how to overcome significant challenges and live well in recovery
- Systems navigation-overcoming “wrong door”

Systems Recovery

- Peer Specialists are Change Agents
- Living proof to staff
- Natural shift to recovery-oriented care



Florida Specific Guidance on Peer Support Billing Code H0038

HCPCS or Revenue Code	H0038
HCPCS or Revenue Code	Self-help/Peer services, per 15 minutes
Service Description	Services may include: peer specialist activities, peer mentoring, peer education, recovery coach services and behavioral health services provided by peers. Does not include: paperwork for consumers, attendance at NAMI
Provider Qualifications	Those qualified by training and certification to perform this service under the supervision of a licensed master's level clinician
Documentation Required	Services must provide a documented support and/or treatment benefit to PMHP enrollees. Services must be individualized and demonstrate a recovery and resiliency focus.
Service Setting	Face-to-face with Client Present
Unit of Service	15 minutes
Billing/Reimbursement Limits	16 units per day



Guidance on H0038 Related to the Housing Pilot

Service Name	Service Description	Procedure Code
Self-Help/Peer Support	Person centered service promoting skills for coping with and managing symptoms while utilizing natural resources and the preservation and enhancement of community living skills with the assistance of a peer support specialist.	H0038 HK



Certification

The Certified Recovery Peer Specialist (CRPS) is issued by the Florida Certification Board. The CRPS credential is for people who use their lived experience and skills learned in training to help others achieve and maintain recovery and wellness from mental health and/or substance use conditions.

The CRPS credential designates competency in the domains of Recovery Support, Advocacy, Mentoring and Professional Responsibilities. CRPS credentials also include endorsements to demonstrate the certified professional's lived experience.



This training was recorded

Resource Manual coming soon



Save the Date: May 18 & 19, 2021

Watch for a survey soliciting your input and collecting license numbers for those wanting CEUs

Wrap Up



Contact Information

Karen Koch, CEO

Florida Supportive Housing Coalition

karen@fshc.org

www.fshc.org



Housing Assistance Waiver Program

Thank you
sponsors



Aetna Better Health® of Florida



health options



Florida Supportive Housing Coalition 2021