

HENNEPIN COUNTY
MINNESOTA

Housing Support Provider Manual

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Introduction

This guide is for existing Housing Support providers and providers who are interested in pursuing Housing Support funding.

Housing Support (formerly known as GRH) is a state funded income supplement for housing costs and, in some instances, supportive services for people with disabilities (detailed content can be found under the Office of the Revisor Statutes Chapter 256I). Counties are responsible for ensuring a Housing Support agreement is in place with an authorized provider and for administering the funding to that provider. Housing Support is not paid directly to individuals but to an appropriate housing and/or service provider. In Hennepin County Housing Support is used in multiple kinds of supportive housing including group settings where people share dining and recreation space as well as in individual settings where people have their own lease, their own cooking space and live in settings with people not receiving Housing Support such as apartment buildings.

In Hennepin County, the Housing Stability Area is responsible for the evaluation and the approval of all Housing Support agreements (excluding Adult Foster Care). Growth in the Housing Support program occurs generally one to two times per year through a [Request for Proposal \(RFP\) Process](#). Hennepin County will identify models of housing needed to best support the community and request providers submit proposals to support those needs. Once approved, providers will also work with Hennepin County's Eligibility and Work Services (EWS), to facilitate the payments for eligible Housing Support participants. Depending on the type of setting, providers will need to secure all needed State of Minnesota (DHS and MDH) licensing/registrations prior to the approval of a Housing Support Agreement.

The providers will also need to secure all required licenses, variances and inspection certifications required by the local city/township where the facility is located.

Within the guide you will find explanation of the process to apply to become a Housing Support provider along with the expectations that come along with entering into a Housing Support agreement in Hennepin County.

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Housing Support Overview

Housing Support is a state-funded program that pays for an income supplement each month to pay for room and board for seniors and for adults with disabilities/disabling conditions and who have low income. The program aims to prevent or reduce homelessness and institutionalization.

Housing Support pays rent, utilities, household needs and, under some circumstances, food and/or services for individuals found eligible for Housing Support through Economic Assistance. The amount of a Housing Support payment is based on a federal and state standard of what an individual would need, at a minimum, to live in the community. In some cases, Housing Support may also pay a supplemental services rate in addition to the basic housing/room and board rate.

Settings that can qualify for a Housing Support Agreement can include adult foster care homes, boarding and lodging facilities, supervised living facilities, noncertified boarding care homes, housing with services establishments and other assisted living facilities, and long-term homeless supportive housing.

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Information for all models of Housing Support

Client Eligibility

Determined by the Hennepin County Eligibility and Work Services.

- Must 1) be 18 and older and disabled/have a disabling condition or 2) be age 65+.
- Must meet a basis of eligibility for General Assistance (GA) or Social Security Insurance (SSI).
- A Professional Statement of Need-(PSN) may be used to verify basis of eligibility for clients not receiving Social Security Benefits.
- Countable income: must be less than maximum benefit. \$904 as of 7/2018
 - Earned income included, must be reported every 6 months
- Countable assets: must be within the asset limit for the program. \$10,000 as of 7/2018 except for SSI recipients which are lower (follow SSI rules in those cases)

More information regarding the Housing Support Bases of Eligibility can be found [here](#).

Individual must apply for Housing Support, typically through a Combined Application Form (CAF). Can also apply through applymn.org or by submitting a Change Report Form (DHS-2402) if a person is open on a cash assistance program already.

New applications may be faxed to 612-466-9923. Applications may be completed in person at any Human Service Center. For a link to Human Services Center locations and hours click [here](#).

Required verification documents include (but may not be limited to):

- Shelter Verification form
- Identification
- Immigration Status for non-citizens
- Gross Income
- Assets
- Basis of Eligibility - PSN, State Medical Review Team SMRT certification, SSA disability benefits
- Signed Interim Assistance Agreements if not receiving SSA Benefits

Questions may be directed to:

- Eligibility Call Center – for clients with Housing Support eligibility and payment questions (EZ Info): (612) 596-1300

- Business Partners Line – for providers, including payment questions: 612-596-8500
- Front Door - Connecting clients to services generally: (612) 348-4111

Provider Requirements

- Provider must maintain all licenses and Housing with Services registration respective to their housing setting. Current licenses must be submitted upon request, including as part of initial agreements and renewals.
- As required by DHS, providers must submit to Hennepin County, initially and as part of their annual renewal, a list of residency requirements that include violations that could result in eviction.
- NetStudy 2.0 Background checks are required for the following:
 - 1) All employees and volunteers who have direct contact (provide face-to-face care, training, supervision, counseling, consultation, or medication assistance) with recipients, or who have unsupervised access to recipients, their personal property, or their private data.
 - 2) All Controlling Individuals and Managerial Officials as defined [here](#).
- Staff qualifications - All staff members who have direct contact with recipients must have skills and knowledge acquired through one or more of the following:
 1. A course of study in a health or human services-related field leading to a bachelor of arts, bachelor of science, or associate's degree; or
 2. One year experience with the target population served (can include being a member of the target population served); or
 3. Experience as a Minnesota Department of Human Services certified peer specialist
 4. Meet requirements of unlicensed personnel under Minnesota Statutes sections 144A.43 to 144A.483
- Staff are required to have valid driver's license if transporting participants.
- Required trainings - Provider and staff are required to complete training on Vulnerable Adult Mandated Reporting (either developed by provider or one provided by DHS)
- DHS is developing additional housing support orientations. Once available, provider staff will be required to attend.

Housing Support Requirements in Various Settings

DHS has two types of [Housing Support Agreements](#): Group and Community

[Group version](#) - requires that three meals a day be provided, does not allow clients to use SNAP benefits. Housing Support agreement holders are required to ensure that Room and Board standards are met (i.e. provide directly for all required items). Adult Foster Care, Board and Care, Board and Lodge, Customized Living, and Intensive Residential Treatment Services (IRTS) settings all use the group version of the housing agreement.

[Community version](#) - require that participants have a lease and the option to prepare their own meals. Clients have access to SNAP benefits. Housing Support agreement holders must demonstrate due diligence to ensure that Housing Support recipients all have the required Room and Board standards (i.e. provide directly OR otherwise assure provision of all required items). Demonstration Project, Housing with Services – Independent (HWS-I), and Long-Term Homeless (LTH) Housing Support settings all use the community version of the housing agreement.

Funding Process

Before funds may be used, the participant, the housing setting, and provider must meet statutory eligibility requirements.

- Provider eligibility for Housing Support funding is determined by Hennepin County's Housing Stability Area. Providers must have a fully executed Housing Support Agreement with Hennepin County.
- Participant eligibility is determined by Hennepin County Eligibility and Work Services and is based on income, assets and disability.
- With few exceptions, Housing Support is available only for eligible participants living in settings licensed or registered by the state of Minnesota through the Department of Human Services (DHS) and/or the Department of Health (MDH). See program model details for what is required in each setting.

The Housing Support rate is set by the state and is automatically adjusted each year based on changes in the Federal Benefit Rate (FBR) of the Supplemental Social Security Income (SSI) program and changes in the value of food support for an individual (except for the Metro Demonstration project). Since Housing Support is an income supplement to pay for room and board, many Housing Support providers also must rely on other sources of funding for the services they provide to participants. These can include the Housing Support Supplemental Service Rate (Rate 2), Adult Foster Care Difficulty of Care, payment for treatment through

Minnesota Health Care Programs, Medicaid Waivered Services, County Purchase of Service funds, and private donations.

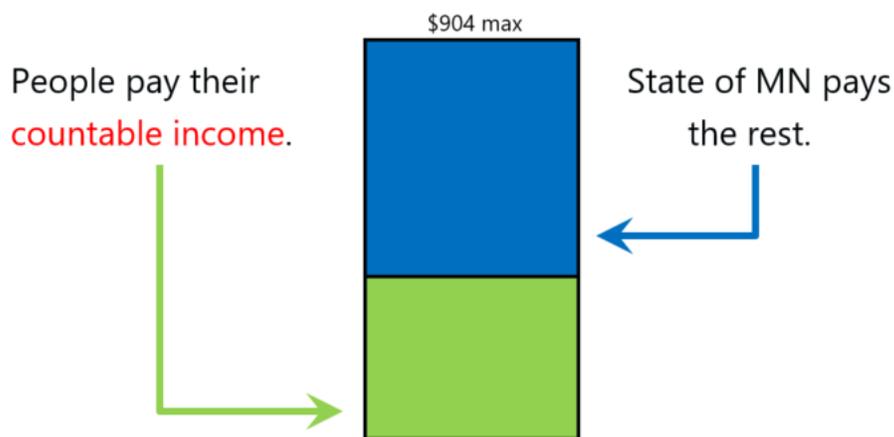
New housing programs and growth in existing programs are approved through annual RFP processes. Completing an RFP application is not a guarantee the provider will be approved for an agreement with Hennepin County and no payments are issued until there is a signed Housing Support Agreement. Funding for eligible individuals can only begin as of the date the Housing Support Agreement is executed.

Housing Support agreements are non-transferable.

Agreements can be terminated in writing by Hennepin County *or* the provider, with or without cause, with two calendar months prior notice. Minnesota Department of Human Services has the right to suspend or terminate the Housing Support agreement immediately when it is determined the health or welfare of the housing or service recipients is endangered, or when there is reasonable cause to believe that the provider has breached a material term of the agreement.

For more information visit the Housing Support section of the [DHS website](#) and the Minnesota Revisor website for the [Housing Support State Statute](#).

The following figure below briefly illustrates how the Housing Support funding flows from the state to the providers for all provider models, except the Demonstration project.



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Description of Models

Adult Foster Care (AFC)

Program Description

Adult foster care allows people who need supportive housing services an opportunity to live and participate in the community in a residential setting with overnight supervision and support. County and state philosophy emphasize that people who need this type of care have choices in their housing and that the services they receive are person-centered. Adult foster care providers are responsible for residents' food, lodging, protection, supervision and household services.

There are two options in adult foster care settings: family or corporate.

Family

In family homes, the license holder lives in the home and is the primary caregiver. Most adults in family adult foster care in Hennepin County qualify for either Housing Support funds or pay with private funds. Some family providers hold an additional license to accept waiver payments.

Residence in a family's home brings additional considerations in matching the needs and choices of the individual served with the provider.

Corporate

Corporate homes are community residential settings where the license holder does not reside in the home. Residents typically receive services from the corporation licensed to operate the home or from another licensed service provider in the home or community. Most Hennepin County residents in corporate adult foster care have been pre-qualified for waived services funding to pay for residential support services. Room and Board costs may be paid for through the Housing Support program if eligible.

Building Eligibility

All homes must be licensed through 245D AND Hennepin County. The county evaluates prospective homes and recommends licenses for those that meet state standards, monitors providers for compliance, and supports quality foster homes for adults.

Family

In family adult foster care, the license applicant opens the home where they reside to an adult with special needs. Because there are vacancies in currently-licensed homes, the county is not

accepting new applications in most cases. Check this [web page](#) periodically for updates on where there is demand for family adult foster care services.

If you currently meet any of the following criteria, county licensors can assist you with an application:

- If you have an existing adult foster care license in another county and plan to move with your residents to Hennepin County
- If you are taking over the duties of an existing provider who is retiring
- If a child in child foster care is aging out which requires a provider to become licensed for adult foster care

Corporate

The State of Minnesota has a moratorium on new corporate adult foster care facilities, and has capped the number of homes allowed. Counties cannot grant licenses for corporate applicants unless those providers plan to serve specific clients who meet certain criteria.

You can find information on the moratorium exception process, exception-eligible client development and related processes [here](#).

The county has no information about when the state will lift the moratorium. It would require new action by the state legislature. Occasionally, the county will issue a request for interest for providing corporate adult foster care. These are usually posted on the county's [contract opportunities page](#).

Base Rate Funding Sources and Expectations

While some residents of adult foster care may be private pay, most residents are on a waiver which pays for their services and support. Housing Support will cover base rate/room and board. Including:

- food preparation and service for three nutritional meals a day on site;
- The vendor must be able to verify upon request that at least \$192 per month is spent for the purchase of food for each Housing Support recipient.
- a bed, clothing storage, linen, bedding, laundering, and laundry supplies or service;
- housekeeping, including cleaning and lavatory supplies or service; and
- maintenance and operation of the building and grounds, including heat, water, garbage removal, electricity, telephone for the site, cooling, supplies, and parts and tools to repair and maintain equipment and facilities.

Service Rate Funding and Expectations

Services in Adult Foster Care settings are typically paid for through the waived services program. Providers must hold a Home and Community-Based Services (HCBS) license issued by the State of Minnesota. More information on HCBS can be found [here](#).

Participant Eligibility and Application

The standard eligibility requirements for all Housing Support clients apply as described in the general section of the manual:

Program participants:

- Must be age 65+ or be age 18+ and have a disability or disabling condition
- Must have low income and assets as determined by DHS

Beyond the requirements listed in Guidelines for all Housing Support Programs: Individuals living in an adult foster care setting must have some type of functional impairment that make it difficult for them to live alone. [MnCHOICES](#) Assessments can help determine if participants would qualify for waiver programs and additional services. For additional information about MnCHOICES assessments, call Front Door for social services at (612)348-4111. For additional information on Adult Foster Care you may contact (612)348-2816.

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Board and Care

Program Description

Boarding care homes are licensed facilities or units used to provide care for aged or infirm persons who require personal or custodial care and related services. Nursing services are not required, but can be provided as part of other services. Residents often require a nursing level of care. Examples of personal or custodial care: board, room, laundry, and personal services; supervision over medications which can be safely self-administered; plus a program of activities and supervision required by persons who are not capable of properly caring for themselves.

There is currently a moratorium on the development of new Boarding Care Homes. No new providers are expected to be approved. Any new programs would first require a variance from the State of Minnesota Department of Health.

The following links provide more information about Boarding Care Facilities:

- [MDH Licensing](#)
- [Minnesota Administrative Rules](#)

Building Eligibility

Boarding Care Homes maintain a Boarding Care License which also makes them a setting that is authorized for Housing Support.

Base Rate Funding Sources and Expectations

Expectations are that providers will comply with:

- [Group version of Housing Support agreement](#)
- [Hennepin County program requirements document](#)
- All rules and expectations of any additional licensure held by the provider

Housing Support will cover base rate/room and board. Including:

- Food preparation and service for three nutritional meals a day on site;
- The vendor must be able to verify upon request that at least \$192 per month is spent for the purchase of food for each Housing Support recipient.
- A bed, clothing storage, linen, bedding, laundering, and laundry supplies or service;
- Housekeeping, including cleaning and lavatory supplies or service; and
- Maintenance and operation of the building and grounds, including heat, water, garbage removal, electricity, telephone for the site, cooling, supplies, and parts and tools to repair and maintain equipment and facilities.

Program is NOT required to participate in Hennepin Housing Key at this time

Service Rate Funding and Expectations

Service rates are not automatically provided in this setting, but may be allowable based on conditions or exceptions outlined in the general sections.

Participant Eligibility and Application

The standard eligibility requirements for all Housing Support clients apply as described in the general section of the manual:

Program participants:

- Must be age 65+ or be age 18+ and have a disability or disabling condition
- Must have low income and assets as determined by DHS

Client eligibility is determined by a Hennepin County EWS worker following the submission of a Combined Application Form or other, DHS allowed application format.

Boarding Care Facilities also have their own eligibility/intake procedures, subject to their separate licensing, and manages their own intakes.

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Board and Lodge

Program Description

Board and Lodging facilities are licensed, congregate settings that offer a room (often shared) and three meals a day to eligible adults and, occasionally, families. Board and Lodges can vary in size, with five or more people living together. Some settings are short-term, time-limited; others may be supportive housing with no specific time limit. Any established time limits are a function of the provider's model of service and not dictated by Housing Support funding. Board and Lodges can require participation in skills training or other programming; others have no service requirements. Each Board and Lodge setting can look very different.

Building Eligibility

Board and Lodges settings are required to be licensed by the city where they are located or Environmental Services for a Lodging Establishment License, and/or a Food and Beverage Establishment License when staff prepare food for participants. Board and Lodges with a Service Rate must also have a Special Services Registration with the Minnesota Department of Health (MDH).

- [Hennepin Food and Establishment Licensing](#)
- [MDH Licensing Forms](#)

Base Rate Funding Sources and Expectations

Expectations are that providers will comply with:

- [Group version of Housing Support agreement](#)
- [Hennepin County program requirements document](#)
- All rules and expectations of any additional licensure held by the provider

Housing Support will cover base rate/room and board. Including:

- Food preparation and service for three nutritional meals a day on site;
- The vendor must be able to verify upon request that at least \$192 per month is spent for the purchase of food for each Housing Support recipient.
- A bed, clothing storage, linen, bedding, laundering, and laundry supplies or service;
- Housekeeping, including cleaning and lavatory supplies or service; and
- Maintenance and operation of the building and grounds, including heat, water, garbage removal, electricity, telephone for the site, cooling, supplies, and parts and tools to repair and maintain equipment and facilities.

Service Rate Funding and Expectations

Supplemental Service Standards:

- If authorized by the Agency, the vendor shall provide supplemental services to eligible Housing Support recipients including, but not limited to, oversight and up to 24-hour

supervision, medication reminders, assistance with transportation, arranging for meetings and appointments, and arranging for medical and social services.

- Additional service requirements may apply if the provider is authorized in Minn. Stat. 256I.04 or 256I.05 to receive a special Housing Support Supplemental Service rate due to serving a special needs population or providing specialized services.
- All vendors providing supplemental services must maintain case notes with date and description of services provided to individual recipients.

Participant Eligibility and Application

The standard eligibility requirements for all Housing Support clients apply as described in the general section of the manual:

Program participants:

- Must be age 65+ or be age 18+ and have a disability or disabling condition
- Must have low income and assets as determined by DHS
- Providers may serve a specialty population if negotiated with the agency and approved to do so (i.e. person with chemical dependency or mental health diagnoses)

Client eligibility is determined by a Hennepin County EWS worker following the submission of a Combined Application Form or other, DHS allowed application format.

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Customized Living

Program Description

Customized/Assisted Living Housing Support programs are site-based settings that are registered as Housing with Services. These settings house individuals who need support services. They provide three meals per day and 24 hour supervision. They range from large apartment buildings where individuals have their own apartment to shared homes where individuals only have their own bedroom. Services are individualized and paid for by insurance/private pay or by waived funding such as Community Access for Disability Inclusion (CADI), Elderly Waiver (EW) or Brain Injury (BI). Housing Support funds may pay for the room and board for qualified individuals.

Building Eligibility

Program uses the Group Setting version of the Housing Support Agreement. All buildings where clients are housed must be registered with the Minnesota Department of Health (MDH) as a Housing with Services Establishment. Each provider must register their own buildings;

registrations cannot be shared/transferred among providers. Registration must then be renewed annually.

DHS does not allow for Housing Support Agreements for Remedial Care only. Providers must enter into an Agreement for Base Rate funding to be eligible to service remedial care only residents.

Providers with a Housing Support Agreement must go through an RFP process to add units to an existing site or to add a site.

City rental license and food support service license may also be required.

Base Rate Funding Sources and Expectations

Housing Support will cover base rate/room and board. Expectations are that providers will comply with:

- Sign Annual Housing Support Agreement with Hennepin County, including supporting documents
- [Group version of Housing Support agreement](#)
- [Hennepin County program requirements document](#) (including participation in HHK)
- Requirements set out in Hennepin County monitoring tool unless deemed Not Applicable
- Inform Hennepin County about potential closure, change in ownership, or changes in program contact information
 - Housing Support Agreements are not transferrable, new owners must apply for an Agreement with Hennepin County
- All rules and expectations of any additional licensure held by the provider

Service Rate Funding and Expectations

Customized Living sites do not have Housing Support service paid through the Department of Human Services. Services in Customized Living settings are typically paid for through waived services programs. Providers must hold a license to provider waived services issued through the Minnesota Department of Health (MDH). Monitoring of waived services is done by MDH.

Participant Eligibility and Application

The standard eligibility requirements for all Housing Support clients apply as described in the general section of the manual:

Program participants:

- Must be age 65+ or be age 18+ and have a disability or disabling condition
- Must have low income and assets as determined by DHS
- Some sites may restrict their population to the elderly

Client eligibility is determined by a Hennepin County EWS worker following the submission of a Combined Application Form or other, DHS allowed application format.

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Demonstration Project

Program Description

The Metro Demonstration Project (Demo) provides long term supportive housing in site-based and in scattered sites. All households have their own apartment. This program can serve both individuals and families. 70% of the head of households must have a mental illness, a substance abuse problem, or human immunodeficiency virus, or acquired immunodeficiency syndrome. They must also be living on the streets, in a shelter or discharged from a regional treatment center, community hospital, or residential treatment program and have no appropriate housing available and lack the resources and support necessary to access appropriate housing at the time of intake. Residents must be financially eligible for Housing Support funds and have a signed Professional State of Need, if receiving a supplemental service rate.

Building Eligibility

Program uses the Community Setting version of the Housing Support Agreement. All clients must have a lease or sublease and the option to prepare their own meals. Each unit must pass a habitability inspection prior to clients moving in.

Base Rate Funding Sources and Expectations

Housing Support will cover base rate/room and board. Expectations are that providers will comply with:

- Sign Annual Housing Support Agreement with Hennepin County, including supporting documents
- [Community version of Housing Support agreement](#)

- [Hennepin County program requirements document](#) (including participation in HHK)
- Requirements set out in Hennepin County monitoring tool unless deemed Not Applicable
- Providers may not add or replace individuals on the base rate only.
- Inform Hennepin County about changes in program contact information.
- Providers are required to attend regular meetings

Service Rate Funding and Expectations

Supplemental Service Standards:

- If authorized by the Agency, the vendor shall provide supplemental services to eligible Housing Support recipients including, but not limited to, oversight and up to 24-hour supervision, medication reminders, assistance with transportation, arranging for meetings and appointments, and arranging for medical and social services.
- Additional service requirements may apply if the provider is authorized in Minn. Stat. 256I.04 or 256I.05 to receive a special Housing Support Supplemental Service rate due to serving a special needs population or providing specialized services.
- All vendors providing supplemental services must maintain case notes with date and description of services provided to individual recipients.

Participant Eligibility and Application

The standard eligibility requirements for all Housing Support clients apply as described in the general section of the manual:

Program participants:

- Must be age 65+ or be age 18+ and have a disability or disabling condition
- Must have low income and assets as determined by DHS
- Participants receiving a Supplementary Service rate must have an annual signed Professional Statement of Need

Demo residents are homeless adults with mental illness, a history of substance abuse, or human immunodeficiency virus or acquire immunodeficiency syndrome. At least 70 percent of these supportive housing units must serve this population. "Homeless adult" is defined as a person, who is living on the street or in a shelter or discharged from a regional treatment center, community hospital, or residential treatment program and has no appropriate housing available and lacks the resources and support necessary to access appropriate housing for this housing program.

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Housing with Services Independent (HWS – I)

Program Description

The Housing with Services - Independent program creates housing opportunities for income-eligible individuals with disabilities to live independently in the larger community. Program participants come from group housing, shelters, or other segregated settings and would otherwise lack independent housing choices.

As the result of living in group housing settings or more restricted housing settings, many individuals are able to stabilize their homelessness, address mental and chemical health issues, and otherwise (re)gain the ability to live independently. They may then want to move towards more independent living with fewer rules and greater integration into the community. However, they also often lack the income to pay for that housing, particularly in a tight housing market with rising rents. As a recently developed model in Hennepin County, and one newly allowed by DHS, HWS-I is creating fresh opportunities for these clients. Under this new model, clients who had formerly been eligible for Housing Support only in group housing situations can now use Housing Support to pay for independent housing in the larger community.

Providers receive an award of Housing Support units to serve clients under the HWS-I model following an RFP process. Program participants receive an eligibility determination through Hennepin County Eligibility and Work Services (EWS) and work with Housing Support providers on housing search and placement in authorized rental units throughout the community. Providers then administer monthly housing support payments (base rate only) on participants' behalf. Housing Support payments cover rent, utilities, and other eligible costs of independent housing, usually an apartment for which the client holds a lease with a third party landlord. Rather than being tied to a building or project, Housing Support funding then follows the client over time if they change units. This ability for funding to follow the client provides maximum financial stability and truly enables client choice.

Clients can receive both tenancy supports and broader supportive services, but there is no service funding attached to the Housing Support award. Instead, providers managing Housing with Services - Independent caseloads are expected to either leverage other funding to provide supportive services (waivered services, grant funds, etc.) OR to connect clients to other community partners that can provide needed services.

Building Eligibility

Program uses the Community Setting version of the Housing Support Agreement. All clients must have a lease and the option to prepare their own meals. All buildings where clients are housed must be registered with the Minnesota Department of Health (MDH) as a Housing with Services Establishment. Each provider must register their own buildings; registrations

cannot be shared/transferred among providers. Individual units within a building do not need to be registered, only the building. Registration must then be renewed annually. MDH expects that once a building is registered, the provider will alert MDH if additional clients move into a building or if clients move within a building.

Initial registration requires three separate forms be completed and sent to MDH. Those forms can be found [here](#). Subsequent annual renewals are done electronically based on instructions issued annually by MDH. Currently the registration fee is \$155 per year as of 6/2018.

Base Rate Funding Sources and Expectations

Housing Support will cover base rate/room and board. Expectations are that providers will comply with:

- [Community version of Housing Support agreement](#)
- [Hennepin County program requirements document](#) (including participation in HHK)
- All rules and expectations of any additional licensure held by the provider
- Application for and annual renewal of Housing With Services Registrations for all buildings where clients are housed
- Requirements set out in Hennepin County monitoring tool unless deemed Not Applicable
- Fidelity Standards once developed by the HWS-I collaborative partners

Providers are expected to regularly attend monthly HWS-I provider meetings

Service Rate Funding and Expectations

Services vary based on provider model and are outside of Housing Support program/requirements. There are no Housing Support funds for service rate in this setting. Because Housing Support does not pay for services in this program, clients need to obtain supportive services through waived programs, grant funded efforts, or other means.

Participant Eligibility and Application

The standard eligibility requirements for all Housing Support clients apply as described in the general section of the manual:

Program participants:

- Must be age 65+ or be age 18+ and have a disability or disabling condition
- Must have low income and assets as determined by DHS

Client eligibility is determined by a Hennepin County EWS worker following the submission of a Combined Application Form or other, DHS allowed application format.

Note that ALL HWS-I client applications should have the following written at the top of the application in a clearly identifiable way to expedite processing: **HWS-I Housing Support Application. Please forward to Team 257.**

Participants come from group housing, such as board and lodges or adult foster care, as well as from shelters, mental and chemical health treatment programs, and other segregated settings. Program is best suited for clients who already have some degree of stability and the ability to live independently, and who are looking for the next step in their housing journey while still receiving support due to their disabilities.

All provider listings/openings are to be posted in Hennepin Housing Key and providers are to take referrals through HHK.

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Intensive Residential Treatment Services (IRTS)

Program Description

Intensive Residential Treatment Services (IRTS) settings offer short-term residential treatment for individual with serious and persistent mental illness (SPMI). IRTS participants require structure and assistance from 24-hour mental health staff and are at risk of significant functional deterioration if they do not receive these services. Services allow clients to gain psychiatric stability, personal and emotional adjustment, self-sufficiency, and skills needed to live in a more independent setting. Housing Support pays for room and board. Services may be covered through other sources as described below. Providers are limited to no more than 16 beds per site.

Note that unlike other programs, IRTS are first and foremost a treatment facility, rather than a housing setting, and residents leverage Housing Support to pay for their housing as needed while in treatment. As such not all IRTS participants may use Housing Support to pay for their stay, though most will.

Two varieties of services exist within this setting: Crisis Stabilization Services and Intensive Residential Treatment Services

Crisis Stabilization Services respond to immediate crisis in a residential setting. These services are designed to be very short term, and are intended to stabilize individuals facing a mental health crisis and return them to their prior or next step housing. Stays are 30 days or less unless otherwise approved by DHS.

Intensive Residential Treatment Services provide more in depth clinical assessment and services for mental health issues in a residential setting. Stay are up to 90 days in length unless otherwise approved by DHS.

Detailed program information about IRTS services and requirements can be found [here](#).

Building Eligibility

Program uses the Group Setting version of the Housing Support Agreement. IRTS providers must have a Board and Lodge License or a Supervised Living Facility (SLF) License as a prerequisite of obtaining their larger Residential Treatment Programs for Mentally Ill Adults (Rule 36) license from DHS (required to operate an IRTS). Having either a Board and Lodge License or SLF also then qualifies the facility for Housing Support. Clients have meals provided for them.

Base Rate Funding Sources and Expectations

Housing Support will cover base rate/room and board. Note that not all IRTS clients may be eligible for Housing Support or qualify for funds, and instead may private pay or use other funds.

Expectations are that providers will comply with:

- [Group version of Housing Support agreement](#)
- [Hennepin County program requirements document](#)
- All rules and expectations of any additional licensure held by the provider

Program is NOT required to participate in Hennepin Housing Key at this time

Service Rate Funding and Expectations

NA – there is no service rate paid through Housing Support. Services are often paid for by private pay or through insurance. Many IRTS providers also have a contract with Hennepin County that can pay for services in the event that a client does not have another viable funding source available. Depending on client circumstances, funds paid through that County contract may come from Medical Assistance, the Prepaid Medical Assistance Program (PMAP) or grant funds.

Participant Eligibility and Application

The standard eligibility requirements for all Housing Support clients apply as described in the general section of the manual:

Program participants:

- Must be age 65+ or be age 18+ and have a disability or disabling condition
- Must have low income and assets as determined by DHS

In addition, admission to an IRTS requires determination of eligibility for IRTS services. This eligibility is separate from Housing Support eligibility. Criteria for admission to an IRTS can be found [here](#).

Clients are referred for IRTS services by a variety of community providers and in some cases may self-refer. A list of referral contacts for clients seeking services is attached.

In the case of Crisis Stabilization Services, and because they are so time limited, DHS has created a special eligibility process for those services ONLY (not ALL IRTS services). This abbreviated eligibility process, called Presumptive Eligibility, allows clients to be presumed eligible for Housing Support (and uses an abbreviated application form) if 1) they are on MA and 2) they are receiving Crisis Stabilization Services. Staff at providers offering Crisis Stabilization Services, as well as Hennepin County EWS staff assigned to those work with those providers, receive special training on the unique eligibility and billing documents used in these settings.

All clients receiving the longer duration Intensive Residential Treatment Services, as well as Crisis Stabilization Services clients who do not qualify for presumptive eligibility, must use the standard application process for Housing Support. As with other Housing Support programs, those clients will have eligibility determined by a Hennepin County EWS worker following the submission of a Combined Application Form or other, DHS allowed application format.

Crisis Stabilization Services clients who may need a standard eligibility determination for transfer/return to other programs, should use a standard application process for Housing Support rather than the Presumptive Eligibility format.

Two specific, additional details should be noted for clients receiving Crisis Stabilization Services and using Presumptive Eligibility while also receiving Housing Support in another setting.

1. They can receive concurrent Housing Support payments both to the IRTS and to their normal housing provider if they are using Housing Support for their daily housing and
2. Time spent in Crisis Stabilization Services do not count towards limits on time spent out of their normal unit and that otherwise apply in Housing Support settings.

More information can be found on the attached summary of Presumptive Eligibility.

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Long Term Homeless (LTH) Housing Support

Program Description

The Long-Term Homeless program is a community based housing program that services clients who have a qualifying disability and have experienced at least 52 consecutive weeks of homelessness or 4 episodes in the last 3 years, meeting the Federal definition of long-term homeless. Referrals are taken through Hennepin County's Coordinated Entry system and all providers utilize Housing First and Harm Reduction philosophies. Clients are housed within the community and have their own apartment and lease, unless shared space is desired. Providers who utilize this program also receive Housing Support supplemental service funding to provide case management for clients. Case management services are targeted toward maintaining housing and working toward independence. While the program works best for singles, families are also housed within the LTH program.

Building Eligibility

Program uses the Community Setting version of the Housing Support Agreement. All clients must have a lease and the option to prepare their own meals. Each unit must pass a habitability inspection prior to clients moving in.

Base Rate Funding Sources and Expectations

Housing Support will cover base rate/room and board. Expectations are that providers will comply with:

- [Community version of Housing Support agreement](#)
- [Hennepin County program requirements document](#) (including participation in HHK)
- All rules and expectations of any additional licensure held by the provider
- Requirements set out in Hennepin County monitoring tool unless deemed Not Applicable
- [Fidelity Standards](#) implemented by the LTH collaborative partners

Providers are expected to regularly attend monthly LTH provider meetings.

Service Rate Funding and Expectations

Supplemental Service Standards:

- If authorized by the Agency, the vendor shall provide supplemental services to eligible Housing Support recipients including, but not limited to, oversight and up to 24-hour supervision, medication reminders, assistance with transportation, arranging for meetings and appointments, and arranging for medical and social services.

- Additional service requirements may apply if the provider is authorized in Minn. Stat. 2561.04 or 2561.05 to receive a special Housing Support Supplemental Service rate due to serving a special needs population or providing specialized services.
- All vendors providing supplemental services must maintain case notes with date and description of services provided to individual recipients.
- Providers are expected to comply with all Fidelity Standards created by the LTH collaborative partners.

Participant Eligibility and Application

The standard eligibility requirements for all Housing Support clients apply as described in the general section of the manual:

Program participants:

- Must be age 65+ or be age 18+ and have a disability or disabling condition
- Clients must be referred through Hennepin County's Coordinated Entry
- Clients must meet the State definition of Long-Term Homelessness
- Must have low income and assets as determined by DHS

Client eligibility is determined by a Hennepin County EWS worker following the submission of a Combined Application Form or other, DHS allowed application format.

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Employment and Housing Support

Recent legislation aims to reduce the disincentive to work for Housing Support recipients. This legislation allows clients to keep a greater portion of earnings by providing for Earned Income Disregards. The formula for determining a client’s obligation when they have earned income is:

1. Total Gross Income - \$65 = Client keeps the \$65
2. Remainder of income is divided by 2 = Client keeps half
3. Remaining half - \$99 = Client keeps the \$99
4. Remaining income is what the client will contribute to their housing costs

The following figure further demonstrates how employment and Housing Support works.

	Not Working	Working Some	Working More
Monthly Gross Earned Income	\$0.00	\$261.00	\$2039.00
Earned Income Disregard:			
• First \$65	-\$0.00	-\$65.00	-\$65.00
	\$0.00	\$196.00	\$1974.00
• ½ remaining	\$0.00	-\$98.00	-\$987.00
Countable Earned Income	\$0.00	\$98.00	\$987.00
Personal Needs Allowance	\$99.00	\$99.00	\$99.00
Amount Resident Pays	\$0.00	\$1.00	\$890.00
State Housing Support Payment	\$904.00	\$903.00	\$14.00
Resident’s Available Cash	\$99.00	\$262.00	\$1151.00

There are other circumstances that could affect a client’s obligation, so all final calculations are made by Hennepin County’s Eligibility team.

Clients are required to report to Hennepin County’s Eligibility Team when they start/stop working and are required to submit paystubs to determine what their contribution will be toward their housing costs. Once a client contribution has been determined, they are not required to report income again for 6 months. If a client’s income goes up during that 6

month period, they are still not required to report the increase until the next 6 month period. However, if a client's income goes down, they are able to resubmit paystubs and a new contribution will be calculated for the remainder of the 6 month period.

The asset limit for Housing Support clients was raised from \$2,000 to \$10,000 to allow clients to save money while still remaining eligible for Housing Support.

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Available Training

Provider Orientation Sessions from Hennepin County

Hennepin County offers a regular Housing Support Provider Orientation for prospective providers. Typically held quarterly, these trainings offer a general overview of Housing Support, but focus primarily on Hennepin County housing priorities and on working with Hennepin County's Housing Support program.

Individuals and organizations wishing to attend an orientation can find information about upcoming sessions on the county's housing website, including how to register [here](#). Session information is included under the section on housing for people with disabilities.

Housing Support 101 from Minnesota Department of Human Services (DHS)

Providers looking for a more general overview of Housing Support, including state program requirements, overall program design, and general compliance, can attend a Housing Support 101 with the Department of Human Services. Providers can e-mail dhs.dhs.grh@state.mn.us to find out about upcoming trainings.

Request for Proposal (RFP) Specific Trainings

As outlined in the next section, providers are selected using a competitive RFP process. Each RFP opportunity will include a specific bidders meeting that covers information specific to the Housing and Services being solicited under that particular RFP.

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Establishing a New Housing Support Agreement

Becoming a Housing Support Provider or Adding an Additional Site in Hennepin County

In Hennepin County, Housing Support Providers

- Are selected by following an Request For Proposal (RFP) process
- Must have a Housing Support Agreement with the county

Please note that having any of the following **does not** automatically qualify organizations to be a Housing Support provider in Hennepin County or to receive Housing Support funds

1. Licensure from the state related to the provision of supportive services (PCA, 245D, Comprehensive Homecare etc.)
2. A contract with the State of Minnesota to provide Home and Community Based Services/waivered services or with Hennepin County to provide assessment and case management as part of Community Based Services/waivered services
3. Provision of supportive services to an individual who is eligible for Housing Support

Before they can become a Housing Support provider, or add a new site, and receive funding, providers **MUST** submit a written proposal as part of a Hennepin County RFP process, be selected as a provider, and receive a fully executed Housing Support agreement.

Request for Proposal (RFP) Process

- RFPs are typically issued every January, other times as needed
 - All Hennepin County RFPs are posted on the county's Supplier Portal [here](#).
 - Providers must register with the Supplier Portal to receive funding announcements/requests for proposals and to submit proposals. Instructions on registering are available [here](#). During registration, select procurement category 952 (human services) to be notified about Housing Support RFPs.
- Providers should plan to attend an RFP specific bidders conference (details included with each RFP) to better understand requirements and ask questions
- Providers should then carefully review all written materials and submit a complete application online Supplier Portal by the deadline. RFPs will list all required information and attachments that need to be included in an online submission.
- Target populations included in RFPs are selected based on research about where Hennepin County has unmet demand for housing for individuals living with disabilities

or where populations otherwise need prioritization in housing such as vulnerability or the need for more cost effective solutions compared to present housing options.

- RFPs are developed with substantial input from Hennepin County staff who have experience with the target population(s) included in the RFP and who understand their needs. Service Area staff consulted typically include individuals with background in adult mental and chemical health, Adult Foster Care, foster care, youth issues, homelessness, etc.

Provider Selection

- Proposals are reviewed, scored, and recommended for funding by teams of reviewers. Review teams include county staff from these same Service Areas to assure that proposed program models will meet the needs of the target population. Review teams also include county staff with expertise in housing and Housing Support. Depending on need for technical input, review teams may also include staff with the state of Minnesota.
- Proposals selected during RFP process may have additional conditions that they must then meet before receiving a final award or may be subject to further negotiations.

Establishing a Housing Support Agreement

Once they receive an award, providers will need to complete documentation necessary to comply with provider requirements outlined in [Provider Requirements by Model](#).

Providers will then be issued an electronic version of the Housing Support Agreement via Adobe Sign.

Both the provider and Hennepin County representatives sign the agreement electronically with each receiving a fully executed agreement. Initial Housing Support agreements are valid until June 30th of each year.

In addition to an agreement, providers will also receive a Hennepin County Provider Requirements document to execute and that outlines additional requirements for the Housing Support program being administered.

Before payments can be issued, providers must then document that they have an eligible housing setting and clients must meet eligibility requirements as described in [Client Eligibility](#).

As sites are identified (or if already identified), providers will submit proof of appropriate licensure or inspection for each site along with a request for a vendor number.

This entire process can take time – it is not uncommon to take three to six months from the time an application is submitted to when the provider can start housing individuals.

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Renewing Housing Support Agreements

After being selected through Hennepin County's RFP process, each Housing Support provider enters into a Housing Support agreement with Hennepin County that expires on June 30th. Prior to the expiration of the current agreement, Hennepin County will initiate a renewal process that contains the following documents:

- 1) Vendor Profiles: Each active vendor number a provider is utilizing has a profile that contains all information regarding the site, the population served, Housing Support Rate, and Payee information.
- 2) Housing Support Agreement: Minnesota Department of Human Services requires that each provider sign an agreement with the agency who administers the Housing Support funds (Hennepin County).
- 3) Hennepin County Provider Requirements: In accordance with the Housing Support Agreement, Hennepin County has created a requirements document that outlines additional expectations of providers who utilize Housing Support funding.

Renewal packets start with providing vendor profiles for each active vendor number a provider has. After the profiles are reviewed, each provider is sent an electronic version of their new Housing Support Agreement and Provider Requirements document via Adobe Sign. Both the provider and Hennepin County representatives sign the agreement electronically with each receiving a fully executed copy. Housing Support packets are valid from July 1st through June 30th of the following year. All Housing Support rate changes are executed through legislation and will be announced prior to the renewal process being initiated.

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Hennepin Housing Key

Hennepin Housing Key connects people *looking for* housing with people *providing* housing. The redesigned collaboration tool makes maintaining your housing inventory easier and more efficient as well as finding the right housing for people quickly and conveniently.

Hennepin Housing Key Benefits

- One convenient location for housing inventory
- Robust real-time status of vacancies
- Time-saving tool for managing housing inventory

How the tool works

- Create a Hennepin County username and password
- Log into the tool
- Request provider access
- Input and maintain your housing inventory
- Internal and external providers search for openings

Why use Hennepin Housing Key?

This collaborative tool helps manage housing inventory. It will be an asset to you as a provider, and to Hennepin County in managing the housing inventory. Most importantly, it will assist the people we serve, who can get overwhelmed trying to navigate this big complex system. It will also reduce the amount of time you spend taking calls about your vacancies and explaining your program.

Who uses Hennepin Housing Key?

Housing providers and people looking for housing use the tool to find the housing that fits a person's specific needs. You can help make this tool robust by entering and maintaining your inventory. This will create a real-time tool for case workers and others supporting people looking for housing. We can't do it without you!

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Attachments

Housing Support Agreements

[Housing Support Agreement – GROUP Version](#)

[Housing Support Agreement – COMMUNITY Version](#)

Provider Requirements by Model

[Board and Lodge](#)

[Customized Living](#)

[Demonstration Project](#)

[Housing with Services – Independent \(HWS – I\)](#)

[Intensive Residential Treatment Services \(IRTS\)](#)

[Long-Term Homeless Housing](#)

[Other Licensed Housing Models](#)

Vendor Profiles

[Vendor Profile Form](#)

HHK One Pagers

[For Providers](#)

[For Client Advocates](#)

Housing Support Figures

Figure 1. Housing Support setting with no services and no income

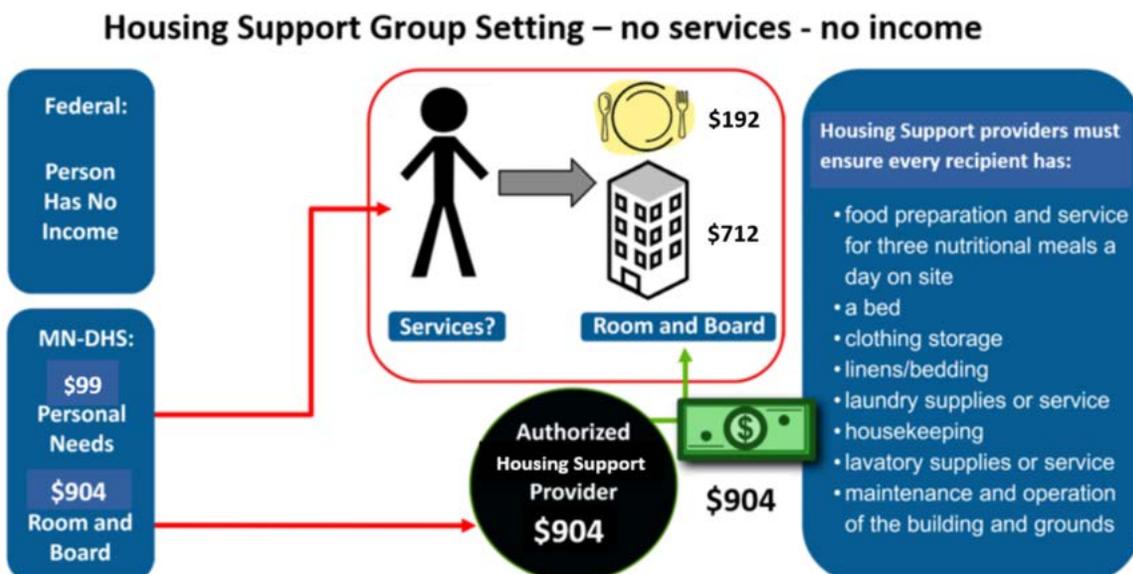


Figure 2. Housing Support setting with no services, but includes Supplemental Service income

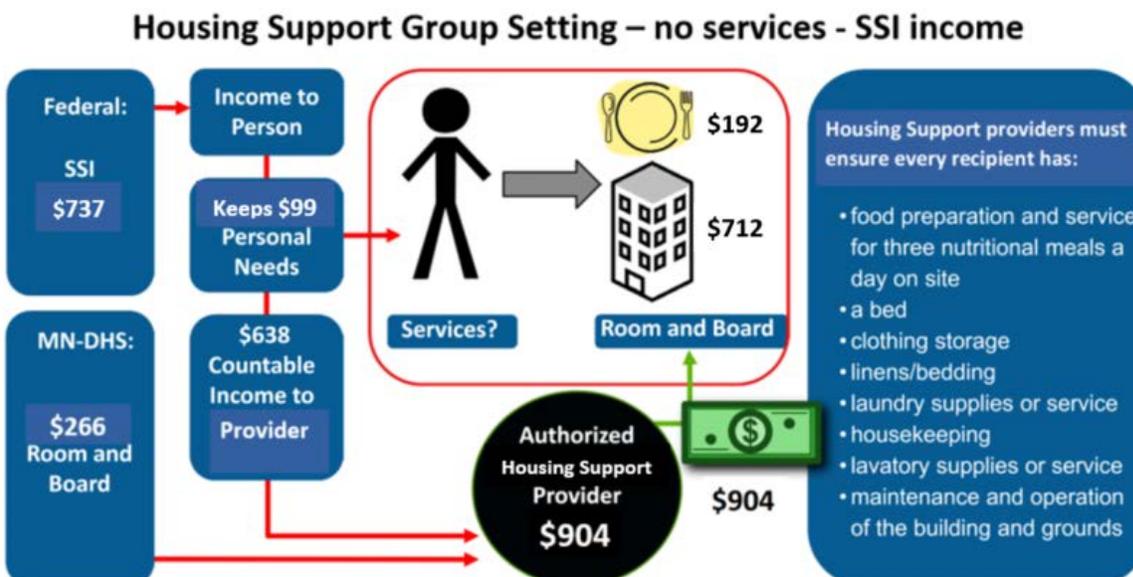


Figure 3. Housing Support setting with services and no income

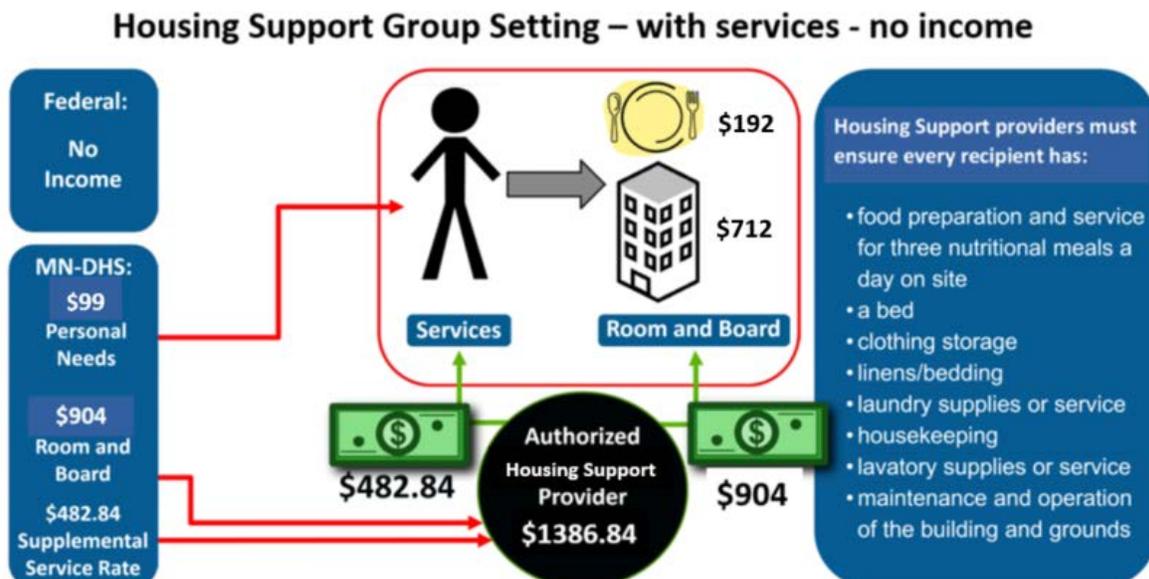
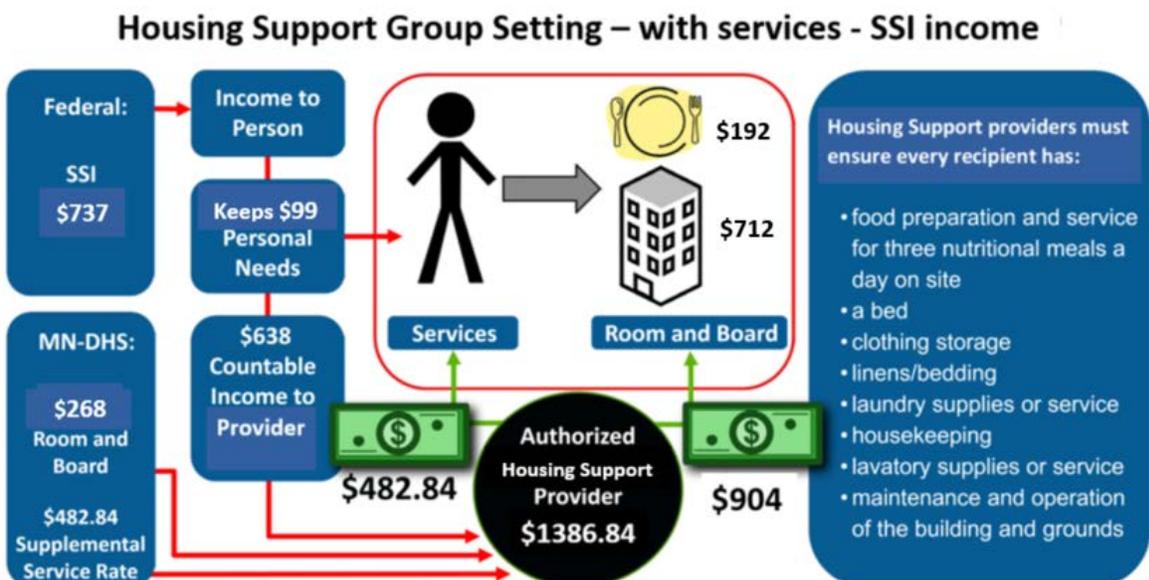


Figure 4. Housing Support setting with services and Supplemental Service income



*Metro Demonstration participants are eligible for food supports in addition to the Housing Support base rate. Rental rates operate differently from all other Housing Support programs. Demo providers should check with their EWS contact with questions and more information.

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Addendums

1. Change in Ownership Policy and Procedure

- a. [POLICY](#) (as of 7.30.18)
- b. [PROCEDURE](#) (as of 7.30.18)

2. Complaint Investigation Policy and Procedure

- a. [POLICY](#) (as of 7.26.18)
- b. [PROCEDURE](#) (as of 7.26.18)

3. Development Policy and Procedure

- a. [POLICY](#) (as of 8.2.18)
- b. [PROCEDURE](#) (as of 8.2.18)

4. Monitoring Policy and Procedure

- a. [POLICY](#) (as of 11.1.17)
- b. [PROCEDURE](#) (as of 10.3.17)

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Special Thanks to Bisrat Bayou, Urban Scholar Intern, University of St. Thomas, for his work developing this manual.