

Housing Support Services

Service Definition
<p>A. Housing Support Services are time-limited supports to help participants to identify and navigate housing opportunities, address, or overcome barriers to housing, and secure and retain their own home.</p> <p>B. Housing Support Services include:</p> <ol style="list-style-type: none">1. Housing Information and Assistance to obtain and retain independent housing;2. Housing Transition Services to assess housing needs and develop individualized housing support plan; and3. Housing Tenancy Sustaining Services which assist the individual to maintain living in their rented or leased home. <p>C. Housing Information and Assistance includes:</p> <ol style="list-style-type: none">1. Reviewing housing programs' rules and requirements and their applicability to the participant;2. Searching for housing;3. Assistance with processes for applying for housing and housing assistance programs;4. Assessing the living environment to determine it meets accessibility needs, is safe, and ready for move-in;5. Requesting reasonable accommodations in accordance with the Fair Housing Act to support a person with a disability equal opportunity to use and enjoy a dwelling unit, including public and common use areas;6. Identifying resources for security deposits, moving costs, furnishings, Assistive Technology, Environmental Modifications, utilities, and other one-time costs;7. Reviewing the lease and other documents, including property rules, prior to signing;8. Developing, reviewing, and revising a monthly budget, including a rent and utility payment plan;

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9. Identifying and addressing housing challenges such as credit and rental history, obtaining an official form of identification card, criminal background, and behaviors; and

10. Assistance with resolving disputes.

D. Housing Transition Services includes:

1. ~~Assisting~~Conducting the tenant during the screening and housing assessment including collecting information on potential housing barriers and identification of potential housing retention challenges;

2. Developing an individualized housing support plan that is incorporated in the participant's filePEP that includes:

a. Short and long-term goals;

b. Strategies to address identified barriers including prevention and early intervention services when housing is jeopardized; and

c. Natural supports, resources, community providers, and services to support goals and strategies.

E. Housing Tenancy Sustaining Services assist the participant to maintain living in their rented or leased home, and includes:

1. Education and training on the role, rights, and responsibilities of the tenant and landlord; how to be a good tenant; and lease compliance;

2. Coaching to develop and maintain key relationships with landlord/property manager and neighbors;

3. Assistance with housing recertification process;

4. Assistance with bill paying services (e.g., assistance with setting up and monitoring systems to pay rent, mortgage, utilities, and other related housing expenses).

5. Early identification and intervention for behaviors that jeopardize tenancy;

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6. Assistance with resolving disputes with landlords and/or neighbors;
7. Advocacy and linkage with community resources to prevent eviction; and
8. Coordinating with the individual to review, update and modify the housing support plan.

F. Housing Support Services may be direct or indirect

SERVICE REQUIREMENTS:

- A. The participant must be 18 years of age or older.
- B. A housing support plan must be completed in accordance with the following requirements:
 1. The housing support plan must be incorporated into the participant's ~~file~~PCP.
 2. The housing support plan must contain the following components:
 - a. A description of the participant's barriers to obtaining and retaining housing;
 - b. The participant's short and long-term housing goals;
 - c. Strategies to address the participant's identified barriers, including prevention and early intervention services when housing is jeopardized; and
 - d. Natural supports, resources, community-based service providers, and services to support the goals and strategies identified in the housing support plan.
- C. The services and supports must be provided consistent with programs available through the U.S. Department of Housing and Urban Development, the Maryland Department of Housing and Community Development, and applicable federal, State, and local laws, regulations, and policies.

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D. A legally responsible person, relative, or legal guardian of the participant cannot be paid by the **Medicaid wWaiver** program, either directly or indirectly, to provide this **Medicaid wWaiver** program service.

E. Anyone paid to provide a Medicaid waiver service, including participant's employees, are considered a Medicaid Provider, subject to all laws and regulations associated with a Medicaid Provider.

F. Virtual Supports

1. Virtual supports are an electronic method of service delivery.

2. Supports provided virtually must be provided in accordance with federal and State requirements, policies, guidance, and regulations, including Health Insurance Portability and Accountability Act (HIPPA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH), and their applicable regulations to protect the privacy and security of the participant's protected health information.

3. Supports provided virtually must support a participant to reach identified outcomes in their Person-Centered Plan.

4. Supports provided virtually may not be used for the provider's convenience.

5. This Medicaid waiver program service may not be provided entirely via virtual supports. Supports provided virtually may supplement in-person direct supports.

6. Supports provided virtually must be delivered using a live, real-time audio-visual connection that allows the staff member to both see and hear the participant. Text messaging and emailing do not constitute virtual supports and, therefore, will not be considered provision of direct supports under this Medicaid waiver program service.

7. Supports provided virtually cannot be used to assess a participant for a medical emergency.

8. The provider and participants self-directing their services must have written policies, train direct support staff on those policies, and advise participants and their person-centered planning teams regarding those policies that address:

a. Identifying whether the participant's needs, including health and safety, can be addressed safely while they are using Supports provided virtually;

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b. Identifying individuals to intervene (such as uncompensated caregivers present in the person's home), and ensuring they are present while services are being provided virtually, as indicated, in case the participant experiences an emergency; and

c. How a participant will get emergency interventions if the participant experiences an emergency, including contacting 911 if necessary.

9. MDH-licensed providers providing a Medicaid waiver program service through virtual supports must include it as a service delivery method in their provider Program Service Plan, required by Code of Maryland Regulations Title 10, Subtitle 22.

10. For participants self-directing who use individual providers to provide a Medicaid waiver program service through virtual supports, they must include it as a service delivery method in their provider service implementation plan or job description.

11. The Medicaid waiver program will not fund any costs associated with the provider obtaining, installing, implementing, or using virtual supports, such as equipment, internet, software applications, and other related expenses. These costs, in the delivery of new business models, are part of the provider's operating cost.

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

Housing Support Services are limited to 8 hours per day and may not exceed a maximum of 175 hours annually.

Service Delivery Method (check each that applies):

☒ Participant-directed as specified in Appendix E

☒ Provider managed

☒ ~~(Do Not Check)~~ Remote/via Telehealth

Specify whether the service may be provided by (check each that applies):

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<p>NONE CHECKED</p> <p><input type="checkbox"/> Legally Responsible Person</p> <p><input type="checkbox"/> Relative</p> <p><input type="checkbox"/> Legal Guardian</p>
<p>Provider Category(s) (check one or both):</p>
<p>X Individual. List types:</p>
<p>Housing Support Professional</p>
<p>X Agency. List the types of agencies:</p>
<p>Housing Support Service Provider</p>
<p>Provider Type:</p>
<p>Housing Support Professional</p>
<p>License (specify)</p>
<p> </p>
<p>Certificate (specify)</p>
<p> </p>
<p>Other Standard (specify)</p>
<p>Individual must complete the MDH DDA-provider application and be approved certified-based on compliance with meeting the following standards:</p> <p>1. Be at least 18 years old;</p>

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2. Have General Educational Development (GED) or high school diploma;
3. Have satisfactorily completed training~~Training~~ in the following:
 - A. Conducting a housing assessment;
 - B. Person-centered planning;
 - C. ~~Laws~~ ~~Knowledge of laws~~ governing housing as they pertain to individuals with disabilities;
 - D. Affordable housing resources;
 - E. Leasing processes;
 - F. Strategies for overcoming housing barriers;
 - G. Housing search resources and strategies;
 - H. Eviction processes and strategies for eviction prevention;
 - I. Tenant and landlord rights and responsibilities; and
 - J. Creating personal budgets with individuals with developmental disabilities.
4. Possess current First Aid and CPR certification **or Emergency Medical Technician (EMT)**;
 - a. The **First Aid and** CPR training must include a hands-on, in-person component.
 - b. At minimum, employees must participate in an in-person skills session that will require them to show that they are able to perform CPR and First Aid skills.
 - c. Written materials may be used online and at the employee's own pace.;

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5. Pass a criminal background investigation and any other required background checks and credentials verifications as provided in Appendix C-2-a;
6. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
7. Have automobile insurance for all automobiles that are owned, leased, and/or hired and used in the provision of services;
8. ~~Satisfactorily complete~~~~Complete~~ required orientation and training designated by the DDA;
9. ~~Satisfactorily complete~~~~Complete~~ necessary pre/in-service training based on the Person-Centered Plan;
10. Have 3 professional references which attest to the provider's ability to deliver the support/service in compliance with the Department's ~~policy values~~ in Annotated Code of Maryland, Health General, Title 7;
11. Demonstrate financial integrity through Internal Revenue Services, ~~Maryland~~ Department ~~of Health~~, and Medicaid Exclusion List checks;
12. Complete and sign any agreements required by ~~the~~ Maryland Department of Health (MDH) or DDA; and
13. Have a signed Medicaid Provider Agreement.

Provider Type:

Housing Support Service Provider

License (specify)

Certificate (specify)

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Other Standard (specify)

Agencies must meet the following standards:

1. Complete the ~~MHDDDA~~ provider application and be ~~approved~~ ~~certified~~-based on compliance with meeting all of the following standards:

A. Be properly organized as a Maryland ~~business entity~~ ~~corporation~~, or, if operating as a foreign corporation, be properly registered to do business in Maryland;

B. A minimum of 5 years demonstrated experience and capacity providing quality Housing Support Services to persons with ~~developmental~~ disabilities who successfully transitioned to independent renting ~~or similar services~~;

C. Experience with federal affordable housing or rental assistance programs;

D. Have a governing body that is legally responsible for overseeing the management and operation of all programs conducted by the licensee including ensuring that each aspect of the agency's programs operates in compliance with all local, State, and federal requirements, applicable laws, and regulations;

E. Demonstrate the capability to provide or arrange for the provision of all services required by submitting, at a minimum, the following documents with the application:

(1) A program service plan that details the ~~agency's~~ ~~agencies~~ service delivery model;

(2) A business plan that clearly demonstrates the ability of the agency to provide services;

(3) A written quality assurance plan to be approved by the DDA;

(4) A summary of the applicant's demonstrated experience in the field of developmental disabilities; and

(5) Prior licensing reports issued within the previous 10 years from any in-State or out-of-State entity associated with the applicant, including deficiency reports and compliance records.

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- F. Be in good standing with the Internal Revenue Service and ~~State Department of Assessments and Taxation~~MDAT;
 - G. Have Workers' Compensation Insurance;
 - H. Have Commercial General Liability Insurance;
 - I. Submit results from required criminal background checks, Medicaid Exclusion List, and child protective clearances as provided in Appendix C-2-~~and per DDA policy~~;
 - J. Submit documentation of staff certifications, licenses, and/or trainings as required to perform services;
 - K. ~~Satisfactorily complete~~**Complete** required orientation and training;
 - L. Comply with the DDA standards related to provider qualifications; and
 - M. Complete and sign any agreements required by ~~the~~ Maryland Department of Health (MDH) or DDA.
2. Have a signed Medicaid Provider Agreement;
 3. Have documentation that all vehicles used in the provision of services have automobile insurance; and
 4. Submit a provider renewal application at least 60 days before expiration of its existing approval~~as per DDA policy~~. **The renewal license is good for up to a 3 year period.**

~~The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another State agency or accredited by a national accreditation agency, such as Council on Quality Leadership or Commission on Accreditation of Rehabilitation Facilities for similar services for individuals with developmental disabilities, and be in good standing with the Internal Revenue Service and State Department of Assessments and Taxation.~~

Staff working for or contracted with the agency as well as volunteers utilized in providing any direct support services or spend any time alone with a participant must meet the following minimum standards:

1. Be at least 18 years old;

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2. Have a General Educational Development (GED) or high school diploma;
3. Possess current First Aid and CPR certification **or Emergency Medical Technician (EMT)**;
 - a. The **First Aid and** CPR training must include a hands-on, in-person component.
 - b. At minimum, employees must participate in an in-person skills session that will require them to show that they are able to perform CPR and First Aid skills.
 - c. Written materials may be used online and at the employee's own pace.;
4. Pass a criminal background investigation and any other required background checks and credentials verifications as provided in Appendix C-2-a;
5. ~~Satisfactorily complete~~**Complete** necessary pre/in-service training based on the Person-Centered Plan;
6. ~~Satisfactorily complete~~**Complete** required orientation and training designated by the DDA.
7. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services; and
8. Have automobile insurance for all automobiles that are owned, leased, and/or hired and used in the provision of services;
9. Housing assistance staff minimum training requirements **shall** include:
 - (a) Conducting a housing assessment;
 - (b) Person-centered planning;
 - (c) Knowledge of laws governing housing as they pertain to individuals with disabilities;
 - (d) Affordable housing resources;

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<p>(e) Leasing processes;</p> <p>(f) Strategies for overcoming housing barriers;</p> <p>(g) Housing search resources and strategies;</p> <p>(h) Eviction processes and strategies for eviction prevention;</p> <p>(i) Tenant and landlord rights and responsibilities; and</p> <p>(j) Creating personal budgets with individuals with developmental disabilities.</p>
Verification of Provider Qualifications
Provider Type:
Housing Support Professional
Entity Responsible for Verification:
<ol style="list-style-type: none"> 1. MDH DDA for approval of Housing Support Professional. 2. Financial Management and Counseling Services providers, as described in Appendix E, for participants self-directing services.
Frequency of Verification
<ol style="list-style-type: none"> 1. MDH DDA – Initially and at least every 3 years. 2. Financial Management and Counseling Services – Prior to initial service delivery and continuing thereafter.
Provider Type:

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Housing Support Service Provider
Entity Responsible for Verification:
<ol style="list-style-type: none">1. MDH DDA for approval of the provider.2. Provider for verification of staff requirements.3. Financial Management and Counseling Services providers, as described in Appendix E, for participants self-directing services.
Frequency of Verification
<ol style="list-style-type: none">1. MDH DDA – Initially and at least every 3 years.2. Provider - Prior to service delivery and continuing thereafter.3. Financial Management and Counseling Services – Prior to initial service delivery and continuing thereafter.