



SCOPE OF WORK

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Name of Program/Services

Peer Support Services TCL

Description of Services

Peer Support Services TCL is a service provided to individuals in TCL who have tenancy support needs and is intended to increase an individual's ability to live successfully in the community by maintaining tenancy. Peer Support Services TCL is appropriate for individuals who are currently in stable housing but have continuing needs around maintaining tenancy, community inclusion, building supports, and enhancing quality of life. This service is intended as a step-down or alternative from other tenancy services or more intensive supports (e.g. Community Support Team, Transition Management Service) and to provide a 'light touch' for individuals who have already achieved stable housing (90 days post-lease signing) but require ongoing support for tenancy.

Required Elements of the Program/Service

Provider is expected to adhere to the current state service definition for Peer Support Services (Clinical Coverage Policy 8G). Providers will assess ongoing needed social and independent living skills using the DLA-20 functional assessment tool. The DLA-20 will be utilized to develop the PCP identifying the specific skill building interventions for each life domain based on the individual's strengths, using a person-centered approach AND Best Practices for Permanent Supportive Housing;

- Choice of housing
- Functional separation of housing and services
- Decent, safe, and affordable housing
- Housing integration
- Access to housing
- Flexible, voluntary, and recovery focused services
- Active outreach and engagement
- Connecting people to benefits and community-based services
- Providing direct supports for housing retention

Ensuring persons are living in safe, decent, and affordable housing is essential to treatment retention and success. When a person is facing eviction or living in homelessness or substandard housing, it is imperative that every effort to avoid eviction or rapidly re-house a person be made.

Highlights and examples of Skills Development, Symptom Management and Recovery Support to Maintain Stable Housing

- Actively explore and pursue Community Inclusion opportunities with member
- Actively explore employment and education options with member, with emphasis on IPS-Supported Employment



- Manage Integrated PCP with focus on housing and community inclusion
- Support with discharges from hospitals and other crisis centers
- Assist and support completion of recertification documentation for rental assistance
- Assist and support preparation for and scheduling of annual inspection of unit
- Attend and provide support during lease-signing and move-in
- Assist and support member with ability to inhabit new housing upon move in
- Assist and support member with shopping for items needed to maintain community living
- Assist and support members when they separate from housing (e.g. move out furniture, secure storage, work with natural supports, etc.)
- Assist and support member with re-housing plans
- Assist and support member with completion of FL-2 and applying for Special Assistance (SA) In-home and other recertification needs
- Assist with housing inspections
- Assist and support member with applying/recertification for Disability and Medicaid
- Assist and support member with applying for mainstream vouchers

Additional Staff Training Requirements:

Permanent Supportive Housing 15-hours
Housing First
DLA-20

Target Population and Eligibility Criteria

This is a step-down or alternative service for individuals in TCL who are stable and living in supportive housing AND meet eligibility requirements for Peer Support (Clinical Coverage Policy 8G)

Exclusionary Criteria

Individuals receiving Peer Supports or other services that provide tenancy support (ACTT, CST, TMS, Individual Support)

Discharge Criteria

Individuals experiencing a housing crisis, are in need of housing search assistance, or are in need of a higher level of care

Collaboration

- Provider will participate in monthly Learning Collaborative meetings related to tenancy and employment.
- It is expected that provider shall adhere to System of Care values and principles in providing a person centered, strength-based service delivery approach to assist members in achieving their outcomes.



- Provider will collaborate with Alliance and any other identified partners in implementing this service.
- Provider will collaborate with other provider agencies for coordination of care.
- A minimum of weekly collaboration is expected for all individuals receiving IPS-SE services.
- Provider will work with local Alliance Housing Specialists to help maintain community tenure for members.
- Provider will attend case review meetings for members with Alliance's TCL staff as requested.
- Provider will work with local churches, nonprofits, thrift stores to identify cost effective ways for individuals receiving this service to furnish their homes.
- Communicate with Alliance TCL staff as needed
- Notify TCL staff when referring member to additional services, higher level of care, or discharging from services
- Provide notification to TCL Team of any application denials, lease violations, rehouses, notices to vacate, or unexpected absences from unit (i.e., hospitalization or incarceration)
- Attend TCL staffing and trainings as appropriate
- Provider will work with community resources and organizations to ensure member is aware of ways to fully integrate into his or her community utilizing physical and behavioral health, social, spiritual, financial, transportation, vocational and educational resources.
- Provider will enter into and maintain a Business Associates Agreement with Rapid Resources for Families – Client Care Web for TCL and DLA-20 data management.

Documentation Requirements

A daily full service note or grid that meets the criteria specified in the DMH/DD/SAS Records Management and Documentation manual (APSM 45-2) is required. The DMH/DD/SAS Records Management and Documentation Manual can be found at: <https://files.nc.gov/ncdhhs/RMandDM%203rd%20Edition%209-1-16.pdf>

Required Outcomes

- 85% of individuals will maintain housing
- 85% of individuals served will show continued progress in independent living skills and community inclusion activities as evidenced by DLA-20 assessments

Reporting Requirements

- Provider must complete DLA-20 assessments in the CCW Portal and submit the DLA-20 with all authorization and re-authorization request for services in the Alliance ACS Provider Portal.
- Provider must complete Monthly TCL Tenancy Checklist in the CCW Portal, by the 10th of the month for the previous month.



Utilization Management

- Provider will follow Alliance Health's Benefit Plans, which can be found at www.alliancehealthplan.org and submit service authorization requests through the Alliance ACS provider portal. The CCA, integrated PCP, and initial DLA-20 must be submitted with all initial request for services. All re-authorization requests for services must include the updated PCP and DLA-20.

Finance

Provider must submit all billing into the Alliance Claims System (ACS) for reimbursement. Provider is responsible for tracking the amount of service reimbursement they have been paid.

Billing code is H0038 22 for Peer Support Services-TCL with a case rate of \$1320. Encounter billing will be required using code H0038 22 Z1.