

**TCL Value Based Incentive Plan**  
**Applicable Services: ACTT, CST, TMS**  
**Effective: 7/01/2022 – 6/30/2023**

The community-based treatment provider is eligible to receive a performance-based incentive payment for achieving specific metrics related to the TCL population supported in ACTT, CST and TMS services.

<b>Alliance TCL Incentive Plan for ACT, CST and TMS</b>	
<b>Pay for Reporting</b>	\$500 per provider, per month
CCW Tenancy Database: <ul style="list-style-type: none"> <li>85% of all TCL checklist are entered by the 15th monthly</li> <li>Separation forms are submitted within 3 business days of the separation</li> </ul>	
<b>Training Attendance</b> (attend entire training)	\$50 per staff monthly
<b>Pay for Performance</b>	
SAIH/FL-2 Recertification submitted by due date ( <i>Mecklenburg members only</i> )	\$400 per member
Biennial Recertifications submitted by due date ( <i>Mecklenburg members only</i> )	\$400 per member
Newly Housed (maintain housing 30 days)	\$1,000 per member
Re-housed (maintain housing 30 days)	\$1,000 per member
Pass Housing Inspection	\$300 per member
New IPS-SE Engagement (CST and TMS only)	\$1,000 per member
Utilization of (b)(3) One Time Transitional Cost Funding	\$300 per member
Less than 10% Avoidable separations due to lease violations	\$5,000 per provider, per Fiscal Year
Number of individuals transitioned to a federal voucher	\$2,000 per member

**Monitoring:**

Provider Network Evaluation (PNE) will validate performance through the TCL Tenancy Database, TCL internal housing report, DHHS TCL Housing database, IPS claims data, and Alliance electronic training attendance logs. PNE will track performance using the TCL Incentive Scorecard with quarterly submission to providers (at the end of the month for the previous quarter). An aggregate TCL Incentive Scorecard will be sent to providers by July 31, 2023. Payment will be made by August 31, 2023.

**\* TCL Incentive Plan Guidance below**

## TCL Incentive Plan Guidance

TCL Related Activities	Alliance Role	Provider Role
Tenancy Database	Alliance will review compliance with database submissions and communicate any concerns with the provider	<ul style="list-style-type: none"> <li>• Provider will ensure all TCL Checklist are fully completed and entered by the 15<sup>th</sup> of the month for the previous month</li> <li>• Provider will ensure all Separation Forms are submitted within 3 business days of the separation</li> </ul>
Alliance Trainings	<ul style="list-style-type: none"> <li>• Alliance will post all trainings on the website and send email notifications to providers</li> <li>• Alliance training host will record attendance for all trainings</li> </ul>	<ul style="list-style-type: none"> <li>• At the beginning of each training attendees will post the below information in the chat to ensure credit is given for training attendance:               <ul style="list-style-type: none"> <li>○ Full Name</li> <li>○ Provider</li> <li>○ Service Line</li> <li>○ Position with provider</li> </ul> </li> </ul>
Initial Transition	<ul style="list-style-type: none"> <li>• Assist with housing search</li> <li>• Communicate with Private Properties as needed to discuss TCL process</li> <li>• Review and submit TCLV and Targeted housing forms</li> <li>• Determine utilization of TUTP</li> <li>• Coordinate/schedule transition meeting</li> <li>• Assist with coordinating move in, scheduling movers and shopping</li> <li>• Pay deposit for utilities</li> <li>• Assist with reviewing and submitting CLA and SAIH documents</li> <li>• Submit TCLV forms in CLIVe and schedule inspection</li> <li>• Assist with communication between landlords and DHHS</li> <li>• Pay application fees, deposits, and rental payments</li> <li>• Ensure everything is in place for members after moving in to</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of integrated PCP</li> <li>• Assist member with housing search</li> <li>• Apply for (b)(3) One Time Transitional Costs to assist with initial housing expenses</li> <li>• Assist member with housing applications process including reasonable accommodation letters</li> <li>• Submit accurate and timely subsidy documentation to Alliance               <ul style="list-style-type: none"> <li>○ Request for Lease (TCLV)</li> <li>○ Lease Notice Other Community housing (non-TCLV)</li> <li>○ Certification of Informed Housing Choice</li> <li>○ Tenancy Household Composition &amp; Income Summary</li> </ul> </li> <li>• Attend lease signings to ensure member understand the lease</li> <li>• Submit a copy of the executed lease to Alliance</li> </ul>

	<p>prepare for transfer to post transition team</p> <ul style="list-style-type: none"> <li>• Schedule transfer meeting with post team</li> <li>• Communicate with providers regarding any tenancy issues</li> <li>• Provide technical assistance for providers</li> </ul>	<ul style="list-style-type: none"> <li>• Review the lease with member within two weeks of move</li> <li>• Assist with move in process and skill building as needed to help increase community tenure</li> <li>• Assist member with CLA economic worksheet and other forms</li> <li>• Assist with completing SAIH paperwork</li> <li>• Assist with coordinating transportation</li> <li>• Assist members with Medicaid to apply for SAIH within the first 30 days after lease signing</li> <li>• Provide ongoing support as needed for member to maintain community tenure</li> <li>• Communicate with Alliance Health staff regarding any tenancy issues or change in services</li> </ul>
Re-housing	<ul style="list-style-type: none"> <li>• Request and review rehousing plan for a rehousing member</li> <li>• Communicate with Private Properties as needed to discuss TCL process</li> <li>• Assist with housing search</li> <li>• Review and submit TCLV and Targeted referrals</li> <li>• Submit TCLV forms in CLIVE and schedule inspection</li> <li>• Assist with communication between landlords and DHHS</li> <li>• Communicate with providers regarding any tenancy issues</li> </ul>	<ul style="list-style-type: none"> <li>• Development of detailed rehousing plan and submit to Alliance</li> <li>• Assist member with searching for housing within FMR</li> <li>• Assist member with housing application process including reasonable accommodation letters</li> <li>• Attend lease signings and move in</li> <li>• Assist with move in process and skill building as needed to help increase community tenure</li> <li>• Assist member with CLA economic worksheet and other forms and assisting with completing SAIH paperwork</li> <li>• Assist with coordinating transportation</li> <li>• Coordinate with subsidy administration to complete documentation needed for subsidy payments</li> </ul>

		<ul style="list-style-type: none"> <li>• Assist member with Medicaid to apply for SAIH within the first 30 days after lease signing</li> <li>• Assist member with community resources for deposit or other financial needs; members are responsible for re-housing expenses</li> <li>• Assist with getting all TCLV forms completed and signed to submit back to Alliance staff</li> <li>• Provide ongoing support as needed for member to maintain community tenure</li> <li>• Communicate with Alliance Health staff regarding any tenancy issues or change in services</li> </ul>
Housing Inspection Readiness	<ul style="list-style-type: none"> <li>• Alliance provides Clinical Directors the lists of inspections 60-90 days in advance</li> <li>• Alliance mails inspection notice to the member 60-90 days in advance</li> <li>• Alliance provides members, property, and providers contact information to the inspectors 60 days in advance</li> <li>• Passing/ Failing inspections are reported to member, provider, and property</li> <li>• Alliance collects TCLV inspection reports and submits to DHHS via CLIVe</li> </ul>	<ul style="list-style-type: none"> <li>• Providers should be continually assessing for housing concerns, lease violations and other risk factors</li> <li>• Providers should be knowledgeable of housing rules related to inspections per housing type</li> <li>• Alliance recommends providers perform mock inspections with members prior to an inspection</li> <li>• Provider completes the monthly checklist which addresses inspection concerns. Provider should be present during the inspection at all possible</li> </ul>
IPS-SE Engagement	<ul style="list-style-type: none"> <li>• Alliance hosts monthly Employment Collaborative to offer support in exploring employment with members</li> <li>• Assist with IPS-SE and VR referrals for members</li> <li>• Provide ongoing communication and education regarding IPS-SE and the benefits of working</li> </ul>	<ul style="list-style-type: none"> <li>• Providers should continuously explore interest in employment with members</li> <li>• Encourage members to meet with an IPS provider for Benefits Counseling and to learn more about services</li> <li>• Assist the IPS provider with engaging the member, engagement should be a joint process</li> </ul>

	<ul style="list-style-type: none"> <li>• Confirm TCL eligibility of Providers caseload</li> </ul>	<ul style="list-style-type: none"> <li>• For members interested in enrolling in IPS services, the PCP needs to be updated to include employment goals and interventions for both IPS and CST/TMS to support the goal</li> <li>• Attend IPS-SE Clinical Meetings for shared cases</li> <li>• Attend Employment Collaborative</li> </ul>
(b)(3) One Time Transitional Cost	<ul style="list-style-type: none"> <li>• Review and approval of submitted B3 request/budget to TCL Supervisor</li> <li>• Return approved budget to provider and IHCI-TCL</li> <li>• Payment of first claim submission</li> <li>• Reconciliation of second claim amount</li> <li>• Provide technical assistance for process and payment</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm Medicaid status of member prior to requesting service</li> <li>• Complete (b)(3) budget sheet with member and submit for review and approval</li> <li>• Submit first claim for \$2500</li> <li>• Shop with member to purchase items identified on the budget sheet, not to exceed amount requested and approved (up to \$5000)</li> <li>• Submit second claim with signed receipts and reconciliation form to finance</li> </ul>
Avoidable Separations (lease violations)	<ul style="list-style-type: none"> <li>• Alliance will monitor the TCL Checklist for at-risk lease violations/separations</li> <li>• Alliance will follow-up with providers as needed or when issue remain ongoing and resolved</li> <li>• Alliance will communicate any concerns reported by DHHS for targeted units</li> <li>• SAIH &amp; Biennial Recertifications <ul style="list-style-type: none"> <li>○ Alliance will notify provider clinical directors 60-90 days in advance when each members' recertification is due</li> <li>○ Alliance mails letters and TCLV Biennial Recertification form to members 90-120 days in advance</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Onsite/In person visits to monitor upkeep of unit</li> <li>• Routinely review what constitutes a lease violation with members</li> <li>• Any at-risk lease violations should be noted on the monthly TCL Checklist including interventions to be implemented to address areas of risk with members</li> <li>• Explore consequences of lease violations with members related to homelessness, rehousing options, and cost the member will be responsible for</li> <li>• Timely response to emails/calls related to DHHS concerns for members in Targeted units. DHHS requires a follow-up response within 3 business days</li> </ul>

		<ul style="list-style-type: none"> <li>• Help identify/secure additional resources and funds as needed to address tenancy concerns</li> <li>• SAIH &amp; Biennial Recertifications <ul style="list-style-type: none"> <li>○ Completion of FL-2 form</li> <li>○ Completion of Economic worksheet with member</li> <li>○ Ensure accuracy and completeness of all forms</li> <li>○ Timely submission of all forms</li> <li>❖ Lapses and losses of SAIH and Biennial recertification funding that led to a separation are considered “avoidable” separations</li> </ul> </li> <li>• CLA- assisting member with follow up on disability case status; help request letter from Disability when needed.</li> </ul>
Federal Vouchers	<ul style="list-style-type: none"> <li>• Alliance collects completed voucher packets from the provider and submits to Public Housing Authorities (PHA) Once voucher is issued, Alliance coordinates with providers to complete and submit the packet to the PHA</li> <li>• Alliance provides voucher training, technical assistance, and is the point of contact for the PHAs</li> </ul>	<ul style="list-style-type: none"> <li>• Providers assist members to gather vital documents <ul style="list-style-type: none"> <li>○ Birth Certificates</li> <li>○ Social Security Cards</li> <li>○ Photo IDs (adults only)</li> <li>○ Proof of income</li> </ul> </li> <li>• Providers assists members with completing voucher application</li> <li>• Once voucher is issued, provider assist the member to complete the voucher packet</li> <li>• Provider coordinates orientation with member and PHA, when applicable</li> <li>• Provider assists members with housing navigation</li> <li>• Provider coordinates the submission of the Request for Tenancy Approval (RFTA) between the property manager and the PHA</li> <li>• Provider attends lease signing and provides ongoing tenancy support</li> </ul>