

**These services are furnished only to the extent it is reasonable and necessary as clearly identified through an enrollee's care plan and the enrollee is unable to meet such expense or when the services cannot be obtained from other sources. The CIS program is voluntary for members.**

- a. Pre-tenancy supports:
  - i. Conducting a needs assessment identifying the member's preferences related to housing (e.g., type, location, living alone or with someone else, identifying a roommate, accommodations needed, or other important preferences) and needs for support to maintain community integration (including what type of setting works best for the individual); providing assistance in budgeting for housing and living expenses; assistance in connecting the individual with social services to assist with filling out applications and submitting appropriate documentation in order to obtain sources of income necessary for community living and establishing credit, and in understanding and meeting obligations of tenancy.
  - ii. Assisting members with connecting to social services and the Coordinated Entry System homeless and housing service providers, to help with finding and applying for independent housing necessary to support the member to meet their medical care needs.
  - iii. Identifying and establishing short and long-term measurable goal(s) and establishing how goals will be achieved and how concerns will be addressed. (Examples of short term goals could include: identifying housing needs and preferences; assistance with move in arrangements, support from service coordinator to ensure the housing unit is safe, meets the member's needs and ready for move in; support from service coordinator in acquiring necessary documentation for housing application and move in; assisting with housing search and completing housing applications; assistance from service coordinator during any housing interviews with landlords or property managers for emotional or behavioral support; requests for reasonable accommodations or appeals after housing application denials).
  - iv. Participating in person-centered plan meetings at redetermination and/or revision plan meetings, as needed.
  - v. Providing supports and interventions per the person-centered plan.
- b. Tenancy sustaining services:
  - i. Providing service planning support and participating in person-centered plan meetings at redetermination and/or revision plan meetings, as needed. This should include the development of a crisis plan or Eviction Prevention Plan, created with the member, that includes the early identification of behaviors that could jeopardize tenancy (for

- example: noise violations, late rent payments, violent or threatening behaviors, guests overstaying guest policy).
- ii. Coordinating and linking the member to services and service providers including primary care and health homes; substance use treatment providers; mental health providers; medical, vision, nutritional and dental providers; vocational, education, employment and volunteer supports; hospitals and emergency rooms; probation and parole; crisis services; end of life planning; and other support groups and natural supports.
  - iii. Providing entitlement assistance including assisting members to obtain documentation, navigating and monitoring housing application process, and coordinating with the entitlement agencies and Coordinated Entry providers for rental subsidies and any subsequent reauthorizations for rental subsidies.
  - iv. Assistance in accessing supports to preserve the most independent living such as individual and family counseling, support groups, and natural supports.
  - v. Providing supports to assist the member in the development of independent living skills, such as skills coaching and modeling, financial counseling, and anger management or behavioral supports.
  - vi. Providing supports to assist the member in communicating with the landlord and/or property manager regarding the participant's disability (if authorized and appropriate), detailing accommodations needed, and addressing components of emergency procedures involving the landlord and/or property manager. This may include support creating an Eviction Prevention Plan with the tenant, advocating for a rent repayment plan or in the event that eviction proceedings begin, seeking a mutual rescission agreement with the landlord to prevent an eviction on the member's record.
  - vii. Coordinating with the member to review, update and modify housing support and crisis plan on a regular basis to reflect current needs and address existing or recurring housing retention barriers.
  - viii. Connecting the member to training and resources that will assist the member in being a good tenant and lease compliance, including ongoing support with activities related to household management.