

SOUTHEAST IOWA LINK (SEIL)

Mental Health and Disability Services

Permanent Supportive Housing Community Support Program

Serving Des Moines, Henry, Jefferson, Keokuk, Lee, Louisa,
Van Buren and Washington Counties



Mission:

Collaborate with people to provide welcoming integrated and individualized services that create opportunities to improve lives.

Vision:

The Vision of Southeast Iowa Link is to facilitate open, quality and comprehensive services to people with multiple issues in their lives. We strive to be welcoming, hopeful and helpful to people who have complex MHDS challenges, including trauma.

Introduction:

The goal of permanent supportive housing is to make sure individuals have the greatest opportunity to interact within their communities. Scattered-site housing supports this idea. It helps individuals acquire housing from the general housing opportunities available in the community and maximizes opportunities to integrate in community activities and live where there are a variety of neighbors.

Along with permanent housing is the need for safe housing. SEIL follows the Quality Service Development, Delivery and Assessment (QSDA) community living criteria of safe, affordable, accessible and acceptable housing.

- Safe
 - Has safety equipment
 - Free of health risks
 - No evidence of illegal activity
 - Individual knows what to do in case of an emergency
 - Free of neglect & abuse
- Affordable
 - No more than 40% of the individual's income is spent on total housing needs
- Accessible
 - Allows for freedom of movement
 - Supports communication
 - Supports community involvement
- Acceptable
 - Individual chooses where to live & with whom
 - Past choice may limit choices, but should be acceptable at the point in time when choices are presented

The key principle of Permanent Supportive Housing is separating housing and services and is designed to be a resource for individuals who need a stable base for recovery. Having a place to call home is essential for people to move towards recovery.

Required documentation, applications or information:

A completed Mental health funding application.

A referral to an integrated health home provider or, managed care organization service coordinator.

Functional needs assessment which specifically identifies the need for PSH and previous barriers impacting an individual's ability live in permanent housing i.e. serious mental illness, living with roommates and the situation is tenuous, chronic homelessness, excessive use of emergency settings, inpatient hospitalizations, 23-hour observation or residential crisis services.

Written psychological or psychiatric evaluation with diagnosis.

Verification of a complete application for Social Security Benefits; including verification of application for Supplemental Security Income.

Verification of inability to work from a medical doctor, physician assistant or accredited registered nurse practitioner.

Verification of Medicaid coverage. For applicants with Iowa Health and Wellness this may include verification that the Medically Exempt Attestation and Referral Form has been submitted.

An application food assistance has been submitted to the Department of Human Services.

An application for Low Income Home Energy Assistance Program is submitted annually when the program is available.

Mock budget that shows the individual's housing costs are affordable based on a monthly Supplemental Security Income payment.

Signed Interim Assistance Reimbursement Authorization and Social Security release.

Verification Section 8 Housing Voucher Program application or application for other income-based housing has been completed and submitted to the Regional Housing Authority serving the city or county where the person will be living. A letter from the housing authority that the individual attempted to apply for the Section 8 Housing Voucher Program may be provided.

Criminal records search is recommended so the region and Integrated Health Home provider will know if there will be issues for the individual in obtaining a lease with a landlord or a unit in income-based housing.

A signed permanent supportive housing agreement.

A signed lease agreement or SEIL Landlord Statement.

Signed SEIL releases to landlord, utility provider etc.

Program information:

The housing that the individual obtains with the support of SEIL Permanent Supportive Housing Community Support Program should be permanent. Permanent means that the individual can live there for as long as they choose to reside there. During the time that SEIL is providing funding for rent and utilities seeking out other housing opportunities should only occur when extenuating circumstances arise.

Time limits of funding: through the initial SSA/SSI application, if denied continue support through the first

appeal. If the appeal is denied continue support through the 2nd appeal if a disability benefits attorney is involved. If the 2nd appeal is denied funding will terminate the month following the Social Security notice of denial of benefits.

Client chooses the provider if they are receiving support services to help them maintain stable functioning and housing.

Provider cannot be landlord and service provider.

If tenant becomes eligible for rental assistance through the Section 8 Voucher Program identify if the landlord willing to let the Public Housing Authority inspect the dwelling and determine that the rent request is reasonable and accept rental payments from the Public Housing Authority.

PSH is only for the benefit of the individual and not their household, spouse, significant other or family. If the individual is living with other household members, the amount of rent and utilities will be calculated by dividing the total monthly rent and utility expenses by the number of roommates to get a per roommate cost for the month. If deposits apply those will be calculated in the same manner as rent and utility costs. The region will only pay the portion of deposits, rent and utilities for the individual approved for PSH. Rent deposit returns are to be paid to the SEIL Region and not to the tenant. Utility deposits paid by the SEIL Region are to be returned to the SEIL Region by the utility provider. For SEIL to pay for utilities that are established in the name of a roommate/household member, the individual applying for permanent supported housing and roommate/household member must be on the lease. SEIL will pay for utilities that are in the landlord's name.

SEIL will pay first month rent based on move in date. If the tenant moves in prior to the fifteenth of the month full rent will be paid. If the tenant moves in after the fifteenth month only fifty percent of the total monthly rent will be paid.

SEIL does not provide funding to cover the cost of past due rent or utilities the individual incurred at a previous residence.

SEIL does not provide funding to cover the cost of mortgages or property taxes.

SEIL does not provide funding to cover the cost of moving expenses or for furnishings for the residence.

Financial support through the region terminates the month following a Social Security determination approving SSI benefits, the individual is employed, or monthly income exceeds 25% of current federal poverty guidelines.

Out of region "transfers" require previous county or region of residence to pay first month rent and security deposits for rent and utilities. A functional assessment, which specifically identifies the need for PSH is required to approve ongoing funding for out of region "transfers" to a county in the SEIL Region.

The Southeast Iowa Link Region doesn't not provide funding for individuals with income available to meet their basic needs. The region cannot subsidize housing costs to compensate for the lack of affordable housing in a community. SEIL supports working within our communities to pursue affordable housing opportunities.

General Eligibility:

- The individual is at least eighteen years of age
- The individual is a lawful resident of this state
- The results of a standardized assessment and/or other designated enrollment assessment support the need for mental health services of the type and frequency identified in the individual's application or funding request.

Financial Eligibility:

- ***Income Guidelines:***
Has no income, or income below 25% of current federal poverty guidelines and has complied with all requirements of and be awaiting approval and receipt of other assistance programs for which the applicant may be eligible (food assistance, SSI, Social Security and Medicaid).

An individual who is eligible for other publicly funded services and support must apply for and accept such funding and support. Failure to do so shall render the individual ineligible for regional funds for services that would have been covered under funding, unless, SEIL is mandated by state or federal law to pay for said services.

- **Resources Guidelines:**
An individual must have no available resources.

Diagnostic Eligibility:

The individual must have serious mental illness, which is a mental, behavioral, or emotional disorder resulting in serious functional impairment, which substantially interferes with or limits one or more major life activities. For the purpose of eligibility for the Permanent Supportive Housing program this is a complexity of mental health diagnosis (Schizophrenia, Psychotic Disorders, Bi-polar, Major Depression, Personality Disorders; along with serious impairments of functioning with an inability to identify and utilize coping skills, no personal support system, no housing options and includes excessive use of emergency settings, inpatient hospitalizations, 23-hour observation or residential crisis services. SEIL does not fund individuals having only a primary treatment need for substance use issues, health issues, physical disabilities, intellectual disability or brain injury. SEIL shall fund co-occurring/multi-occurring services for individuals that meet the eligibility criteria. Service and supports will be offered through the enrollment process including the standardized functional assessment and/or other designated enrollment assessment.

Acceptable verification for Diagnostic requirements:

If a copy of a psychological or psychiatric evaluation or other acceptable verification of diagnosis does not accompany the application, SEIL may refer the applicant to an appropriate mental health professional for evaluation to verify and document a diagnosis.

Target population to serve:

Individuals with serious mental illness, chronic homelessness and excessive utilization of emergency, inpatient hospital or crisis services.

Measurable outcomes:

- Housing stability
- Reduced use of emergency services
- Employment or volunteer work
- Symptom management and consistent use of services available
- Individual is forming natural supports and social relationships
- Participation in community activities

Duties for administering the Permanent Supportive Housing Program:

The CDS of residence at the time of application for SEIL funding will review the application for general eligibility, notify the designated Permanent Supported Housing (PSH) CDS of the request for funding for PSH. When authorizing funding for PSH the CDS of residence will ensure the required documentation is obtained.

Permanent Supportive Housing required documents

- i. Landlord Statement Form or lease agreement (for PSH or CP at a habilitation services site, this is not required if the person is in an RCF)
- ii. SEIL IAR form
- iii. SEIL Social Security release
- iv. Integrated Health Home Care Coordinator Assessment which includes justification of need
- v. Mock Budget (not required for CP in an RCF)
- vi. Permanent Supportive Housing Agreement
- vii. Letter from Social Security verifying application of SSI specifically. SEIL cannot recoup payment from an SSDI award.

The PSH CDS will review documentation pertaining to PSH to ensure all required documentation has been submitted and the funding request meets the eligibility guidelines for PSH. The PSH CDS will notify the CDS of residence the quality assurance is completed.

The CDS of residence will then authorize funding as outlined in the SEIL Management Plan and SEIL PSH Program if applicable.

When the CDS of residence has authorized funding for PSH, they will notify the designated Interim Assistance Request (IAR) CDS by email the signed IAR form and signed Social Security Release have been uploaded to the client record in CSN.

The designated IAR CDS will submit the IAR form and release to the Social Security Administration (SSA) Office where the applicant resides. IAR CDS will upload to the client record in CSN all SSA communications. If SSI is awarded the IAR CDS reviews the claims history information for the client in CSN. They will confirm with the CDS of residence and the support staff entering rent and utility payments are up to date in CSN. Once it is confirmed all claims are reflected in the client record the IAR CDS will submit the assistance payment information to SSA, complete SSA Form 470-1949 Notice of Interim Assistance Payment and send this to the individual and CDS of residence.

Best Practice:

Allow IHH to coordinate with client/service provider/landlords- this streamlines everything for everyone and reinforces the fact the IHH is the service coordinator within the parameters of Medicaid and our management plan.

Landlord and Tenant Information:

All CDS's should have some basic knowledge of landlord and tenant laws in Iowa. The PSH CDS will be the lead in reviewing landlord and tenant laws in Iowa if questions arise. A list of basic information has been included in the Permanent Supportive Housing Community Support Program. The tenant and a case manager or support staff should walk through the dwelling before the tenant moves in. The tenant should note the date and write down or take pictures of the any issues with the condition of the dwelling. This should also be done when the tenant is moving out. Note the date and write down or tak pictures of the condition of the dwelling showing normal wear and tear when they vacated.

Duties of the landlord

- Follow building and housing codes that affect health and safety in an important way
- Make repairs to keep the house or apartment in a fit and livable condition
- Provide for garbage receptacles and removal
- Supply hot and cold running water and heat, unless the tenant pays the utility company directly, and the water heater and furnace are under the tenant's control
- Keep areas used by the tenants of more than one apartment clean and safe
- Keep facilities and appliances such as electric wiring, plumbing, heating, and air conditioning in good and safe working order

Along with paying rent tenant duties include

- Follow any building and housing codes that apply to tenants, and that affect health and safety in an important way
- Keep his or her living area clean and dispose of garbage properly
- Properly use all appliances and facilities such as plumbing, heating, wiring, air conditioning
- Not damage or abuse the apartment on purpose or carelessly, or knowingly allow someone else to do so
- Avoid doing things that will disturb the neighbors' peace and quiet

If a tenant fails to comply with the law or the rental agreement a landlord can cancel the rental agreement by giving proper written notice. This should be included in the lease. The landlord must give the tenant a chance to fix the issue. Once the landlord has taken the required steps to cancel the lease, they must file court action. The court can act to remove the tenant if they fail to move. The landlord cannot force a tenant to move by changing locks or shutting off utilities. If a tenant damages the property, the landlord may require the tenant to pay for the necessary repairs. A landlord is not allowed to hold a tenant's property even if the tenant owes rent or owes money for damage to the property.

If a landlord fails to comply with the law or rental agreement the tenant may end the agreement by giving a proper written notice. This should be included in the lease. The tenant must give the landlord a chance to fix the problem. Some cities have ordinances that require the tenant to give the landlord the written notice to fix the problem.

Unless there is a violation of the agreement, neither the landlord or the tenant can end a rental agreement during its term. To end a month-to-month agreement, written notice must be given at least 30 days before the next time rent is due.

A landlord may not ask for more than two months' rent as a security deposit. After the tenant has moved and left a new mailing address, the landlord has 30 days to return the deposit or explain to the tenant in writing exactly why the landlord is keeping some or all the deposit. If the landlord does not contact the tenant in writing within the 30 days, then the landlord loses his right to keep any of the deposit. A landlord cannot keep the tenants deposit to remedy normal wear and tear.

Permanent Supportive Housing Agreement

Tenant Name _____ Unit No. _____

Address _____ City _____ State _____ Zip Code _____

The following Program Agreement is effective during my pending Social Security application and interim assistance reimbursement agreement which was signed _____ and in conjunction with my
(Date)
lease agreement with _____ landlord/rental company which was signed
(Name)
_____ and runs through _____
(Date) (Date or write in Month to Month)

What is required to be eligible for the Permanent Supportive Housing Program?

- Completing required Permanent Supportive Housing Program paperwork and documentation.

Permanent Supportive Housing required documents

- viii. Landlord Statement Form or lease agreement
 - ix. SEIL Interim Assistance Reimbursement form
 - x. SEIL Social Security release
 - xi. Integrated Health Home Care Coordinator Assessment which includes justification of need
 - xii. Mock Budget
 - xiii. Permanent Supportive Housing Agreement
 - xiv. Letter from Social Security verifying application of SSI specifically.
- Have no income, or income below 25% of current federal poverty guidelines and no available resources.
 - The individual must have serious mental illness, which is a mental, behavioral, or emotional disorder resulting in serious functional impairment, which substantially interferes with or limits one or more major life activities. For the purpose of eligibility for the Permanent Supportive Housing program this is a complexity of mental health diagnosis (Schizophrenia, Psychotic Disorders, Bi-polar, Major Depression, Personality Disorders; along with serious impairments of functioning with an inability to identify and utilize coping skills, no personal support system, no housing options and includes excessive use of emergency settings, inpatient hospitalizations, 23-hour observation or residential crisis services.

How will participants know they have met expectations?

- Have a minimum of four meetings with the integrated health home care coordinator for the 12-month period which begins when you signed the interim assistance reimbursement agreement. The care coordinator will schedule these with you.
- Meet with the SEIL Coordinator of Disability Services (CDS) every 90 days. The CDS will schedule the meeting with you.
- Demonstrate compliance with the terms of the lease agreement or if there is no lease complying with tenant duties.
Along with paying rent tenant duties include:
Follow any building and housing codes that apply to tenants, and that affect health and safety in an important way

Keep living area clean and dispose of garbage properly

Properly use all appliances and facilities such as plumbing, heating, wiring, air conditioning

Not damage or abuse the apartment on purpose or carelessly, or knowingly allow someone else to do so

Avoid doing things that will disturb the neighbors' peace and quiet

- Demonstrate consistent use of services available, symptom management, reduced use of emergency services and maintain stable housing.
- Permanent Supportive Housing is only for your benefit and not household members, spouse, significant other or family. In order for another individual to move into the dwelling while you are eligible for and funded by the Permanent Supportive Housing Program the integrated health home care coordinator and coordinator of disability services must be notified prior to the person moving in, the landlord must give consent and if there is a lease be willing to add the individual to the lease prior to the person moving in and the individual moving in must provide proof they can pay their portion of rent and utilities.
- SEIL provides funding while you are in the process of applying for Social Security benefits. You must apply for Supplemental Security Income (SSI). SEIL will provide funding through the initial Social Security application. If the initial application is denied, you will need to appeal that decision with Social Security within 60 days of the denial notice. As long as, you file an appeal within the time limits allowed by Social Security, SEIL will continue support through the first appeal. If the appeal is denied SEIL will continue support when you file an appeal within 60 days of the denial notice and you use a disability benefits attorney to help you with the second appeal. If the second appeal is denied funding will terminate the month following the Social Security notice of an unfavorable appeal. If you do not file an appeal within the time limits set by Social Security to file an appeal your funding for permanent supportive housing will end.

What will happen if participants do not meet expectations?

- There is a three-strike rule for failure to comply with the program and housing expectations; the third strike may result in the loss of program eligibility and funding for housing.

How to Appeal:

A written appeal must be submitted to the county service office issuing the notice of decision within ten (10) calendar days of receipt of the Notice of Decision. The written appeal should include a clear description of the appeal, a mailing address, a telephone number and a copy of the notice of decision. Assistance in completing the appeal shall be provided upon request.

I understand the terms of the Permanent Supportive Housing Program and I agree to adhere to them. I further understand the consequences if I do not adhere to the terms of this program.

Tenant Signature

Date

SEIL CDS Signature

Date

		Adult Services	2021	Poverty	Guidelines		
		Monthly Income	Monthly Income	Monthly Income	Monthly Income	Monthly Income	Monthly Income
		Client Participation PSH		Expanded Medicaid	Region MHDS		
HH Size	Annual	25%	100%	133%	150%	200%	
1	\$12,880	\$268	\$1,073	\$1,428	\$1,610	\$2,147	
2	\$17,420	\$363	\$1,452	\$1,931	\$2,178	\$2,903	
3	\$21,960	\$458	\$1,830	\$2,434	\$2,745	\$3,660	
4	\$26,500	\$552	\$2,208	\$2,937	\$3,313	\$4,417	
5	\$31,040	\$647	\$2,587	\$3,440	\$3,880	\$5,173	
6	\$35,580	\$741	\$2,965	\$3,943	\$4,448	\$5,930	
7	\$40,120	\$836	\$3,343	\$4,447	\$5,015	\$6,687	
8	\$44,660	\$930	\$3,722	\$4,950	\$5,583	\$7,443	
Additional Person							
	\$4,540	\$95	\$378	\$503	\$568	\$757	