

Tenancy Support Services

2025 Informative Slides

HEART Initiative Overview

The 2021 Montana Legislature passed Governor Gianforte's Healing and Ending Addiction through Recovery and Treatment (HEART) Initiative, which seeks to strengthen the continuum of behavioral health services available to Montanans.

The HEART Initiative components:

- HEART State Special Fund
- Substance Abuse Prevention and Treatment Block Grant
- Medicaid State Plan
- *Medicaid 1115 HEART Waiver*



Tenancy Support Services



DEPARTMENT OF
PUBLIC HEALTH &
HUMAN SERVICES

Overview

- **Description:** Tenancy Support Specialists will provide tenancy support services, which will include *assessment and planning, pre-tenancy services* and *tenancy sustaining services* to support an individual's ability to prepare for and transition to housing, as well as assist individuals in maintaining services once housing is secured.
- **Rate:** \$16.51/unit*

*Will be included in the rate increase for 2025



Eligibility

Eligibility:

- Aged 18 and older
- Must have a clinical diagnosis of a substance use disorder (SUD), or Serious Mental Illness (SMI) and/or have self-attested to symptoms that suggest the presence of a SUD, SMI, or both.
- Meets at least one of the following *needs-based criteria* and *at least one risk factor*.

Needs-based criteria:

- Has a need for improvement, stabilization, or prevention of deterioration of functioning resulting from the presence of the SMI
- Member meets at least ASAM criteria for level of care 1.0, indicating the need for improvement, stabilization, or prevention of deterioration of functioning resulting from the presence of a SUD

Risk factors:

- Member is homeless or has a history of homelessness.
- Member is at risk of homelessness
- Member meets parameters listed in policy around stays in institutional, group home, assisted living facility, licensed residential healthcare or detention center placement, hospital or ED visits, incarceration, or loss of housing as a result of behavioral health symptoms.

*See policy 603 for specifics



Provider Qualifications

To be qualified as a tenancy support services provider, a Montana Medicaid provider must enroll as **Provider Type 89**, be approved by the department and must adhere to the following:

- In order to bill Montana Medicaid, TSS must be provided by a licensed hospital, licensed mental health center, state-approved licensed substance use disorder outpatient facility, Rural Health Center, FQHC, or IHS Tribal 638 provider. Other organizations may be approved by the department to provide TSS.

The TSS provider must employ a Tenancy Support Specialist that meets one of the following requirements:

- Associate degree in human services, social services, public health, or related field from an accredited college or university; or
- High school graduate or High School Equivalency (GED or HiSET), along with one year of relevant work experience, as determined by the service providing agency.

*Additional provider requirements listed in policy 605.



Member Enrollment

1. Member must receive a referral for TSS

- For TSS, a referral can be made through the referral form, located at: BHDD Forms and Applications, Tenancy Support Services Forms, or by calling the department's designee.

2. Eligibility determination by provider and UR Independent Contractor is required.

- (a) Eligibility assessment screening is the process that determines if a member meets established criteria to participate in TSS;
- (b) eligibility assessment screening is conducted by an independent contractor that the department uses to determine eligibility for TSS

3. Authorization of services is required and may be approved for 365 days

- Member is referred to the Independent Contractor for eligibility determination and screening. Referral may be made by a self-referral or with the assistance of a provider
- Additional steps for Authorization listed in policy

4. Continued Stay

- Review is required every 365 days and follows same process as initial authorization.



Tenancy Support Services

Three Categories of Services:

(1) Assessment and Planning: includes screening, assessment, and development of a housing plan to support a member's ability to identify, prepare for, and/or maintain stable housing.

(2) Pre-Tenancy Services: include services to assist the member with housing searches, move-in support, working with landlords/property owners/managers; and implementing housing plan goals and outcomes, including connection to additional supportive services. It also includes broader community outreach and education to build the relationships necessary to house and support members.

(3) Tenancy Sustaining Services: include services provided once a member has been housed, and may include additional education to the tenant, if needed, and monitoring and follow-up care.



Tenancy Assessment and Planning

- (1) Completing an eligibility assessment screening;
- (2) Completing a person-centered, comprehensive housing assessment for housing needs, barriers, preferences, and other support services needed. (ex: type, location, living alone or with someone else, identifying a roommate, accommodations needed, or other preferences); and
- (3) Developing an individualized housing support plan, based on the housing needs assessment, that identifies short-term and long-term measurable goals, including behavioral health needs, how goals will be achieved and how barriers to achieving goals will be addressed.



Tenancy Support Services

Three Categories of Services:

(1) **Assessment and Planning:** includes screening, assessment, and development of a housing plan to support a member's ability to identify, prepare for, and/or maintain stable housing.

(2) Pre-Tenancy Services: include services to assist the member with housing searches, move-in support, working with landlords/property owners/managers; and implementing housing plan goals and outcomes, including connection to additional supportive services. It also includes broader community outreach and education to build the relationships necessary to house and support members.

(3) **Tenancy Sustaining Services:** include services provided once a member has been housed, and may include additional education to the tenant, if needed, and monitoring and follow-up care.



Pre-Tenancy Services

- Housing search services
- Move-in support services
- Connecting individuals to additional support services
- Tenant education activities



Move-in Assistance

Application Fee Assistance

- up to the maximum amount of \$250.00 annually, from the date prior authorization was granted

Deposit Assistance

- up to a maximum amount of \$1,650.00 annually, from the date of the security deposit payment to the landlord/property manager.

*Application Fee Assistance and Deposit Assistance is reimbursable to the provider after payment with required information.



Tenancy Support Services

Three Categories of Services:

(1) **Assessment and Planning:** includes screening, assessment, and development of a housing plan to support a member's ability to identify, prepare for, and/or maintain stable housing.

(2) **Pre-Tenancy Services:** include services to assist the member with housing searches, move-in support, working with landlords/property owners/managers; and implementing housing plan goals and outcomes, including connection to additional supportive services. It also includes broader community outreach and education to build the relationships necessary to house and support members.

(3) Tenancy Sustaining Services: include services provided once a member has been housed, and may include additional education to the tenant, if needed, and monitoring and follow-up care.



Tenancy Sustaining Services

- Landlord/tenant relationship activities
 - Providing support to assist in communicating and building relationships with the landlord/property manager to secure housing and/or prevent eviction, provide eviction risk reduction services -Risk reduction services - (ex: conflict resolution skills, coaching, role-playing activities, and communication strategies that are targeted towards resolving disputes with landlords and/or neighbors);, education about tenant and landlord rights and responsibilities, training on responsible tenancy and household management, Early identification and intervention for behaviors jeopardizing housing, and addressing biopsychosocial behaviors that may put housing at risk.
- Monitoring and follow-up activities
 - Monitoring the housing plan to ensure successful outcomes, follow up to ensure that service linkages are established and are addressing any community-integration needs to help stabilize housing, coordinate with tenant to review, update, and modify their housing plan, assist with the housing recertification process, and participate in person-centered plan meetings as needed.



Questions?



DEPARTMENT OF
PUBLIC HEALTH &
HUMAN SERVICES

Contact

Jill Richards

HEART Waiver Program Specialist

Behavioral Health and Developmental Disabilities Division

Jill.Richards@mt.gov

Ashley Bair

Behavioral Health Section Supervisor

Behavioral Health and Developmental Disabilities Division (BHDD)

Ashley.Bair@mt.gov

