

HOUSING AND SERVICES PROCESS

Admission, Step-down, and Discharge

When a person enters the Journey of Hope program, enter the member into Client Track/HMIS to reflect this admission, and submit an admission RIM/Event form via email.

If a member steps-down or transfers to a different Journey of Hope program, the discharging JOH program should enter the discharge, and the new program should update the contact information on the Housing Assessment/VI-SPDAT to reflect your site contact. This will ensure that when a housing match occurs, the correct JOH program is contacted with the information. Please **enter the discharge in HMIS within 24 of discharge** from your program to ensure the admitting program can enter the participant's admission.

In addition to documenting admissions/discharges in HMIS, please continue to email all RIM forms to JOH Program Manager, Deanna Fasano (Deanna.Lear@phila.gov) and JOH Project Assistant, Tina Newstead (Tina.Newstead@phila.gov), **within 24 hours**.

Reminder: All members must review and sign an HMIS Authorization form before completing a housing assessment.

Housing Assessment and Match

Using clinical discretion, complete the Housing Assessment and VI-SPDAT with the member after the person has been in the Journey of Hope program for **a minimum of 7 days but not longer than 45 days**.

On the "Barriers" section of the Housing Assessment, please note the following:

- All JOH members should have "Drug Abuse" checked off as both a "Barrier" and as "Indefinite," since all Journey of Hope members have substance use disorders.
- Any other conditions that the member has must be checked off as both a "Barrier" and as "Indefinite" in order for the system to add them to all appropriate waitlists. It is highly recommended that at least two or more conditions identified as "Barrier" and as "Indefinite" in order for appropriate matching to occur.

Remember to use a combination of records, the member's self-report, and your assessment of the member to complete the VI-SPDAT and Housing Assessment. Sometimes members may minimize their barriers and vulnerabilities. But to match them with the most appropriate housing, it's important to try our best to capture as much as we can of the member's needs, barriers, and vulnerabilities.

If a member scores lower than an 8 on VI-SPDAT (this is below the PSH range), and this score does not reflect their vulnerability, we recommend either completing a new VI-SPDAT to see if their true vulnerability can be captured with a higher score, or requesting a flag review in HMIS.

Technical Tip: As you move through the assessment, be sure to allow the person icon to stop changing colors before you click to the next part of the assessment. It is especially important at the end of the assessment to allow the person icon to stop changing colors before you click "Add to Waitlist."



Case Management

Everyone transitioning from JOH into housing must have a community-based case manager via TCM or PMHCC.

If the member does not have an ICM, complete the TIP application and submit it to TCM at TCM.CMReferrals@phila.gov.

To request a case manager, you need to complete only pages 1–7 of the TIP application. A current psych eval (dated within the past 6 months) must accompany the referral.

Please submit the application for a case manager to TCM within the first 45 days of treatment. This time frame accounts for the fact that individuals are accepting housing matches earlier than we have seen in the past.

If you submit a referral and do not receive a response within one week, please follow-up with TCM via email. Include [Tina Newstead](#) and [Deanna Fasano](#) on the follow-up, if needed.



CSS Referral

After the member has been matched with housing, please submit a CSS referral and indicate the housing match where it indicates “priority subsidy.”

It is the responsibility of the JOH program to complete and submit the CSS application to the CBH CSS Team. Please do not submit a CSS application before a person is matched with housing.

Not all housing matches are eligible for CSS services. PHA 811 voucher, Bridge subsidies, Project HOME sites, and 1260 matches are eligible placements for CSS services. Please reach out to Deanna and Tina if you have questions about CSS service eligibility for a housing match.

The CSS application requests a Tenant Services Coordinator (TSC), Mobile Psychiatric Rehabilitation Services (MPRS), and/or a Certified Peer Specialist (CPS). Not all housing placements will require these supportive services; some placements may not require a TSC, but individuals may be eligible for a CSP and/or MPRS, or vice-versa.

Both MPRS and CPS require completion of the LPHA form that indicates a Serious Mental Illness (SMI) diagnosis (e.g., Borderline Personality Disorder, Schizophrenia, Bipolar Disorder, Major Depressive Disorder). If the member does not have an SMI but would benefit from MPRS and/or CPS services, attach a brief note (a couple sentences) to the application describing why the person would benefit from support. This note must be signed by the doctor.

If you would like to request CPS/Recovery Coach services for members outside of the CSS process, please apply for this support via Mental Health Partnerships PeerNet Homeless Specialty program. Once authorized, MHP will send a peer to begin engaging with the member while they are in treatment. CPS services requested through CSS will not begin engaging with the member until they have been matched with housing.

