

**PUBLIC HEALTH
& HUMAN SERVICES**
ST. LOUIS COUNTY, MN

Housing Support Program

Other Supervised Living Programs

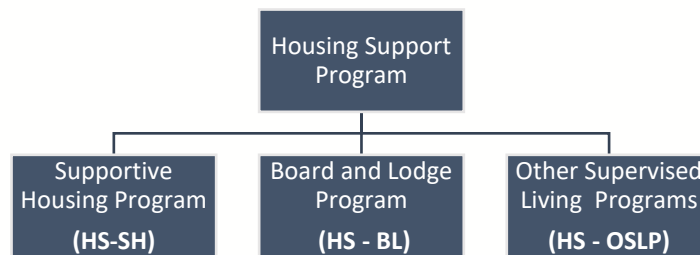
New Provider Application Guide

Last Revised: 3/26/2020

Effective: 7/1/2020

INTRODUCTION

Thank you for expressing interest in the St. Louis County Public Health and Human Services (PHHS) Housing Support Program (HSP). Authority for the HSP is provided through Minnesota Statutes, Chapter 256I. While Housing Support dollars may be accessed through a variety of living settings, the PHHS HSP currently provides guidance and standards on the following programs: the **Housing Support Supportive Housing (HS-SH) Program, Housing Support Board and Lodge Program (HS-BL) and Other Supervised Living Programs (HS-OSLP)**. The figure below provides a visual for how the PHHS HSP is structured:



This manual is specific to the HS-OSLP and provides much of the information providers will need to know in order to develop an approved HS-OLSP. It should be kept as a resource whenever there is a policy or program clarification needed.

St. Louis County's Other Supervised Living Program

St. Louis County's Other Supervised Living (HS-OSLP) Program's mission is to provide safe, healthy, person-centered group living environments which promote Housing Support recipients' quality of life and dignity. Specific programs under this umbrella category include Adult Foster Care, Supervised Living Facilities, and Housing with Services – Assisted Living Facilities. In St. Louis County, each of these sub-programs must comply with a variety of licensure requirements, including the Minnesota Departments of Health and Human Services. As a result, St. Louis County's HSP developed this guide to assist new, HS-OSLP providers seeking a Housing Support Agreement.

Housing Support - *Defined*

Housing Support, formerly known as group residential housing (GRH), is a state-funded income supplement for housing (room and board) and housing supports (supplemental services) for eligible seniors or adults with disabling conditions. In order to prevent and/or reduce homelessness or institutionalization, this funding provides financial support for rent, utilities, household needs, food, and/or services for eligible individuals.

There are two rates of payment for Housing Support:

- **Rate 1:** Room and Board
- **Rate 2:** Supplemental Services Rate (SSR)

These rates are annually adjusted based on the Federal Benefit Rate (FBR) of the Supplemental Social Security Income (SSI) program and the SNAP guidelines for an individual. Rates may also be negotiated by PHHS. Some providers have SSR capacity, and others are approved to accept waivers for services (i.e., CADI or Elderly Waivers). Providers cannot receive SSR and waiver payments for the same person.

Note that providers seeking to open a HS-OSLP program must request “banked beds” from PHHS to receive the supplemental service rate. Housing with Services – Assisted Living Establishments which receive authorized supplemental service rate capacity (i.e., Rate 2 banked beds) from St. Louis County Public Health and Human Services must abide by the terms of the Board and Lodge Program Provider Manual.

All “banked beds” are owned and distributed by St. Louis County. “Banked beds” cannot be sold or transferred and must be returned to St. Louis County upon a facility’s sale or closure. There is limited capacity to offer authorized supplemental service capacity beds to new providers. Providers are encouraged to seek legislative authorization for an enhanced supplemental service rate, if desired. See [Minn. Chapter 256I](#) for additional information related to projects receiving legislative authorization.

Counties are responsible for ensuring a Housing Support Agreement is in place with an authorized provider. In St. Louis County, the PHHS Behavioral Health Division (PHHS BH) is responsible for evaluating and approving all HS-OSLP Housing Support Agreements.

If approved for a Housing Support Agreement, payment is disbursed to the provider by the Minnesota Department of Human Services (through PHHS’ Economic Services and Supports Division) to the owner/manager of the housing unit on behalf of the eligible person. The provider is the entity that receives the payment from the State for room/board and SSR costs. Before the funds may be used, the participant, housing unit, and service provider must meet statutory eligibility requirements.

Management of the HS-OSLP

St. Louis County’s HS-OSLP receives advice and support from the HSP Advisory Committee, which is comprised of service providers, housing navigators, regional coordinated entry coordinators, officials from St. Louis County, and individuals served through the program. The

HSP Advisory Committee reviews policies and procedures, proposals from potential providers, and concerns/issues identified within the community directly impacting the HSP.

St. Louis County's HSP defers to lead, licensing agencies for quality assurance and compliance monitoring efforts. However, banked beds at such facilities are considered "board and lodge beds" by PHHS. Providers with authorized SSR capacity should review PHHS' Board and Lodge Program Provider Manual as located on [St. Louis County's Housing Support Program website](#).

Please note that this Manual is not legal advice and should not be construed as such. Providers are strongly encouraged to seek legal counsel and/or accounting services when preparing a business proposal and offering Housing Support services. Additionally, this Manual is updated annually and as needed, therefore any changes to Minnesota statute supersede that which is referenced herein.

Technical Assistance Available

Becoming a new provider, or understanding programmatic requirements through the HSP can be confusing and difficult. PHHS' HSP is committed to assisting providers through this process. While this Manual should provide many answers to your questions, PHHS' HSP staff are available to provide technical assistance upon request. Providers interested in pursuing supplemental services should reach out to [Minnesota Health Care Provider Enrollment](#). Providers are also encouraged to visit the [Housing Support section of the DHS website](#) and the Minnesota Revisor website for [Housing Support](#) for more information. This Manual can also be accessed via [St. Louis County's Housing Support website](#).

HOUSING SUPPORT PROGRAM CONTACTS

Name	Title	Contact Information
Laura Birnbaum	Housing and Homeless Programs Unit Supervisor	birnbaum1@stlouiscountymn.gov
Jensina Rosen	Homeless & Housing Program Specialist (HHPs)	rosenj@stlouiscountymn.gov

ADDITIONAL HELPFUL CONTACTS

Name	Title	Contact Information
Eric Blomstrom	Contract Services Representative (CSR)	blomstrome@stlouiscountymn.gov
Ida & Natalie L.	Southern SLC Triage Social Worker and Triage Financial Worker	PHHS-TriageTeam@stlouiscountymn.gov
Laura & Natalie S.	Northern SLC Triage Social Worker and Triage Financial Worker	cca-vir@stlouiscountymn.gov
Facility Non-Waiver (FNW) Team	FNW Team Facility Number: 218-733-2727 Client Number: 217-733-2771	PHHS-PA-FNW@stlouiscountymn.gov
Long-Term Care (LTC) Applications Team	LTC and Elderly Waiver Applications South – 218-733-2725 North – 218-471-7645	PHHS-PA-LTA@stlouiscountymn.gov
LTC and Elderly Waiver Case Maintenance	South – 218-733-2726 North – 218-471-7714	PHHS-PA-LTM@stlouiscountymn.gov
Disability Waiver Teams (CAC, CADI, BI, DD)	South – 218-733-2728 North – 218-471-7644	PHHS-PA-WVR@stlouiscountymn.gov
EBT Card Services	To request a new EBT card	888-997-2227
Kim H.	Adult Foster Care Licensor – South	218-726-2142
Kathy E.	Adult Foster Care Licensor – South	218-726-2223
Adam H.	Adult Foster Care Licensor – North	218-471-7772

COUNTY OFFICES AND CONTACT INFORMATION

Site	Location	Phone/Fax
Duluth	Government Services Center 320 W. Second Street	P: 218-726-2222 F: 218-726-2163
Virginia	Government Services Center 201 South 3 rd Ave. West	P: 218-471-7137 F: 218-749-7194
Hibbing	Courthouse Annex 1814 14 th Avenue E	P: 218-262-6000 F: 218-262-6049
Ely	St. Louis County Service Center 320 Miners Drive E	P: 218-365-8220 F: 218-365-8217
Toll Free: 1-800-450-9777		

STANDARDS OF CONDUCT STATEMENT

It is the expectation of all providers participating in the PHHS HSP to operate programs and facilities in a manner which reflect the priorities outlined below and with the highest ethical and professional standards of conduct and performance. Providers are required to avoid any actual and/or perceived conflicts of interest through the execution of their Housing Support Agreement with the Minnesota Department of Human Services and PHHS. Providers are required to responsibly manage, and report the usage of, Housing Support dollars. The policies and procedures established within this manual ensure alignment with PHHS' expectations for professional conduct and performance.

PROGRAM PRIORITIES

PHHS established the following priorities as a guide when evaluating applications for a new Housing Support Agreement, as well as renewals:

- Individuals live as independently and autonomously as possible in settings that maintain their dignity and quality of life.
- Individuals will choose where and with whom they live in the most integrated setting appropriate to their needs.
- Individuals receiving Housing Support reside in integrated settings throughout St. Louis County.
- Individuals must have the right to choose their own service provider.
- Individuals with barriers to housing (ex. no rental history, bad credit, unlawful detainers/evictions, active substance use) have access to housing funded by Housing Support.
- Individuals living in Housing Support settings are provided access to resources and services outside of those paid for by Housing Support (ex. Housing Stabilization Services, Medicaid Waivered Services, county purchase of service funds, private donation etc.).

NEW PROVIDER APPLICATION PROCESS

The provider application process consists of four phases, each with a variety of steps: (1) Pre-Proposal, (2) Proposal & Review, (3) Housing Support Agreement Application, and (4) Housing & Referrals. Please note the following prior to submitting a new application:

- Potential providers are required to submit a Housing Support Proposal for new facilities and expansion to additional facilities. **Once approved for one facility, no new developments or expansions are considered for six months, or no more than two expansions within twelve months.**
- Submitting a Housing Support Proposal and/or application does not guarantee approval for a Housing Support Agreement with St. Louis County.
- No payments are issued until there is a housing unit secured and Housing Support Agreement signed. Policy and physical site expectations must also be satisfied.
- St. Louis County will not execute Agreements for programs which appear structurally similar to corporate foster care settings, such as facilities with 5 beds or less. There is a moratorium on any new corporate foster care settings.
- Housing with Services – Assisted Living Providers receiving a new Agreement as of July 1, 2020 are asked to dedicate 15% of its licensed capacity to Housing Support recipients. For instance, a 25 bed facility would need to hold at minimum four beds for people receiving Housing Support.
- Once a Housing Support Agreement is executed, moving individuals into housing can be a lengthy process. Providers serving in a dual capacity role of both landlord and service provider should have a sustainability plan in place for when the facility is not fully occupied.

PHASE 1: PRE-PROPOSAL

All providers interested in pursuing the possibility of a Housing Support Agreement with St. Louis County:

1. Contact the Homeless and Housing Program Specialist (HHPS), to express interest in the program. The HHPS provides information about the HS-OSLP and answers initial questions from prospective providers. Applicants are encouraged to review and become familiar with the entire Provider Guide prior to preparing a proposal to ensure their proposed facility/program design complies with requirements.
2. Notify the HHPS of their intent to move forward in the application process.
 - The HHPS provides ongoing support and technical assistance to prospective providers through the application process related to programmatic and policy issues.

PHASE 2: PROPOSAL & REVIEW

1. Submit a program proposal (five page maximum) for the PHHS HSP's consideration to the HHPS. At a minimum, proposals should include:
 - The proposed business model related to facility and services;
 - A description of the proposed location of services and licensure(s) required;
 - A description of the target population and number of people you propose to serve;
 - Your motivation for serving this population, including how you determined the need for the population you seek to serve;
 - Describe your knowledge related to the target population you seek to serve, including any experience providing support or services to people with disabling conditions, who are low income, or homeless;
 - An explanation of how you intend to fulfill all requirements for HS-OSLP Rate 1 services;
 - Any request for Rate 2 or "authorized supplemental service rate capacity" banked beds and a description of the services to be provided if authorized;
 - A description of what type of waiver services you intend to offer at this location;
 - How you propose to integrate Person-Centered, Housing First, Harm Reduction, and Trauma-Informed Care models into your program in order to serve individuals with high barriers and high needs (you may need to research these models prior to submitting the proposal);
 - A description of how minimum standards set forth in the Board and Lodge Program Provider Manual will be addressed (if requesting SSR banked beds);
 - A sustainability plan addressing how providers will remain financially stable during periods of time when the facility is not fully occupied;
 - A description of the process to be followed upon an individual's violation of program rules;
 - Information about your and/or other staff members' background and qualifications to provide these services, as well as a list of all business partners (silent or otherwise); and
 - Anything else you think would be helpful for reviewers to know when considering your proposal.
2. If seeking supplemental service rate capacity (Rate 2), contact Minnesota Health Care Programs (MHCP) Provider Enrollment (see below) to learn more information about application and billing requirements.
3. Once the proposal is submitted to the HHPS, the following levels of review occur:
 - The PHHS HSP conducts an initial review of the proposal.

- Potential providers not passing an “at face value” review of the proposal receive feedback regarding the proposal from the HHPS.
 - Proposals passing an “at face value” review from the HSP are forwarded to the HSP Advisory Committee, and possible regional stakeholders, for review and to determine if the proposal meets a community need.
 - Potential proposals not passing HSP Advisory Committee review are notified by the HHPS.
 - Proposals supported by the HSP and HSP Advisory Committee are forwarded to PHHS Behavioral Health Division Leadership for final approval.
 - Potential proposals not passing PHHS Behavioral Health Division Leadership review are notified by the HHPS.
- 4. Potential providers whose proposals are supported at all levels of review are contacted by the HHPS to coordinate a PHHS/provider meeting to discuss details of the proposal and discuss the referral process.
 - The HHPS introduces potential providers to the Contract Services Representative (CSR) for assistance with the contracting process.
 - Providers are encouraged to send any/all proposed forms not included in the submitted proposal to the HHPS at least one week ahead of the meeting. The HHPS ensures all invited receive an electronic copy of the approval proposal and all attachments.
 - The following representatives from PHHS attend: the HHPS, the CSR, regional triage team (social worker and financial worker), and supervisors (as identified). Providers are encouraged to bring business partners and staff to this meeting as well, though this is not required.
 - Once a proposal has been submitted, potential providers must remain in contact with the HHPS at least once every 30 days. Where this is not possible, a request for extension may be submitted in writing to the HHPS. If a provider fails to remain in communication every 30 days, a new proposal must be resubmitted.
- 5. Providers are notified of any concerns or areas for further clarification by the HHPS following the provider meeting. All revisions are required to be addressed during the Application Phase. One or both parties (PHHS and/or the provider) may decide at the end of the provider meeting to no longer pursue a Housing Support Agreement.

PHASE 3: HOUSING SUPPORT AGREEMENT APPLICATION

If PHHS and the potential provider agree to move forward, the Housing Support Agreement Application must be completed to start the contracting process. Providers must:

1. Obtain appropriate insurance;
 - Ensure sufficient Liability and Workers Compensation Insurance is in place meeting the levels indicated in the St. Louis County Insurance Policy. Documentation proving Workers' Compensation Insurance coverage is required if the provider employs staff to assist in the provision of services.
2. Contact the Minnesota Department of Health [MDH] and/or Minnesota Department of Human Services to obtain proper licensing.
3. Complete two, required online trainings through DHS: Housing Support Orientation and Vulnerable Adult Mandated Reporting.
 - Providers must attach certificates of completion/email certifying attendance for both trainings.
4. Complete background checks through [NetStudy 2.0](#) on all providers, staff, volunteers, or anyone who has direct or unsupervised contact with Housing Support recipients and/or as defined in the Housing Support Agreement.
 - Receipts indicating submission of background check requests must be included with the Housing Support Agreement Application.
 - Clearance notices are required prior to approval of a HS-OSLP Program.
5. Submit completed Housing Support Agreement Application document with required documents (see table on next page) to CSR and HHPS;
 - Both the CSR and HHPS ensure all required documents are completed accurately and completely.
6. Upon approval from the HSP and CSR, sign Housing Support Agreement and Insurance/Indemnity Agreement.

Required Documents for Housing Support Agreement	
Submit to HHPS	Completed with CSR
Completed Housing Support Agreement Application	Housing Support Agreement
MDH and/or DHS Licensure	Insurance/Indemnity Agreement
Certificates of Completion/Attendance for DHS Trainings (2)	INTENTIONALLY LEFT BLANK
Staff qualifications (if identified already)	
NetStudy 2.0 notice of background check submission for all staff/volunteers with direct or unsupervised contact and/or access to private data on file	
Evidence of Workers’ Compensation Coverage (if applicable)	
Insurance Certificate	
Liability Insurance Certificate	
Required Documents for Each New Site	
Required for HS-OSLP	Completed with CSR
DHS Licensure (if applicable)	Vendor Profile Form
MDH Licensure	Revised Housing Support Agreement
Copy of house/facility rules/residency restrictions that may result in eviction	INTENTIONALLY LEFT BLANK
NetStudy 2.0 background check clearance notices of all relevant facility staff/volunteers	
Copy of submitted St. Louis County Premise Form (see attached)	
Operational Permits (as applicable)	
Other documentation as requested	

PHASE 4: HOUSING & REFERRALS

Once all agreements are signed, the provider must be set up in the applicable payment systems including Provider Enrollment for Supplemental Service Rate payments, before advertising openings and accepting referrals. Providers must:

1. Locate housing which matches the services/population to be served as noted in the approved proposal;
2. If Rate 2 is authorized, contact [MN DHS Provider Enrollment](#) to become an Enrolled Provider. This needs to be in place in order to receive Housing Support Supplemental Services payments (SSR). Note that you will need to have a generic Housing Support Agreement in place in order to obtain a NPI with DHS' Provider Enrollment.
 - As of July 1, 2016, all SSR service providers are required to enroll with Minnesota Health Care Programs (MHCP). Enrollment is required so MHCP can issue providers a MN-ITS account so providers can bill for supplemental services.
 - MHCP provides a Billing Lab for Housing Support supplemental service providers. We encourage these providers to attend a billing lab to learn:
 - How to navigate through the information on the website;
 - Who and where to call if there are questions;
 - The resources available to providers if they need assistance;
 - To understand and use all features of the MN-ITS account including:
 - Receiving authorization letters;
 - Receiving notifications and communications;
 - Submitting claims; and
 - Receiving a remittance advice
 - To understand and read the claim numbers and remittance adviceThe information about the in-person lab or webinar sessions are available on the [MHCP Enrolled Provider Training](#) page. Register for the Billing Lab for Housing Support Supplemental Service providers.
 - If you have any questions about your enrollment application or need assistance registering for a Billing Lab, please contact the Provider Call Center at 651-431-2700 or 800-366-5411.
3. Submit the St. Louis County Premise Form (see attached) the recipients identified on the form, and provide a copy of the submitted document to the HS-OLSP. This notifies law enforcement officials of the nature of your facility.
4. Submit the proposed house/facility rules/residency restrictions that may result in eviction which will be used and submit those to HHPS.

5. Complete the Residential Informational forms and submit to HHPS or CSR (included in Application).
6. Upon approval from HS-OSLP Program and CSR, a Vendor Profile Form is completed by the CSR and the provider set up in applicable Housing Support payment systems.

Once approved, and set up in applicable payment systems, providers may start accepting new referrals for housing and services. Providing safe, dignified, person-centered, quality services to program participants is of the utmost importance to PHHS. With this in mind, if during the course of service provision, a Housing Support recipient experiences an adverse event (involving serious injury, death, or an overdose), this must be reported to the HHPS within 24 hours by phone or e-mail in addition to completing an Adult Protection report. Additionally, if an agency receives a substantiated finding of maltreatment from an oversight agency, such as the Office of Facility Health Complaints, the agency must notify the HHPS within 24 hours by phone or e-mail.

CURRENT PROVIDER RENEWAL PROCESS

Housing Support Agreements are renewed annually on or before July 1 when rate changes may occur. PHHS contacts current providers in the spring with renewal requirements and specifies a deadline for receipt of all renewal documents. The CSR verifies that the Housing Support provider is still in compliance with the terms of the Housing Support Agreement prior to an updated agreement being sent through an application submission and review process. Compliance measures imposed during the current contract cycle may impact PHHS' decision to award a new contract. At the time of renewal:

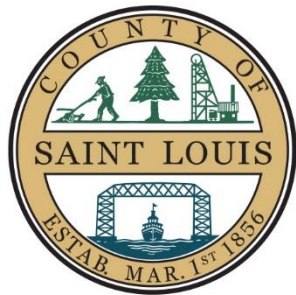
- Submit a new Housing Support Agreement Application for the upcoming contract year with all required attachments to the CSR;
- Address any ongoing concerns or areas of non-compliance as cited by oversight authorities and/or PHHS during any provider review actions.

HOUSING SUPPORT AGREEMENT TERMINATION

Notwithstanding termination determinations as noted above, PHHS or the provider may elect to terminate the Housing Support Agreement by providing the other party with two calendar months' written notice, with or without cause. Providers seeking to terminate the Housing Support Agreement must provide written notification to the Contract Services Representative (CSR) and HHPS. Alternatively, the CSR provides written notification to the provider if PHHS elects to terminate the Housing Support Agreement. If the Housing Support Agreement is terminated for any reason, the provider must give written notice to each Housing Support recipient. The written notice must also be posted in a shared living space.

Providers may elect to indefinitely close a housing site without terminating an active Housing Support Agreement by providing two calendar months' written notification to the Contract Services Representative (CSR) and HHPS. Providers must ensure appropriate transfer into another housing option of the Housing Support recipient's choosing.

Providers terminating the Housing Support Agreement with less than two calendar months' notice to PHHS are prohibited from entering into another Housing Support Agreement for one full fiscal year and must follow the process for new providers.



PUBLIC HEALTH & HUMAN SERVICES

ST. LOUIS COUNTY, MN

APPENDIX



St. Louis County Premise Form

Officer: _____

Pin #: _____

Business Name: _____

Location/Address: _____ **Suite #:** _____

Business Information:

Business Phone: _____ Business Email: _____

Building Owner Information:

Name: _____ Phone: _____

Same as above: ☐

Manager Information: (if applicable)

Company Name: _____ Phone: _____

Alarm Information:

Is property protected by an alarm? ☐ Yes ☐ No

If yes, list alarm company: _____

Contact Name: _____ Phone: _____

Key Holder Information: (Names and phone number of current key holders in your business who have keys to the property and/or access codes to an alarm if applicable)

- | | |
|----------|--------------|
| 1. _____ | Phone: _____ |
| 2. _____ | Phone: _____ |
| 3. _____ | Phone: _____ |
| 4. _____ | Phone: _____ |

Notes:

Department Use Only

Email to:

City of Duluth – Nick Lepak (nlepak@duluthmn.gov)

St. Louis County – Wade Rasch (RaschT@stlouiscountymn.gov)