



AHCCCS Housing Program Application Guide

The AHCCCS Housing Program waitlist is managed by Arizona Behavioral Health Corporation (ABC). All applications and waitlist questions may be directed to ABC. The following will guide you through the application process and commonly asked questions.

Step 1: Determine Eligibility

To apply for housing assistance through the AHCCCS Housing Program (AHP), the member must meet the following eligibility criteria:

1. Be a member with an SMI or;
 - GMH/SU (T19/Medicaid eligible) designation and determined High-Cost High Need by the member's health plan (Behavioral health homes **may not** determine if the member is high-cost high need)
2. Be a United States citizen or have eligible immigrant status
3. Be at least 18 years old
4. Has a need for housing assistance due to one or more of the following reasons:
 - **Actual Homelessness**: An individual or family who lacks a fixed, regular, and adequate nighttime residence
 - **Institutional or Housing Discharge**: a person exiting an institution who is likely to be homeless (**Housing assistance is not guaranteed upon discharge)
 - **Other Identified Housing Need**:
 - Fleeing domestic violence
 - Frequent hospitalization
 - Housing instability

Step 2: Assure the referring agency is approved by AHCCCS

If the member meets the eligibility criteria, the member along with an approved representative must complete the AHP Application Form. An approved representative must be a staff member of an AHCCCS approved agency, including the agencies below:

1. AHCCCS Managed Care Organizations including ACC, ACC-RBHAs, and ALTCS in coordination with providers
2. AHCCCS Managed Care Organization (MCO) contracted providers, including but not limited to, health homes, behavioral health providers, SMI clinics/Behavioral health homes, and integrated clinics.

3. American Indian Health Program providers for applicable Fee for Service members
4. Tribal Regional Behavioral Health Authorities (TRBHAs)
5. Tribal ALTCS
6. Indian Health Service facilities
7. Tribally owned or operated 638 facilities
8. PATH Team
9. PSH Service Provider
10. H2O Service Provider

Step 3: Complete the Application

The AHP Application Form is an online form that can be accessed on the ABC website (azabc.org). Please navigate to the tab “AHCCCS Housing Program” and sub-tab “For Case Managers.” For GMHSU members, additional verification is required. Please submit the GMHSU Pre-Application. Once verification is complete, you will receive a follow-up email with additional instructions. For SMI members, you may submit the full AHP Application.

Commonly asked questions:

- Do we need to submit IDs?
 - There is an optional field to upload state ID, eligible immigrant documentation and social security card. Although it is not required, it is encouraged to submit those documents as soon as possible. You may upload them into the application at first submission or submit the documents at any time afterwards using the AHP Change Form.
- Can the member apply for housing in a different county or city?
 - The member may apply to live in any county or city within their current health plan’s jurisdiction. If they want to live outside of that jurisdiction, they must first transfer health plans.
- What are the housing program’s descriptions?
 - **Scattered Site** - Permanent supportive housing which allows members to identify and lease a housing unit, of their choice, in the community. Members pay 30% of their annual adjusted income towards rent. The program serves members with an SMI designation as well as General Mental Health/Substance Use Disorder(s) (GMH/SUD) who are also determined high-cost high need.
 - **Community Living Program** - Permanent supportive housing which provides rental assistance to AHCCCS members, with an SMI determination, at a location within a set inventory. Members pay 30% of their annual adjusted income towards rent. Units in this program may be connected to service supports or not and may be shared (with roommates) or independent (without roommates). Support services are separate from housing; if the member chooses not to engage in clinical supportive services, it will not impact the terms of their lease.

- **Project Based Housing** - Permanent supportive housing which provides rental assistance to AHCCCS members, with an SMI determination, at a location within a set inventory. Members pay 30% of their annual adjusted income towards rent.
- How do I help my member get prioritized on the waitlist?
 - There are two ways to help a member be prioritized.
 - 1) If the member is experiencing homelessness, you may complete a homeless verification letter. There is a sample available on the ABC website.
 - 2) You may administer the VI-SPDAT assessment. If the household is high scoring, please upload the completed assessment in the online application. (High scoring for singles is 8+ and families is 9+; blank assessments are available on the ABC website.)
- My agency is not listed in the AHP application form agency drop-down box. What should I do?
 - **Only AHCCCS approved providers/agencies may submit applications.** If you are an AHCCCS approved provider but not included in our drop-down box of approved agencies, please follow these steps:
 - 1) Please visit [AHCCCS Provider Enrollment Applications and Revalidations](http://www.azahcccs.gov/PlansProviders/APEP/ProviderEnrollment.html) to submit for approval to be added to the AHCCCS Provider Listing Website. Follow the link below for further instructions: (www.azahcccs.gov/PlansProviders/APEP/ProviderEnrollment.html)
 - 2) Email ABC at ahpinfo@azabc.org to notify us that you are now listed as an approved AHCCCS provider. Upon verification, you will be added to the drop-down box and may submit an application.
- I submitted the application online; what are next steps?
 - Once submitted, the application will be reviewed by ABC staff, who will email the referring agency the status of the application. **Please read the email carefully**; it will state if the application is approved or denied. If denied, the reason will be listed. ***Please note, member is not added to the waitlist until you receive confirmation via email that the member has been accepted.***
- How long will it take to get housing assistance?
 - There is no guarantee of housing assistance and no set wait time. Depending on prioritization and availability, wait times can vary widely. Please continue to search for other housing resources while on the waitlist.

Step 4: While on the waitlist

Please keep your member informed if the application is approved or denied. Please also assist your member in applying to other housing resources while on the waitlist.

If the member needs to change information while on the waitlist due to the following circumstances, please submit an AHP application change form, available on the ABC website.

1. Change in household composition
2. Change to guardianship
3. Change in requested housing program type (i.e. scattered site, community living or project based)
4. Change in case manager contact information
5. Change in location
6. Upload VI-SPDAT, Homeless verification letter, or Identification documents

All referring agencies will be required to participate in a bi-annual waitlist cleanup. You will be contacted to verify if the member on the waitlist is still in need of housing. Please respond promptly.

Step 5: Acceptance/Removal from Waitlist

When there is an AHP availability, the referring agency will be contacted via email and is responsible for coordinating an intake appointment with ABC or HOM and the member. **The member may not complete intake until identification documents (State ID, Social Security Card, eligible immigration documents) have been submitted. Please respond to emails from ABC staff and submit IDs as soon as possible to schedule intake. After three attempts, emails that do not receive a timely response will result in the member being removed from the waitlist.**

If, at any time, the member is no longer in need of housing please notify ABC at ahpinfo@azabc.org to remove the member from the waitlist.

All approved applications will remain on the AHP waitlist until one of the following situations occur:

- Member is enrolled in AHP housing program in either SS, CLP or PBV.
- Member reports their housing needs have been met.
- When referring agency is contacted by Housing Administrator on multiple occasions for program enrollment and does not respond.

The Housing Administrator will never remove a member without contacting the referring agency. If there are any questions, including but not limited to a member's waitlist status, the referring agency may contact ABC at ahpinfo@azabc.org.

Do not refer the member and/or family members to call ABC directly to ask about waitlist status. It is the responsibility of the referring agency to keep the member informed.