

HOUSING COORDINATION

A. The Contractor shall provide Housing Coordination services to individuals who are individuals age eighteen (18) or older who have serious and persistent psychiatric disorders, or co-occurring serious and persistent psychiatric disorders and substance use disorders, who are determined to be clinically appropriate to receive Department services and who are medically indigent. Medically indigent is defined as having no private or public health care coverage that will pay for the services to be provided by the contractor and no access to, or eligibility for, such coverage. Housing Coordination services shall assist individuals to obtain safe, decent, affordable housing of their choice, and to prevent and address homelessness by providing housing opportunities and resources. Services are available to individuals who receive services from a designated Department Local Mental Health Authority (LMHA) and affiliate agencies. Housing Coordination may be a collaborative effort between identified agencies.

B. Specifically, the contractor shall provide:

1. Financial assistance such as security deposits, rental subsidies, and rental assistance;
2. Assistance in exploring, locating, and securing housing;
3. Housing eligibility determination, and subsidy re-certification;
4. Liaison activities between tenants, landlords, and other service providers;
5. Community education on tenants rights;
6. Advocacy for equal access to housing resources;
7. Resource information to consumers, service providers, and community groups on housing related issues.

C. The services shall be provided at the following location, with the capacity and hours of operation described below:

Location	Capacity	Hours of Operation

D. The Contractor shall implement the services described herein to result in the following outcomes. Such outcomes shall be measured in the manner described herein. Outcome results achieved pursuant to these terms and conditions will be monitored by the department through data reported by the Contractor to the local mental health authority, in the time, form and manner determined by the department. The Department’s outcome indicators for the Contractor’s funded services are as follows:

PERFORMANCE OUTCOME MEASURES

HOUSING OFFICE COORDINATION SERVICES

OUTCOMES	MEASURES
1. Individuals will report satisfaction with their services.	At least 80% of respondents to the Department’s consumer satisfaction survey will rate services positively in each of the domains of access to services, quality of services, outcomes, participation in treatment planning, respect, recovery and general satisfaction with services.
2. The Housing Coordination Office will provide leadership in identifying and addressing regional housing-related issues by facilitating collaboration, outreach and education activities within the community.	The Housing Coordination Office will participate in ten (10) housing-related community groups/events per fiscal year.