

## UPDATED COMMUNITY SUPPORTS POLICY GUIDE, VOLUME 2 WEBINAR: COMMUNITY SUPPORTS FOR MEMBERS EXPERIENCING OR AT RISK OF HOMELESSNESS: KEY UPDATES

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### Speakers:

- » Tyler Brennan
- » Tyler Sadwith
- » Susan Philip
- » Glenn Tsang

### TRANSCRIPT:

#### 00:00:20—Tyler Brennan—Slide 1

Good afternoon, everybody. We're just giving it a minute or so for everybody to trickle in, and then we'll get started.

#### 00:01:31—Tyler Brennan—Slide 1

OK, I'm, I'm sure folks will still be trickling in here, but we're going to go ahead and get started. So good afternoon, everyone. My name is Tyler Brennan and , I'm a health program specialist here within the Managed Care Quality and Monitoring Division here at DHCS. Happy to be here with you all today, and thank you very much for joining today's webinar, called Community Supports for Members Experiencing or At Risk of Homelessness.



**00:01:52—Tyler Brennan—Slide 1**

Before we get started today, I'm going to cover a few general housekeeping announcements. So, we have 90 minutes for today's webinar. At the end, we will provide a few minutes for questions and answers. Given how many people have joined today, the format that we're going to approach Q&A and will be as follows.

**00:02:07—Tyler Brennan—Slide 1**

So, throughout the webinar, if you have a question, please go ahead, and we encourage you to submit that question by clicking on the Q&A button at the top of the screen and adding your question there. Our team will be monitoring the Q&A throughout the session. At the very end, our speaker, Glenn Tsang, will step through some of the questions that we were, that we've received today.

**00:02:26—Tyler Brennan—Slide 1**

Please do note that there will not be an opportunity for attendees to come off of, off of camera or off of mute today. So, to that end, DHCS kindly requests that you do not raise your hand. So please avoid using that feature at the top of the screen, just the Q&A. This feature will appear at the top of the team's webinar screen, and we have been unable to disable it. So, to sort of a PSA request there. Thank you very much for, for your cooperation on this.

Lastly, we are recording today's presentation. The recording and a copy of the slides will be available in the coming weeks on our DHCS website. And with that, I'd like to turn things over to our first speaker, our State Medicaid Director, Tyler Sadwith. Tyler, take it away.

**00:03:06—Tyler Sadwith—Slide 1**

Thank you, Tyler, and thank you all for joining us today for this All-Comer Webinar. My name is Tyler Sadwith. I'm the state Medicaid Director for California, and I'm thrilled to be here today to just kick off today's webinar. This discussion is really focused on key updates to the Community Support services that are specifically designed to support Medi-Cal Members who are experiencing or who are at risk of homelessness. I want to thank the team in advance, including Deputy Director Susan Phillip and Glenn Tsang, who have been leading this really important work on behalf of the Department.

**00:03:47—Tyler Sadwith—Slides 1 and 2**

So, before we dive into updates, I'm going to just quickly provide a brief overview of these important services and also briefly situate how this work fits into the broad, the

broader California State context on this issue. And of course, if you happen to be joining us directly as a transition from the Governor's walkthrough of the May revision to the 2526 budget, you know how high of a priority this issue is for our administration, reducing homelessness and increasing placements into and retention in housing here in California. So today we'll highlight a few updates that are taking place as part of the Community Supports Program under CalAIM that are designed to help us make even more progress on our goals here. We can go to the next slide. Thank you. We can go one more slide, actually.

**00:04:45—Tyler Sadwith—Slide 3**

So just as background, Community Supports are services that are designed to address Medi-Cal Members' health-related social needs. They help Medi-Cal Members live healthier lives and avoid costly, unnecessary, unnecessary and resource-intensive care. So, these services are in their fourth year of implementation under CalAIM. Community Supports are a cornerstone of our Medi-Cal transformation, which is creating a more coordinated, person-centered and equitable health system for all Californians.

**00:05:23—Tyler Sadwith—Slide 3**

Since launching in 2022, nearly 300,000 unique Medi-Cal Members have received Community Support services to help them improve their health and well-being and reside in the community. There are more than eight Community Supports available in every county. Medi-Cal Managed Care Plans and a growing network of Community Supports Providers have made substantial investments and have achieved amazing progress in delivering these vital services.

**00:05:55—Tyler Sadwith—Slide 3**

A few weeks ago, the Department released an updated Community Supports Policy Guide. The updated Policy Guide reflects over a year and a half of extensive engagement and work to refine the service definitions and the criteria for Community Supports. Our team has also been hard at work to develop policy guidance for the newest Community Support approved by our federal partners, Transitional Rent. We will dive into the details of Transitional Rent today.

**00:06:27—Tyler Sadwith—Slide 3**

The Department has been working extensively with community-based organizations, advocates, Medi-Cal Managed Care Plans, and other key stakeholders and partners to refine and improve the new policy guidance reflected in this release. We have drawn upon their deep and long-standing expertise coupled with their on-the-ground

experience from the initial years of implementing Community Supports since 2022. On behalf of the Department, we deeply appreciate the feedback and the insights and the recommendations that many of you have shared. Your input continues to shape how we evolve these services to better meet the needs of Medi-Cal Members across the state.

**00:07:11—Tyler Sadwith—Slide 3**

With Transitional Rent marking the 15th Community Support covered under CalAIM, DHCS has reorganized the Community Supports Policy Guide into two separate volumes. Volume 2 is focused on Community Supports for Members experiencing or at risk of homelessness, including Transitional Rent. That will be the focus for today's conversation. Before we dive into the details, I want to pause for just a moment and provide some broader context about how these housing-related Community Supports fit within California's broader approach to addressing the issues related to homelessness. If we can move to the next slide. Thank you.

**00:07:58—Tyler Sadwith—Slide 4**

So, we all know, homelessness is a major public health crisis for the entire nation, and that issue is especially pronounced here in California. It is estimated that on any given day, there are over 180,000 individuals experiencing homelessness in our state, which is home to more than 1/4 of the nation's unhoused population. Medi-Cal Members who experience homelessness have poor health, high prevalence of medical and behavioral health comorbidity, and a mortality risk that is 3.5 times greater than people with similar medical and behavioral health conditions who are housed.

**00:08:43—Tyler Sadwith—Slide 4**

We know the experience of homelessness makes it extremely hard to access and receive appropriate care and treatment and that this leads to an over-utilization of emergency departments, inpatient hospitalizations, and other acute services. And so, as a result, we see an unfortunate combination of both higher costs for the publicly funded Medi-Cal program and poor health outcomes among unhoused Medi-Cal Members.

**00:09:12—Tyler Sadwith—Slide 4**

Yet, today, we're here to show how we have a key piece of the puzzle that we hope partnering with all of you, we can make progress on this issue. We know that the research literature shows that interventions that combine care management with housing assistance can help increase access and receipt of appropriate treatment, improve medication adherence, improve health outcomes, and reduce mortality. This base of scientific evidence, as well as our experience with the Whole Person Care Pilots

in CalAIM, in Medi-Cal led the department to implement housing-related services as part of the Community Supports Program under CalAIM. And of course, our efforts at DHCS are part of a much broader multi-department, multi-agency effort to address homelessness in California.

**00:10:06—Tyler Sadwith—Slide 4**

The state is investing unprecedented funding, billions of dollars, to address homelessness throughout multiple agencies across many discreet and complementary initiatives. In Medi-Cal, the specific focus is in undressing homelessness and housing instability as a driver of poor health outcomes among Medi-Cal Members. The Department is implementing several other programs to support individuals and Californians who are experiencing or at risk of homelessness, including, under Proposition One, housing interventions services related to the Behavioral Health Services Act (BHSA).

**00:10:47—Tyler Sadwith—Slide 4**

So, these programs - the BHSA housing interventions, Community Supports under CalAIM - these programs are intended to supplement the existing housing landscape and work in coordination with other federal, state, and local housing resources to help Medi-Cal Members access and maintain long-term housing. Our goal is to improve their health, shift utilization from emergency departments, crisis services and hospitals to more appropriate community-based care, and help achieve better outcomes at a better value to taxpayers.

**00:11:24—Tyler Sadwith—Slide 4**

Before I hand it over to my colleague, Susan Phillip, Deputy Director of Healthcare Services at the Department, I just want to take a beat and underscore our commitment to these services. Our vision and our focus on Community Supports will continue and continues to be prioritized and implemented at full steam ahead under CalAIM. These services, these Community Supports, these housing-related Community Supports remain fully approved, fully in effect, fully operational, and are unimpacted by any guidance that our federal partners at CMS have recently released. We are strongly committed to preserving California's existing array of services through CalAIM and continuing to achieve and realize the opportunities for improving outcomes for Medi-Cal Members represented by CalAIM. So, with that, with that full, full-throated endorsement of our commitment to implementing these key services, I will turn it over to Susan to take it away.

**00:12:31—Susan Philip—Slide 4**

Great. Thank you so much, Tyler. Good afternoon, everyone. I am thrilled to be with you all today. Thank you so much for joining. I'm Susan Phillip, Deputy Director for Healthcare Delivery Systems (HCDS) here at the Department of Healthcare Services (DHCS). HCDS includes our Managed Care Quality and Monitoring Division, which is the lead on the Community Supports policy and implementation.

**00:12:52—Susan Philip—Slide 4**

As Tyler was just describing, for many years, DHCS has really recognized and worked to address that vital connection between stable housing and, and health for our Medi-Cal Members. With the 2022 launch of Enhanced Care Management (ECM) and Community Supports, DHCS has really deepened its focus on Members experiencing homelessness or at risk for homelessness. And we recognize that, really, this is a population that is at highest, has highest risk and highest need population in the state.

**00:13:27—Susan Philip—Slide 4**

Through ECM's Population of Focus for People Experiencing Homelessness, Members are connected to comprehensive person-centered care management that addresses physical, behavioral, and social healthcare needs. Through our housing-related Community Supports, such as Housing Transition Navigation Services and Housing Deposits, these array of Community Supports really help our Members to find, secure, and maintain housing. This is really an important step and really foundational to improving their long-term health and well-being.

**00:14:05—Susan Philip—Slide 5**

We, Recuperative Care and Short-Term Post-Hospitalization services are also Community Supports that provide the opportunity for individuals experiencing or at risk for homelessness to have a place to recover from injury or illness. These services really have become a robust part of the continuum of care available to support Members experiencing homelessness and has really become embedded in our delivery system over the last few years.

**00:14:35—Susan Philip—Slide 5**

Transitional Rent builds on these efforts by providing a targeted, time-limited benefit designed to prevent adverse health outcomes and to serve as a first step in connecting an individual with long-term housing. Transitional Rent will cover up to six months of rental assistance for Members who are experiencing or at risk for homelessness and



meet additional eligibility criteria. Notably, Transitional Rent will be the first mandatory Community Support service that Managed Care Plans are required to cover and for specific populations beginning January 1, 2026. We can move to the next slide.

**00:15:16—Susan Philip—Slide 6**

OK, so, we wanted to provide an overview of how DHCS envisions these services to work together. So, really, DHCS envisions Enhanced Care Management and the various housing-related Community Supports to work together and be really used in combination to support Member and establishing a pathway to long-term housing stability while connecting them to needed healthcare services. This slide is an illustration on how a Member can access the suite of services. So just spend a moment walking through the scenario on the slide to help paint the picture. Just to note, this graphic is really illustrated and just an example on how these services can be used together.

**00:15:58—Susan Philip—Slide 6**

So, in this example, the Member's journey really begins with an acute hospitalization for an injury or an illness. The Member also meets the criteria to access Medi-Cal's Specialty Mental Health Services and is experiencing homelessness. Following DHCS' requirement for transitional care services, the hospital discharge team coordinates with the Member's Managed Care Plan prior to discharge, and then discovers that the Member would benefit from a Recuperative Care stay. And they also discovered that they are not, not already receiving Enhanced Care Management.

**00:16:36—Susan Philip—Slide 6**

So, the Managed Care Plan then arranges for the Member to be discharged to Recuperative Care and then assigns an Enhanced Care Management Provider. Because the Member's already engaged in Specialty Mental Health Services, and the local county behavioral health agency is under contract with the Managed Care Plan as an ECM Provider, the Member's ECM Provider is a care manager employed by the county behavioral health agency. So, they're able to connect the dots. So, once the Member receives ECM, the Member's Enhanced Care Management Lead Care Manager refers the Member to Housing Transition and Navigation Support Community Services to help the Member find and secure housing.

**00:17:21—Susan Philip—Slide 6**

In this scenario, the county behavioral health agency is also contracted with the Managed Care Plan to provide the Housing Trio, which includes Housing Transition Navigation Support (HTNS), Housing Tenancy and Sustaining Services, as well as

Housing Deposits. And in this scenario, we also have the county behavioral health agencies also contracted to provide Transitional Rent. So, in this case, the county behavioral health agency is really serving as a Housing Transition Navigation Support Provider and able to initiate the HTNS provide, services for the Member.

**00:17:58—Susan Philip—Slide 6**

And a key part of that is the HTNS Provider works with the Member to developing a housing support plan and then helps identify an apartment. The Member is then authorized for Housing Deposits to provide a one-time service and modification necessary to establish the basic household. And then Transitional Rent is also authorized for temporary rental assistance. So that provides the initial housing deposits to get the home ready and provide the modification necessary and then the six months of Transitional Rent.

**00:18:32—Susan Philip—Slide 6**

So, then the mover, the Member is able to move into the apartment unit. As I mentioned, the Housing Deposits covers security deposit and other movement expenses. And then the Transitional Rent Provider really begins to issue the checks to the landlord to cover the Member's rent each month. Another key component is a Member transitions then from the Housing Transition Navigation Support services to the Housing Tenancy and Support Services. And that's really necessary for providing that ongoing support to maintain safe and stable tenancy.

**00:19:07—Susan Philip—Slide 6**

So, through the connection to the Housing Trio, Transitional Rent, Enhanced Care Management, and close coordination between the Managed Care Plan and the county behavioral health agency, which are also the Community Support Providers, the, the Member is able to remain in their apartment and transition to a long-term housing subsidy funded under the Behavioral Health Services Act (BHSA), which Tyler mentioned earlier. The plan for how the Member will maintain housing through BHSA housing intervention is also documented in the housing support plan.

**00:19:41—Susan Philip—Slide 6**

So today our team will go through some of the key updates for these specific services. But I did want to spend a moment to describe DHCS' vision for really how ECM, the housing-support Community Support services, can really be used in combination with each other to support the Member and help them exit homelessness. We can move to the next slide.



**00:20:09—Susan Philip—Slide 7**

The DHCS is also broadening its housing-related services and supports with the implementation of BHSa. So BHSa housing interventions operated by county behavioral health agencies will place and sustain individuals with significant behavioral health needs in housing. Here, I wanted to spend a moment to describe the vision for how Transitional Rent and BHSa housing intervention fit together. So, in brief, for Members who have significant behavioral health needs who meet eligibility criteria, they can first receive up to six months of rental assistance through the Transitional Rent offered under the Managed Care Plan. Following this, DHCS expects Members to transition to the subsidies that can be provided under the BHSa housing intervention.

**00:21:00—Susan Philip—Slide 7**

So, this will be a viable pathway. Our vision is this will really be a viable pathway to long-term housing stability following receipt of Transitional Rent. The DHCS will continue to provide more guidance and technical assistance about how these two programs work in tandem, but this context is really essential to inform some of the Transitional Rent policies that will be described later on in today's presentation. OK, we can move to the next slide.

**00:21:29—Susan Philip—Slide 8**

OK, so before jumping into the updates of the Community Supports Policy Guide, we did want to put in a plug for the Flex Pool Request for Applications (RFA). So, with the launch of Transitional Rent and BHSa housing interventions, DHCS is really encouraging the development of Flex Pools as an effective model to streamline and simplify the administration of these programs. So, there is currently now an RFA that is open where first applicants can apply to participate in the Flex Pool Academy. And the Academy will offer individualized technical assistance to those entities that are looking to launch or further develop a local Flex Pool. Second, I wanted to note that the county behavioral health agencies or tribal entities can apply for \$150,000 in planning grants to support them in launching and operationalizing of Flex Pools. OK, we can move to the next slide.

**00:22:29—Susan Philip—Slide 9**

So, today's agenda. First, what we will do is recap the Community Supports from Members experiencing or at risk from homelessness, and then we'll spend quite a bit of time summarizing the key updates that were made to the existing Community Supports service definitions. We will then discuss a coordination really required between Medi-Cal and Managed Care Plans and county behavioral health agencies on housing

interventions as I touched on earlier. And then we want to leave some time for the Transitional Rent overview, which is again the latest Community Support services that has gone live. So, and then we will leave a little bit of remaining time for Q&A. We can move to the next slide.

**00:23:16—Susan Philip—Slide 10**

Speaking of questions, as Tyler Brennan noted at the opening, we do welcome attendees to submit questions through the Q&A function, feature here, and we'll save some time at the end of the presentation to try to address some of those questions. And with that, I will hand it over to my colleague, Glenn Tsang, who is our Policy Advisor for Homelessness and Housing to discuss the Community Support services for Members experiencing or at risk for homelessness, homelessness in more detail. With that, I'll turn it over to Glenn.

**00:23:51—Glenn Tsang—Slide 10**

Thank you, Susan, and hello, everyone. Thank you for joining our webinar today. You know, I think I speak on behalf of the Department, we're just very excited to: A) Have released the Policy Guide a couple of weeks ago and B) Be here speaking with you today.

**00:24:08—Glenn Tsang—Slide 10**

As Susan and my colleague Tyler mentioned earlier at the beginning, you know, I just, quick, housekeeping how we're going to handle Q&A today at the end, given how many people have joined. We're going to approach Q&A in the following way. So, throughout the webinar, if you have a question, again, please go ahead and click on the Q&A button at the top of the screen and add your question there. Our team will be monitoring the Q&A throughout the session. At the very end, I'll step through some of the questions that we received today.

**00:24:36—Glenn Tsang—Slide 10**

I'm just noting that there will not be an opportunity for attendees to come off camera or come off mute today, just given the amount of folks that are joining. So that, and I would really appreciate it if folks do not raise their hand. Again, we were not able to turn off this function, but just want to ensure we can get through all the materials in smoothly and cover everything, all the slides. So, thank you very much for your cooperation in advance of this. And finally, to say again, as Susan and Tyler mentioned, this will be recorded and will be posted on our website in addition to the slides within

the next few weeks after this webinar. And with that, I'm going to step us through the rest of the presentation so I can go to the next slide, please.

**00:25:21—Glenn Tsang—Slides 11 and 12**

And you know, again, we're here today to talk about the Community Supports that really address a Member's, like, housing and stability, homelessness, and that risk of homelessness. Just a precursor, you know, the, the material that we're going to step through can get very meaty, very technical. So that's, that's what we're going to go through today.

**00:25:42—Glenn Tsang—Slide 12**

So, first off, you know, on this slide, as we alluded to and again reiterating my colleagues by expressing a big thank you to everyone joining today and your continued partnership. Your participation is really helps craft our policies as we do our best to make sure it's reflective of the field and the feedback that we receive from our stakeholders and implementation partners. So again, this, this slide really illustrates how DHCS, our Department, has reorganized the Community Supports Policy Guide into two volumes.

**00:26:17—Glenn Tsang—Slide 12**

Today, we're going to focus on Volume 2, which includes the policies for the seven Community Supports that does, that are designed to support Medi-Cal Members experiencing that risk of homelessness. Susan painted a very detailed picture of the Department's vision for how these services should work together. I'm now going to provide a deeper orientation to what these services are, the key updates we've made to the existing service definitions, and then I'll round our time together today by providing an overview of the core policies for Transitional Rent, our newest and fifteenth Community Support service. So that said, next slide, please.

**00:26:56—Glenn Tsang—Slide 13**

So, the seven housing-related Community Supports fall into a few categories that we're going to describe here today. So, you might have heard us describe the Housing Trio. So, to confirm, the Housing Trio is Housing Transition Navigation Services, Housing Deposits, and Housing Tenancy and Sustaining Services. Additionally, we have what we call the Room and Board services, as well, too. So those are Recuperative Care, Short-Term Post-Hospitalization Housing, and the new Transitional Rent. Additionally, we also have Day Habilitation Programs that target individuals to help with more daily, like social life skills, and etcetera. Next slide, please.

**00:27:42—Glenn Tsang—Slide 14**

All right, so jumping right into it, this is probably one of our first major updates that you may have seen in the Policy Guide. So, I'm just going to spend a little time on the slide as there's quite a bit going on here.

**00:27:55—Glenn Tsang—Slide 14**

So, first off, per the requirements in CalAIM and our BH-CONNECT waivers, DHCS now has a global cap on coverage of Room and Board services. Again, Room and Board services, those are the three listed to the far left here, which is Recuperative Care, Short-Term Post-Hospitalization Housing, and Transitional Rent. Under this global cap, coverage is limited to six months of Room and Board services within a twelve-month rolling period. This means that a Member may not receive more than a combined six months of any of these three Room and Board services during any twelve-month rolling period.

**00:28:39—Glenn Tsang—Slide 14**

So, if we focus on that: A) You know, we're very excited that we can offer Recuperative Care and Short-Term Post-Hospitalization more frequently. And I'll get into a little bit more detail on some of those service definition refinements. And then B) for Transitional Rent, another, that's also included, as well. Noting a difference here for Recuperative Care and Short-Term Post-Hospitalization - those can be offered again within that six-month limit under a twelve-month period. Transitional Rent, it's a little different, as that's six months during, per demonstration period per household. And I'll get into more detail about this moving forward. But all three are subject to what we call this Room and Board global cap, so six-month limit per twelve-month period.

**00:29:30—Glenn Tsang—Slide 14**

Again, also, too, and there's more appendix slides that layouts and vignettes and scenarios and how these can work together that better illustrate this point, and those slides will be posted later on. Next slide, please.

**00:29:44—Glenn Tsang—Slide 15**

All right. Also in the Policy Guide, you might see more of a prominent feature of the housing support plan. Again, so to go over the housing support plan, we do dive into this a little bit more. So, a Member's housing support plan really acts as a personalized road map to help a Member on their journey from homelessness or housing stability and into long-term housing stability. With the addition of Transitional Rent. DHCS is

further emphasizing the important, the importance of the housing support plan across services.

**00:30:19—Glenn Tsang—Slide 15**

As a reminder, the development and maintenance of the housing support plan has always been part of the expectation for Members receiving the Housing Trio Services. Again, the Housing Trio - that's the Housing Navigation, Housing Deposits, and Housing Tenancy and Sustaining Services that has been prominent part amongst the Housing Trio within the Community Supports Policy Guide. Now, DHCS is doubling down on its importance by requiring a Member's housing support plan to be in place in order to authorize Transitional Rent. Again, I'll cover Transitional Rent more, but right now I'm just focusing on the housing support plan, and this is to ensure that Members receiving this time-limited benefit of Transitional Rent, which is 6 months, have a clear and coordinated path toward long-term housing.

**00:31:05—Glenn Tsang—Slide 15**

The required housing support plan can be developed by Community Supports Provider, a non-Medi-Cal funded supportive services Provider, or another type of Provider. Whomever develops a housing support plan, it must include several key elements: the permanent housing strategy and solution for the Member; the full range of permanent housing supports that will support the Member in sustaining tenancy; be informed by Member preferences and needs and revise as a Member of circumstances change; be based on the housing assessment that addresses identified barriers; and be developed in a way that's culturally appropriate and trauma informed. Next slide, please.

**00:31:53—Glenn Tsang—Slide 16**

So, these next tranche of slides, I'm going to, you know, briefly go over some of the updates that we've made to the existing Community Supports. So, I will highlight changes to the seven with housing-related Community Supports that are within Volume 2. And as mentioned earlier, these updates reflect extensive and valuable stakeholder feedback. And we aim, and it's aimed to ensure these services work seamlessly together, including with the new Transitional Rent benefit. While DHCS has made a wide range of refinements and clarifications across the service definitions, all of which are very detailed within the Policy Guide, today we'll focus on the most significant updates that I want to highlight here for you today. Next slide, please.

**00:32:39—Glenn Tsang—Slides 17 and 18**

All right. So first, key updates to Housing Transition Navigation Services. Again, Housing Transition Navigation Services, one of the Housing Trio Services, assist Medi-Cal Managed Care Members in finding, applying for, and obtaining housing. DHCS has listened to stakeholder feedback recognizing that the eligibility criteria across the Housing Trio weren't fully aligned. So, this update here, with updated, which is reflected in the updated Policy Guide, we've ensured complete alignment of the eligibility criteria across all three services. Next slide, please. Sorry, can we, I, I jumped ahead, can we go up to the next slide, please?

**00:33:32—Glenn Tsang—Slide 19**

All right. So key updates to Housing Deposits. So, Housing Deposits are designed to assist Medi-Cal Members in establishing a basic household by providing support for one-time services and modifications, including security deposits and moving costs. In addition to the updated eligibility criteria that I alluded to earlier, the Department made many changes to the service components of Housing Deposits after a groundswell of feedback requesting additional clarifications and standardization.

**00:34:04—Glenn Tsang—Slide 19**

So, coverage of first and last month's rent will no longer be covered under Housing Deposits as this is now duplicative of the Transitional Rent benefit. Given that Medi-Cal cannot fund more than six months of rental assistance, DHCS made this change to streamline resources.

**00:34:22—Glenn Tsang—Slide 19**

Additionally, recent California legislation prohibits landlords from receiving a security deposit that exceeds the equivalence of one month's rent in, in most cases. Because of this, we have updated the Policy Guide to clarify the financial limits on security deposits. DHCS added coverage of application fees. Stakeholders indicated coverage of these was, were already happening under some Managed Care Plans, but not others, and DHCS wanted to standardize this approach. Other minor clarifications were made to the service components on pages 31 through 32 of the Policy Guides. I would direct your attention to that area of the Policy Guide for more minor clarifications on Housing Deposits.

**00:35:12—Glenn Tsang—Slide 19**

In terms of restrictions and limitations, yeah, in terms of restrictions and limitations, to align with Transitional Rent, Housing Deposits will now be available to a Member once per demonstration period. Recognizing that Members receive housing navigation support from a wide array of entities, including through Housing Transition Navigation Services and other non-Medi-Cal funded supports, the Department has dropped the requirement that a Member must receive Housing Transition Navigation Services Community Support as a condition of receiving Housing Deposits. So again, previous Policy Guide did require Housing Transition Navigation Services Community Support as a prerequisite to receive Housing Deposits. That is no longer a requirement and no longer a prerequisite. So just want to make sure that we're very clear on that change to the Housing Deposits. Next slide, please.

**00:36:09—Glenn Tsang—Slide 20**

All right, Housing Tenancy Sustaining Services. The Housing Tenancy Sustaining Services, you know, the way I like to describe it, is once a Member is housed, how do we keep them housed and ensure that they have ongoing supports, maintain stable tenancy? In addition to the updated eligibility criteria, a major change to the service is the removal of the one-time lifetime limit on the service duration. To better support ongoing tenancy and prevent returns to homelessness, DHCS has removed that restriction allowing the service to be provided for as long as needed with no limit on the number of times a Member may be authorized. Next slide, please.

**00:36:56—Glenn Tsang—Slide 21**

All right. Key updates for Recuperative Care. So, Recuperative Care, also referred to as Medical Respite, offers Medi-Cal Members experiencing or at risk of homelessness a short-term residential setting in which to recover from an injury or an illness. The Department has streamlined the eligibility criteria language to the line with the CalAIM waiver, making it easier for the field to navigate. Based on stakeholder feedback, we've clarified that Recuperative Care can be used alongside Personal Care and Homemaker Services, and we've all, we've also added Peer Respite as an allowable setting for a Member to receive Recuperative Care.

**00:37:33—Glenn Tsang—Slide 21**

Additionally, the Department updated the service limitations. Previously, Recuperative Care was available once per demonstration with a, with a 90-day limit. To ensure Members can access Recuperative Care more often, Members can now receive the

service for a duration of six months per rolling twelve-month period, which I alluded to in the global cap slide. So again, another change was that 90-day limit to now six months that a Member can receive Recuperative Care and more frequently under that global cap. Next slide, please.

**00:38:15—Glenn Tsang—Slide 22**

All right, so updates for Short-Term Post-Hospitalization Housing. This provides Medi-Cal Members exiting an institution to continue their recovery in a stable and supportive environment. Similar to Recuperative Care, the Short-Term Post-Hospitalization Housing eligibility criteria language was streamlined and clarified to align it with the CalAIM waiver.

**00:38:38—Glenn Tsang—Slide 22**

Peer Respite is also now included as an allowable setting for Short-Term Post-Hospitalization Housing, giving Members more options for settings. We've also updated the service limitations. Previously, Short-Term Post-Hospitalization Housing was available once per demonstration for a period of six months. Now, to ensure Members can access Short-Term Post-Hospitalization Housing, as needed, Members can receive the service for duration of six months per twelve-month. Again, referring back to the global cap maximum on the Room and Board services. Next slide, please.

**00:39:19—Glenn Tsang—Slide 23**

So those were some of the quick updates that we made to the existing Housing and Room and Board services that are reflected in the Policy Guide. Now I'm going to go through another batch of slides to talk about the coordination between Plans and county behavioral health agencies on housing initiatives. Next slide, please.

**00:39:41—Glenn Tsang—Slide 24**

So, upcoming housing-related services, and this was highlighted earlier when Susan and Tyler were speaking, and the services we just reviewed along with Transitional Rent and again, which I will dive into more in a little bit. This really requires extensive coordination between Medi-Cal Managed Care Plans and county behavioral health agencies. At the same time that we are rolling out Transitional Rent, DHCS is also supporting the counties in launching BHSA housing interventions. Susan touched on this earlier. This reflects a major investment in long-term housing solutions for individuals with serious behavioral health conditions. We envision Transitional Rent to serve as a critical bridge to permit housing options that may be funded through the Behavioral Health Services Act, otherwise known as BHSA. By aligning the launch of these two initiatives, DHCS is





reinforcing a whole system approach, one that leverages Medi-Cal benefits, local housing efforts, and behavioral health resources to move Members from housing instability to stability and well-being. Next slide, please.

**00:41:04—Glenn Tsang—Slide 25**

All right, so how will Transitional Rent and BHSA housing interventions fit together? So DHCS, we are emphasizing how critical it is for Medi-Cal Managed Care Plans and county behavioral health agencies to establish stronger partnerships, coordination, and communication to serve Members with significant behavioral health needs. This will be essential to serving Members who have behavioral health needs because these Members will be able to access services through both delivery systems, but the rules governing how the Member can receive these services are somewhat complex. I'm only going to summarize how this is working at a high level today, but we'll spend more time on this topic in subsequent webinars.

**00:41:45—Glenn Tsang—Slide 25**

In brief, Welfare and Institutions Code, Section 5830(c)2, stipulates that BHSA funds cannot be used for Medi-Cal Managed Care Plan-covered housing interventions, like Transitional Rent and the Community Supports Housing Trio. Again, I won't dive into BHSA too much, but I am placing a spotlight on what is covered under Medi-Cal Managed Care Plans and the linkages with BHSA. And this means that Members will not be permitted to receive rental assistance under BHSA, so long as Transitional Rent is available to that Member. Ultimately, DHCS expects Members who receive, who receive from their MCP, will seamlessly continue to receive coverage of rental assistance and other housing interventions as applicable through BHSA following the conclusion of Transitional Rent.

**00:42:39—Glenn Tsang—Slides 25 and 26**

So again, with Transitional Rent, this is a six-month time limited benefit, which I'll step through on these next tranche of slides. But we are focusing on how those connect with the BHSA housing interventions and the potential use of BHSA for longer-term rental subsidies under that funding source. Next slide, please. All right. So, Transitional Rent. Again, next slide, please.

**00:43:15—Glenn Tsang—Slide 27**

So again, this is our newest fifteenth Community Support, and just extremely excited, and this also just represents a doubling down of the Department in our belief in how we address the social drivers of a Member's health. This benefit provides housing stability

for up to six months for Members making those critical life transitions, addressing both clinical and housing needs. Transitional Rent is designed to reduce the risk of returning to institutional care or becoming homeless, while also connecting Members to needed healthcare services. So, this is a major part of our Policy Guide, a lot of content that you'll see in there, and I'll be stepping through that at a high level right now. Next slide, please.

**00:44:00—Glenn Tsang—Slide 28**

So, what does Transitional Rent cover? So Transitional Rent covers: 1) Up to six months of rental assistance in allowable settings, and 2) Other costs necessary to secure units such as storage fees, amenity fees, and landlord-paid utilities that are, that are charged as part of the rent payment. So Transitional Rent, again, it's a time-limited benefit capped at six months per household per demonstration period and subject to the six-month global cap ensuring efficient use of resources. Next slide, please.

**00:44:36—Glenn Tsang—Slide 29**

So, some of us are tracking the eligibility criteria for Transitional Rent, and this slide, it's quite dense, a lot of information. I won't cover each bullet on this slide. The way I do like to describe the eligibility criteria is essentially having three buckets of eligibility.

**00:44:54—Glenn Tsang—Slide 29**

You know, one, a Member must meet the Clinical Risk Factors that are listed here. One area I'd like to highlight, too, under Clinical Risk Factors, we, we were successful, California was successful in adding in those who, individuals who are pregnant and postpartum up to twelve months, in addition to like the other clinical risk factors listed here. So, we're, we're trying to reach a lot of Members who can really utilize and benefit from the service. So, one, that's the first bucket, Clinical Risk Factors.

**00:45:27—Glenn Tsang—Slide 29**

Two, a little bit more straightforward, the Member must be at risk or experiencing homelessness.

**00:45:32—Glenn Tsang—Slide 29**

And three, true to the name of this benefit transitioning criteria. So, they also have to meet this third bucket for Members making those critical life transitions. So, those are for, like, Members who are exiting incarceration, for example, such as, like, county jails, state prisons or youth detention facilities, other inpatient hospitalization settings, or other, you know, systems such as, like, foster care, for example.

**00:46:01—Glenn Tsang—Slide 29**

So, you know, please keep, keep this eligibility criteria in mind. So, to be eligible to receive the six months of Transitional Rent, you know, a Member must meet each of these, one component of each of these three buckets. Next slide, please.

**00:46:01—Glenn Tsang—Slide 30**

Before I get, like, really deep dive into the actual service design of Transitional Rent, here's a little bit about our implementation timeline. So, starting January 2026, January 1st, 2026, Medi-Cal Managed Care Plans will be required to provide Transitional Rent for Members who meet the Behavioral Health Population of Focus criteria. This includes Members eligible for Transitional Rent with qualifying behavioral health risk factors. Medi-Cal Managed Care Plans can also opt to cover other eligible Populations of Focus with DHCS approval. So that's beginning January 1st, 2026. That's the first phase of, you know, mandatory launch of Transitional Rent. And, again, we are going a phased-in approach by Population of Focus.

**00:47:10—Glenn Tsang—Slide 30**

Additionally, beginning July 1st, 2025, Medi-Cal Managed Care Plans may optionally choose to cover Transitional Rent. They may choose to go live with the Behavioral Health Population of Focus and/or any other additional populations within the Transitional Rent eligibility criteria. Once the MCP begins, once the Medi-Cal Managed Care Plan begins offering Transitional Rent for any of the eligible populations, coverage must continue for the rest of the demonstration. Next slide, please.

**00:47:44—Glenn Tsang—Slide 31**

So, this slide is a visual depiction of those involved in the, in the delivery of Transitional Rent. MCPs must contract with Transitional Rent Providers to administer Transitional Rent. And I apologize when I say MCP - I mean Medi-Cal Managed Care Plans. Acronyms are a bit of a second language. But if I say MCPs, I mean Medi-Cal Managed Care Plans. MCPs cannot administer payments directly to the landlord. So, that'll flow through the contracted Transitional Rent Providers, and those Providers will in turn pay the landlords. The next slide has additional detail on these Transitional Rent Providers. So, can we go to the next slide, please?

**00:48:31—Glenn Tsang—Slide 32**

All right. So, Transitional Rent Providers. As noted, a Transitional Rent Provider is the entity that issues payments for housing for Members receiving Transitional Rent or will



directly provide housing for Members receiving Transitional Rent. In addition, in addition to issuing timely payments to landlords and other housing Providers, the Transitional Rent Provider plays a key role in ensuring the Member is safely and stably housed in an appropriate and habitable setting and that the Member is connected to supportive service Providers.

**00:49:04—Glenn Tsang—Slide 32**

Many types of entities can serve as a Transitional Rent Provider. Notably, this includes county agencies, such as county behavioral health agencies, which are well positioned to serve as Transitional Rent Providers and help seamlessly coordinate a BHSA-eligible Member's switch to BHSA housing interventions. As Susan mentioned earlier, Flex Pools can also serve as Transitional Rent Providers and can be an effective strategy to streamline administration and enhance coordination in delivering Transitional Rent. Next slide, please.

**00:49:43—Glenn Tsang—Slide 33**

OK, so, allowable settings. So, the list on this slide is the full list of allowable settings DHCS will cover for Transitional Rent. Transitional Rent can cover a Member's housing and permanent or interim settings or provide for someone's in the interim setting and the remainder in a permanent setting. So this, it can be one or the other or a combination of both, depending on the Member's housing situation.

**00:50:09—Glenn Tsang—Slide 33**

Permanent housing is DHCS' goal for Members. However, we understand that housing in an interim setting may be appropriate to provide a Member with a refuge from the risks of unsheltered homelessness and a launchpad to connect with needed healthcare and social services and work on long-term housing solutions. DHCS defines permanent settings as one where the member has a renewable lease agreement with the term of at least one month. So, again, what I'd highlight here, we have permanent interim settings. We are just distinguishing the two with the prominence of a lease. Additionally, the part of the reason for that, too, is we also want to allow for innovation. We don't want to go as far as defining every single setting at the risk of having kind of those unintended consequences of limiting innovation or different models. So, the way we're going about it is through the prominence of that renewable lease, as I mentioned earlier. Next slide, please.

**00:51:13—Glenn Tsang—Slide 34**

Authorization requirements. OK, so in addition to meeting the eligibility requirement, there must be other items in place to allow Medi-Cal Managed Care Plan to authorize a Member to receive Transitional Rent. When a Member will be placed in a permanent setting through Transitional Rent, the Member must have a comprehensive housing support plan in place, which I had alluded to earlier in this presentation. When a Member will be placed in the interim setting, the housing support plan must also be in place, though we recognize it may be less complete given where Member is on their housing journey.

**00:51:49—Glenn Tsang—Slide 34**

Additionally, its authorized placement in the interim setting, the MCP, the Medi-Cal Managed Care Plan, must confirm the Member is eligible for the Behavioral Health, Behavioral Health Services Act funding and coordinate with the county behavioral health agency to confirm that the Member will be able to transition to the Behavioral Health Services Act housing interventions at the expiration of Transitional Rent if the Member is otherwise not able to secure long-term rental subsidies. So, we are requiring the plans and counties again to have a high degree of coordination, and we expect that those discussions are occurring currently. Next slide, please.

**00:52:41—Glenn Tsang—Slide 35**

So that all said, you know, DHCS, we do have, you know, quite a menu of services and benefits that address a Member's housing needs and their homelessness status. So, I would like to spend a little bit of time talking about how all these are interacting together and some policies that we have in place to really streamline access for Members. And the first I'll go off, I'll, I'll, I'll talk about, is, you know, connecting Transitional Rent with our Enhanced Care Management benefit in the Housing Trio.

**00:53:14—Glenn Tsang—Slide 35**

So, Transitional Rent, you know, it offers a pivotal touchpoint to connect Members with other vital Community Supports and Enhanced Care Management. DHCS is committed to ensuring this benefit is used to its fullest potential, not just to stabilize a Member in the short term, but to enable a Member to secure long-term housing stability with access to the services they need for health and well-being. That is why the Department is requiring Medi-Cal Managed Care Plans to automatically authorize the Housing Trio and Enhanced Care Management for any Member authorized to receive Transitional Rent. This eliminates delays and ensures Members can have, can have immediately. This

ensures Members can immediately benefit from other supports, as well, too. So again, trying to make this very simple. So, if you're authorized for Transitional Rent, you're automatically authorized for these other services, as well, too. Next slide, please.

**00:54:23—Glenn Tsang—Slide 36**

All right. So, I talked a little bit about automatic authorizations with ECM and the Housing Trio. I do want to spend a little bit of time on further policy development we had around Enhanced Care Management for Members who are receiving Transitional Rent. And to further strength, to further strengthen this connection, DHCS has set new ECM outreach requirements for Transitional Rent.

**00:54:49—Glenn Tsang—Slide 36**

If a Member is authorized for Transitional Rent and not currently receiving Enhanced Care Management, the Medi-Cal Managed Care Plan must ensure an appropriately assigned Enhanced Care Management Provider conducts weekly in-person outreach visits to the Member to invite engagement into Enhanced Care Management. The Department views this moment, when a Member is newly stabilized in housing through Transitional Rent, as one of the highest impact opportunities to connect them to the broader healthcare system. The consistent face-to-face outreach and meeting a Member where they can't, where they are, can help with this engagement and sustain connection to needed physical and behavioral health services as well as social supports.

**00:55:34—Glenn Tsang—Slide 36**

To say a different way, you know, once we, recognizing that Transitional Rent, it is six months, you know, we recognize that once a Member is housed, the, the, the effort and the energy does not stop there. We want to ensure that this Member is successful in maintaining housing. And we view the ECM Enhanced Care Manager as a critical component and well positioned to help that Member achieve sustainability once they're housed and how we're keeping them housed in connection to other clinical and non-clinical needs of that Member.

**00:56:08—Glenn Tsang—Slide 36**

That's the goal of ECM and, really, this is a vital point. So, we wanted to really emphasize that high-touch in-person weekly outreach visits to encourage the Member to enroll into Enhanced Care Management. And then, once enrolled, the ECM Lead Care Manager and the Member may choose to, you know, decide what their schedule of visitation looks like, as well beyond that, but we really wanted to, like, wrap around our Members

with services and outreach and connections to services immediately upon receiving housing. Next slide, please.

**00:56:48—Glenn Tsang—Slide 37**

All right. So, I talked a little bit about Managed Care Plan and county behavioral health coordination, and I'll talk a little bit more about it with Transitional Rent here. So, with the mandatory launch of Transitional Rent for the Behavioral Health Population of Focus for all Medi-Cal Managed Care Plans, the Department is also committed to strengthening the coordination and collaboration between Managed Care Plans and county behavioral health agencies. Managed Care Plans and county behavioral health agencies must achieve new levels of partnership, coordination, and communication to successfully keep Members housed, especially those with significant behavioral health conditions.

**00:57:30—Glenn Tsang—Slide 37**

In each county in which a Medi-Cal Managed Care Plan operates, that Medi-Cal Managed Care Plan must offer to the county behavioral health agency or their designated county department or agency a contract to serve as a Transitional Rent Provider. And for those counties that are contracted, you know, with the Medi-Cal Managed Care Plan as a Transitional Rent Provider, the county behavioral health agency can't, they, county behavioral health agency, can conduct a streamline provisional authorization of Transitional Rent with the commitment that the county will provide BHSA housing interventions to the Member at the expiration of Transitional Rent. So again, kind of going back to, like, the, the synergies between the two systems, we, we strongly believe that there's coordination that can be achieved and a lot of opportunity. Next slide, please.

**00:58:27—Glenn Tsang—Slide 38**

So, that all said, you know, thank you for bearing with me through this content and material. I know that this is just really a Cliff Notes version of all the information that's in the Policy Guide, so I encourage everyone to read the Policy Guide in full detail. So, with that said, I'm going to start covering some of the questions and answers that were put in the Q&A function of this, of this webinar.

**00:58:58—Glenn Tsang—Slide 38**

So, Question One: Is Transitional Rent mandatory as of July 1st, 2025?

**00:59:07—Glenn Tsang—Slide 38**

So, the answer is not mandatory as of January, July 1st, 2025. Transitional Rent will be optional for Medi-Cal Managed Care Plans to offer as a Community Support beginning on July 1st, 2025, but beginning on January 1st, 2026, Medi-Cal Managed Care Plans must cover Transitional Rent for the Behavioral Health Population of Focus as the first mandatory Community, as the first mandatory Community Support service. So again, just kind of reiterating mandatory go-live for the Behavioral Health Population of Focus beginning January 1st, 2026.

**00:59:47—Glenn Tsang—Slide 38**

And this is very intentional as it was meant to align with the launch of the Behavioral Health Services Act that comes July 1st, 2026, from the county behavioral health delivery system. We didn't cover BHSA in much detail at all here, but just wanted to lay that out as part of, like, the alignment we're trying to have. Other future phase and dates - those have yet to be determined. We have Populations of Focus that are listed out in the Policy Guide. That menu Population of Focus, it's not the cadence schedule that we have, and we don't have dates attached to those go-lives yet.

**01:00:29—Glenn Tsang—Slide 38**

So, Question 2: If a Member has minor children, can they be housed along with the Member who qualifies for Transitional Rent?

The answer is yes. A Member receiving Transitional Rent should be housed in a setting that's appropriate to accommodate the Member's family, which may include, for example, a partner, or spouse, or one or more children.

**01:01:03—Glenn Tsang—Slide 38**

All right. Question 3: Can you clarify whether transitional rent is an optional service like other Community Supports or a benefit?

So, I'm going to reiterate this again, Transitional Rent, it is a new Community Support but is also very different from the other Community Supports that we have. So, just to be clear, Plans may optionally start offering Transitional Rent on July 1st, 2025. But beginning on January 1st, 2026, Medi-Cal Managed Care Plans will be required to begin offering Transitional Rent for Members who qualify for the Behavioral Health Population of Focus.



**01:01:46—Glenn Tsang—Slide 38**

So, to say it another way, Transitional Rent, it's going to be a mandatory coverage for all Medi-Cal Managed Care Plans in all counties. That is very different from the other Community Supports that will remain as optional services. But again, Transitional Rent, it's the first Community Support to be a mandatory benefit. And the way that that's going to be rolled out is in a phased approach by Population of Focus, similar to how we, DHCS, implemented Enhanced Care Management, albeit with different Populations of Focus under that benefit.

**01:02:24—Glenn Tsang—Slide 38**

Question 4. This looks like it comes from a Provider, and I'm going to read this verbatim. Question 4: I provide direct client services, and in our community, and no one is getting permanent housing subsidy in six months or less. Does DHCS have a plan to support individuals with longer Transitional Rent? Placing them in housing using Transitional Rent support that only lasts for six months feels like setting people up for failure when they need permanent housing subsidy.

Thank you for this question. This is probably the first question that we've really been grappling with at DHCS. The six-month limitation for Transitional Rent, I'll just say first and foremost, that is, that comes from our Federal Centers for Medicare and Medicaid Services, also known as CMS. So, six-month limit, that's from, that's what we are approved for in the maximum amount we are approved for under our waiver authority with our federal partners.

The way I would describe, you know, some of the strategies we're taking with answering, let's just call it the "Month Seven" issue, you know, we are taking it, you know, chunk by chunk. So, I described the Behavioral Health Population of Focus going first for the mandatory launch. And as described during this webinar, the BHSA, Behavioral Services Act, housing interventions serve as another option or opportunity to help ensure that a Member will continue to receive ongoing rental assistance.

**01:03:56—Glenn Tsang—Slide 38**

The Behavioral Health Services Act housing interventions, that is through the county behavioral health delivery system. Transitional Rent is through the Medi-Cal Managed Care Plans. And that's why we're placing such a heavy emphasis because there is such an opportunity there to really help Members achieve longer-term rental subsidies in the housing markets right now. And that's why we're saying, you know, a few times

throughout this presentation, that this is unprecedented coordination, also very imperative, so we are not delivering services in the fragmented fashion.

**01:04:35—Glenn Tsang—Slide 38**

OK, Next question. Next question we received: Is it a correct statement that MCPs will no longer be able to pay first and last month's rent with a security deposit? It is only the security deposit which cannot be more than one month's rent? Members will have to get the first month's rent from another source?

The answer is yes, that is the correct understanding. The reason we made this change is because the first and last month's rent can be covered under Transitional Rent. Additionally, please remember that Transitional Rent, it's only for six months, as well, too. So that was a Housing Deposits question.

**01:05:25—Glenn Tsang—Slide 38**

All right, next question. Will eligible Members be able to get housing application fees covered in real time while they are submitting the application, or will the application fees be reimbursed with the final payment of a Housing Deposit?

So again, the, the way I'll answer that is the operationalization of how Providers are paid for services delivered under Housing Deposits, you know, it's really determined by the contract arrangement that the Medi-Cal Managed Care Plan has established with their Providers of Housing Deposits. So, kind of going back to that slide where we showed how Transitional Rent will be paid from Managed Care Plan to the Provider - very similar structure with Housing Deposits based on our understanding of how these services are being delivered currently. Most Providers are reimbursed for the goods and services that are provided under Housing Deposits as part of the final payment. There may be other unique arrangements happening across the state that we are not aware of, as well.

**01:06:39—Glenn Tsang—Slide 38**

OK. For next question. For clarification, Transitional Rent can only be used for up to six months per five years?

The answer to that is yes. Transitional Rent can only be used for up to six months per demonstration. Transitional Rent, so, again, Transitional Rent, it's approved through our BH-CONNECT waiver. The BH-CONNECT waiver went into effect on January 1st of 2025. That waiver approval is good for five years. So, when we say once per demonstration period, that's in reference to the duration of our BH-CONNECT Section 1115 waiver, which is good for five years.

**01:07:33—Glenn Tsang—Slide 38**

Next question: In Community Supports, Housing Deposits cover first and last month's rent if the Member doesn't qualify for Community Supports Transitional Rent?

The answer is no. Unfortunately, Housing Deposits cannot cover first and last month's rent regardless of if the Member is eligible or receiving Transitional Rent. So, that has been a material change that we made, you know, previously in previous guidance. We did say in the definition for Housing Deposits that it could, it could cover first and last month's rent, but that has been a change in this current Policy Guide in the update we've made where Housing Deposits can no longer cover first and last month's rent.

**01:08:16—Glenn Tsang—Slide 38**

All right, next question. Can the Plan, reference to Medi-Cal Managed Care Plans, request the housing support plan to substantiate the necessity for Housing Navigation? I'll repeat the question. Can the Medi-Cal Managed Care Plan request the housing support plan to substantiate the necessity for Housing Navigation?

The answer here is no. The development of the housing support plan is a core service that is part of the service delivery under Housing Transition Navigation Services. It would not be appropriate for Medi-Cal Managed Care Plan to request the housing support plan to substantiate the necessity for the Housing Transition Navigation Services Community Support.

**01:09:11—Glenn Tsang—Slide 38**

Importantly, I'd like to take an opportunity to forecast the, the next big area focus for the Department. We are busy working on developing referral standards for Transitional Rent and the Housing Trio. Again, I'll say that again. We are currently focused on developing referral standards for Transitional Rent and the Housing Trio. The Housing Trio, again, that's the Housing Transition Navigation Services, Housing Deposits, and Housing Tenancy and Sustaining Services. We are going to be modelling this work based off of the Enhanced Care Management referral standards that are already currently published on our website. So, we are looking to build off of those efforts and create more standardization for referrals for these services.

**01:09:59—Glenn Tsang—Slide 38**

You know, I'll say again, too, these efforts, you know, they are based on our Department's, DHCS' commitment to increase the standardization of these services based off of, you know, what we heard loud and clear from stakeholders and

implementation partners. And we are planning to release these referral standards later this year for implementation in 2026. I say all of this because, by the end of the year, it will be very clear what the required data elements and standards will be to substantiate a referral for the Housing Trio and Transitional Rent services.

**01:10:46—Glenn Tsang—Slide 38**

OK, next question: Confirming by, confirming by authorizing Housing Trio for Transitional Rent Members, DHCS does not mean authorizing all three services at the same time since you cannot receive Housing Transition Navigation Services and Housing Tenancy Sustaining Services at the same time?

You know, I'm going to answer this question in a certain way. You know, it's really because it does relate to the referral standards design work. The answer here, yes, you're correct, a Member cannot receive Housing Transition Navigation Services and Housing Tenancy Sustaining Services at the same time. As such, we are still figuring out the exact details of how this policy will be operationalized, and the referral standards work is going to be the vehicle by which we clarify how this policy will be operationalized.

**01:11:40—Glenn Tsang—Slide 38**

The thing I'd highlight with the auto-authorization policy, again reflecting back on the auto-authorization policy, where if a Member is authorized for Transitional Rent, and they are automatically authorized for Enhanced Care Management and the Housing Trio. The spirit of that policy is really to ensure quicker access to these services and also reduce the burden on Plans and Providers for having to submit separate referrals for each service when we already know that the Member is eligible. Again, that's the spirit of it that we intended to go out with, with the Policy Guide, but more work is to be done in the referral standards of work, which will come out later this year.

**01:12:30—Glenn Tsang—Slide 38**

Next question: What is the effective date of the updated Policy Guide?

The, again, so we're focused here today on Volume 2, which is the Community Supports that address, you know, that are for Members who are experiencing or at risk of homelessness. And you know, we, we call it Volume 2 Policy Guide, and it contains both new policies and updates to existing service definitions. As such, the effective dates can vary throughout the Policy Guides.

Now one, the global cap on coverage of Room and Board services went into effect on January 1st, 2025. The policies related to Transitional Rent, again, those go live for those



Plans who optionally choose to begin offering that service on July 1st, 2025. And then it's a mandatory benefit starting with the Behavioral Health Population of Focus on January 1st, 2026. For the updates to the existing service definitions for Short-Term Post-Hospitalization Housing and Recuperative Care, DHCS is requiring the field to implement those by July 1st, 2026. For all the other updates to the existing service definitions, including the Housing Trio, DHCS is requiring the field to implement those by January 1st, 2026, as well. Thank you. Great question. Thank you.

**01:14:11—Glenn Tsang—Slide 38**

All right. The next question we have: How should Community Supports Providers address Medi-Cal Managed Care Plan issues where the Enhanced Care Management access is a barrier, and network capacity cannot support Enhanced Care Management needs for housing Community Supports Members? I'll repeat the question again. So how should Community Supports Providers address Medi-Cal Managed Care Plan issues where Enhanced Care Management access is a barrier, and network capacity cannot support Enhanced Care Management needs for housing Community Supports Members?

**01:14:46—Glenn Tsang—Slide 38**

So, as we described during the webinar today, DHCS envisions Enhanced Care Management, or ECM, to be made available to all Members who qualify for Transitional Rent. DHCS would invite this Provider to send us an e-mail directly. So, if you, we would love to hear more about the feedback you have on this and understand more about the capacity challenges you're voicing. So please e-mail us on that question so we can offline and talk about that more.

**01:15:27—Glenn Tsang—Slide 38**

Next question we have, it's related to Housing Deposits. What's the difference between once per CalAIM demonstration period versus once per lifetime?

Great question. So, once per demonstration means once per five years; once per lifetime means one time only for that particular Member. So, once per demonstration, again, that's in reference to, you know, a lot of these services we do get authorized through our federal authorities. I mentioned CMS earlier, and that's through our waiver vehicles. So, that's in reference to the waivers, which are good for five years at a time. So, when we say a service is available for once, you know, per demonstration, that's once every five years. Once per lifetime, that means a particular Member may only receive that service for once in their life.

We are really happy, though, to relax the requirement and allow Housing Deposits to be accessed once per demonstration. Again, once per five years, with the ability for a Member to be able to access Housing Deposits one other time. Again, with provided documentation as to what conditions have changed to demonstrate why providing Housing Deposits would be more successful on the second attempt.

**01:17:03—Glenn Tsang—Slide 38**

Next question: Can you describe the Behavioral Health Population of Focus and criteria?

And so, I'll, I'll say this in two ways. One, the, the Policy Guide really goes into very solid detail on how that is defined on the Population of Focus and how that is. But generally speaking, the Behavioral Health Population of Focus criteria is basically for those Members who meet the access criteria for Specialty Mental Health Services, Drug Medi-Cal, or Drug Medi-Cal Organized Delivery Systems. Those are services and systems that are through the county behavioral health delivery system, again, as well, too.

Additionally, the other thing I'd say is for, as a quick reminder, too, for this Population of Focus, they still must meet those other two buckets of eligibility. So, having currently experiencing or at risk of homelessness and then also meeting any of those transitioning criteria, as well, too. All right. Go to the next slide, please.

**01:18:25—Glenn Tsang—Slide 39**

So, that's all the time we have for today. I just, thank you for the questions, and I hope you found this webinar helpful. And again, really encourage you to read the Policy Guide. A lot of information is in there and hoping that this webinar helped, you know, provide more information and clarity on what you're reading in that Policy Guide.

And thank you again for joining us today. And we want to sincerely thank you for all your ongoing input and collaboration. I know many of you, we've worked very closely, and many of you have provided feedback, so your voices have really played a central role in shaping these updates and helping us refine services to better support Medi-Cal Members, especially those experiencing or at risk of homelessness.

**01:19:10—Glenn Tsang—Slide 39**

A quick plug. So, today we covered Volume 1 of the Community Supports Policy Guide. Also, for Volume, sorry, we covered Volume 2, but please join us this Friday from 11:00 A.M. to 12:30 P.M. Pacific Standard Time for our webinar on Volume 1, which include the other eight Community Supports that address the Members, Members' health-related social needs. So, thank you again. Join us for Volume 1 this Friday, and thank you, and have a great rest of your day. Thank you, everybody.