



**DELAWARE HEALTH AND  
SOCIAL SERVICES**

Division of Services for Aging and  
Adults with Physical Disabilities

**Housing Case Management  
Service Specifications**

**Revision Table**

<b>Revision Date</b>	<b>Description</b>
6/11/2018	Revised for 2019 contract
5/15/2020	Revised by Lottie Lee for 2021 contract



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**1.0 SERVICE DEFINITION**

1.1 Services that assist participants in gaining access and maintaining needed housing and housing related services.

**2.0 SERVICE GOAL**

2.1 The housing case management services will coordinate housing placement and housing related assistance and supports to promote participant independence, self-sufficiency, and freedom of choice.

**3.0 SERVICE UNIT**

3.1 The units of service are:

3.1.1 One (1) month of service with placement targets to include SRAP application with service-related calls.

3.1.2 Other housing related services to include:

Preparation and submission of one (1) completed Tax Credit /811 online application with service-related calls.

One (1) Housing Inspection or Voucher Hearing with service-related calls.

One (1) Attendance or Submission of SRAP Appeals with service-related calls.

One (1) Lease Violations Assistance with service-related calls.

Additional Assistance & Referrals (Sec. Dep, lights, etc.) with service-related calls.

**4.0 SERVICE AREA**

4.1 Providers must have the capacity to serve the entire State of Delaware.

**5.0 SERVICE LOCATION**

5.1 Housing case management services can be provided in a variety of locations according to the needs of the participant.

**6.0 SERVICE ELIGIBILITY**

6.1 Housing case management services are to be pre-authorized by the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD). Housing case management ensures that the full range of appropriate services provided to the participant are planned, coordinated, and delivered in an efficient and effective manner.

6.2 Participants must be referred by the Division of Services for Aging and Adults with Physical Disabilities.

**7.0 SERVICE STANDARDS**

7.1 The provider must have at least one (1) year of experience providing housing and case management services to aging individuals and/or individuals with disabilities have knowledge of community resources. The resources will include educational and other services that assist with obtaining or keeping housing. Services provided will include; identifying, planning,



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educating, accessing, monitoring and coordinating all community-based housing and related housing support services.

- 7.2 The provider must be professional, competent and knowledgeable of the housing needs of older adults and persons with disabilities.
- 7.3 All staff providing the service must be fully trained by the providers and the provider shall have written personnel policies in regards to the service provided.
- 7.4 The provider must comply with all applicable Federal and State, rules, regulations, and laws applying to the provision of the service.
- 7.5 The provider shall not enter into any subcontracts for any portion of the coordination of services covered by this contract without obtaining prior written approval from DSAAPD.
- 7.6 The provider must establish policies and procedures for operations to include:
  - 7.6.1 Participant assessment and discharge processes and criteria
  - 7.6.2 Scope of services
  - 7.6.3 Emergency coverage, including the needs of participants when circumstances exist in which regularly scheduled service is not available. These policies should also include methodologies for prioritizing service delivery based on individual participants needs.
  - 7.6.4 Quality assurance and participant satisfaction
  - 7.6.5 Complaint resolution/grievance procedure.
- 7.7 The provider must be available during regularly scheduled daytime business hours.
- 7.8 The provider must provide administrative support to ensure that administrative tasks related to housing case management services are completed. Administrative support must include, but not limited to participant records, case assessments, time sheets, housing plans, and case notes, and other reports requested by DSAAPD. Providers must keep appropriate documentation of referrals or correspondence with other housing professionals involved with the participant.
- 7.9 DSAAPD will supply an initial housing needs assessment (Attachment A). The provider is responsible for the final housing and choice assessment and must provide a housing services plan. The assessment must be approved by DSAAPD.
- 7.10 The provider must complete the assessment within 5 days working days of receipt of the referral.
- 7.11 The participant's guardian must be notified by the provider of this assessment process within thirty (15) days of the meeting to assure that all parties are aware of the overall housing plan.
- 7.12 The provider must notify DSAAPD if housing case management services are not started within 10 (ten) calendar days of referral.
- 7.13 The provider is responsible for contact during the regular scheduled business hours, on at least a monthly basis. The monthly visits and/or calls are to be documented. The monthly contact housing case notes are to include the following information:
  - 7.13.1 Participant name.
  - 7.13.2 Date of Meeting.
  - 7.13.3 Time of Meeting (include start time and end time)
  - 7.13.4 Document if Guardian was present and if not, was the Guardian aware of the meeting.



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- 7.13.5 Review of housing plan.
- 7.13.6 Review and update of prior concerns and effectiveness of plans to address those concerns.
- 7.13.7 Discussion of new concerns and proposed interventions.
- 7.13.8 Participant /caregiver satisfaction with housing services.
- 7.13.9 Documentation of un-met needs (by either lack of services, refusal of services, non-compliance, etc.)
- 7.13.10 Documentation of actual interventions provided.
- 7.13.11 Monthly case notes should be submitted by the fifth (5) day of the following month.
- 7.14 The provider may only bill for the monthly reimbursement rate once the monthly in- person visit has been performed and documented as such within the monthly report.
- 7.15 The provider is responsible for documenting in the monthly report placement referrals, housing and rental assistance applications submitted with or on behalf of the participant and referral and application to all housing related services. The status of such interventions must also be documented.
- 7.16 The provider is responsible to complete the quarterly re-assessments.
- 7.17 The provider must communicate any change in the plan with the participant and/or guardian.
- 7.18 The provider must meet with the participant for the monthly visit in a location appropriate to the needs of the participant.
- 7.19 The provider must notify DSAAPD within three (3) business days, if there is a service interruption that cannot be addressed within the existing staff of the agency.
- 7.20 The provider must ensure that all applicable health care professionals, behavioral health professionals, community supports, other service providers, caregivers and the participant are kept informed of changes in the housing plan.
- 7.21 Provider must comply with HIPPA requirements regarding privacy and security of protected health information and must use the HIPPA standard for all transactions.
- 7.22 The Provider must assure participant confidentiality.
- 7.23 Provider must ensure access to authorized representatives of Delaware Health and Social Services to the participant's case files.
- 7.24 The provider must agree that DSAAPD retains ownership of all assessments and housing plan documentation. These records will be furnished without cost by the provider, to DSAAPD within fifteen (15) days upon termination of participant services.
- 7.25 The provider must establish a system through which participants may present grievances about the operation of the service program. The provider also agrees to advise participants of this right and will advise participants of their right to appeal denial or exclusion from Housing Case Management program services and their rights to a fair hearing process. The provider must have written documentation of this system, along with a written procedure of how these complaints will be communicated to DSAAPD.
- 7.26 The provider will make a reasonable effort to confer with DSAAPD to resolve problems that threaten the continuity of a participant's service. Any decision to terminate service will be discussed first with DSAAPD and then the participant before action is taken. The DSAAPD



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SSW/CM/Transition Coordinator and the participant will be notified in writing not less than fourteen (14) calendar days in advance of the provider's intent to terminate a participant who continues to be eligible for Long Term Care services. The letter shall include reasons for termination and steps taken by the provider to resolve problems prior to termination.

7.27 The provider must give DSAAPD fifteen (15) days written notice if terminating five (5) or more participants at a given time.

**8.0 INVOICING REQUIREMENTS**

8.1 The provider must invoice DSAAPD, pursuant to the DSAAPD Policy Manual for Contracts, policy X-Q, Invoicing.



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**ATTACHMENT A - Housing Needs Assessment**

I would like to request that the following individual be considered for Housing Case Management Services

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I. Information about the individual being referred

First name

Last name:

Phone number:

Cell number:

E-mail (if any):

Address:

DOB (if known):

II. Information about referral source

Name and title:

Organization:

Phone number:

E-mail:

Is this a SRAP applicant? If yes, has a voucher been issued? What date?

III. Housing Service(s)

Brief description of individual's housing need (for example: ramps; roll in shower; wheelchair accessible) house roof fell in. Needs to have house repaired or needs need housing.

Notes or additional information (if any):

Is there a criminal history we should know about?

If yes, is it a felony or sex offense?