

# Transitional Voucher Process

November 30, 2016



# AGENDA

- Overview
- OCA
- Guidance Document
  - Goals
  - FACT Targets
  - Community Integration Targets
  - Implementation
    - ME Responsibilities
    - Provider Responsibilities
    - Allowable Expenses
    - Data Collection and Management

# Overview

This funding is to be used to bridge the gap for people with mental health condition or substance use disorders as they transition from acute or restrictive levels of care to lower level community based care, prioritizing individuals who are homeless or at risk of homelessness.

- **MHTRV** – Mental Health Transitional Voucher OCA
- **MSTRV** – Substance Abuse Transitional Voucher OCA

# OCA

The screenshot shows a web browser window with the URL [centralfloridacares.org](http://centralfloridacares.org). The page features the Central Florida Cares Health System logo and a navigation menu. The 'PROVIDERS' dropdown menu is open, listing various resources. The 'DCF Chart 8 System' link is circled in blue. Below the main content area, there are sections for Substance Abuse Services, Mental Health Services, News, and Trainings & Meetings. A URL <http://centralfloridacares.org/providers/> is visible in the bottom left corner.

centralfloridacares.org

Find on page mhtrv No results < > Options

707 Minidham Blvd., Suite 201 | Orlando, FL 32825 | (407) 895-1926

LOGIN Search ... Search

Central Florida Cares Health System

ABOUT | OUR PROGRAMS | PROVIDERS | RESOURCES | EVENTS | CONTACT

ALF-LMHL Resources  
Consumer Needs Assessment Survey  
Client Satisfaction Survey Forms  
Civil And Forensic Resources  
Client Satisfaction Survey Quarterly Reports  
DCF Chart 8 System  
Exception Report Guidance  
Fiscal Report Templates And Instructions  
Incidental Pre-Authorization Form

Mystery Shopper Protocol  
National Voter Registration Act  
Network Monitoring  
Network Training  
Policy Memos  
Policies And Procedures  
Procurements  
Program Description And Organizational Profile Templates  
Subcontractor Approval Checklist  
TANF

Orange County | Seminole County

Substance Abuse Services  
Mental Health Services  
News  
Trainings & Meetings  
Board & Committee Meetings  
Other Links  
FWA Prevention Protocol (Updated 10-11-2016)  
cfchsdata.org

<http://centralfloridacares.org/providers/>



# Guidance Documents

<http://www.myflfamilies.com/service-programs/substance-abuse/managing-entities/2016-contract-docs>

**Guidance 29:** Transitional Voucher

**Template 18:** Transitional Voucher Quarterly Report  
(not published yet)



# I. Goals

## Requirements

- Project outcomes:
  - Prevent recurrent hospitalization and incarceration;
  - Provide safe, affordable, and stable housing opportunities;
  - Increase participant choice and self-determination in their treatment and support service selection; and
  - Improve community involvement and overall quality of life for program participants.
- Intended to support Care Coordination efforts outlined in Guidance 4 – Care Coordination.
- “Voucher” - Any electronic or paper record documenting a Network Service Provider’s agreement to pay a third party for allowable services.

## Operationalization

- Project outcomes are in line with CFCHS Care Coordination outcomes
- Care Coordination clients are only eligible clients
- Vouchers can be used for housing assistance and housing subsidies only.

# II. FACT Targets

Not applicable for CFCCHS

# III. Community Integration Targets

## Requirements

- ME to approve eligibility of persons
- Must be currently receiving Department-funded SAMH services **AND** meet one the following alternative characteristics:
  - Experiencing homelessness; meaning an individual who lacks housing, including:
    - An individual whose primary overnight residence is a temporary accommodation provided by a supervised public or private facility, or
    - An individual who resides in transitional housing
  - Receiving Care Coordination services pursuant to **Guidance 4.**

## Operationalization

- ME gives blanket approval to ME funded Care Coordination clients that are homeless.



# IV. Implementation – ME

## Requirements

- Determine the eligibility of Network Service Providers and non-Network Service Providers to provide services funded with Transitional Vouchers. Such determination will be based on licensure or certification in good standing, history of licensing or certification complaints, appropriateness of services, staff training and qualifications, evidence of staff and organizational competency, interviews with organization staff, and other knowledge of significance unique to the individual provider.
  - Treatment providers must be licensed by the Department, Agency for Health Care Administration (AHCA), or a related professional license.
  - Recovery support providers not licensed by the Department or AHCA must provide documentation of applicable professional certifications.
- Establish a system for referral and approval of individuals to receive Transitional Voucher services.
- Specify expectations for transition to other fund sources based on factors such as subsequent access to disability benefits, insurance, employment, or housing vouchers; and assist with timely and efficient transitions within twelve months of initiation of the Transition Voucher. Transition Vouchers may be extended with approval of the Regional SAMH Director or designee.
- Develop a data and communications system to track and manage referrals, transitions, vouchers and outcomes.
- Develop written agreements with community partners (i.e. specialist groups, housing agencies, hospitals and community agencies) that include guidelines and expectations for referral and transition processes.

## Operationalization

- Eligibility of Providers – N/A – CFCHS is limiting purchases to housing only.
- Existing CFCHS Care Coordination program and Incidental Expenses preauthorization process complies with all tracking requirements
- CFCHS will approve Provider/Landlord agreement templates.

# IV. Implementation – Providers

## Requirements

- Utilize the SOAR model to assist project participants in applying for SSI/SSDI benefits;
- In collaboration with the participant, Network Service Providers must certify no other payer source is available and due diligence was exercised in searching for alternative funding prior to the use of Transitional Voucher funds. Network Service Providers must submit a signed certification for each use of Transitional Voucher funds with the monthly invoice.
- Establish accurate record keeping that reflects specific services offered to and provided for each participant; and
- Approve Transitional Voucher invoices and expenditures for services provided by non-Network Service Providers.

## Operationalization

- Monthly signed burn rate sheets contain proper attestation.
- Column will be added to Care Coordination spreadsheet submitted to CFCHS System of Care Department to track voucher clients.

# IV. Implementation – Allowable Expenses

## Requirements

- Transitional Voucher services may be authorized only to the extent that they are reasonable, allowable and necessary as determined through the assessment process; are clearly identified in the care plan; and only when no other funds are available to meet the expense.
- The person served is the primary decision maker as to the services and supports to be purchased and from what vendor those services are procured.
- Allowable expenses include the following Covered Services as defined by ch. 65E-14.021, F.A.C.
- Allowable Incidental Expenses include time limited transportation, childcare, housing assistance, clothing, educational services, vocational services, medical care, housing subsidies, pharmaceuticals and other incidentals as approved by the Managing Entity in compliance with Rule 65E-14.021, F.A.C..
- Network Service Providers and non-Network Service Providers must adhere to:
  - State purchasing guidelines for allowable expenses as promulgated by the Department and the Department of Financial Services
  - The requirements of Chapter 65E-14, F.A.C., and
  - Managing Entity protocols regarding allowable purchases.

## Operationalization

- Incidental Expenses using the CFCHS standard pre-authorization process.
- Housing assistance and housing subsidies only

# IV. Implementation – Data Collection & Management

## Requirements

- In addition to service data reported in accordance with DCF Pamphlet 155-2, Managing Entities must submit Template 18 as an addendum to the Quarterly Report required in Section C-2.4.6.

## Operationalization

- Must use Modifier to point to the correct OCA.
  - MSTRV – DS
  - MHTRV - DM
- Quarterly Report will be amended into Exhibit B of Provider contracts

# QUESTIONS



# CONTACT INFORMATION

**FOR ANY FURTHER QUESTIONS, PLEASE CONTACT:**

## Contract Managers

Steven McFarland

Trinity Schwab

## System of Care

Anita Tulloch (Incidentals)

Nirvana Muniz (Care Coordination)