

Vermont Medicaid Permanent Supportive Housing Assistance (PSHA) Program Overview and Expectations

The Vermont Medicaid Permanent Supportive Housing Assistance (PSHA) Program provides housing navigation and long-term housing stabilization support to adults who live with disabilities. PSHA enrollment is currently limited, and services are offered only to eligible individuals prioritized through local Coordinated Entry Systems. There is no cost to participants for these services.

PSHA services do **not** include the provision of room and board or the payment of rental costs.

If you choose to enroll in the PSHA Program, you will interact with two different providers: One is a State of Vermont PSHA Case Manager who will meet with you when you enroll in the program and then annually thereafter; the other is a local service provider agency that will meet with you regularly and provide day-to-day support. The roles are outlined below.

PSHA Case Manager (CM)

- Confirms that you are enrolled in Medicaid
- Confirms that you are eligible for PSHA based on your health needs and housing risk factors
- Works with you to create a whole-person care plan that outlines your goals for PSHA participation initially and annually
- Authorizes PSHA services through a local service provider agency
- Provides referrals and supports care management as appropriate and desired
- Is available to you and the local service provider agency for support with service access

Local Service Provider

- Works with you to create a housing search and stability plan
- Provides pre-tenancy support services (support to obtain housing)
- Provides tenancy sustaining services (support to maintain housing)
- Supports referrals to other care providers and resources as needed and desired
- Connects you with appropriate benefits including accessing housing move-in costs as needed and desired.

Participation in the PSHA Program is optional; you may discontinue your services at any time. If you discontinue and would like to re-start PSHA in the future, you may need to wait to be prioritized again through Coordinated Entry. Choosing not to participate in PSHA will not affect your eligibility for Medicaid or access to other Medicaid benefits.

Vermont Medicaid Permanent Supportive Housing Assistance (PSHA) may

Participant Rights and Responsibilities

Privacy Practices

PSHA needs to use and sometimes share information you provide us to perform its case management functions. To learn more about the ways we use and share information, you may ask for a copy of the Agency of Human Services Privacy Practices or find it linked here: [AHS notice of privacy practices](#).

As a PSHA participant, you have Rights and Responsibilities with the State of Vermont PSHA Case Managers with whom you will work. Your local service provider agency will share their Rights and Responsibilities independently.

Participant Responsibilities

Participants have the responsibility to:

- Meet with the State of Vermont PSHA Case Manager (CM) during enrollment and at least annually to co-develop and update a whole-person care plan that outlines your goals for PSHA participation.
- Agree to communication between the CM and your service provider agency by signing a Release of Information (ROI) form.
- Respond to communication from your CM in a timely manner, attend meetings with your CM, and let the CM know if you have to reschedule those meetings.
- Inform either your CM or your local service provider agency if you:
 - Have changed your plans around finding housing – for example, you decide to move in with a family member or move to a different area
 - Have significant changes to your income or health status
- Complete necessary steps to maintain Medicaid enrollment (your local service provider agency should be able to assist you to maintain Medicaid enrollment).
- Never share health information via text. Text your CM only to schedule, confirm, or reschedule CM appointments.
- PSHA provides case management services Monday-Friday 8-430pm. Please call 911 for emergency services, 988 for the national suicide prevention and crisis lifeline, or your mental health provider's crisis line in an emergency. You can call the Vermont Support Line at 833.888.2557 (833)VT-TALKS for non-emergency peer support. (Your local service provider agency may have different policies with regard to when you can contact your case manager).
- Treat your PSHA CM with respect. Participants who repeatedly use abusive language towards or verbally or physically threaten their PSHA CM may be required to temporarily or permanently discontinue PSHA services following appropriate due process.

Participant Rights

Participants have the right to:

- Be treated as an individual and with respect in every interaction with your PSHA CM.
- Speak with your PSHA CM in your own language. If needed, the State of Vermont PSHA team will provide language services at no cost to you.
- Have a family member or guardian represent you or join you in your meetings with your PSHA CM, if you want.
- Privacy of your health and other personal information. Your State of Vermont PSHA Case Manager (CM) will only use or disclose your records as described in the AHS Notice of Privacy Practices, as permitted by State and Federal law.
- Participate in developing and updating a whole-person care plan that outlines your goals for PSHA participation.
- Receive written information about the Vermont Medicaid Permanent Supportive Housing Assistance (PSHA) Program.
- Upon request, get a written copy of your PSHA records.
- Be provided with the names and contact information of Vermont Medicaid PSHA staff members, including case managers.
- Choose not to participate in the Vermont Medicaid PSHA Program and disenroll at any time. Your participation in PSHA will not affect your eligibility for Medicaid or access to other Medicaid benefits.
- Be mailed a close out letter when your participation in the Vermont Medicaid PSHA Program ends.
- Submit a grievance if you have a complaint about access to or quality of the PSHA services being delivered to you or having been adversely affected by exercising your rights as a participant in the program.

Vermont Medicaid Permanent Supportive Housing Assistance (PSHA) Grievance Process

A grievance is a complaint about things other than actions (service authorizations), like the quality of services being delivered, access to those services, or being adversely affected after exercising your rights. When concerns arise, you should first talk with their local case manager or provider. If things cannot be resolved this way, you can ask your OEO case manager for support navigating the conflict. Next, you could work with agency leadership to file a grievance aligned with the agency's procedures.

If, despite these efforts you can't work out the differences with your provider, you may file a grievance by emailing or calling the PSHA Program Manager at the Office of Economic Opportunity. They will send you a letter about how they can address it within 30 days.

AHS.DCFOEOPSH@vermont.gov

802.863.6354

If you filed a grievance and are not happy with the way it was addressed, you may ask for a Grievance Review. A neutral person will review your grievance to be sure that the grievance process was handled fairly. You will get a letter with the results of the review within 90 days. Information about this can be found on our website, <https://dcf.vermont.gov/o eo /programs/ps h>.

Provide contact information if care plan is not shared at this meeting.