

Homelink Housing Services

- Homelink is a system resource for all case managers
- Homelink is operated out of GCBHS
- Homelink is a single point of access for permanent, transitional and emergency housing resources

How are services provided

■ Housing Broker's role

- Assess housing needs
- Assess eligibility for various housing types
- Provide system level resource for housing
- Performs intake and provides recommendations
- Consolidated knowledge of community housing resources

How are services provided

■ Homelink staff assist with...

- Housing applications including subsidized and market units
- Connection to start-up resources, ie: CAA
- Assist with landlord interviews
- Assist with move-in
- Connection with utilities, life-line, change of address, etc

What do services look like?

- Services are approximately 90 days
- Homelink only works on housing needs
- Collaborate with case manager and client to choose, find and keep a home
- Individual services tailored to specific needs

Housing Resources

- Private Landlords
- Excel
- Residential Housing
- SRO's
- CMHA
- Supported Housing
- Boarding Rooms
- Community Mental Health Homes
- Quick Access
- Lighthouse on Highland (shelter)

Who is eligible?

- All SMD adults in the case management system...must have an active case manager
- Don't have to be homeless, may be transitioning
- No income requirements

Referral Process

- Case manager calls Housing Broker to assess need
- Coordinate an intake appointment for Homelink services
- Items needed at intake:
 - Current DAF – within 1 year
 - Current ISP

Continued...

Referral Process

- Intake is reviewed and assessed for Homelink services
- Client is accepted and opened
- Staff assigned and housing search begins
- Homelink and CM collaborate throughout the entire Homelink process

Contact Information

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Excel

- Excel is a housing resource for all Case Managers/Shelter Workers
- Contracted by MHR SB, Strategies to End Homelessness, and Greater Cincinnati Behavioral Health
- Goal:
“Provide permanent supportive housing to individuals and families with severe and persistent mental illness”

Excel

- Permanent Supportive Housing
- Offers scattered site and site based subsidies
- Excel & HCMHR SB own 86 buildings, 375 units
- Excel subsidizes over 1200 individual apartments

Excel – Who is Eligible?

■ Eligibility

- County resident and 18 years or older
- Active and willing to remain active with a MHRSB affiliated case management agency
- SMD diagnosis deemed severe and persistent by the MHRSB
- Be homeless or in a mental health hospital
- Harm Reduction Model
 - Clients are prioritized by greatest need and duration of homelessness

Excel – Making a Referral

- CM & Client Complete the Excel Referral Packet
 - Must be completed in its entirety to be accepted
- Frequent Errors:
 - Diagnosis Code(s) missing
 - Not identifying the case management agency/location
 - All forms signed by client and case manager
 - Missing DAF/ISP/income/benefits verifications
 - Missing current living situation information

Excel – Submitting A Complete Referral

- Entire packet including required verifications are submitted to Excel in person.
- Excel may request additional information.
 - Immediate follow up is necessary.
 - Any changes to the referral/client/current living situation must be communicated to Excel. Email is preferred.

Excel – Decision on Referral

- The status of a referral can be inquired about by emailing Mbrucato@exceldev.org
- We do not control who is eligible and accepted into our Continuum of Care programs.
- Our HAP program prioritizes clients who are in mental health hospitals and who are homeless or in MHR SB funded transitional living.

Certificate Issuance

- Excel will notify the CM, shelter worker, and liaison email when a client is issued a certificate.
- The type of certificate and next steps will be communicated with the CM.
- Excel will help with the apartment search and the transition from homelessness to housing.

Certificate Becomes Available Continued...

- If accepted for private landlord unit:
 - Complete packet with certificate, consents, and RUI will be given to the CM.
 - Excel will provide a list of potential landlords
 - CM, client contact private landlord to look at units
 - Landlord must complete RUI (request for unit inspection) and send to Excel
 - RUI will initiate the inspection to be completed by Excel
 - Excel will immediately contact CM when unit passes inspection
 - Excel, CM, client, and Landlord will coordinate to schedule a lease signing

Certificate Becomes Available Continued...

- If accepted for an Excel unit:
 - CM and Property Management are notified of client acceptance
 - Excel Property Management notifies CM of what units are available
 - CM and Excel Property Management coordinate the showing of units

Excel Apartment is Chosen

- Excel completes cleaning/maintenance of Excel unit
- Excel or a sub-contractor will inspect the unit to ensure it meets HUD standards
- Excel will immediately contact CM when unit passes inspection and the lease is ready to sign
- Expectation is that move in date will be scheduled within 5 business days of lease signing.

Excel Housing Quality Inspector (HQI) Role

- Ensure the overall maintenance of the unit is in good condition.
- Identifies tenants that may need additional supports to remain independent.
- Completes 30 day move-in inspection – **CM to be present.**
- Completes additional inspections as needed. CM notified & encouraged to attend.

EPM

- Benefits to EPM units:
 - Quality of Life Inspector
 - Subsidy and Property Management under one roof
 - Understanding of the clients situation
 - Mission to house clients regardless of setbacks
 - Apartments that meet or exceed HUD standards

■ For Information Contact:

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Q&A

