



OPERATIONAL MEMO

Title: Case Manager Process for Requesting a Department of Local Affairs - Community Access Team Housing Voucher for Supported Living Services Waiver Members	Topic: Department of Local Affairs - Community Access Team Housing Voucher Requests
Audience: Case Managers and Case Management Agencies	Sub-Topic: Case Management
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Legal Authority: 10 CCR 2505-10, 8.7101, 10 CCR 2505-10, 8.7202	
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Approved By: Amanda Lofgren	

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Purpose and Audience:

The purpose of this Operational Memo is to provide Case Management Agencies (CMAs) with instructions on how to request prioritized housing voucher referrals for members enrolled in the Home and Community-Based Service (HCBS) Supported Living Services (SLS) waiver program.

Information:

The Department of Health Care Policy and Financing (HCPF) has identified that there are members enrolled in the HCBS-SLS waiver that have a need for resources specifically related to housing. HCPF has an Emergency Enrollment Request process for members

who meet eligibility criteria for the HCBS Developmental Disability (DD) waiver as outlined in 10 CCR 2505-10, 8.7101.J.2 and have an emergency as outlined in 10 CCR 2505-10, 8.7202.G.6. Members in the HCBS-SLS waiver may not meet all criteria for an approval of an Emergency Enrollment into the HCBS-DD waiver, as needing housing alone does not meet the requirements of the HCBS-DD waiver enrollment criteria outlined in 10 CCR 2505-10, 8.7101.J.2. Other members on the HCBS-SLS waiver may meet the criteria for approval of an Emergency Enrollment but may prefer to use SLS Exceptions to meet their service needs and/or a housing voucher to meet their housing needs. As such, HCPF has identified an opportunity to partner with the Department of Local Affairs (DOLA) for a prioritized referral process to make Community Access Team (CAT) Housing Vouchers available to members in the HCBS-SLS waiver who are experiencing a housing crisis.

Action To Be Taken:

CMA Responsibilities

If a member on the HCBS-DD waiver waiting list receives a prioritized housing voucher, the member's CMA should review the member's HCBS-DD waiver waiting list record and Level of Care Assessment to determine whether the member meets criteria for the HCBS-DD waiver per 10 CCR 2505-10, 8.7101.J.2; and update the member's HCBS-DD waiver waiting list record if needed. Receiving a housing voucher approval does not require a member to be taken off the HCBS-DD waiver waiting list and no member should have their order of selection date on the HCBS-DD waiver waiting list changed as a result.

A housing voucher prioritization request for a member on the SLS waiver will be submitted from the CMA by the designated Reserved Capacity point of contact (POC) to HCPF's emergency inbox.

The request should include:

- Member name
- Member SSN
- CMA Point of Contact Name
- CMA Point of Contact phone number
- CMA Point of Contact email
- Case Manager name
- Case Manager phone number
- Case Manager email
- A statement explaining why the member is at risk of homelessness
- Confirmation of enrollment (or in process of enrollment) in the HCBS-SLS Waiver

- Confirmation that the Level of Care Assessment has been completed
- Interdisciplinary Team (IDT) has documented independent living is feasible

HCPF will review the information to ensure the member is eligible and will then send the CMA POC and the Case Manager the approval page from HCPF, the blank CAT Voucher Application, and the Release of Information (ROI) page. The Member's team will then complete the application, ROI, and gather the additional documents for DOLA.

This documentation includes:

- Birth certificates or Proof of Order, if applicable (*not required by DOLA, but strongly encouraged as many landlords ask for them*)
- Government issued photo identification (*valid*)
- Social Security card or Proof of Order within the last 60 days
- Proof of income/assets (*award letters, pay stubs, bank statements, etc.*) within the last 60 days
- Proof of disability (*"Verification of Disability" form will be included in CAT Voucher Application*)

Once the CMA has completed and received all documents (*approval letter, application, ROI, and all documents listed above*), they will send them to the DOLA inbox in one email, please do not submit any documents to DOLA until you have gathered them all. Once HCPF sends the approval page, blank application, and ROI to the CMA team, HCPF is not involved in any steps moving forward to obtain the housing voucher. Please ensure documents are provided directly to DOLA and you reach out to DOLA for any additional questions or updates on status.

Housing Navigation

If a member is on the SLS waiver and in need of housing navigation support to complete paperwork, find a unit to live in, etc. The CMA should help the member with setting up Mentorship services through the SLS waiver to support with this.

Attachment(s):

None

Contacts:

Case Management Quality Performance Division:
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Emergency Inbox:
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DOLA:
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