

This Exhibit applies to the Housing and Health Opportunities (H2O) Program Administrator and H2O providers and establishes requirements for H2O Caseload and Contact Requirements.

Housing and Health Opportunities (H2O) services are designed to meet the unique housing needs of eligible AHCCCS members. Services span across various areas in which there are identified gaps in care for members who are experiencing homelessness. The H2O services are designed to be provided for a brief period while meeting the Health-Related Social Needs (HRSN) of members to assist the member with housing stabilization and re-engagement with existing providers and Medicaid covered services. The H2O caseload and contact requirements outlined below are provided by Outreach and Education, Enhanced Shelter, and Pre-Tenancy/Tenancy Services. These provider types must contract with the H2O Program Administrator and onboard as Medicaid providers under their respective provider type.

For provider services refer to AMPM Exhibit 1720-1 and for provider training requirements refer to AMPM Exhibit 1720-3. For further information on the AHCCCS Housing Program, refer to AMPM Policy 1710.

SERVICE INTERVENTION	MAXIMUM ASSIGNED PROVIDER STAFF TO MEMBER RATIO	CASELOAD ADJUSTMENTS	CONTACT REQUIREMENTS
OUTREACH AND EDUCATION	1:25	None	<p>For unsheltered situations, a staff person on the outreach team shall complete in-person contact attempts daily with members while the member resides in unsheltered situations.</p> <p>For other sheltered situations, the outreach staff person assigned shall complete in-person contact attempts with each member on a weekly basis until the member is engaged with their assigned provider or pre-tenancy/tenancy support.</p>

SERVICE INTERVENTION	MAXIMUM ASSIGNED PROVIDER STAFF TO MEMBER RATIO	CASELOAD ADJUSTMENTS	CONTACT REQUIREMENTS
<b>ENHANCED SHELTER</b>	1:25	<p>Providers are required to have an assigned staff to member ratio of 1:25 caseload from 7:00a.m. to 7:00 p.m.</p> <p>The assigned staff to member ratio may be reduced during evening hours (7pm to 7am) but at no time shall it fall to less than 1:40 or a minimum of two assigned staff, whichever is greater.</p> <p>The provider shall ensure adequate enhanced shelter staff at all times to maintain the safety of the location.</p>	<p>The assigned staff person shall complete a Health-Related Social Needs (HRSN) screening or assessment with the member within 48 hours of member admission to the enhanced shelter.</p> <p>The assigned staff person shall assist the member with developing a Housing Plan within 48 hours of member admission to the enhanced shelter. Housing Plans shall include an identified strategy for permanent housing placement.</p> <p>The assigned staff person shall meet with each assigned member, in-person, weekly to review and update the Housing Plan and assist the member with defining and achieving goals for housing and income stability as the member progresses in care.</p> <p>An evening staff person between the hours of 7pm to 7am will complete an in-person face to face contact in the member’s room or at their bed. The time of the contact shall be reasonable and understanding of the member’s needs.</p>

SERVICE INTERVENTION	MAXIMUM ASSIGNED PROVIDER STAFF TO MEMBER RATIO	CASELOAD ADJUSTMENTS	CONTACT REQUIREMENTS
PRE-TENANCY/ TENANCY SUPPORT	1:15	None	The assigned pre-tenancy/tenancy sustaining support staff shall have in-person contact with the assigned member daily or as needed, and at a minimum have four contacts weekly, per Substance Abuse and Mental Health Services Administration (SAMHSA) Fidelity Requirements: <a href="https://store.samhsa.gov/product/permanent-supportive-housing-evidence-based-practices-ebp-kit/sma10-4509">https://store.samhsa.gov/product/permanent-supportive-housing-evidence-based-practices-ebp-kit/sma10-4509</a>