

SECTION 811 PRA TRANSITION TEAM

The team will include members from the three agencies, MaineHousing, OADS and the Long Term Care Ombudsman's Program. The team would be responsible for overseeing the implementation of the program. It is our expectation that this team would perform the following functions:

- Referral of participants
- Transition of participants
- Post Occupancy support
- Program review

REFERRAL OF PARTICIPANTS

We envision using the model developed for the MFP Homeward Bound Program. We feel that LTCOP will be the agency responsible for this aspect of the program. They would have primary responsibility for the preliminary stages of recruiting and placing participants.

- Receive referrals of potential participants from a variety of referral sources.
- Provide information and educational resources to potential participants, family members, and other interested parties.
- Ensure the informed choice and consent of all potential participants.

TRANSITION OF PARTICIPANTS

Transition would be handled on a case by case basis. Qualified individuals would apply for housing through the PRA operational protocol.

- The team will determine and document program eligibility based on application and supporting documentation.
- Conduct risk assessment and risk mitigation for participants.
- The team will provide direct housing assistance to the consumer to find, secure and move into housing.
- Qualified consumers will have appropriate community coordination.

POST OCCUPANCY SUPPORT

This would be a process that would allow both consumers and landlords to maintain a smooth transition process and to ensure that the services needs of the consumer are being met.

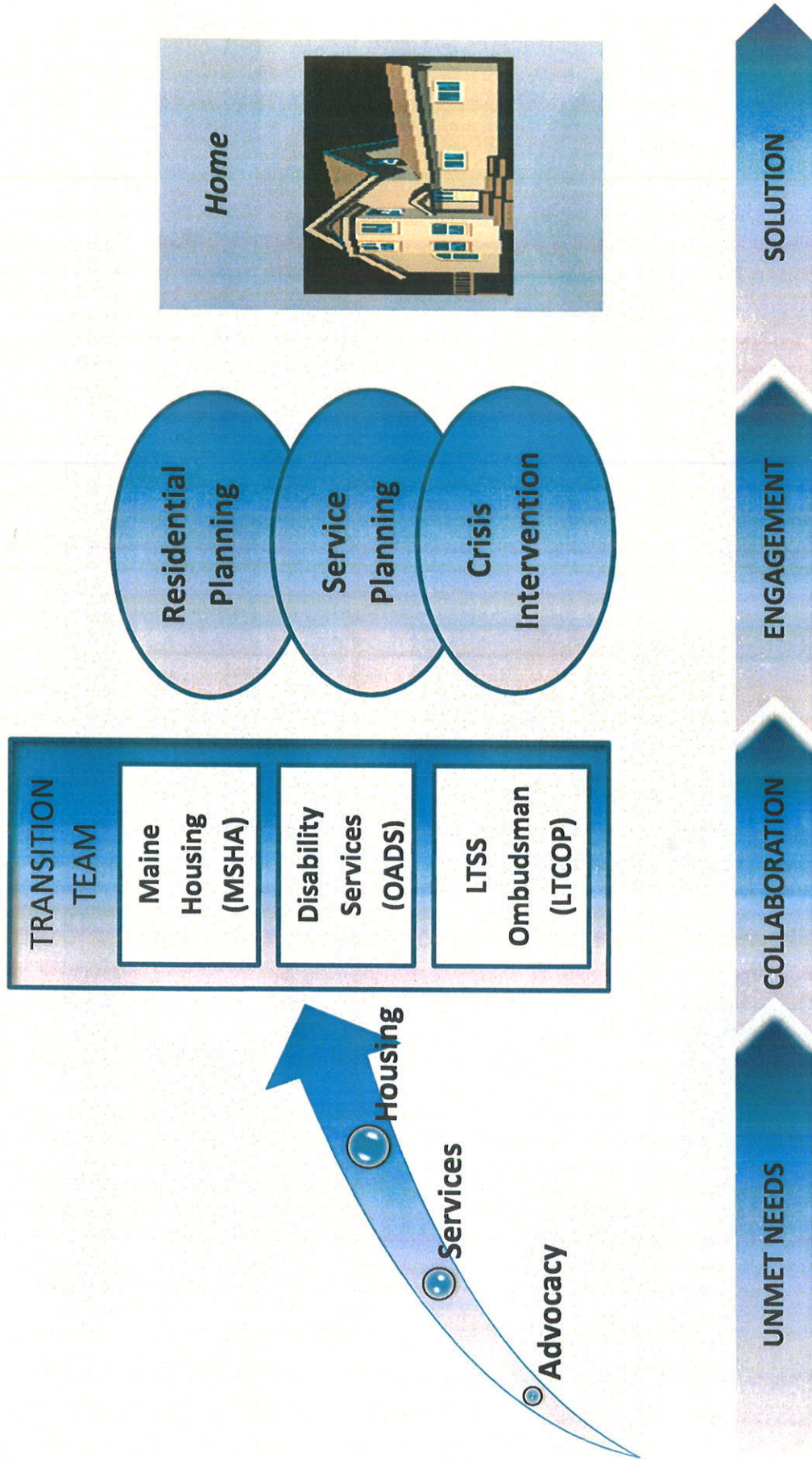
- They would provide tenancy support to help the individual remain in their housing.
- Oversee individual remediation of unmet needs that arise and ensure appropriate response.
- The team would respond to any complaints from both consumers and landlords regarding tenancy issues.
- DHHS would respond to any complaints from consumers regarding service issues.
- Monitor the rights and responsibilities of participants.
- Aggressively address issues that may lead to destabilization of both housing and services to prevent recurrence.

PROGRAM REVIEW

The team would oversee any quality management functions related to reviewing and monitoring the program.

- Manage all the deliverables, data collection and outcomes as required by HUD.
- Create an added layer of assurance that all services are in place.
- Become pro-active in ongoing performance evaluations of the program.
- Establish quarterly meeting with landlords and developers to review progress.
- Submit reports and completed documentation as requested by HUD and PRA project staff.

SECTION 811 PROCESS FLOW CHART



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