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**EXHIBIT 1720-2 – HOUSING AND HEALTH OPPORTUNITIES (H2O) CASELOAD AND MEMBER CONTACT  
REQUIREMENTS**

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

The Housing and Health Opportunities (H2O) services are designed to meet the unique housing needs of eligible AHCCCS members. The 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 Member 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.

**EXHIBIT 1720-2 – HOUSING AND HEALTH OPPORTUNITIES (H2O) CASELOAD AND MEMBER CONTACT REQUIREMENTS**

SERVICE INTERVENTION	MAXIMUM ASSIGNED PROVIDER STAFF TO MEMBER RATIO	CASELOAD ADJUSTMENTS	MEMBER CONTACT REQUIREMENTS
<b>OUTREACH AND EDUCATION</b>	1:25	None	<p>The assigned dedicated outreach staff shall complete the following:</p> <ol style="list-style-type: none"> <li>1. For members residing in unsheltered situations, daily in-person contact with the member.</li> <li>2. For members residing in sheltered situation, weekly in-person contact, until the member is connected, through a warm hand off, and engaged with the assigned Provider or Pre-Tenancy/Tenancy Services.</li> <li>3. If the member cannot be located during the contact attempts, the outreach staff shall document and inform the guardian, public fiduciary, and/or Case Manager, if applicable, when documenting the attempt as an attempted outreach.</li> </ol>

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<b>ENHANCED SHELTER</b>	1:25	<p>The 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) assessment with the member within 48 hours of member admission to the Enhanced Shelter, which shall be utilized to inform the Housing Care Plan development</p> <p>The assigned staff person shall work in partnership with the member in developing a Housing Care Plan within 48 hours of member admission to the Enhanced Shelter and will ensure the Housing Care Plan is documented in Homeless Management Information System (HMIS) within 48 hours of completion. Housing Care Plans shall include a goal and identified strategy for permanent housing placement and shall identify all necessary HRSN services or wraparound supports to help members attain their goals.</p> <p>The assigned staff person shall meet with each assigned member, in-person, weekly to address barriers, support member progress toward goals indicated on the Housing Care Plan and ensure updates to the Housing Care Plan, based on the member’s needs and current circumstances, are completed and documented in HMIS.</p> <p>Between the hours of 7pm to 7am, a staff person 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>

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SERVICE INTERVENTION	MAXIMUM ASSIGNED PROVIDER STAFF TO MEMBER RATIO	CASELOAD ADJUSTMENTS	MEMBER CONTACT REQUIREMENTS
<p><b>PRE-TENANCY/ TENANCY SUPPORT</b></p>	<p>1:15</p>	<p>None</p>	<p>The assigned Pe-Tenancy/Tenancy Sustaining (PTTS) staff shall complete a Health-Related Social Needs (HRSN) assessment with the member at intake, which shall be utilized to inform the Housing Care Plan development.</p> <p>The assigned dedicated PTTS staff shall work in partnership with the member in developing a Housing Care Plan at intake and will ensure the Housing Care Plan is documented in HMIS within 48 hours of intake. Housing Care Plans shall include a goal and identified strategy for permanent housing placement and shall identify all necessary HRSN services or wraparound supports to help members attain their goals.</p> <p>The assigned dedicated PTTS staff shall have in-person contact with the assigned member daily or as needed, and at a minimum have four contacts weekly with the member with at least one in-person contact, while ensuring service mix is highly flexible and can adapt type, location, intensity and frequency based on member’s changing needs and preferences, per Substance Abuse and Mental Health Services Administration (SAMHSA) Permanent Supportive Housing (PSH) Evidence-Based Practice (EBP) Fidelity Requirements:  <a href="https://store.samhsa.gov/product/permanent-supportivehousing-evidence-based-practices-ebp-kit/sma10-4509">https://store.samhsa.gov/product/permanent-supportivehousing-evidence-based-practices-ebp-kit/sma10-4509</a>.</p>