ReviewingandSubmittingForms
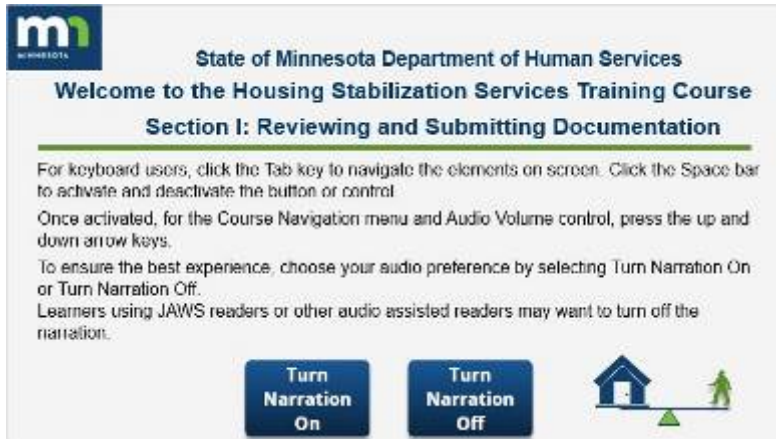
1. Section 1 Overview

1.1 Welcome

Notes:

State of Minnesota Department of Human Services
Welcome to the Housing Stabilization Services Training Course
Section 1: Reviewing and Submitting Documentation.
For keyboard users, click the Tab key to navigate the elements on screen. Click the Space bar to activate and deactivate the button or control.
Once activated, for the Course Navigation menu and Audio Volume control, press the up and down arrow keys.
To ensure the best experience, choose your audio preference by selecting Turn Narration On or

Turn Narration Off.

Learners using JAWS readers or other audio assisted readers may want to turn off the narration.

1.2 Narration Off

Notes:

You have turned narration off. To turn the narration on use the Course Navigation menu to return to the Welcome screen and select Turn Narration On.
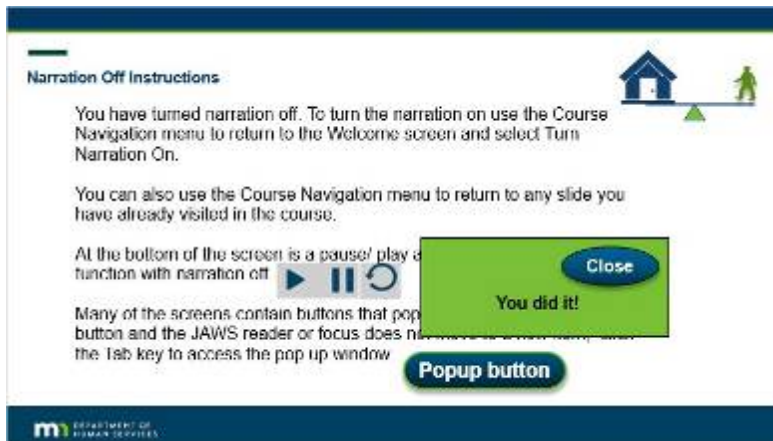
You can also use the Course Navigation menu to return to any slide you have already visited in the course.

At the bottom of the screen is a pause/ play and rewind buttons that do not function with narration off.

Many of the screens contain buttons that popup windows.

If you activate a button and the JAWS reader or focus does not move to a new item, click the Tab key to access the pop up window.

Popup (Slide Layer)
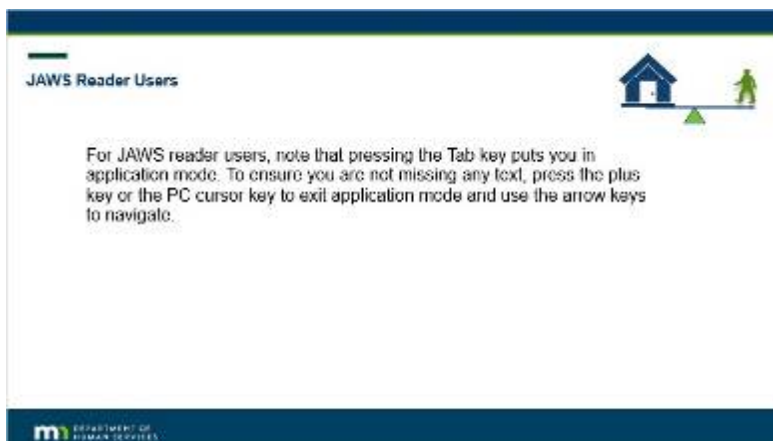
1.3 JAWS Reader Users

Notes:

For JAWS reader users, note that pressing the Tab key puts you in application mode.

To ensure you are not missing any text, press the plus key or the PC cursor key to exit application mode and use the arrow keys to navigate.
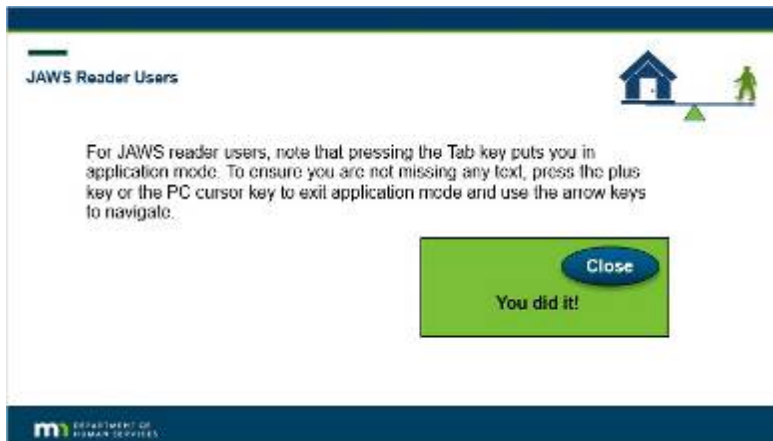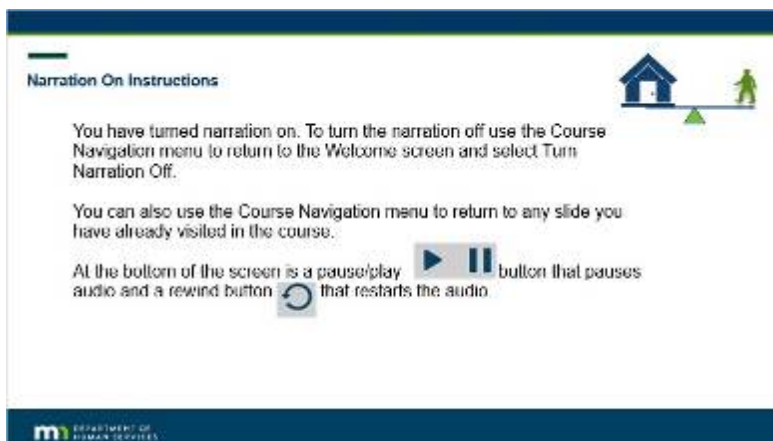
Popup (Slide Layer)

1.4 Narration On

Notes:

HSS Narration On Instructions

You have turned narration on.

To turn the narration off use the Course Navigation menu to return to the Welcome screen and select Turn Narration Off.
You can also use the Course Navigation menu to return to any slide you have already visited in the course.
At the bottom of the screen is a pause/play button that pauses audio and a rewind button that restarts the audio.
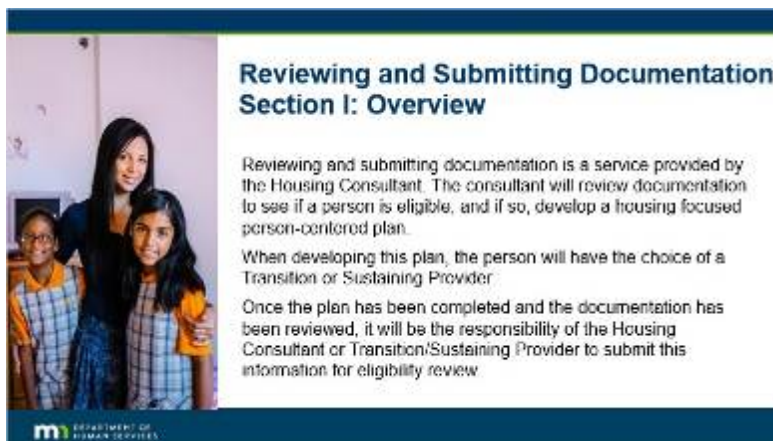
1.5 Section Introduction

Notes:

Welcome to Housing Stabilization Services Section I: Reviewing and Submitting Documentation

Now that you've completed the overview, this section will demonstrate in detail how to review documentation.

1.6 Reviewing and Submitting Documentation

Section I: Overview

Notes:

Reviewing and Submitting Documentation

Section 1: Overview

Reviewing and submitting documentation is a service provided by the Housing Consultant.

The consultant will review documentation to see if a person is eligible, and if so, develop a housing focused person centered plan.

When developing this plan, the person will have the choice of a Transition or Sustaining provider.

Once the plan has been completed and the documentation has been reviewed, it will be the responsibility of the Housing Consultant or Transition/Sustaining provider to submit this information for eligibility review.

1.7 Reviewing and Submitting Documentation
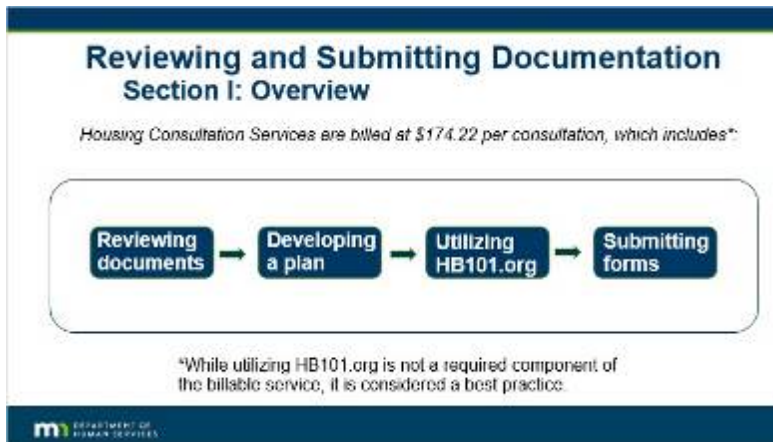
Notes:

Reviewing Documentation

Section 1: Overview

Housing Consultation Services are billed at $174.22 per consultation, which includes*:

- **Reviewing documents
  Developing a plan**

- U**tilizing HB101.org**

- S**ubmitting forms**

Reviewing documents
Developing a plan

*While utilizing HB101.org is not a required component of the billable service, it is considered a best practice.

1.8 Reviewing Documents
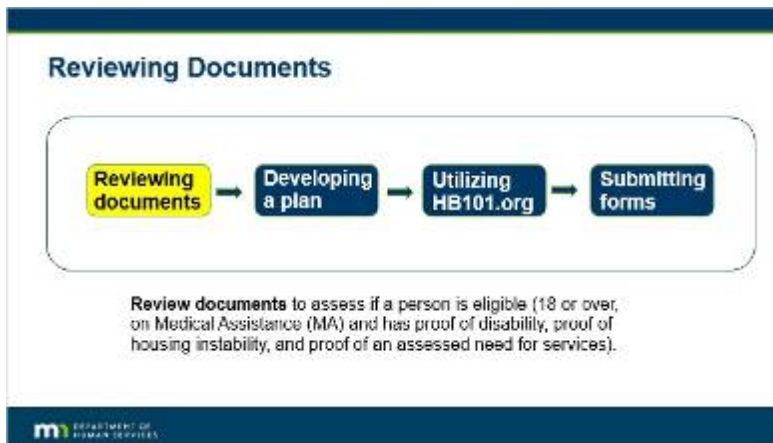
Notes:

Reviewing Documents

Review documents to assess if a person is eligible (18 or over, on Medical Assistance (MA) and has proof of disability, proof of housing instability, and proof of an assessed need for services).

1.9 Developing a Plan

Notes:

Developing a Plan

Develop a housing focused person-centered plan (which will assist the Transition and Sustaining Providers in serving new recipients).

1.10 Utilizing HB101.org

Notes:

Utilizing HB101.org

Utilize HB101.org to securely store information about a person's housing preferences as well as planning tools to help find and keep them in a home. This is not required as a part of the billable service, but is considered a best practice for providers.

1.11 Submitting Forms
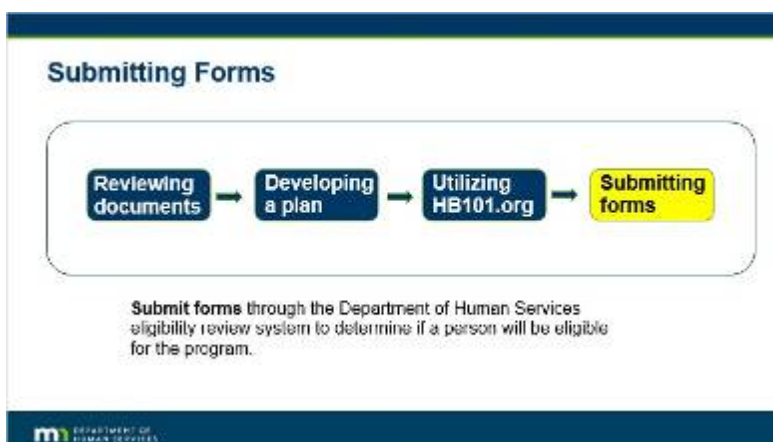
Notes:

Submitting Forms

Submit forms through the Department of Human Services eligibility review system to determine if a person will be eligible for the program.

2. Eligibility Requirements

2.1 Introduction

Notes:

Welcome to Housing Stabilization Services Section I: Reviewing and Submitting Documentation: Module One: Reviewing Eligibility Documentation.

Estimated Completion Time: 45 minutes

2.2 Reviewing Documents – Module 1 of 4

Notes:

Reviewing Documents - Module 1 of 4

In this module you will learn how to:

Review documents to assess if a person is eligible (18 or over, on Medical Assistance (MA) and has proof of disability, proof of housing instability, and proof of an assessed need for services).

2.3 Objectives

Notes:

Objectives

When you have completed this module you will be able to:
Identify eligibility requirements for the this program,
Determine what constitutes proof of eligibility, and
Decide if a person has all required documents for an eligibility review

2.4 Eligibility Requirements

Notes:

Eligibility Requirements
In the overview, you learned the basic requirements for eligibility in the housing stabilization services program. To be eligible for housing stabilization services, the person must be on Medical Assistance and be 18 years or older.
Click each of the three boxes below to review eligibility. Once you click all three boxes, read their content and close the windows, you can click Next to continue.

Disability or Disabling Condition (Slide Layer)

HousingInstability (Slide Layer)

NeedforServices (Slide Layer)

2.5 Triage

Notes:

Triage

When reviewing eligibility, it is best to ask a few basic questions to determine if a person is likely to qualify for housing stabilization services.

This is called triage, and it allows you to determine if a person is likely eligible with a few simple questions.

You will walk through these questions one at a time.

1. Are you 18 or older?

2. Do you have Health Insurance, specifically Medical Assistance (MA)?

3. Do you have a targeted case manager or waiver case manager?

2.6 Triage – 18 and Older

Notes:

Triage - 18 and Older
Rolando walks into your office. He has heard about housing stabilization services and would like assistance in getting stable housing.
Click on both answer buttons below to learn how to begin your conversation with Rolando depending on how he responds. Once you click both buttons, read their content and close the windows, you can click Next to continue.
1. Are you 18 or older?

No (Slide Layer)

Yes (Slide Layer)
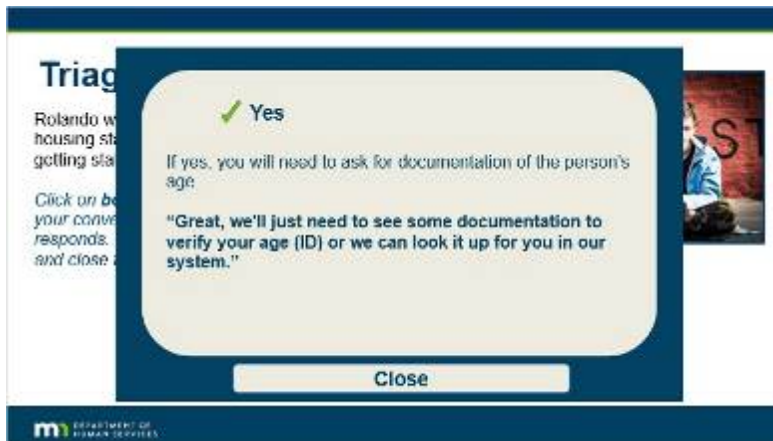
2.7 Triage – Health Insurance

Notes:

Triage - Health Insurance
*I*t is best practice to ask if a person has health insurance and you can look them up to see if they have Medical Assistance (MA). Some people won't know they are on Medical Assistance, and think of it as health insurance.
*Click on bo**th an**swers to learn how to continue your conversation with Rolando depending on how he responds. Once you click bo**th bu**ttons, read their content and close the windows, you can click Next to continue.*
2. Do you have Health Insurance, specifically Medical Assistance (MA)?

Yes HI (Slide Layer)
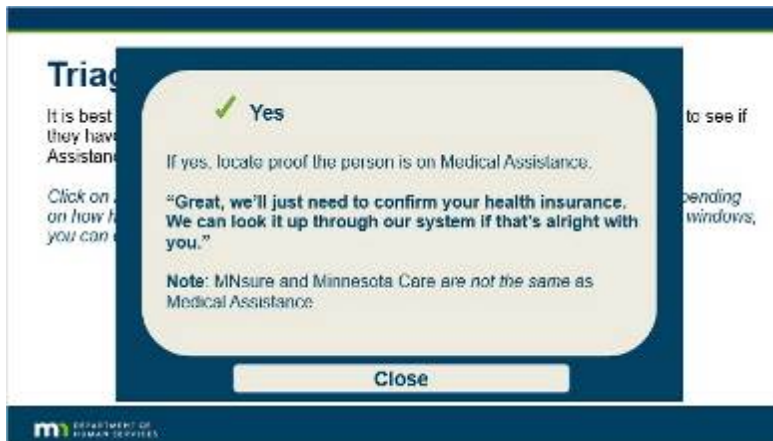
No Hi (Slide Layer)
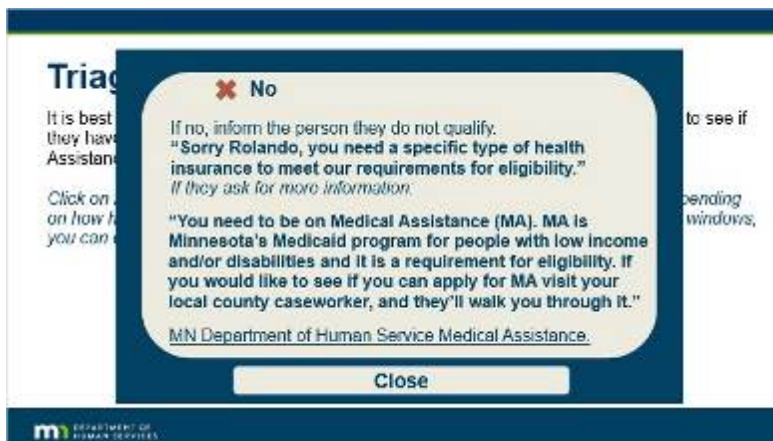
2.8 Triage – Case Manager

Notes:

Yes.

If yes, refer the person to their case manager. Their case manager will work with them on their plan to get access to the housing stabilization services program.
"**Thanks for letting me know. You'll need to work with your waiver or targeted case manager to get necessary documents and develop a person-centered plan. Once that is completed, your case manager will send the information to a Housing Stabilization Service provider of your choosing.**"

Triage - Case Manager

Click all three answer buttons below to learn how to continue your conversation with Rolando depending on how he responds.

Once you click all three buttons, read their content and close the windows, you can click Next to continue.

3. Do you have a targeted case manager or waiver case manager?

YesLayer (Slide Layer)
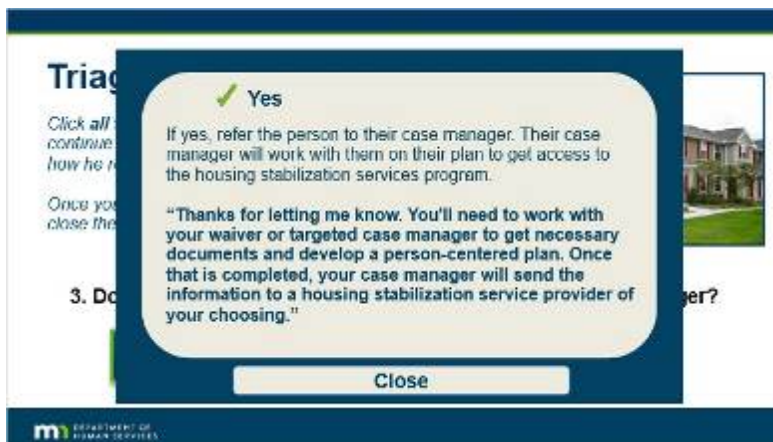
NoLayer (Slide Layer)

Yes,butLayer (Slide Layer)

2.9 Triage – Diagram
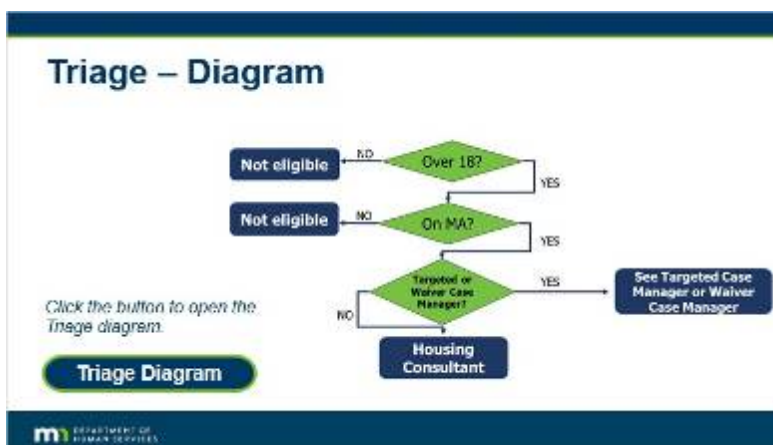
Notes:

Triage - Diagram

Click the button to open the Triage diagram.

2.10 TrueFalse_2

Notes:

Knowledge Check

True or False. Select the correct answer.

If a person is under 18 they do not qualify for housing stabilization services.

Correct (Slide Layer)

Incorrect (Slide Layer)

2.11 TrueFalse_2
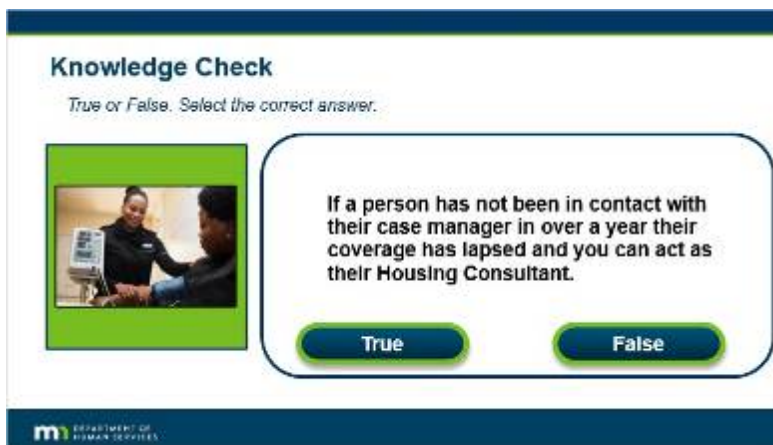
Notes:

Knowledge Check

True or False. Select the correct answer.

If a person has not been in contact with a their case manager in over a year their coverage has lapsed and you can act as their Housing Consultant.

Correct (Slide Layer)
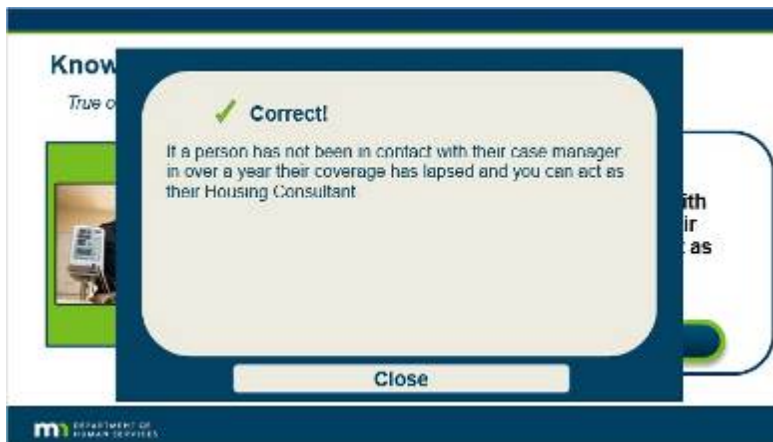
Incorrect (Slide Layer)
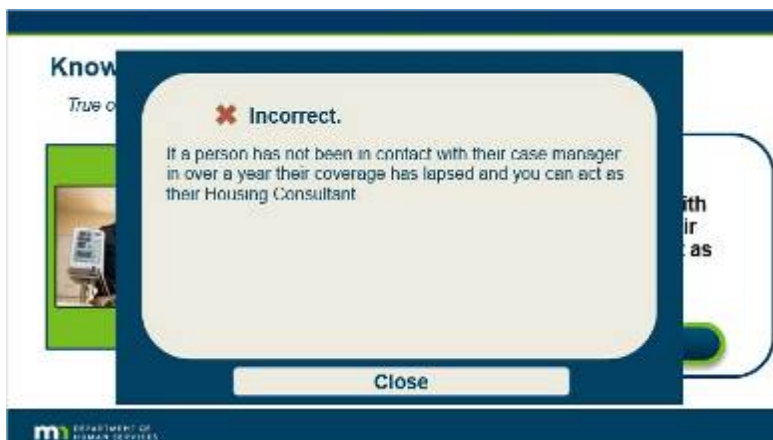
2.12 TrueFalse_2

Notes:

Knowledge Check
True or False. Select the correct answer.
Minnesota Care or MNsure are the same health insurance as Medical Assistance (MA).

Correct (Slide Layer)

Incorrect (Slide Layer)
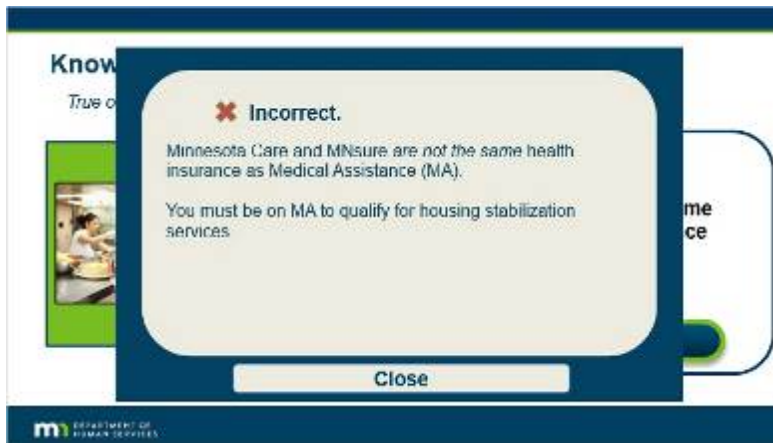
3. Documented Proof of Eligibility Requirements

3.1 Proof of Eligibility Requirements

Notes:

Proof of Eligibility Requirements

You have completed the triage questions. You have determined the person is 18 or older, on Medical Assistance, and determined if they have a case manager.

The next step is to collect necessary documents to review eligibility.

Let's take a look at what types of documentation applicants can provide to demonstrate proof of their eligibility.

3.2 Proof of Eligibility Requirements

Notes:

Proof of Eligibility Requirements

Click each of the three boxes below to view the necessary documentation for eligibility requirements. Once you click all three boxes, read their content and close the windows, you can click Next to continue.

Disability Layer (Slide Layer)
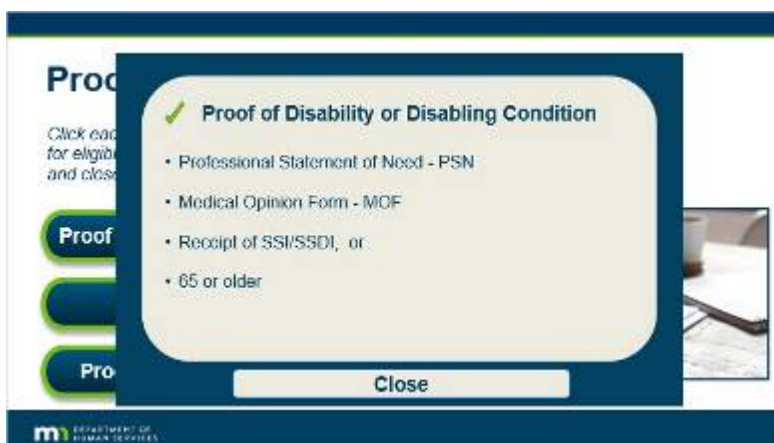
Housing Instability Layer (Slide Layer)
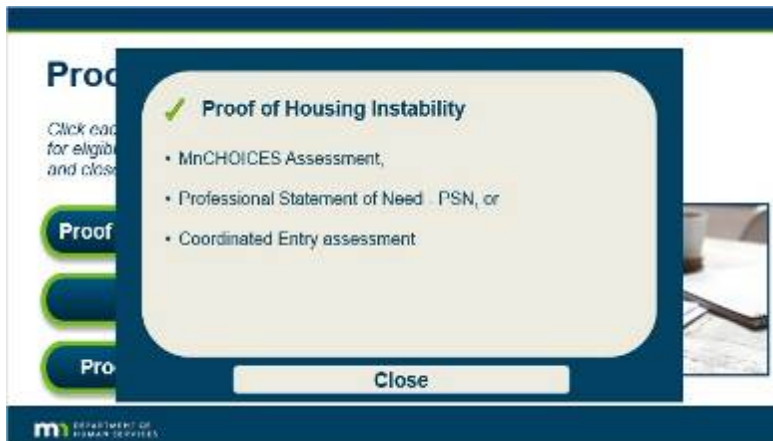
Assessed Need Layer (Slide Layer)
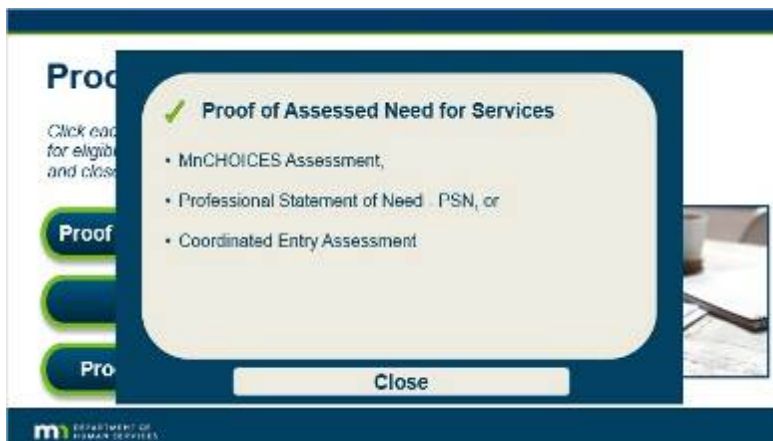
3.3 TrueFalse_2
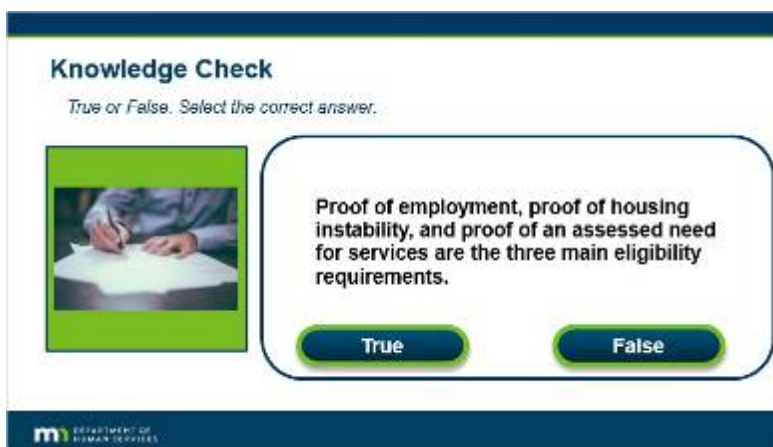
Notes:

True or False. Select the correct answer.

Proof of employment, proof of housing instability, and proof of an assessed need for services are the three main eligibility requirements.

Correct (Slide Layer)
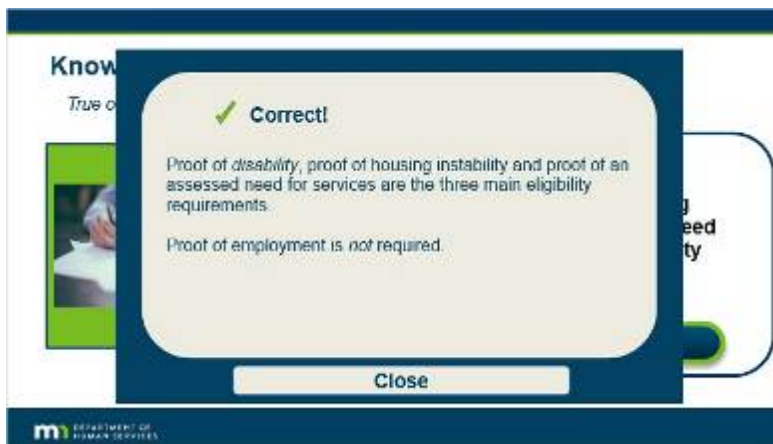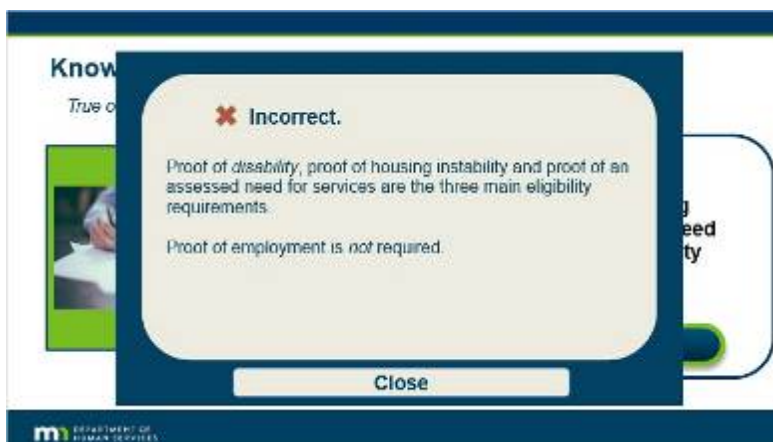
Incorrect (Slide Layer)

3.4 TrueFalse_

Notes:

Knowledge Check

True or False. *Select the correct answer.*

A professional statement of need (PSN) can qualify as proof for all three requirements.

Correct (Slide Layer)

Incorrect (Slide Layer)
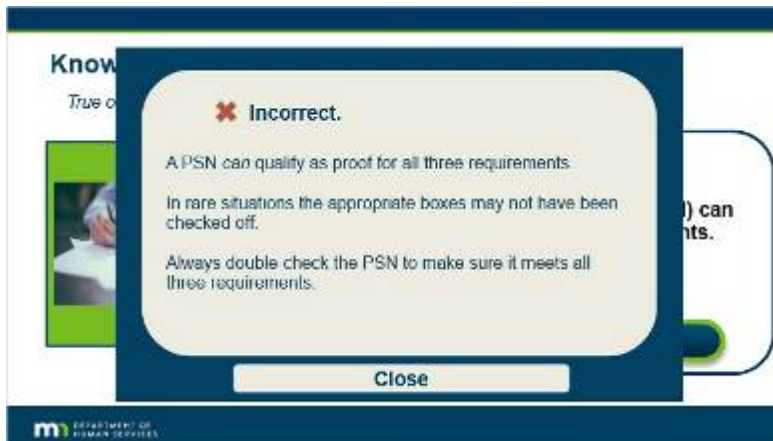
3.5 TrueFalse_2

Notes:

Knowledge Check

True or False. Select the correct answer.

A Coordinated Entry assessment or MnCHOICES Assessment can act as proof of both housing instability and an assessed need for services.

Correct (Slide Layer)
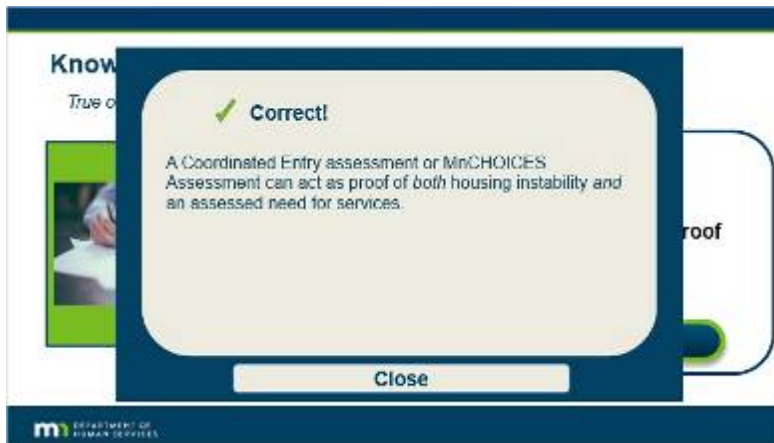
Incorrect (Slide Layer)
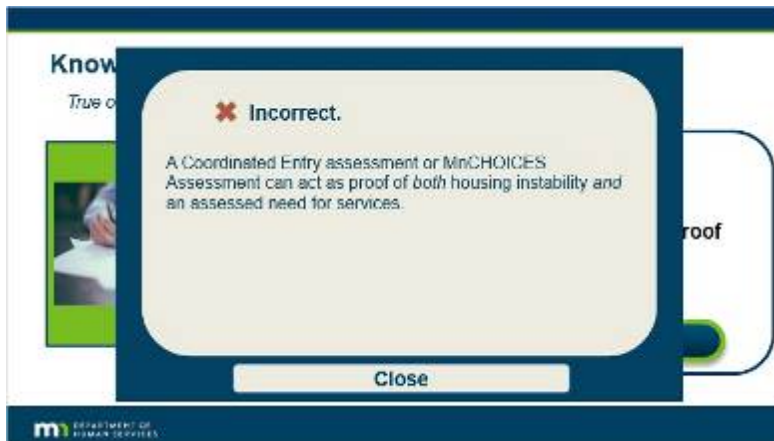
4. Documentation for Proof of Disability

4.1 Documentation for Proof of Disability

Notes:

Documentation for Proof of Disability
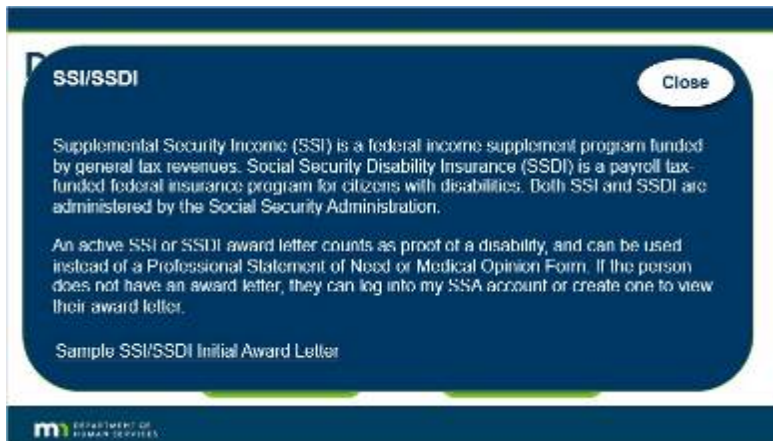
Now that you know which forms are accepted as proof of the three eligibility requirements, let's take a closer look at each type of documentation.

Click on the buttons to learn more about each type of documentation. Once you click each of the four buttons, read their content and close the windows, you can click Next to continue.

65 or older (Slide Layer)

SSI/SSDI (Slide Layer)

MOF (Slide Layer)

PSN (Slide Layer)

4.2 What to do if a Person Needs Documentation

Notes:

What to do if a Person Needs Documentation

In some cases a person may be able to qualify for a disability, but not have any documentation to prove it.

Depending on your abilities, schedule, and available resources you can either assist* in getting the person proof they need or point them to resources that will help them acquire a Professional Statement of Need, Medical Opinion Form, or other proofs of disability.
*Note: Assisting a person in getting the proof they need does not count as billable time if you are working as a Housing Consultant.

4.3 What to do if a Person Needs Documentation

Notes:

What to do if a Person Needs Documentation

Before recommending a solution to obtaining disability documentation you should find out if the client has proof of housing instability and proof of an assessed need for services.

If they have neither then they will need to obtain either a Professional Statement of Need for all three, or a proof of disability as well as a Coordinated Entry or MnCHOICES Assessment.

4.4 TrueFalse_

Notes:

Knowledge Check
True or False. Select the correct answer.
If a person is 65 or older they do not need a Professional Statement of Need, Medical Opinion Form, or SSI/SSDI to prove their disability.

Correct (Slide Layer)

Incorrect (Slide Layer)

4.5 TrueFalse_2

Notes:

Correct (Slide Layer)

Incorrect (Slide Layer)

5. Proof of Housing Instability and Assessed Need

5.1 Documentation for Proof of Housing Instability

Notes:

Documentation for Proof of Housing Instability
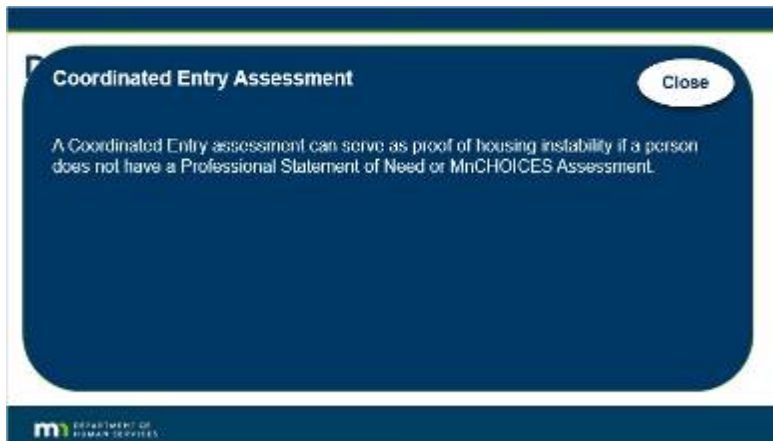
Let's take a closer look at documentation that can be used as proof of housing instability.

Click on the buttons to learn more about each type of documentation. Once you click each of the three buttons, read their content and close the windows, you can click Next to continue.

MnChoices (Slide Layer)

Coordinated Entry Assessment (Slide Layer)

PSN (Slide Layer)

5.2 Documentation for Proof of Assessed Need

Notes:

Documentation for Proof of Assessed Need

Let's take a closer look at documentation that can be used as proof of an assessed need for services. These documents, which are the same as the previous slide, also fulfill the assessed need component.

Click on the buttons if you want to learn more about each type of documentation.

MnChoices (Slide Layer)

Coordinated Entry Assessment (Slide Layer)

PSN (Slide Layer)

5.3 TrueFalse_

Notes:

Knowledge Check

True or False. Select the correct answer.

If a person is 67 years old, and has a Coordinated Entry assessment, which indicates housing instability, and an assessed need for services, this meets all three requirements.

Correct (Slide Layer)
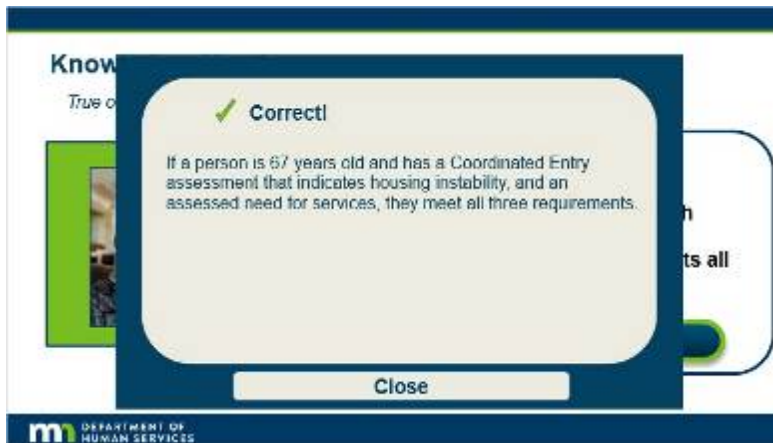
Incorrect (Slide Layer)
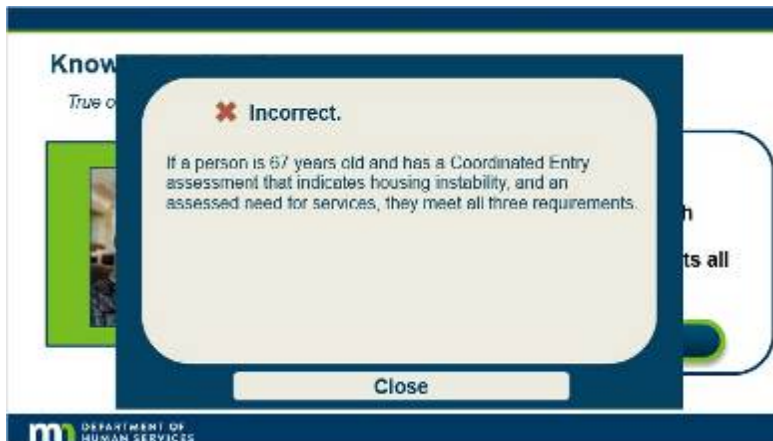
5.4 TrueFalse_2
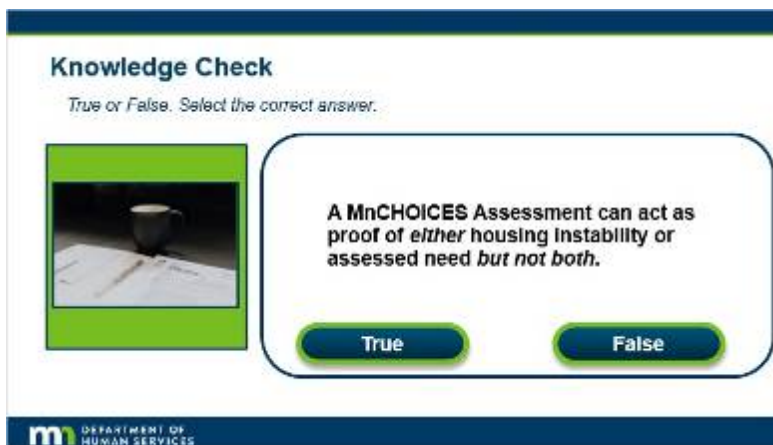
Notes:

Knowledge Check.

True or False. Select the correct answer.

MnCHOICES Assessment can act as proof of *either* housing instability or assessed need *but not both*.

Correct (Slide Layer)

Incorrect (Slide Layer)

6. Professionals Qualified to Issue PSNs
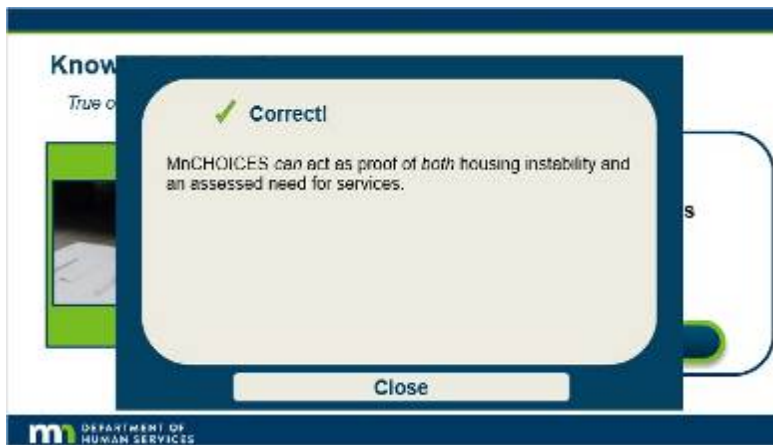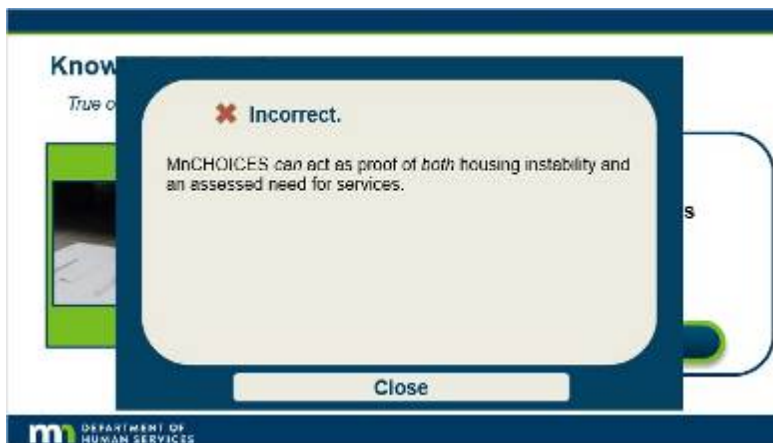
6.1 How to Verify a Professional Statement of Need

Notes:

Click on each of the three buttons to learn how to verify a Professional Statement of Need. Once you have clicked all three buttons, viewed their content, and closed the windows, you can click Next to continue.
*Note: Make sure all visible dates are within the last 9 months and signature is completed.

Housing Instability (Slide Layer)

Disability (Slide Layer)

Assessed Need (Slide Layer)

6.2 Professionals Qualified to Issue PSNs

Notes:

Professionals Qualified to Issue PSNs

Now that you have experienced how eligibility is reviewed, take a moment to see how PSN's are validated. Depending on the type of disability, there are a variety of different professionals qualified to create the PSN.

Click on the buttons to see a list of professionals qualified to issue a PSN* for that disability. Once you click each of the five buttons, read their content, and close the windows you can click Next to continue.

*A PSN *cannot* be signed by a county representative unless they are a qualified professional.

Physical illness (Slide Layer)

Developmental disability (Slide Layer)

Learning disability (Slide Layer)

Mental Health (Slide Layer)

Chemical Dependency (Slide Layer)

6.3 TrueFalse_

Notes:

Knowledge Check.

True or False. Select the correct answer.

If a qualified professional is unavailable, a Professional Statement of Need can be signed by a county representative for this service.
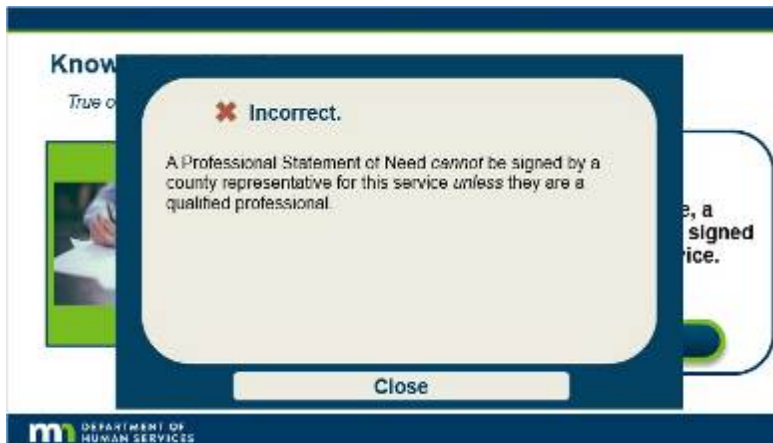
Correct (Slide Layer)

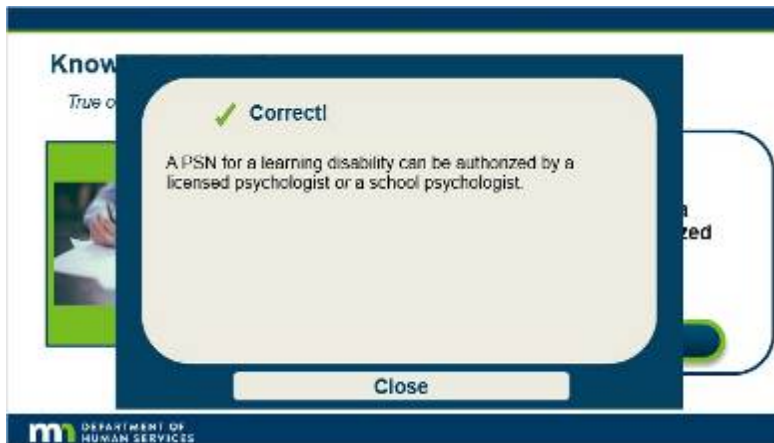**Incorrect (Slide Layer)**

6.4 TrueFalse_2
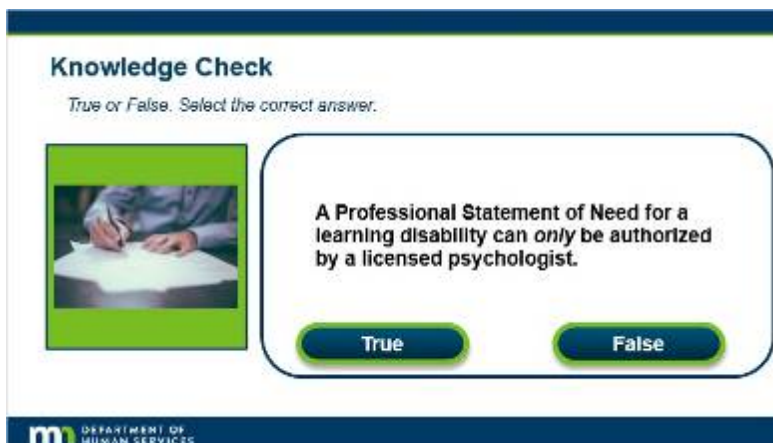
Notes:

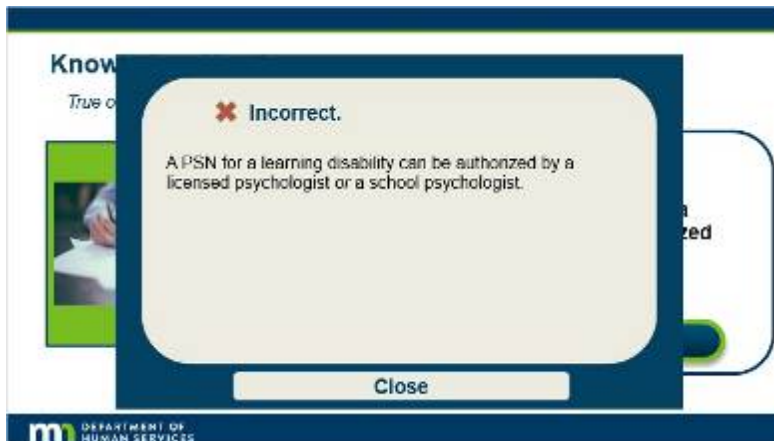**Knowledge Check**

True or False. Select the correct answer.

A Professional Statement of Need for a learning disability can *only* be authorized by a licensed psychologist.

Correct (Slide Layer)

Incorrect (Slide Layer)

7. Defniition for Homelessness and At-Risk for Homelessness

7.1 Definition of Homelessness and At-Risk for Homelessness

Notes:

Definition of Homelessness and At-Risk for Homelessness

It is a good idea to be familiar with Minnesota's definition for homelessness, being at-risk for homelessness, and a few common institutions, and licensed or registered settings.

Click on the buttons to learn more. Once you click each of the three buttons, read their content and close the windows, you can click Next to continue.

Homelessness (Slide Layer)

At-Risk (Slide Layer)

settings (Slide Layer)

*7.2 TrueFalse_*

Notes:

True or False. Select the correct answer.

A person alternating between sleeping in their car and at a friend's house is homeless.

Correct (Slide Layer)

Incorrect (Slide Layer)

7.3 TrueFalse_2

Notes:

Knowledge Check
True or False. Select the correct answer.
A single mom who has recently been let go from her job is considered at-risk for homelessness.
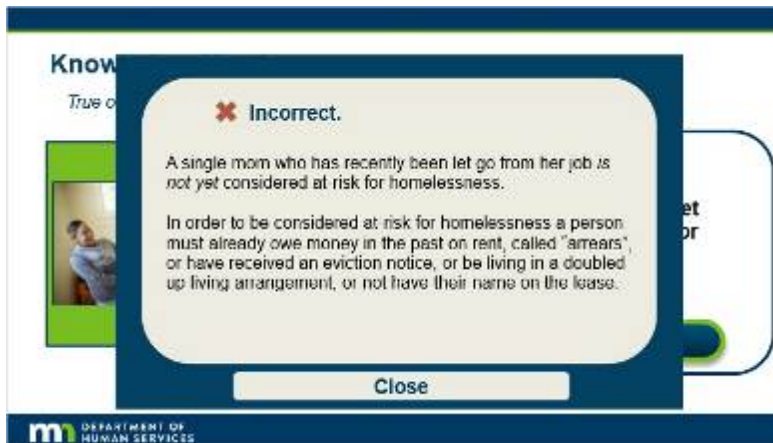
Correct (Slide Layer)

Incorrect (Slide Layer)

7.4 TrueFalse_2

Notes:

Knowledge Check
T*rue or False. Select the correct answer.*
A man recently released from an institution, licensed or registered setting that was previously homeless is still considered homeless.

Correct (Slide Layer)
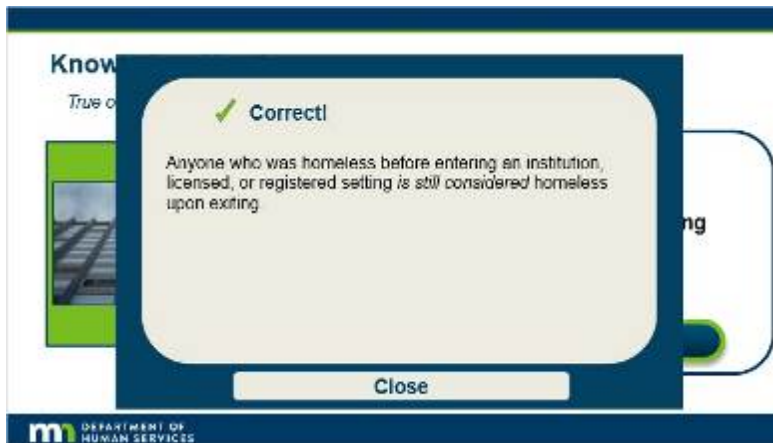
Incorrect (Slide Layer)
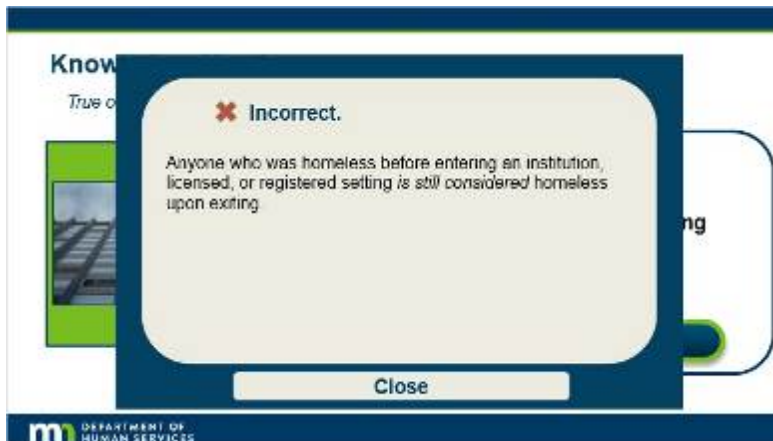
8. Best Practices - Scenario 1

8.1 Scenario Best Practices

Notes:

Scenario Best Practices

To provide the most professional experience for the person always model respectful, empathetic, and calm behavior which prepares and coaches them to speak with landlords, neighbors, and roommates.

Remember these three key elements when interacting with a potential recipient.

1) Be respectful

2) Demonstrate empathy

3) Remain calm

8.2 Best Practices Scenario 1

Notes:

Best Practices Scenario 1

So far we have learned the triage questions, eligibility requirements, and accepted documentation for proof of disability, housing instability, and an assessed need for services.

Let's walk through the following scenario and review this person's eligibility.

Sonya walks into your office. She is 22, and a single mother of two kids. Sonya lost her housing, has mental health issues - anxiety disorder, and is currently living with her sister in Brainerd, MN.

Sonya wants to find an apartment because she can't stay permanently with her sister.

8.3 Best Practices Scenario 1 – Part 1 of 5

Notes:

"Hi Sonya. Thanks for coming in today. I'm going to ask you a few questions and we'll see how we can help."
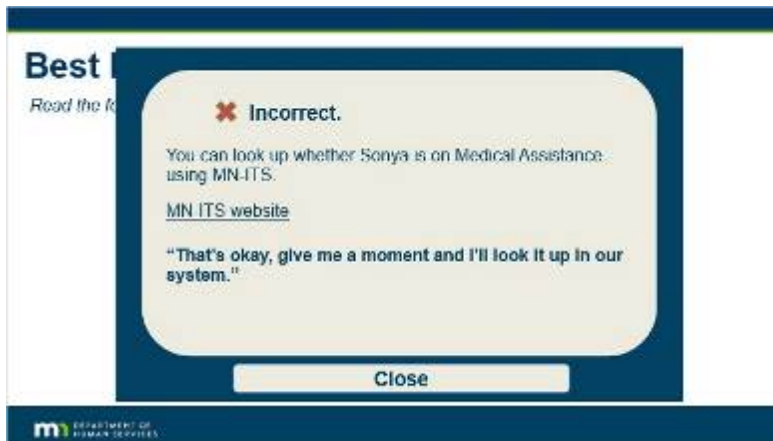
"Okay, thank you."

"Are you over 18 and have an unexpired state ID to prove your age?"
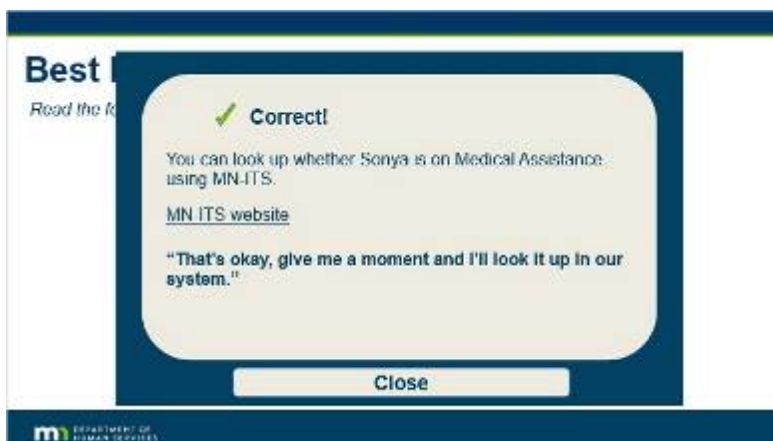
"Yes, I am and here it is."

"Great, and do you have health insurance, specifically Medical Assistance?"

"Yes, I do but I don't have a card or anything with me."

Incorrect (Slide Layer)

Correct (Slide Layer)

8.4 Best Practices Scenario 1 – Part 2 of 5

Notes:

Read the following dialogue. Select the best response.
"Now that we have health insurance covered, in order to properly review your eligibility, we need to find three things: proof of disability, proof of housing instability and proof of an assessed need for services.
One document called the professional statement of need or PSN works for all three.
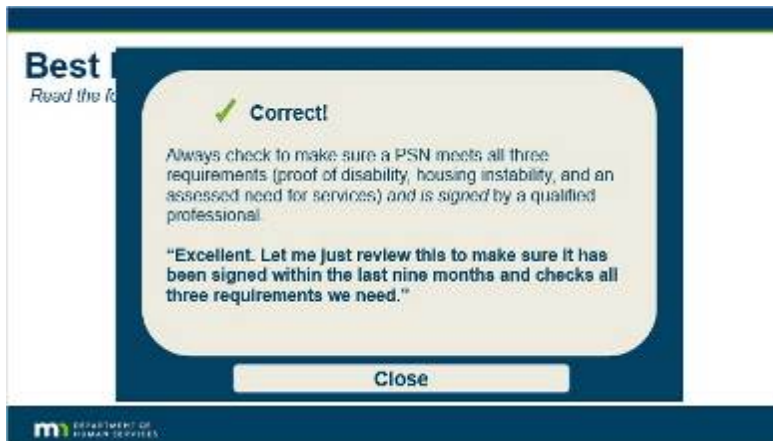Typically a doctor or medical professional signs this. Have you had anything signed recently by someone like that?"
"I think this is it I got it last time I met with my doctor."

Incorrect (Slide Layer)

Correct (Slide Layer)

8.5 Best Practices Scenario 1 – Part 3 of 5
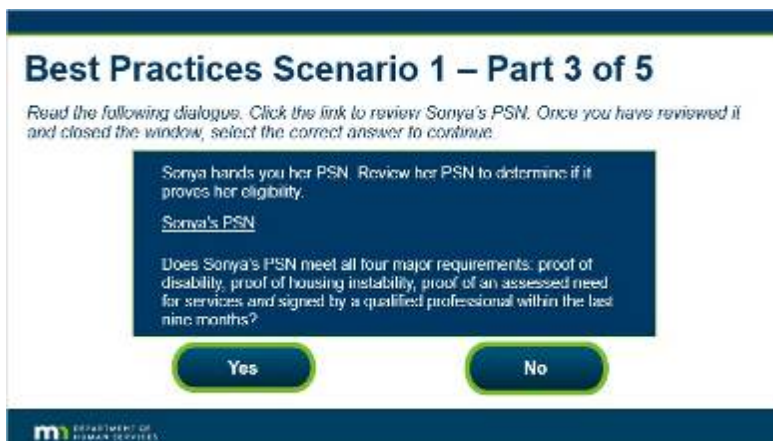
Notes:

Read the following dialogue. Click the link to review Sonya's PSN. Once you have reviewed it and closed the window, select the correct answer to continue.
Sonya hands you her PSN. Review her PSN to determine if it proves her eligibility.
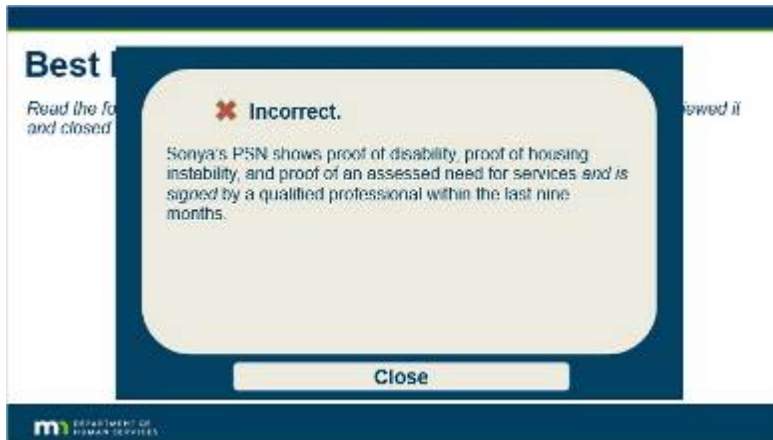Does Sonya's PSN meet all four major requirements: proof of disability, proof of housing instability, proof of an assessed need for services and signed by a qualified professional within the last nine months?

Incorrect (Slide Layer)

Correct (Slide Layer)

8.6 Best Practices Scenario 1 – Part 4 of 5

Notes:

Read the following dialogue. Select the best response.
"I've reviewed your PSN document and everything looks good. I'll submit the PSN with your plan and let you know."
"Okay, thank you. How will you let me know if I will receive housing stabilization services benefits?"

Incorrect (Slide Layer)

Correct (Slide Layer)

8.7 Best Practices Scenario 1 – Part 5 of 5
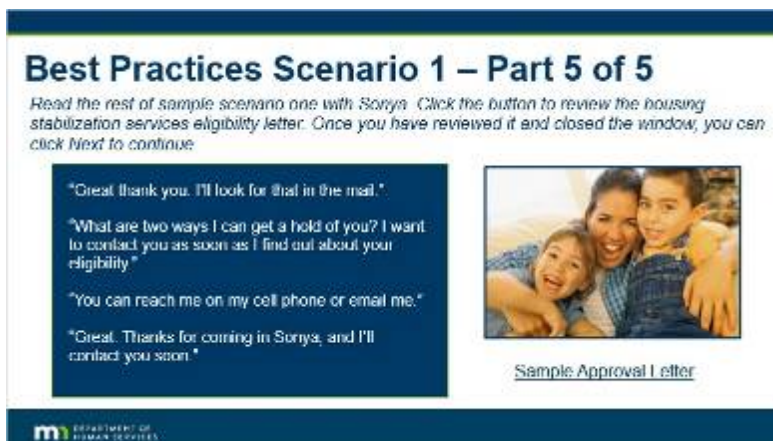
Notes:

Read the rest of sample scenario one with Sonya. Click the button to review the housing stabilization services eligibility letter.

Once you have reviewed it and closed the window, you can click Next to continue.

"Great thank you. I'll look for that in the mail."

"What are two ways I can get a hold of you? I want to contact you as soon as I find out about your eligibility."

"You can reach me on my cell phone or email me."

"Great. Thanks for coming in Sonya, and I'll contact you soon."

9. Best Practices - Scenario 2

9.1 Best Practices Scenario 2

Notes:

Best Practices Scenario 2

Let's walk through the following scenario and review this person's eligibility.

David is a 49 year old with permanent injuries due to a workplace incident, living in his car in rural Butterfield, MN.

He finds temporary work when he can manage his pain.

You are doing outreach and meet David.

He would like to move to a home that meets his needs.

9.2 Best Practices Scenario 2 – Part 1 of 4

Notes:

Read the following dialogue. Select the best response.

"Hi David, nice to meet you. Can I help you find a better living situation?

"Yeah, I would appreciate any help I can get finding a stable place to live."

Incorrect (Slide Layer)

Correct (Slide Layer)

9.3 Best Practices Scenario 2 – Part 2 of 4

Notes:

Read the following dialogue.

"Go right ahead."

"Are you 18 or over? One of the requirements is that you're over 18."

"Well over 18. I'm 49 years old."

"Okay, do you have health insurance, specifically Medical Assistance (MA)?"

"No, I don't."

"Let me look it up for you just to see."

9.4 Best Practices Scenario 2 – Part 3 of 4

Notes:

Read the following dialogue. Select the best response.

You look up David's health insurance on MN-ITS and verify he is not on Medical Assistance.

What should you say?

Incorrect (Slide Layer)

Correct (Slide Layer)

9.5 Best Practices Scenario 2 – Part 4 of 4

Notes:

Read the following dialogue. Select the best response.

David answers, "Sure, I'd be happy to reach out to them and see."

Incorrect (Slide Layer)

Correct (Slide Layer)

10. Best Practices - Scenario 3

10.1 Best Practices Scenario 3

Notes:

Best Practices Scenario 3

Let's walk through the following scenario and review this person's eligibility.

Jorge is a homeless 68 year old with hypertension who lives in an encampment near a major highway in St. Paul.

Sometimes he sleeps at shelters, but when he can't get in he relies on a couple of friends that let him sleep on their couch.

Jorge has a full time job but finds it hard keeping his work life in order without a home to return to at the end of the day.

An outreach worker catches up with Jorge outside a shelter one day and approaches him to ask a few questions.

10.2 Best Practices Scenario 3 – Part 1 of 9

Notes:

Read the following dialogue.

"Hi, I'm a housing worker trying to help people who need a stable place to live. Do you mind if I ask you a few questions about your housing?"

"I don't mind."

"What's your name?"

"My name's Jorge."
"Nice to meet you. My name's Michelle."

"Jorge, do you need assistance finding a place to live?"

"Yes, that'd be great."

10.3 Best Practices Scenario 3 – Part 2 of 9

Notes:

Read the following dialogue. Select the best response.

"Are you over 18 and have health insurance, specifically Medical Assistance?"
"I'm definitely over 18 and I'm pretty sure I have health insurance. Not sure if it is Medical Assistance."

Incorrect (Slide Layer)
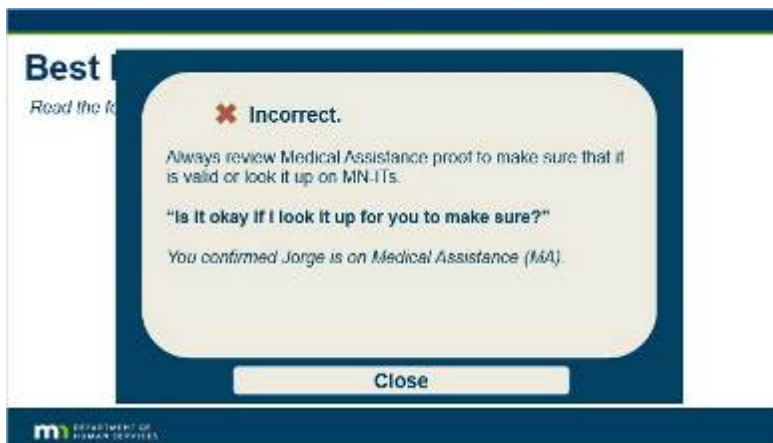
Correct (Slide Layer)
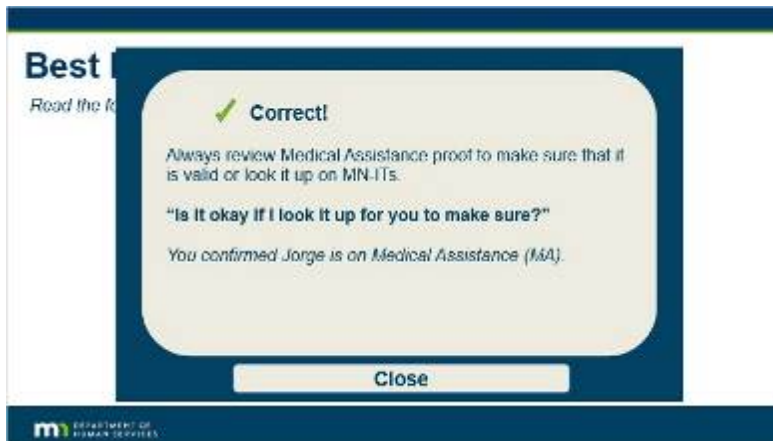
10.4 Best Practices Scenario 3 – Part 3 of 9
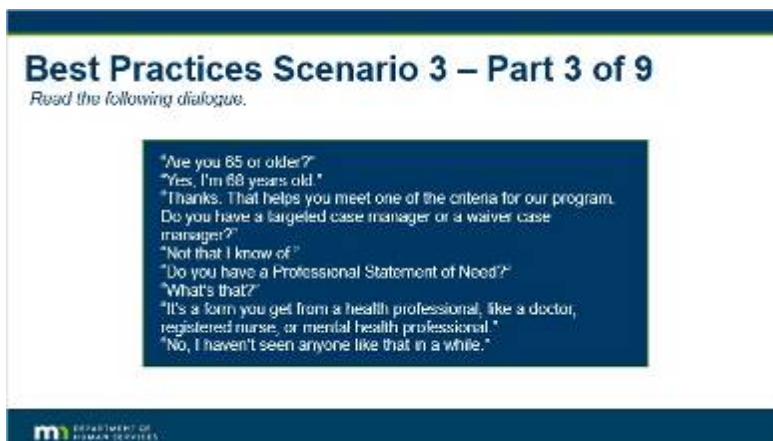
Notes:

Read the following dialogue.

"Are you 65 or older?"

"Yes, I'm 68 years old."

"Thanks. That helps you meet one of the criteria for our program. Do you have a targeted case manager or a waiver case manager?"

"Not that I know of."

"Do you have a Professional Statement of Need?"

"What's that?"

"It's a form you get from a health professional, like a doctor, registered nurse, or mental health professional."

"No, I haven't seen anyone like that in a while."

10.5 Best Practices Scenario 3 – Part 4 of 9

Notes:

Read the following dialogue. Select the best response.

"Okay, well there are other ways to prove housing instability and an assessed need for services. Have you participated in a Coordinated Entry assessment?"

"I don't think so. What's a Coordinated Entry assessment?"

"It's a way of determining what level of need someone has related to housing based on questions someone asks. Typically outreach workers like me will do them."

"Not that I know of."

Incorrect (Slide Layer)

Correct (Slide Layer)

10.6 Best Practices Scenario 3 – Part 5 of 9

Notes:

Read the following dialogue.

"Okay, that's just fine. But I have to go to work in 10 minutes."
"Okay, well I will be back here tomorrow between 10am-4pm."
"Okay, meet me at 11AM and we'll do it then."
"Okay, thank you for your time Jorge."
"Thanks. I'll see you tomorrow."
F*ast forward to the next day. The Coordinated Entry assessment has been completed for Jorge.*

*N*ote: **It is a best practice to find a time that works for them to help get them eligibility criteria they need.**

10.7 Best Practices Scenario 3 – Part 6 of 9

Notes:

Read the following dialogue.

"Thanks for helping me with this."

"You bet, Jorge. Now that we've completed your assessment. I can submit all your documents for eligibility."

"Super."

"One other thing that could help you, Jorge."

"What's that?"

"Well, with your permission I could scan your ID, MA, and Coordinated Entry assessment documents here, and upload them to HB101 so you'll have everything in one place in case you need them again in the future."

10.8 Best Practices Scenario 3 – Part 7 of 9

Notes:

Read the following dialogue. Select the best response.
"Fine by me, but before we do that, what's HB101?"

Incorrect (Slide Layer)

Correct (Slide Layer)

10.9 Best Practices Scenario 3 – Part 8 of 9
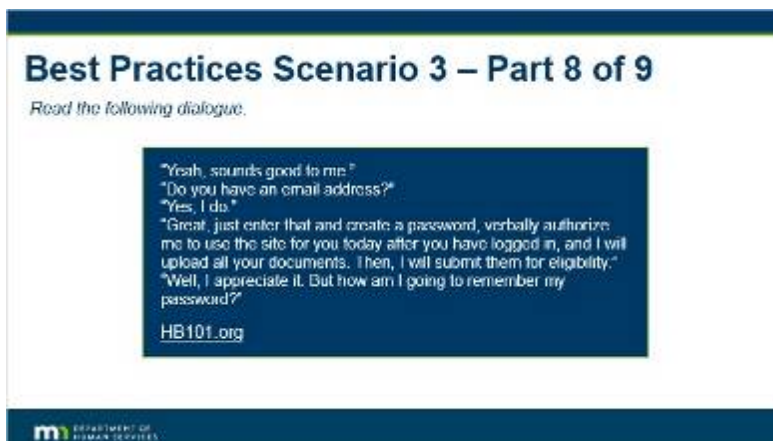
Notes:

Read the following dialogue.

"Yeah, sounds good to me."

"Do you have an email address?"

"Yes, I do."

"Great, just enter that and create a password, verbally authorize me to use the site for you today after you have logged in, and I will upload all your documents. Then, I will submit them for eligibility."

"Well, I appreciate it. But how am I going to remember my password?"

10.10 Best Practices Scenario 3 – Part 9 of 9

Notes:

Read the following dialogue.

"Well, I can write it down for you today, and if you want I can keep a copy as well and you can come see me if you forget it."

"OK. But how am I going to receive mail to find out about this if I don't have a mailing address?"

"You can have it sent to a friend or relative's house or to General Delivery at a post office of your choosing."
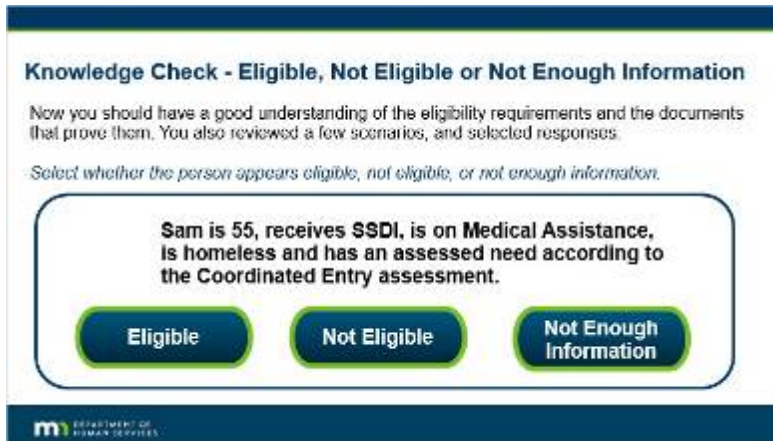
"Great, thank you so much."

"You're very welcome. Before you leave I want to make sure I have two ways to contact you so I can let you know when I find out about your eligibility."

"I appreciate it. Have a good day."

11. Knowledge Check - Eligible, Not Eligible, Not Enough Information

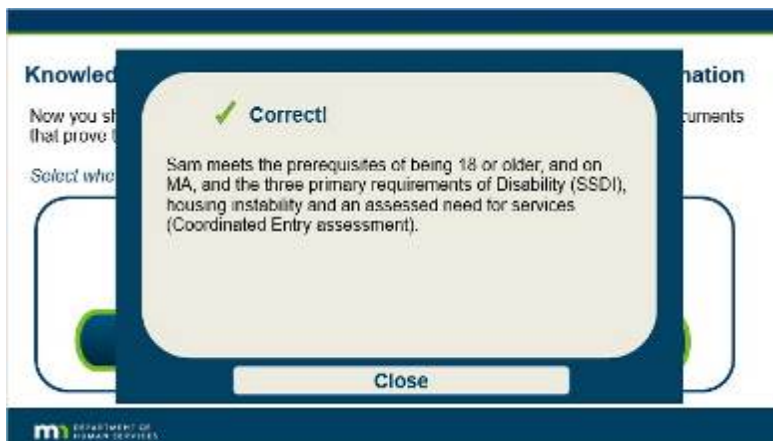## 11.1 Knowledge Check - Eligible, Not Eligible or Not Enough Information

Notes:

Knowledge Check - Eligible, Not Eligible or Not Enough Information
Now you should have a good understanding of the eligibility requirements and the documents that prove them. You also reviewed a few scenarios, and selected responses.
Select whether the person appears eligible, not eligible, or not enough information.
Sam is 55, receives SSDI, is on Medical Assistance, is homeless and has an assessed need according to the Coordinated Entry assessment.

Correct (Slide Layer)

Incorrect (Slide Layer)
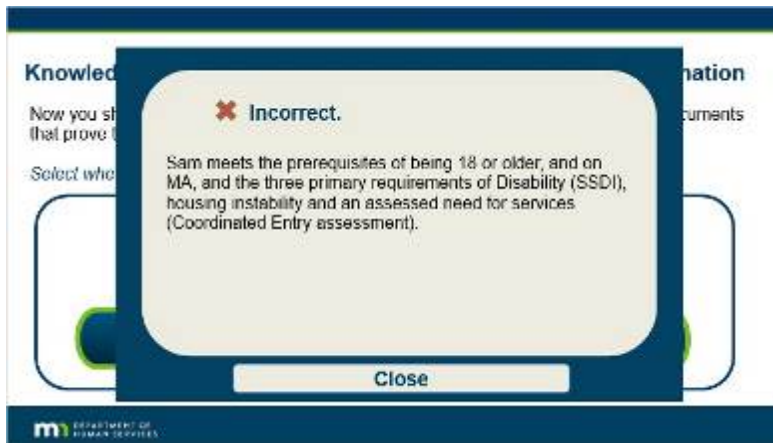
NEI (Slide Layer)
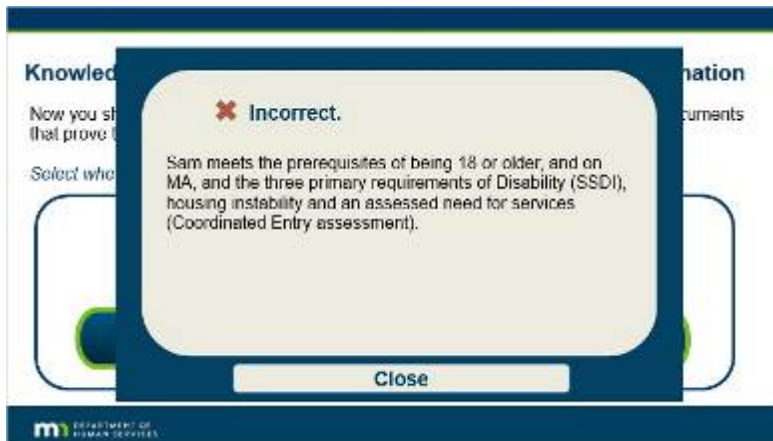
11.2 Knowledge Check - Eligible, Not Eligible or Not Enough Information

Notes:

Select whether the person appears eligible, not eligible, or not enough information.

Deandra is a 25 year old single mother living in a shelter. She is on Medical Assistance and has a Professional Statement of Need completed by a licensed psychologist for her bipolar disorder.
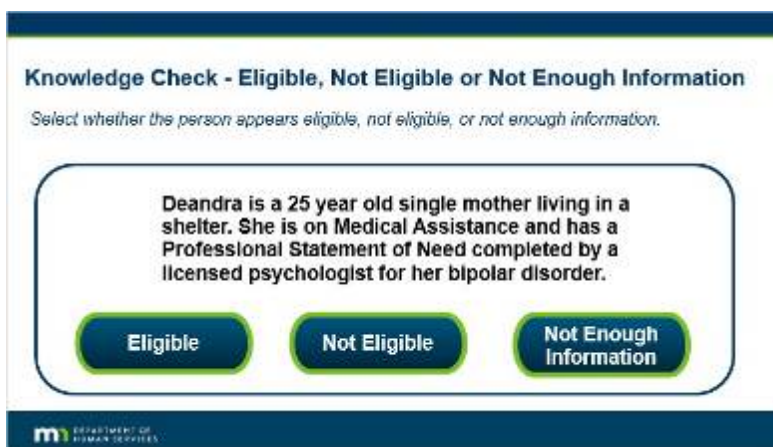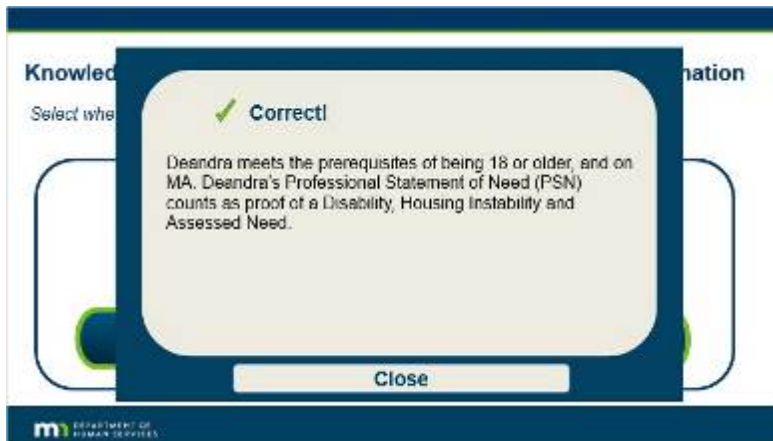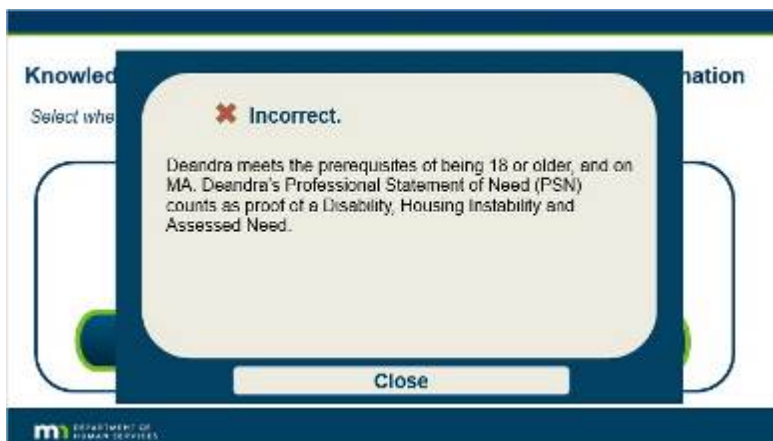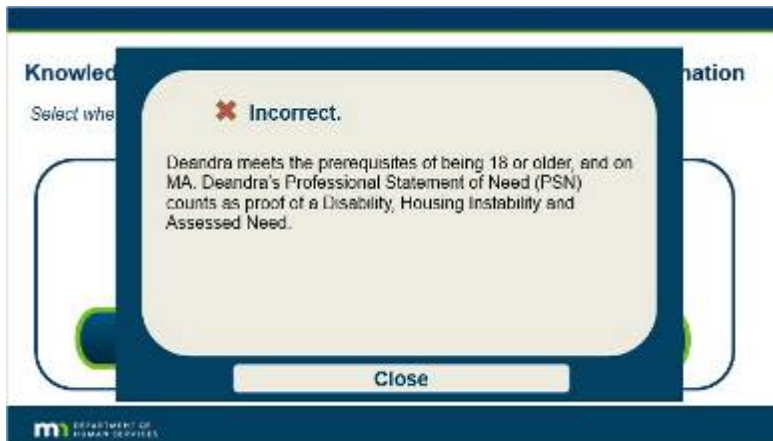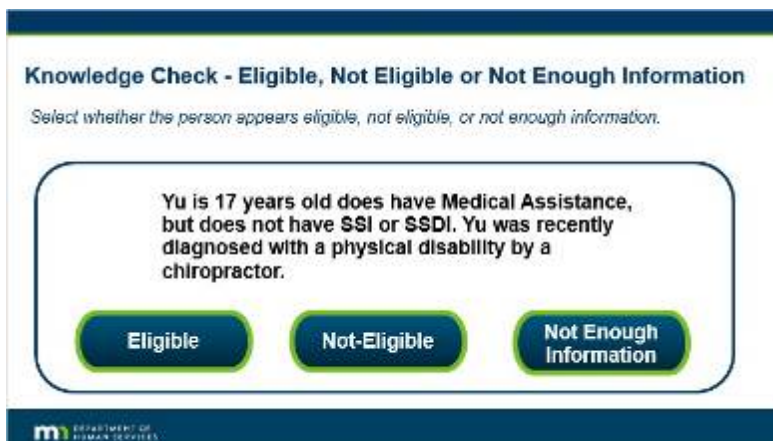
Correct (Slide Layer)

Incorrect (Slide Layer)

NotInfo (Slide Layer)

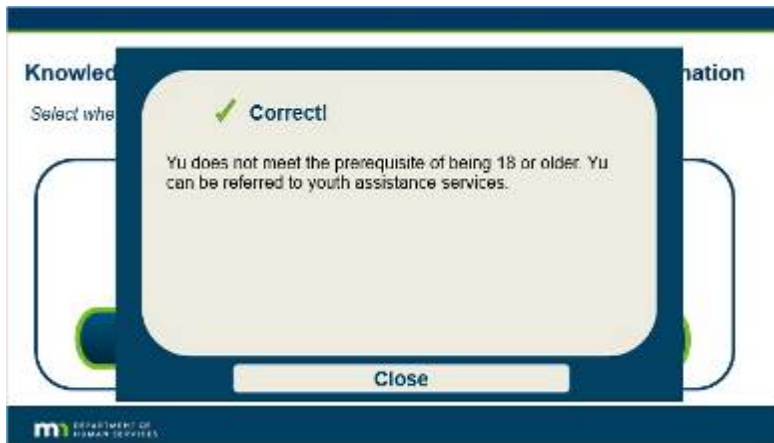## 11.3 Knowledge Check - Eligible, Not Eligible or Not Enough Information

Notes:

Select whether the person appears eligible, not eligible, or not enough information.
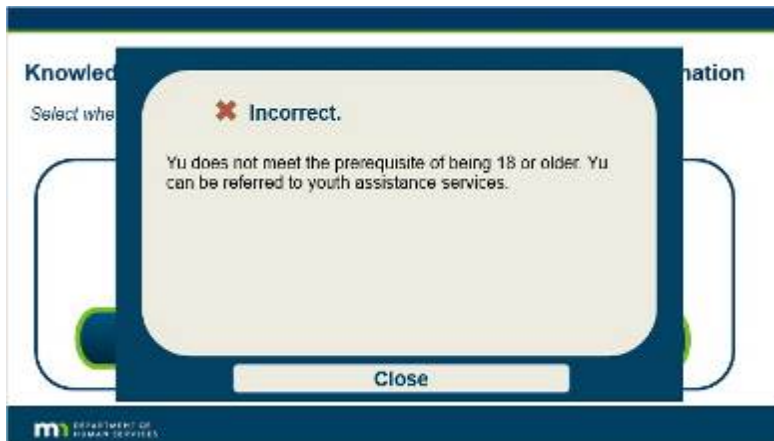
Yu is 17 years old, does have Medical Assistance, but does not have SSI or SSDI. Yu was recently diagnosed with a physical disability by a chiropractor.
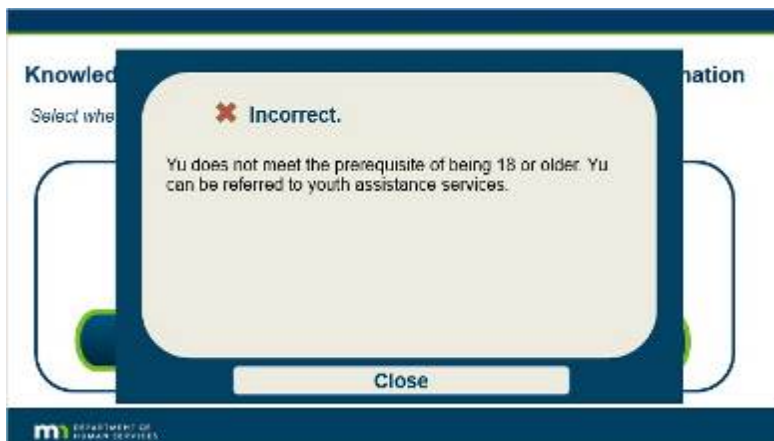
Correct (Slide Layer)

Incorrect (Slide Layer)

NotEnoughInfo (Slide Layer)

11.4 Knowledge Check - Eligible, Not Eligible or Not Enough Information

Notes:

Select whether the person appears eligible, not eligible, or not enough information.
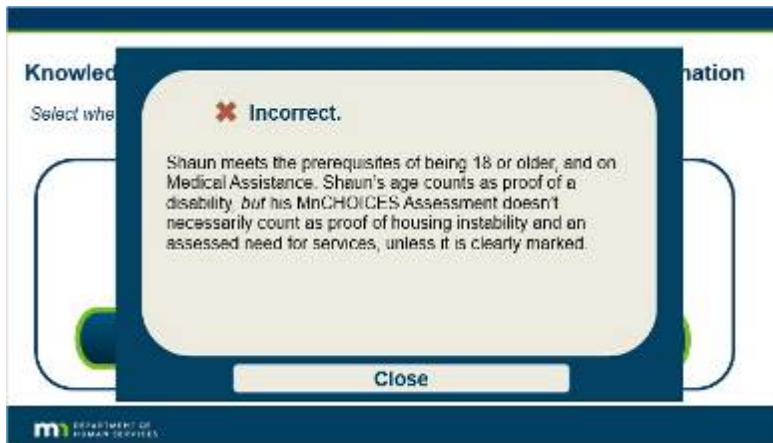
Shaun is 68 yrs old, on MA, and lives with a roommate. He wants help moving into his own apartment. Shaun has recently taken a MnCHOICES Assessment.

Correct (Slide Layer)
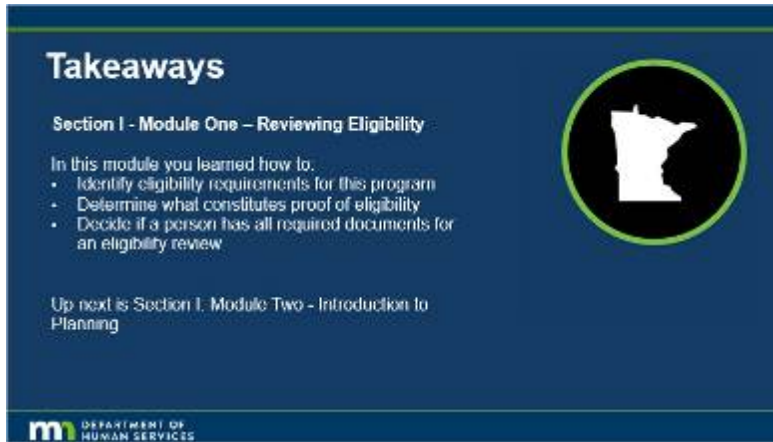
Incorrect (Slide Layer)

NotInfo (Slide Layer)
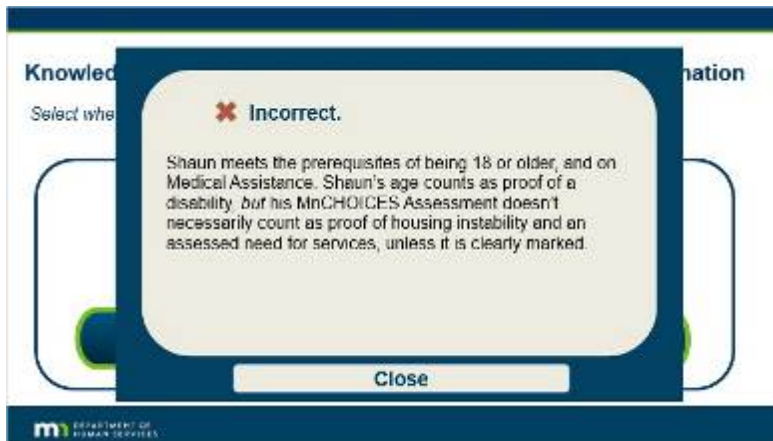
12. Conclusion
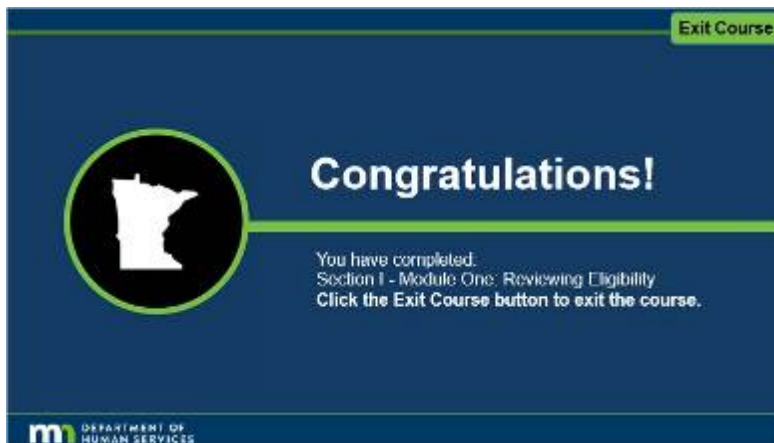
12.1 Takeaways

Notes:

Takeaways

Section I - Module One - Reviewing Eligibility

In this module you learned how to:

- Identify eligibility requirements for this program

- Determine what constitutes proof of eligibility

- Decide if a person has all required documents for an eligibility review

Up next is Section I: Module Two - Introduction to Planning

12.2 End Screen

Notes:

Congratulations!

You have completed:

Section 1 - Module One: Reviewing Eligibility

Click the Exit Course button to exit the course.