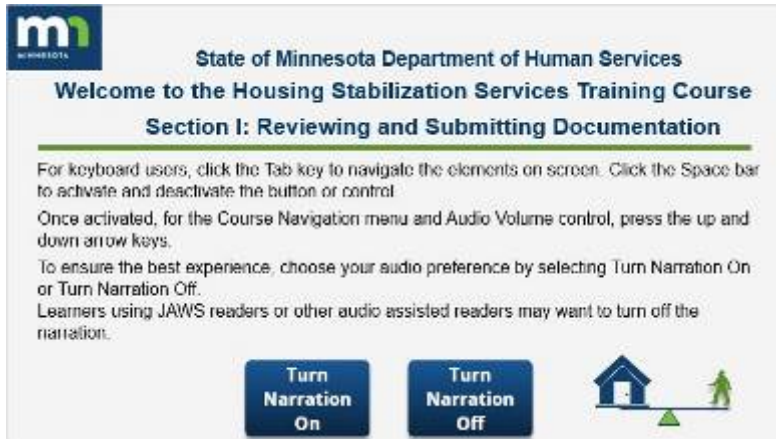


# Reviewing and Submitting Forms

## 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

**Narration Off Instructions**

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 button**

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### 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.

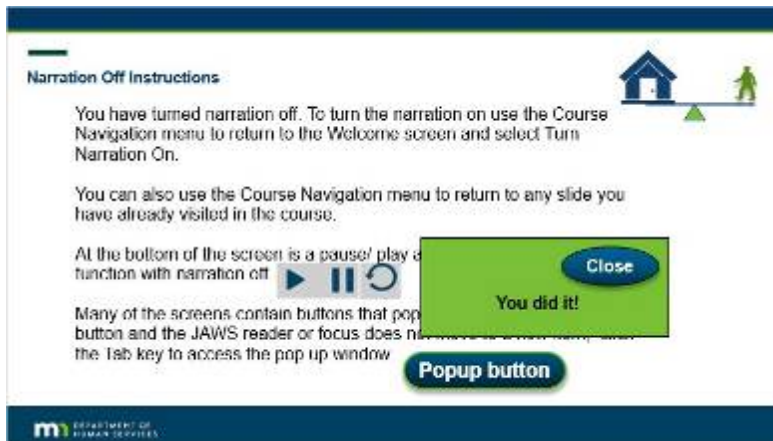
You can also use the Course Navigation menu to return to any slide you have already visited in the course.

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)



**Narration Off Instructions**

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 function with narration off.

Many of the screens contain buttons that pop up a window when the Tab key is pressed. The JAWS reader or focus does not see the Tab key to access the pop up window.

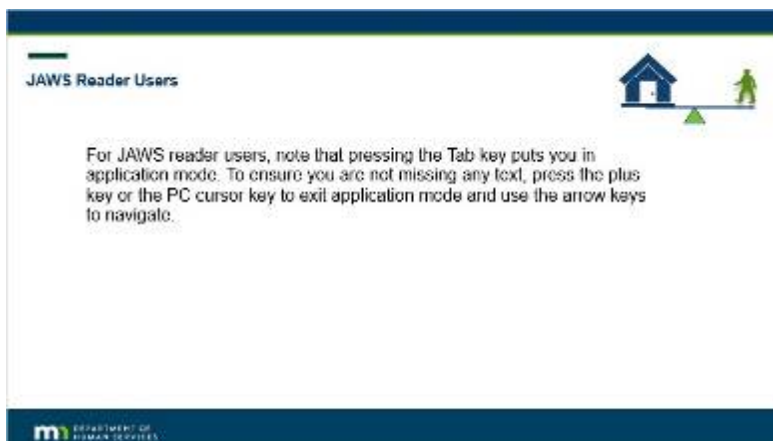
**Close**

**You did it!**

**Popup button**

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### 1.3 JAWS Reader Users



**JAWS Reader Users**

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.

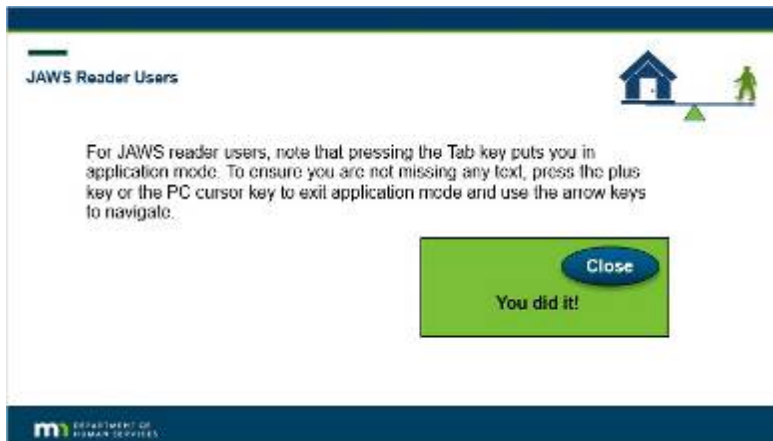
m DEPARTMENT OF HUMAN SERVICES

#### Notes:

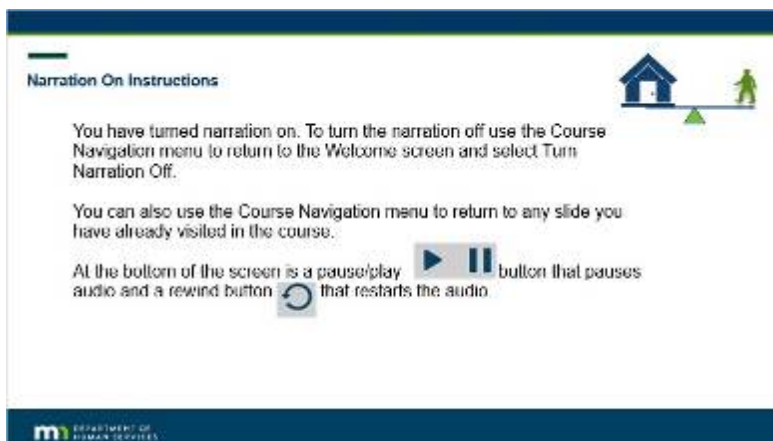
For JAWS reader users, note that pressing the Tab key puts you in application mode.

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



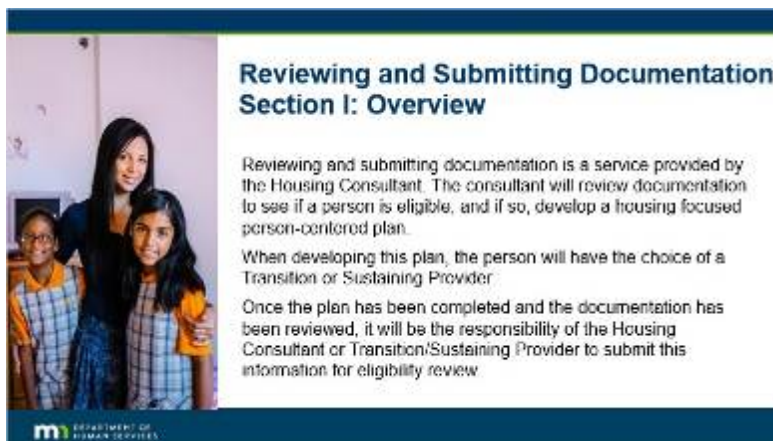
### Notes:

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

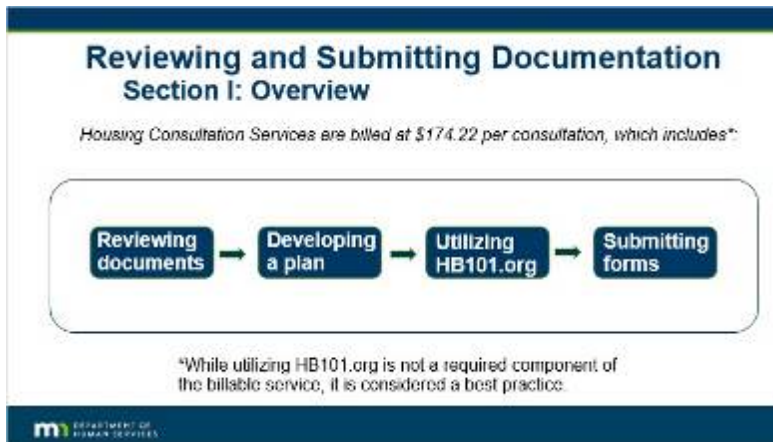
Reviewing and submitting documentation is a service provided by the Housing Consultant.

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

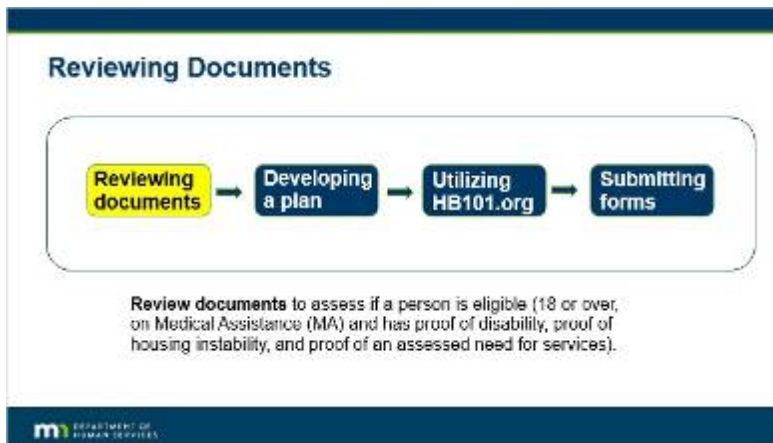
#### Section 1: Overview

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

- **Reviewing documents**  
Developing a plan
- **Utilizing HB101.org**
- **Submitting forms**

\*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

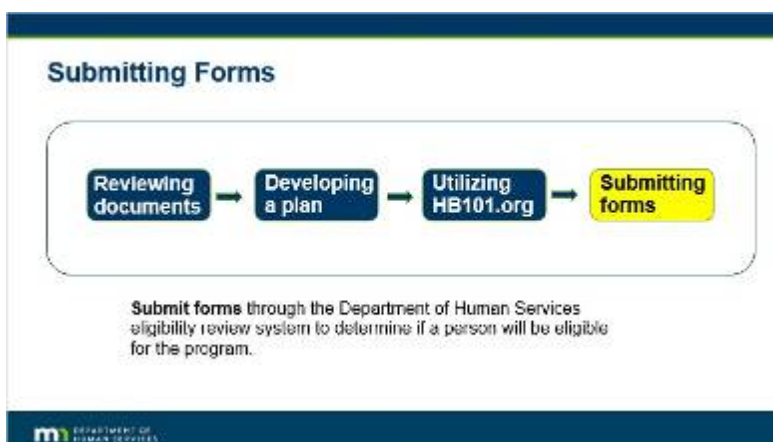


### Notes:

#### 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

**Reviewing Documents – Module 1 of 4**



```
graph LR; A[Reviewing documents] --> B[Developing a plan]; B --> C[Utilizing HB101.org]; C --> D[Submitting forms];
```

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).

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### 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



**Objectives**

When you have completed this module, you will be able to:

- Identify eligibility requirements for this program
- Determine what constitutes proof of eligibility, and
- Decide if a person has all required documents for an eligibility review

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### 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



**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.*

Proof of Disability or Disabling Condition + Proof of Housing Instability + Proof of an Assessed Need for Services

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### 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)

### Disability or Disabling Condition

A person is considered to have a disability or disabling condition if they are age 65 and older, blind, or have a disability as described under Title II of the Social Security Act (SSI/SSDI) as well as people determined by a medical professional to have any of the following: Long-term injury or illness; Mental illness; Developmental disability; Learning disability; or Substance use disorder.

Disability or disabling condition can be documented by:

- Professional Statement of Need
- Medical Opinion Form
- Proof of recipient of SSI or SSDI or
- 65 years of age or older



Close

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## Housing Instability (Slide Layer)

### Housing Instability

Housing instability can be established if:

- A person meets Minnesota's definition for homelessness
- Is at-risk for homelessness, or
- Is currently transitioning or has recently transitioned from an institution or licensed or registered setting, or
- Is eligible for waiver services

Housing instability can be documented by:

- Professional Statement of Need
- MnCHOICES assessment
- Coordinated Entry assessment



Close

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## Need for Services (Slide Layer)

### Assessed Need For Services

A person with an assessed need for services requires assistance due to their disability in at least one of the following areas: Communication, Mobility, Decision-making, or Managing challenging behaviors.

Assessed need for services can be documented by:

- Professional Statement of Need
- MnCHOICES Assessment
- Coordinated Entry assessment



Close

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## 2.5 Triage

### 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 a waiver case manager?



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### 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

### 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?

Yes, I am over 18.      No, I am not over 18.

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### 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)

### Triage

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?

Yes, I am over 18.      No, I am not over 18.

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**No**

If no, inform the person they do not qualify.

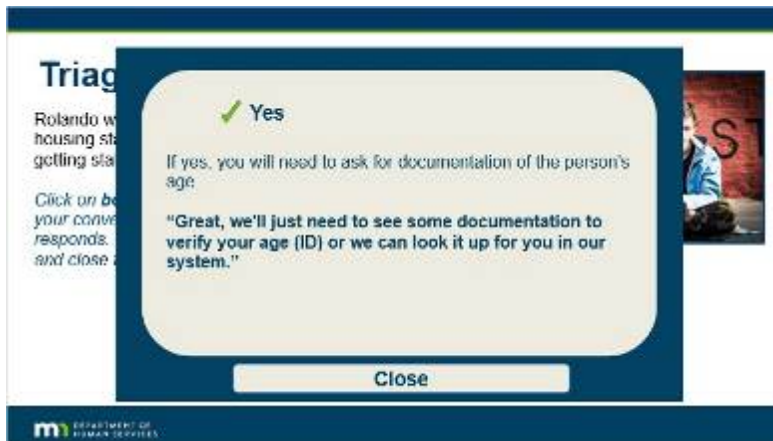
"Sorry Rolando, you are not yet eligible. Feel free to check back when you are 18 or older. Until then here is a list of corresponding youth services."

Give handout for corresponding youth services.

Close



## Yes (Slide Layer)



## 2.7 Triage – Health Insurance



### Notes:

#### Triage - Health Insurance

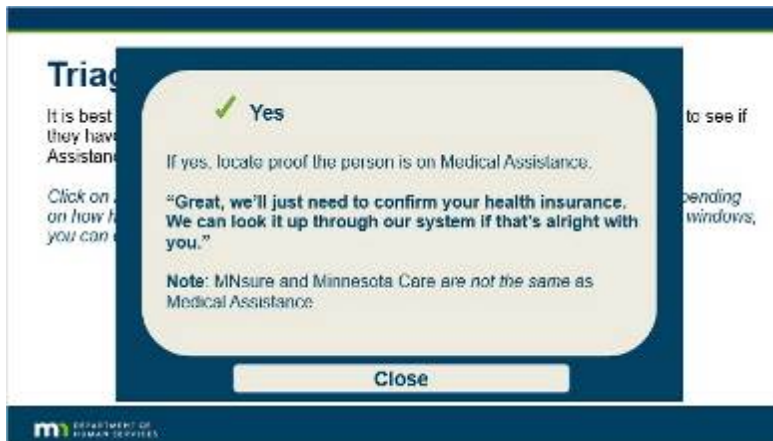
It is best practice to ask if a person has health insurance and you can look them up to see if they have Medical Assistance (MA). Some people won't know they are on Medical Assistance, and think of it as health insurance.

Click on **both** answers to learn how to continue 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.

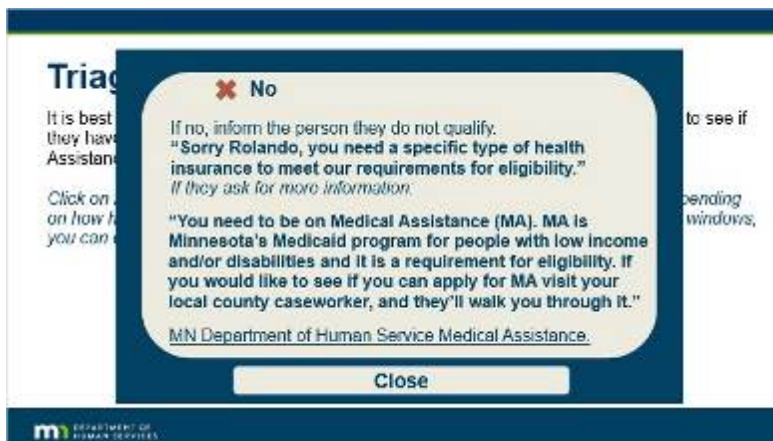
2. Do you have Health Insurance, specifically Medical Assistance (MA)?



## 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."**

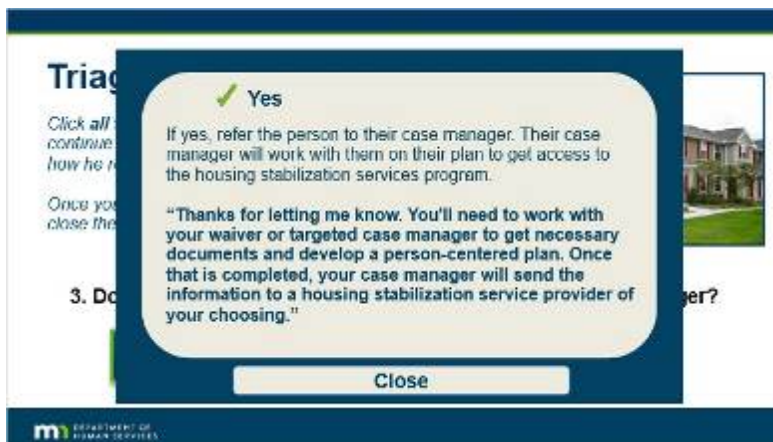
## Triage - Case Manager

*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)



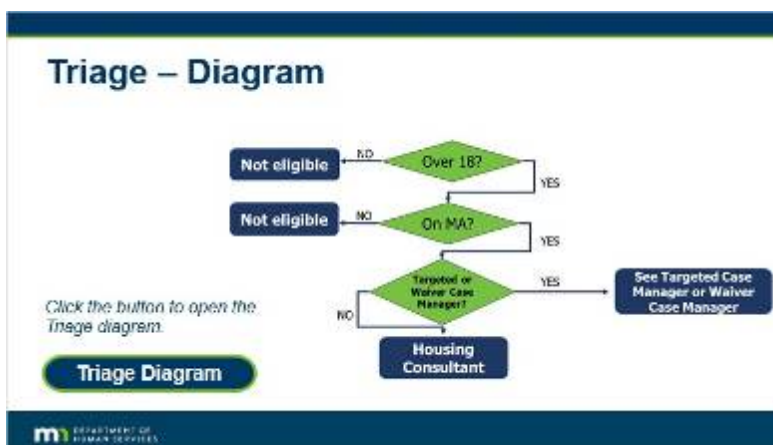
## NoLayer (Slide Layer)



## Yes, butLayer (Slide Layer)



## 2.9 Triage – Diagram



**Notes:**


### Triage - Diagram

*Click the button to open the Triage diagram.*


## 2.10 TrueFalse\_2

### Knowledge Check

*True or False. Select the correct answer.*



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



**Notes:**

### Knowledge Check

*True or False. Select the correct answer.*

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

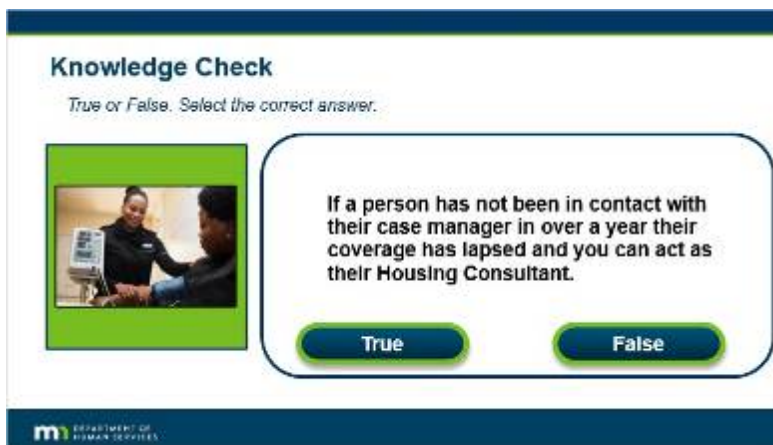
### Correct (Slide Layer)



### Incorrect (Slide Layer)



### 2.11 TrueFalse\_2



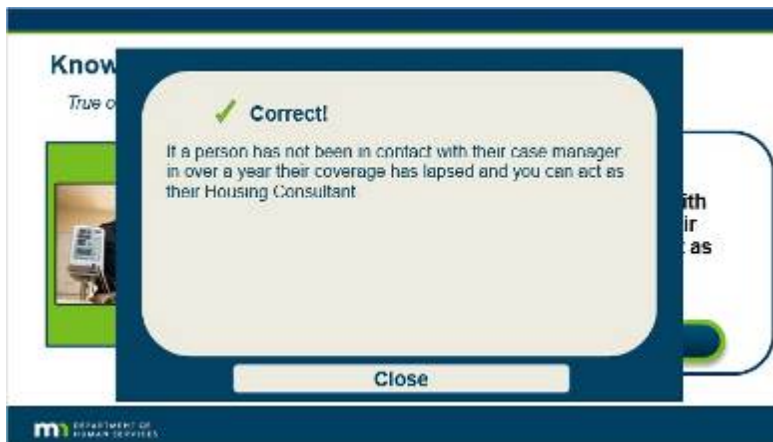
## Notes:

### Knowledge Check

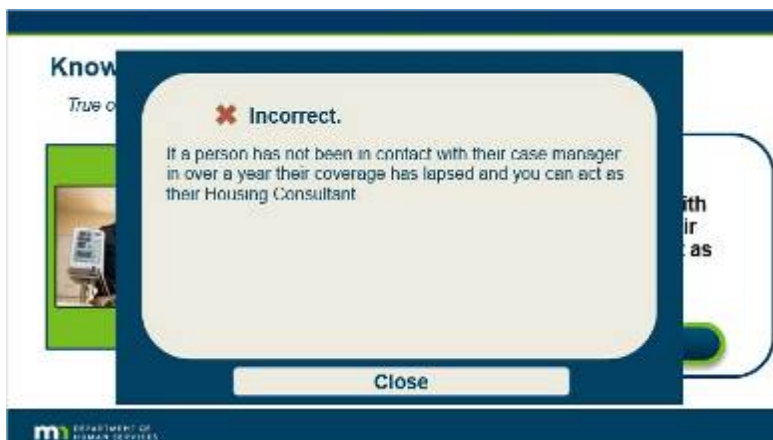
*True or False. Select the correct answer.*

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

**Knowledge Check**  
*True or False. Select the correct answer.*



Minnesota Care or MNSure are the same health insurance as Medical Assistance (MA).

True False

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### 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)

**Know**  
*True or*



**Correct!**

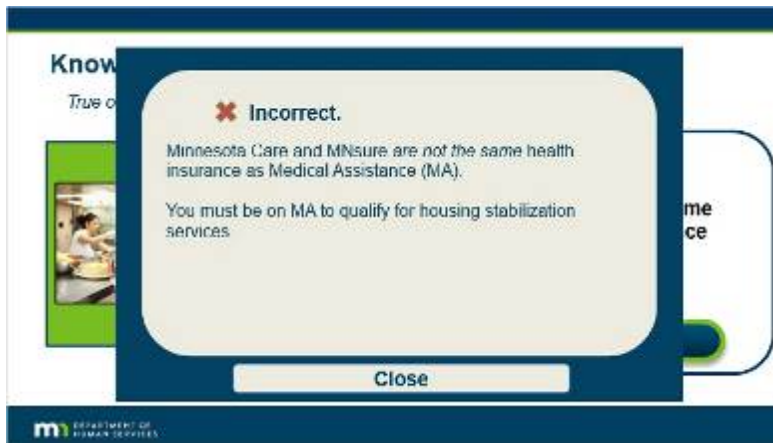
Minnesota Care and MNSure are *not* the same health insurance as Medical Assistance (MA).

You must be on MA to qualify for housing stabilization services.

Close

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## 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

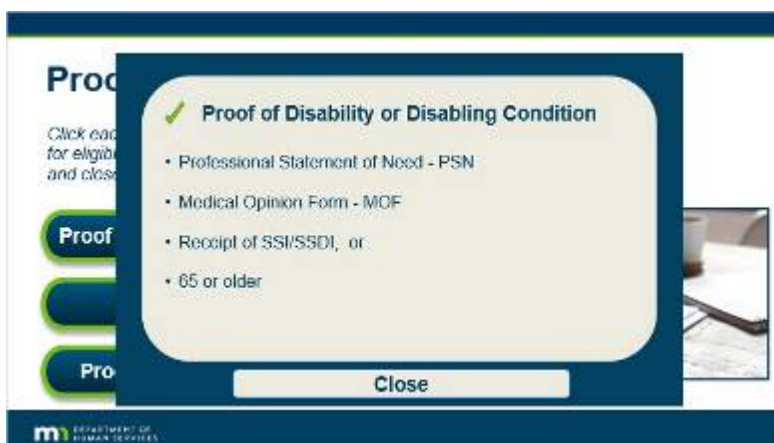


#### Notes:

#### Proof of Eligibility Requirements

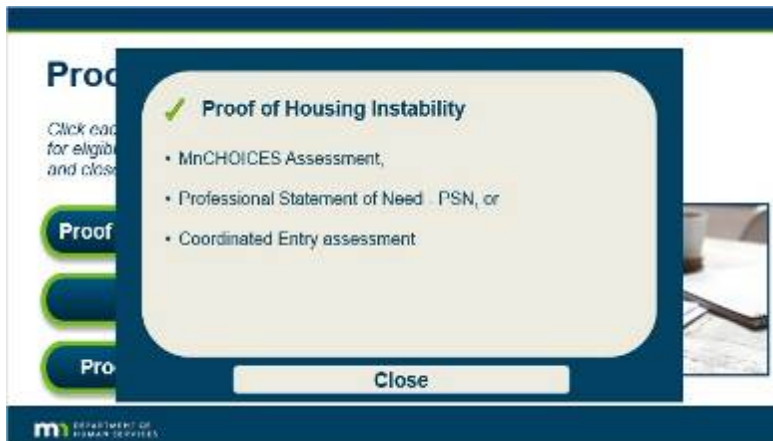
*Click each of the three boxes below to view the necessary documentation for eligibility requirements. Once you click all three boxes, read their content and close the windows, you can click Next to continue.*

#### Disability Layer (Slide Layer)

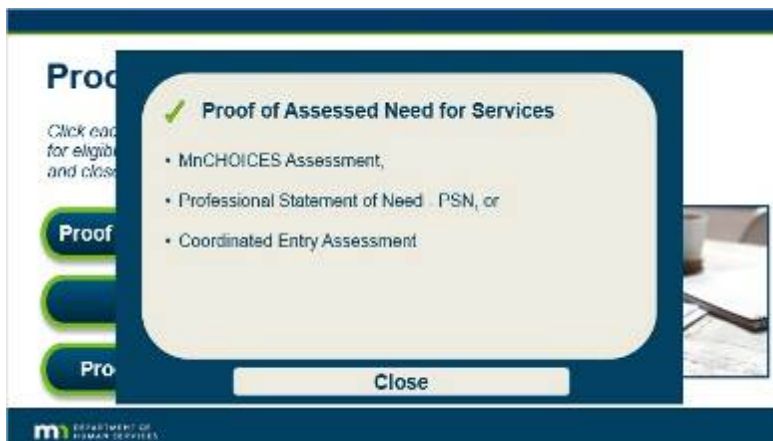




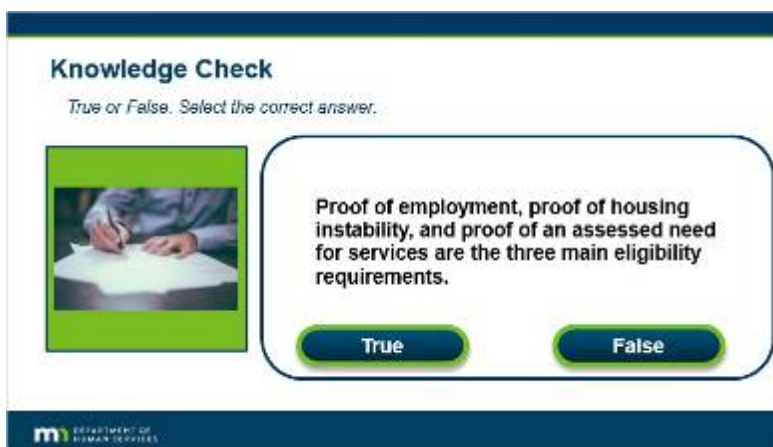
## Housing Instability Layer (Slide Layer)



## Assessed Need Layer (Slide Layer)



## 3.3 TrueFalse\_2



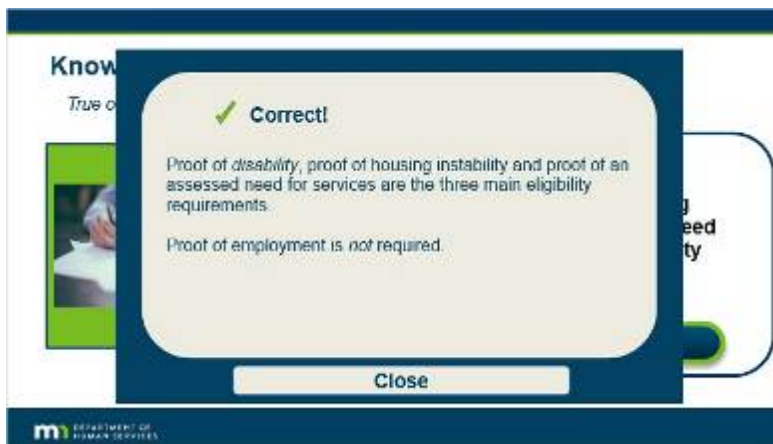
## Notes:

### Knowledge Check

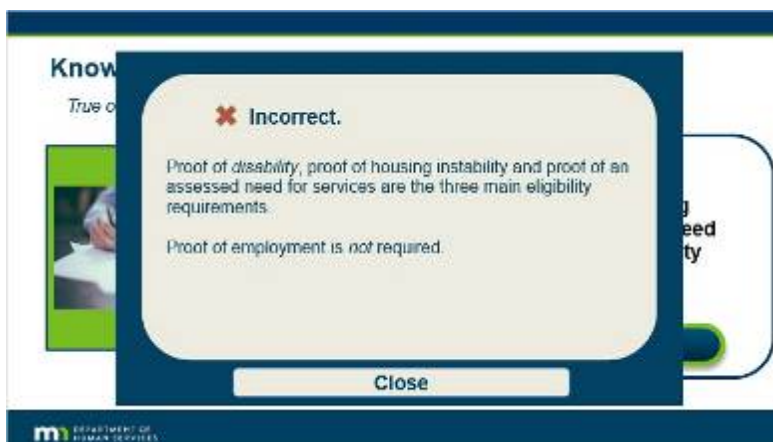
*True or False. Select the correct answer.*

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\_

**Knowledge Check**

*True or False. Select the correct answer.*



**A Professional Statement of Need (PSN) can qualify as proof for all three requirements.**

**True** **False**

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#### 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)

**Know**

*True or*



**Correct!**

A PSN can qualify as proof for all three requirements.

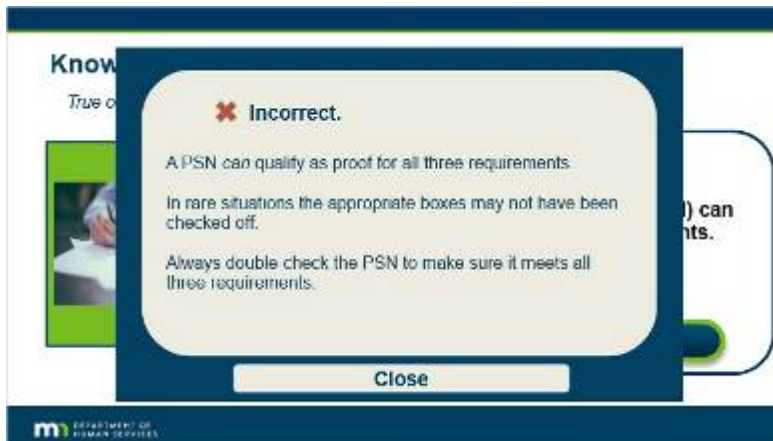
In rare situations the appropriate boxes may not have been checked off.

Always double check the PSN to make sure it meets all three requirements.

**Close**

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## Incorrect (Slide Layer)



## 3.5 TrueFalse\_2



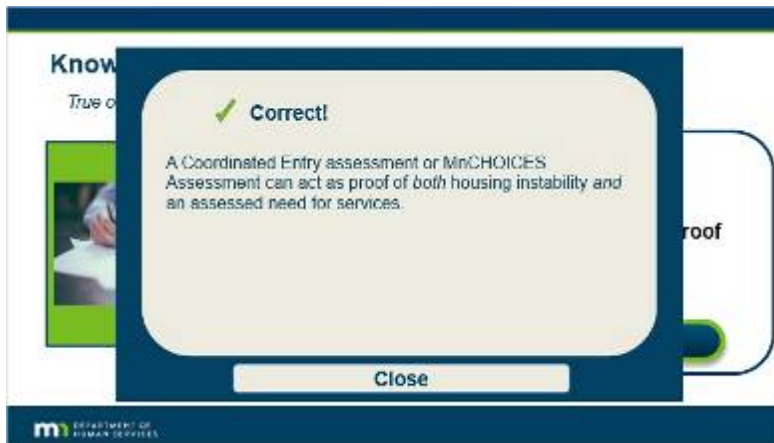
### Notes:

#### Knowledge Check

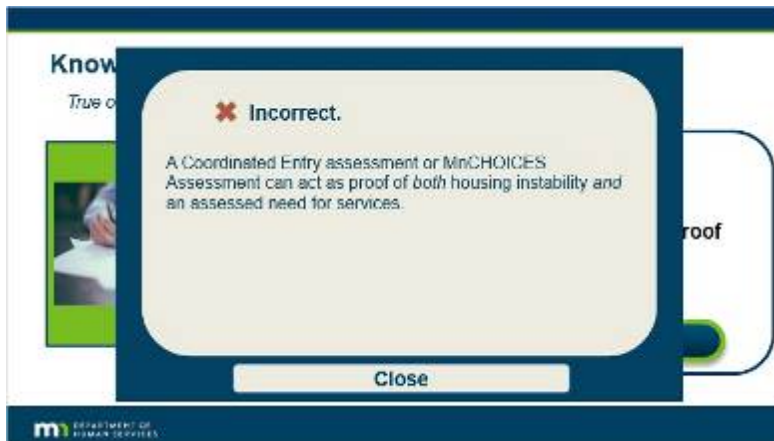
*True or False. Select the correct answer.*

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



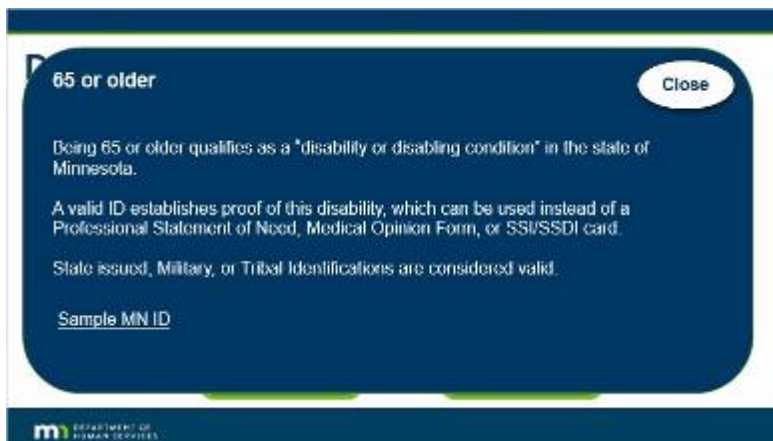
#### Notes:

#### Documentation for Proof of Disability

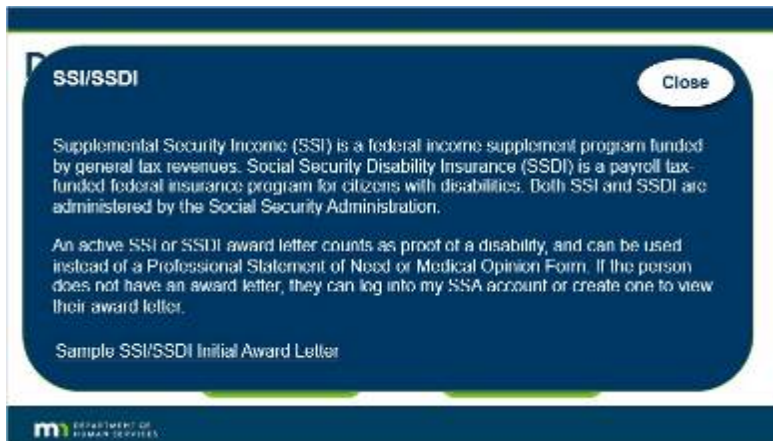
Now that you know which forms are accepted as proof of the three eligibility requirements, let's take a closer look at each type of documentation.

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)

A blue slide layer with a white 'Close' button in the top right corner. The title 'SSI/SSDI' is in white. The text is in white, explaining SSI and SSDI, their funding, and their administration. It also states that an active award letter counts as proof of disability and can be used instead of a PSN. A link for a sample award letter is provided at the bottom. The footer shows the 'm' logo and 'DEPARTMENT OF HUMAN SERVICES' in white.

**SSI/SSDI** Close

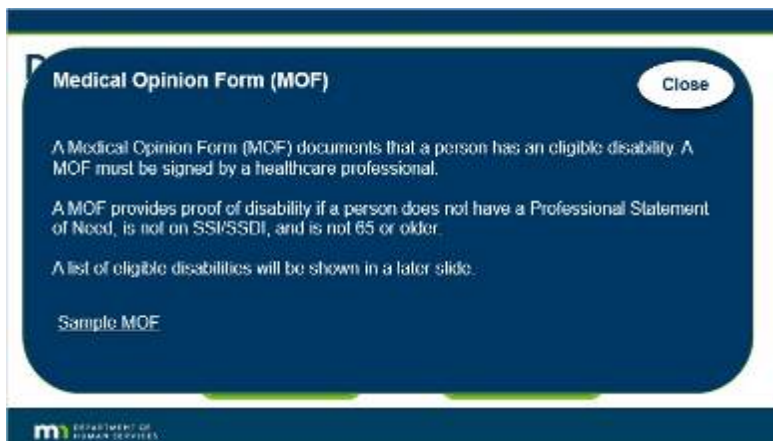
Supplemental Security Income (SSI) is a federal income supplement program funded by general tax revenues. Social Security Disability Insurance (SSDI) is a payroll tax-funded federal insurance program for citizens with disabilities. Both SSI and SSDI are administered by the Social Security Administration.

An active SSI or SSDI award letter counts as proof of a disability, and can be used instead of a Professional Statement of Need or Medical Opinion Form. If the person does not have an award letter, they can log into my SSA account or create one to view their award letter.

[Sample SSI/SSDI Initial Award Letter](#)

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## MOF (Slide Layer)

A blue slide layer with a white 'Close' button in the top right corner. The title 'Medical Opinion Form (MOF)' is in white. The text is in white, explaining that a MOF documents an eligible disability and must be signed by a healthcare professional. It also states that a MOF provides proof of disability if a person does not have a PSN, is not on SSI/SSDI, and is not 65 or older. A link for a sample MOF is provided at the bottom. The footer shows the 'm' logo and 'DEPARTMENT OF HUMAN SERVICES' in white.

**Medical Opinion Form (MOF)** Close

A Medical Opinion Form (MOF) documents that a person has an eligible disability. A MOF must be signed by a healthcare professional.

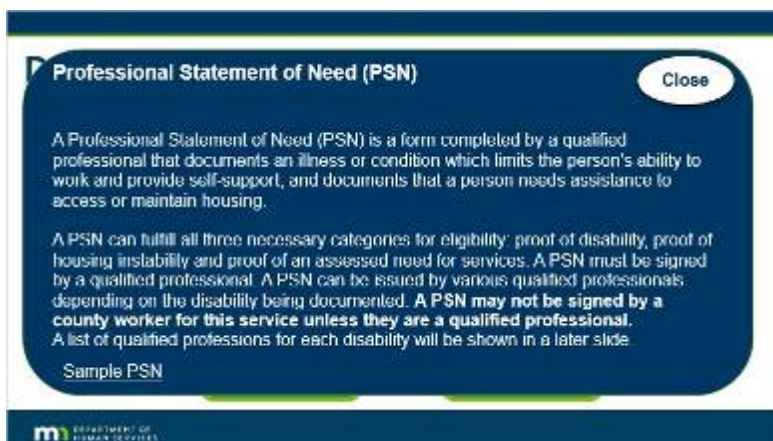
A MOF provides proof of disability if a person does not have a Professional Statement of Need, is not on SSI/SSDI, and is not 65 or older.

A list of eligible disabilities will be shown in a later slide.

[Sample MOF](#)

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## PSN (Slide Layer)

A blue slide layer with a white 'Close' button in the top right corner. The title 'Professional Statement of Need (PSN)' is in white. The text is in white, explaining that a PSN is a form completed by a qualified professional that documents an illness or condition which limits the person's ability to work and provide self-support, and documents that a person needs assistance to access or maintain housing. It also states that a PSN can fulfill all three necessary categories for eligibility: proof of disability, proof of housing instability, and proof of an assessed need for services. A PSN must be signed by a qualified professional. A PSN can be issued by various qualified professionals depending on the disability being documented. A PSN may not be signed by a county worker for this service unless they are a qualified professional. A link for a sample PSN is provided at the bottom. The footer shows the 'm' logo and 'DEPARTMENT OF HUMAN SERVICES' in white.

**Professional Statement of Need (PSN)** Close

A Professional Statement of Need (PSN) is a form completed by a qualified professional that documents an illness or condition which limits the person's ability to work and provide self-support, and documents that a person needs assistance to access or maintain housing.

A PSN can fulfill all three necessary categories for eligibility: proof of disability, proof of housing instability and proof of an assessed need for services. A PSN must be signed by a qualified professional. A PSN can be issued by various qualified professionals depending on the disability being documented. **A PSN may not be signed by a county worker for this service unless they are a qualified professional.**

A list of qualified professions for each disability will be shown in a later slide.

[Sample PSN](#)

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## 4.2 What to do if a Person Needs Documentation


### 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.**





### 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

### 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.





### 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\_

**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.

☐ True ☐ False



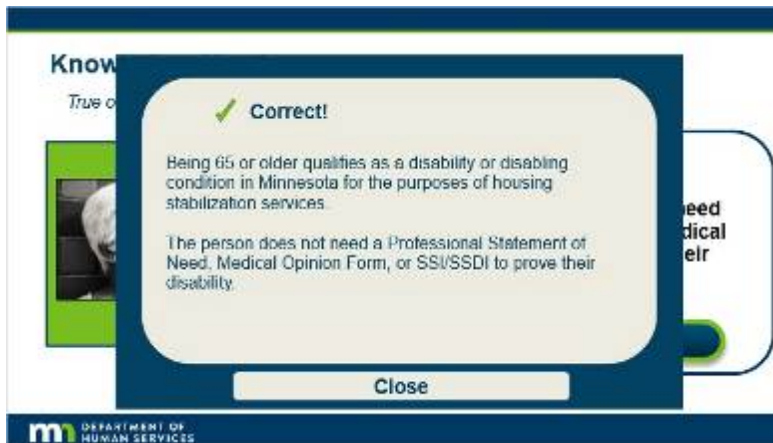
#### Notes:

##### 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)



A feedback slide with a dark blue header and footer. The header contains the text 'Know' and 'True or False'. The footer contains the Minnesota Department of Human Services logo. The main content area is white with a green border. It features a green checkmark icon and the text 'Correct!'. Below this, it states: 'Being 65 or older qualifies as a disability or disabling condition in Minnesota for the purposes of housing stabilization services.' and 'The person does not need a Professional Statement of Need, Medical Opinion Form, or SSI/SSDI to prove their disability.' A 'Close' button is at the bottom.

Know  
True or False

 **Correct!**

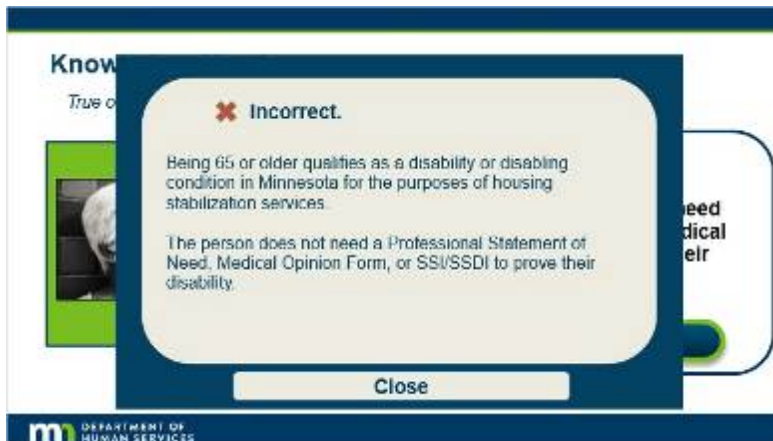
Being 65 or older qualifies as a disability or disabling condition in Minnesota for the purposes of housing stabilization services.

The person does not need a Professional Statement of Need, Medical Opinion Form, or SSI/SSDI to prove their disability.

Close


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### Incorrect (Slide Layer)



A feedback slide with a dark blue header and footer. The header contains the text 'Know' and 'True or False'. The footer contains the Minnesota Department of Human Services logo. The main content area is white with a green border. It features a red X icon and the text 'Incorrect.'. Below this, it states: 'Being 65 or older qualifies as a disability or disabling condition in Minnesota for the purposes of housing stabilization services.' and 'The person does not need a Professional Statement of Need, Medical Opinion Form, or SSI/SSDI to prove their disability.' A 'Close' button is at the bottom.

Know  
True or False

 **Incorrect.**

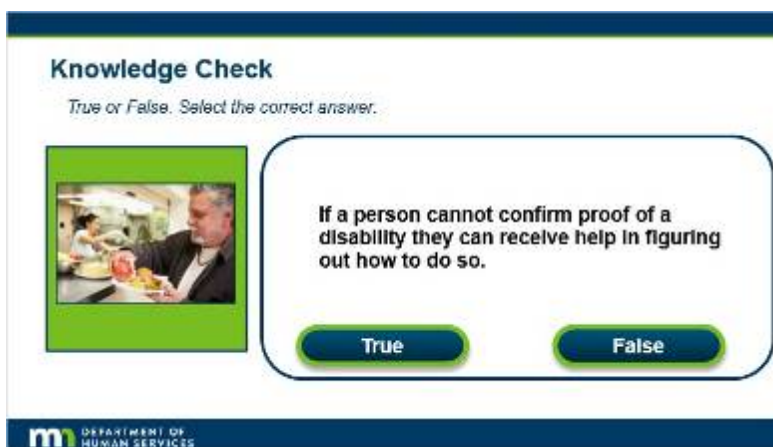
Being 65 or older qualifies as a disability or disabling condition in Minnesota for the purposes of housing stabilization services.

The person does not need a Professional Statement of Need, Medical Opinion Form, or SSI/SSDI to prove their disability.

Close

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### 4.5 TrueFalse\_2



A 'Knowledge Check' slide with a dark blue header and footer. The header contains the text 'Knowledge Check' and 'True or False. Select the correct answer.' The footer contains the Minnesota Department of Human Services logo. The main content area is white with a green border. It features a photo of a man in a kitchen. To the right of the photo is a text box with the question: 'If a person cannot confirm proof of a disability they can receive help in figuring out how to do so.' Below the text box are two buttons: 'True' and 'False'.

**Knowledge Check**

True or False. Select the correct answer.



If a person cannot confirm proof of a disability they can receive help in figuring out how to do so.

True False

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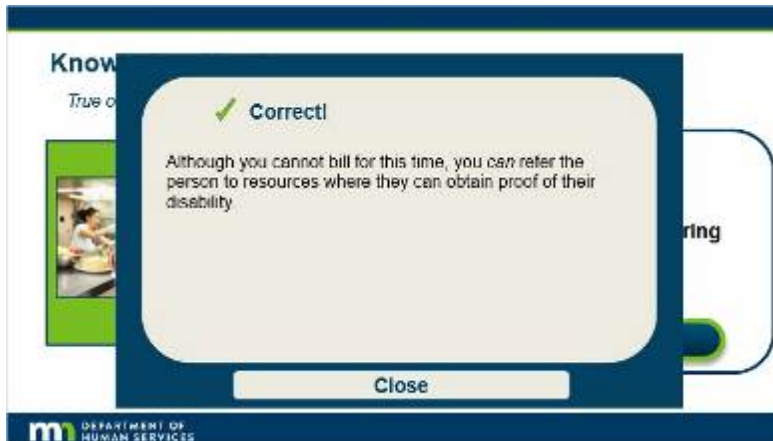
## Notes:

### Knowledge Check

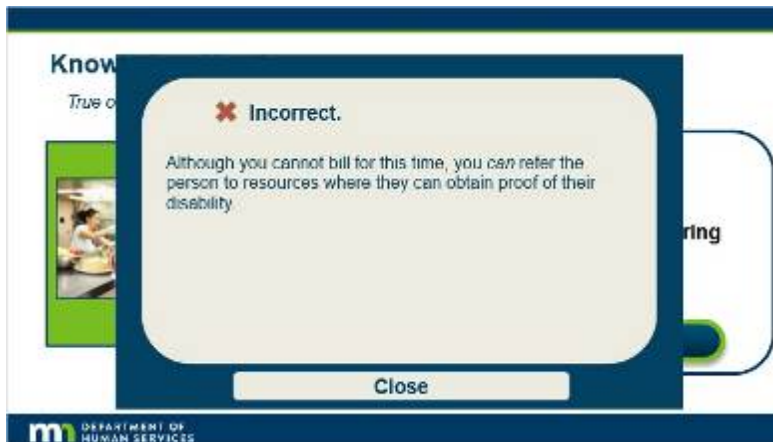
*True or False. Select the correct answer.*

*If a person cannot confirm proof of a disability they can receive help in figuring out how to do so.*

### 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

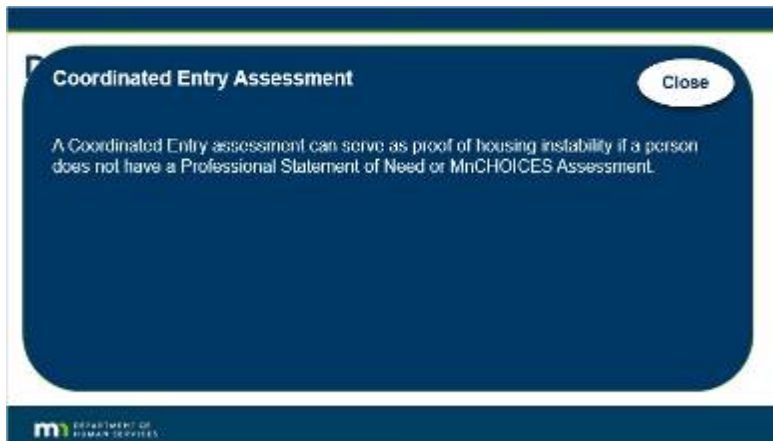
Let's take a closer look at documentation that can be used as proof of housing instability.

*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)

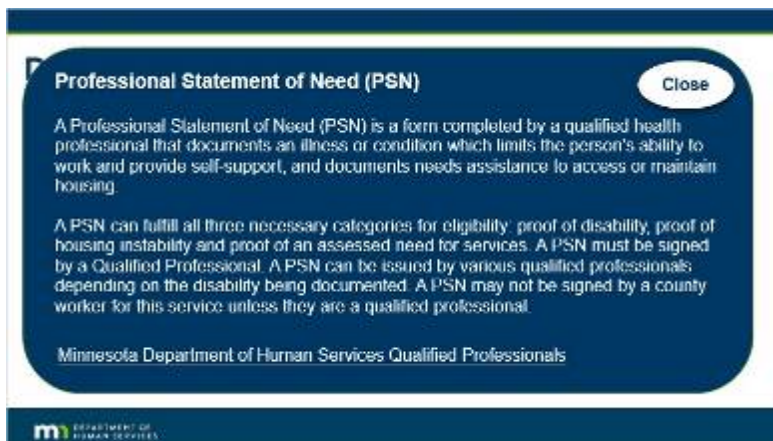


**Coordinated Entry Assessment** Close

A Coordinated Entry assessment can serve as proof of housing instability if a person does not have a Professional Statement of Need or MnCHOICES Assessment.

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## PSN (Slide Layer)



**Professional Statement of Need (PSN)** Close

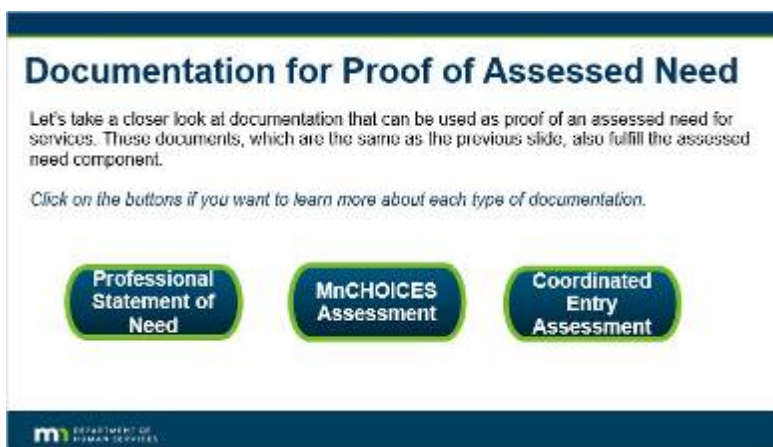
A Professional Statement of Need (PSN) is a form completed by a qualified health professional that documents an illness or condition which limits the person's ability to work and provide self-support, and documents needs assistance to access or maintain housing.

A PSN can fulfill all three necessary categories for eligibility: proof of disability, proof of housing instability and proof of an assessed need for services. A PSN must be signed by a Qualified Professional. A PSN can be issued by various qualified professionals depending on the disability being documented. A PSN may not be signed by a county worker for this service unless they are a qualified professional.

Minnesota Department of Human Services Qualified Professionals

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## 5.2 Documentation for Proof of Assessed Need



**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.*

[Professional Statement of Need](#) [MnCHOICES Assessment](#) [Coordinated Entry Assessment](#)

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## 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)



**MnCHOICES Assessment** Close

MnCHOICES assessment is a web-based application that integrates assessment and support planning for Minnesotans who need long term services and support.

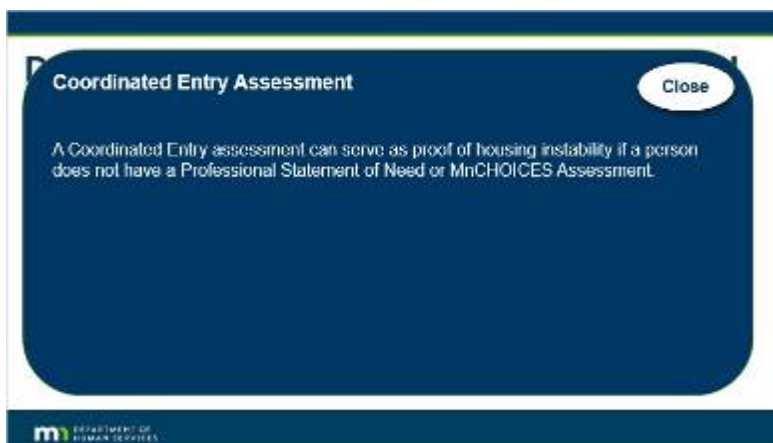
A MnCHOICES assessment can serve as proof of housing instability if a client does not have a PSN or Coordinated Entry assessment.

The document that you will review is the Community Support Plan Worksheet (DHS-6/91A)

MnCHOICES Community Support Plan Form

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### Coordinated Entry Assessment (Slide Layer)



**Coordinated Entry Assessment** Close

A Coordinated Entry assessment can serve as proof of housing instability if a person does not have a Professional Statement of Need or MnCHOICES Assessment.

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## PSN (Slide Layer)


### Professional Statement of Need (PSN)

[Close](#)

A Professional Statement of Need (PSN) is a form completed by a qualified health professional that documents an illness or condition which limits the person's ability to work and provide self-support, and documents needs assistance to access or maintain housing.

A PSN can fulfill all three necessary categories for eligibility: proof of disability, proof of housing instability and proof of an assessed need for services. A PSN must be signed by a Qualified Professional. A PSN can be issued by various qualified professionals depending on the disability being documented. A PSN may not be signed by a county worker for this service unless they are a qualified professional.

Minnesota Department of Human Services Qualified Professionals



## 5.3 TrueFalse\_

### 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.

[True](#) [False](#)



### Notes:

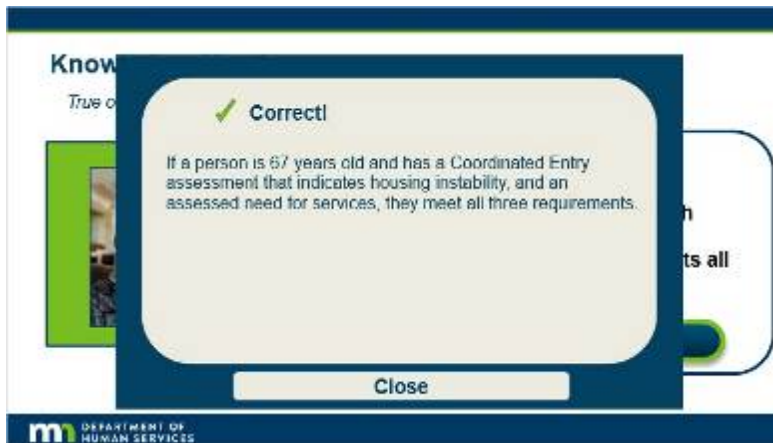
#### Knowledge Check

*True or False. Select the correct answer.*

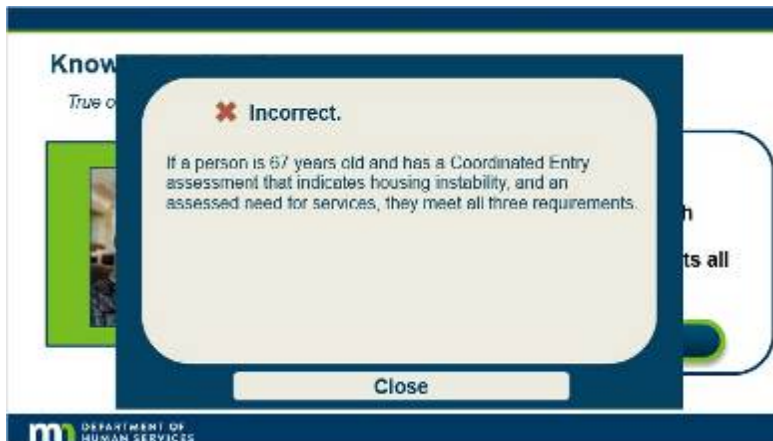
If a person is 67 years old, and has a Coordinated Entry assessment, which indicates housing instability, and an assessed need for services, this meets all three requirements.



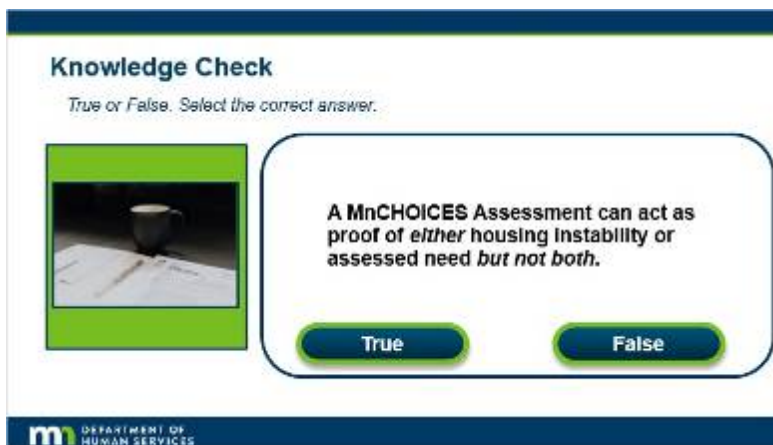
### Correct (Slide Layer)



### Incorrect (Slide Layer)



### 5.4 TrueFalse\_2





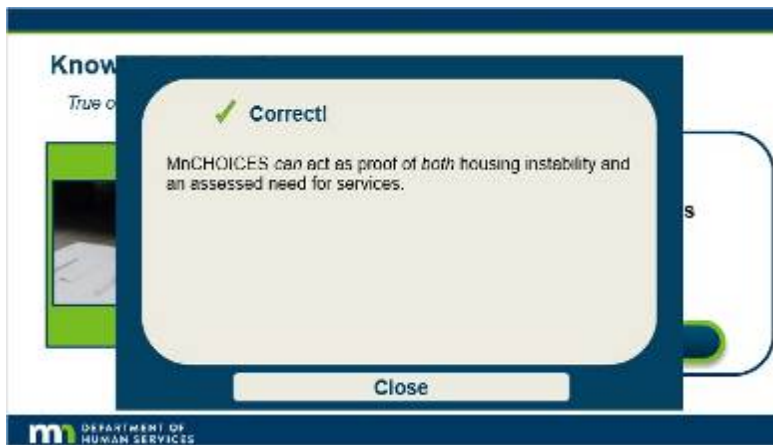
## Notes:

### Knowledge Check.

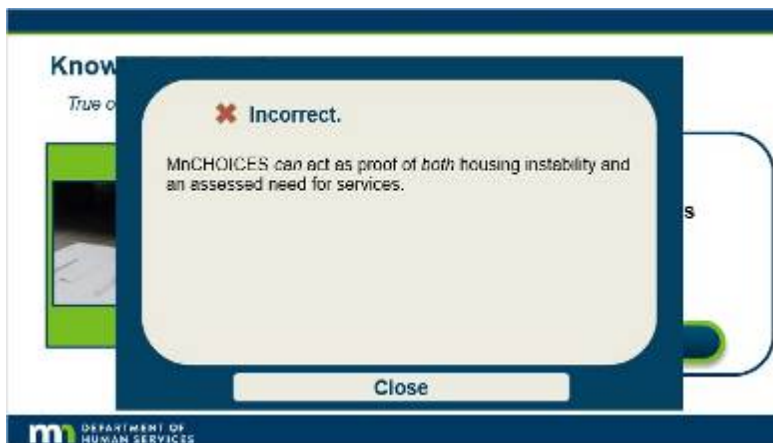
*True or False. Select the correct answer.*

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

### Correct (Slide Layer)



### Incorrect (Slide Layer)



### 6.1 How to Verify a Professional Statement of Need



\*Note: Make sure all visible dates are within the last 9 months and signature is completed.

[illegible]

## Disability (Slide Layer)

Any box selected in Section 2 indicates proof of disability. In this case the "Physical illness, injury, or incapacity" box has been selected.

**2. Proof of Disability** →

**Section 2: Disabling Condition**

*(If requested disability determination or formal diagnostic assessment is not required, select none)*

<input type="checkbox"/> Disabling condition	Allow only qualified professionals
<input type="checkbox"/> Developmental Disability	Medical health professionals, licensed social workers, psychologists, or physicians, or state professionals or officials or educators, or certified professionals working under the supervision of a licensed professional
<input type="checkbox"/> Learning Disability	Licensed professionals or school professionals with experience in assessing learning disabilities
<input type="checkbox"/> Mental health	Licensed psychiatric registered nurses, licensed psychiatric nurse practitioners, licensed independent clinical social workers (LICSWs), licensed professional clinical counselors (LPCCs), licensed psychologists (L.Ps), licensed marriage and family therapists (LMFTs), or licensed psychoanalysts
<input checked="" type="checkbox"/> Physical illness, injury, or incapacity	Licensed physicians, physician assistants, nurse practitioners, or licensed therapists
<input type="checkbox"/> Substance Use Disorder	Substance services, alcohol and drug treatment specialists, or licensed alcohol and drug counselors (LADCs)

*(This condition is temporary and expected)*

☐ To last at least one year

☐ To last less than one year, estimated years:

NAME OF QUALIFIED PROFESSIONAL:  TITLE:

SIGNATURE:  DATE:

DATE OF ACCOUNT DISCLOSURE:  APPROVAL NUMBER:

PROF. ID#

Close

## Assessed Need (Slide Layer)

Any box selected in Section 3 indicates proof of assessed need. In this case the "Making informed decisions" box has been selected.

**3. Proof of Assessed Need** →

**Section 3: Method of Assistance Showing Stabilization Services**

*(This Section must be completed by a Qualified Professional)*

*Please identify areas in which the person needs support at, and or maintain stable housing.*

<input type="checkbox"/> Communicating needs	<input type="checkbox"/> Making
<input type="checkbox"/> Making informed decisions	<input type="checkbox"/> Managing needs or behavior

NAME OF QUALIFIED PROFESSIONAL:  TITLE:

SIGNATURE:  DATE:

DATE OF ACCOUNT DISCLOSURE:  APPROVAL NUMBER:

PROF. ID#

Close

## 6.2 Professionals Qualified to Issue PSNs

### 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.

Physical illness or injury

Learning disability

Developmental disability

Mental health

Chemical dependency

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

## 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)



A slide layer window titled "Physical Illness or Injury" with a "Close" button in the top right corner. The window has a dark blue background with white text. It lists four professionals qualified to issue a PSN for physical illness or injury: Licensed physician, Physician's assistant, Nurse practitioner, and Chiropractor. At the bottom, a small note states: "PSN cannot be signed by a county representative unless they are a qualified professional." The bottom of the slide features the logo for the Department of Human Services.

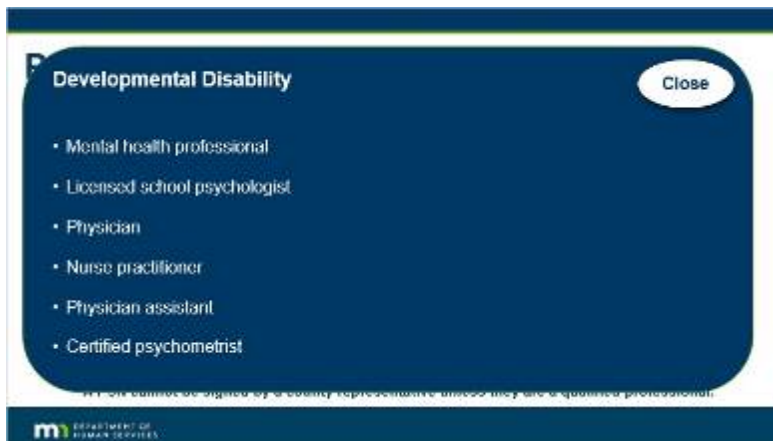
**Physical Illness or Injury**

- Licensed physician
- Physician's assistant
- Nurse practitioner
- Chiropractor

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

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### Developmental disability (Slide Layer)



A slide layer window titled "Developmental Disability" with a "Close" button in the top right corner. The window has a dark blue background with white text. It lists six professionals qualified to issue a PSN for developmental disability: Mental health professional, Licensed school psychologist, Physician, Nurse practitioner, Physician assistant, and Certified psychometrist. At the bottom, a small note states: "PSN cannot be signed by a county representative unless they are a qualified professional." The bottom of the slide features the logo for the Department of Human Services.

**Developmental Disability**

- Mental health professional
- Licensed school psychologist
- Physician
- Nurse practitioner
- Physician assistant
- Certified psychometrist

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

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## Learning disability (Slide Layer)



A dark blue slide layer with a white border. The title "Learning Disability" is in white text at the top left. A "Close" button is in the top right corner. A bulleted list of professionals is in the center. A disclaimer is at the bottom, and the logo is at the bottom left.

**Learning Disability**

Close

- Licensed psychologist
- School psychologist

It can't be signed by a county representative unless they are a qualified professional.

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## Mental Health (Slide Layer)



A dark blue slide layer with a white border. The title "Mental Health" is in white text at the top left. A "Close" button is in the top right corner. A bulleted list of professionals is in the center. A disclaimer is at the bottom, and the logo is at the bottom left.

**Mental Health**

Close

- Licensed psychologist
- Licensed independent clinical social worker
- Advanced practice registered nurse certified in mental health
- Licensed marriage and family therapist
- Licensed professional clinical counselor

It can't be signed by a county representative unless they are a qualified professional.

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## Chemical Dependency (Slide Layer)



A dark blue slide layer with a white border. The title "Chemical Dependency" is in white text at the top left. A "Close" button is in the top right corner. A bulleted list of professionals is in the center. A disclaimer is at the bottom, and the logo is at the bottom left.

**Chemical Dependency**

Close

- Treatment director
- Alcohol and drug supervisors
- Alcohol and drug counselors

It can't be signed by a county representative unless they are a qualified professional.

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### 6.3 TrueFalse\_

**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.

**True** **False**

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#### 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)

**Know**

*True or*



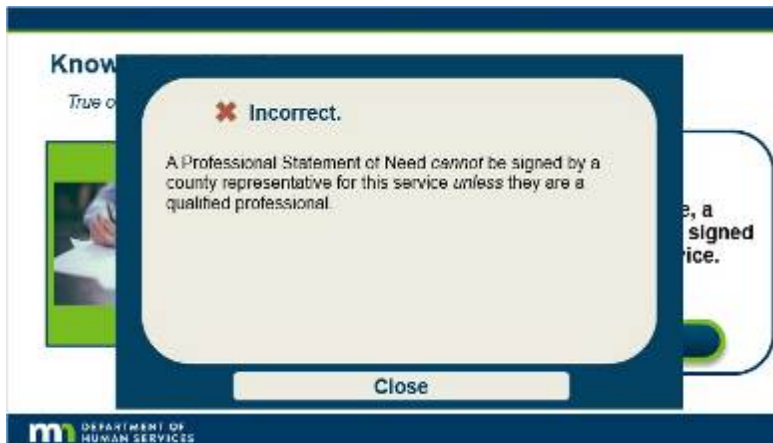
**✓ Correct!**

A Professional Statement of Need *cannot* be signed by a county representative for this service unless they are a qualified professional.

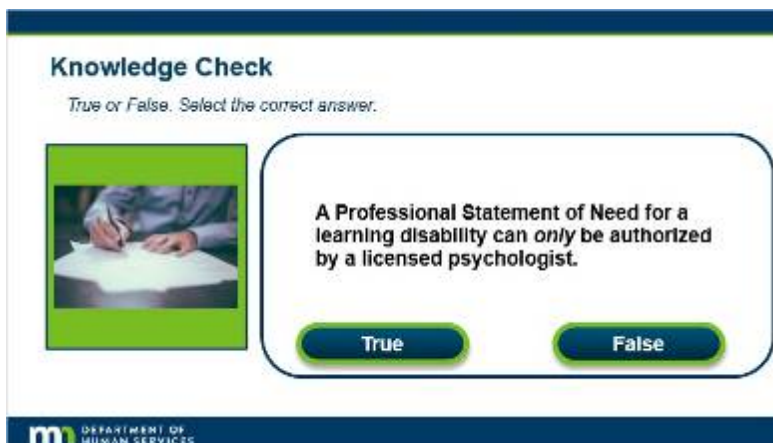
**Close**

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## Incorrect (Slide Layer)



## 6.4 TrueFalse\_2



### Notes:

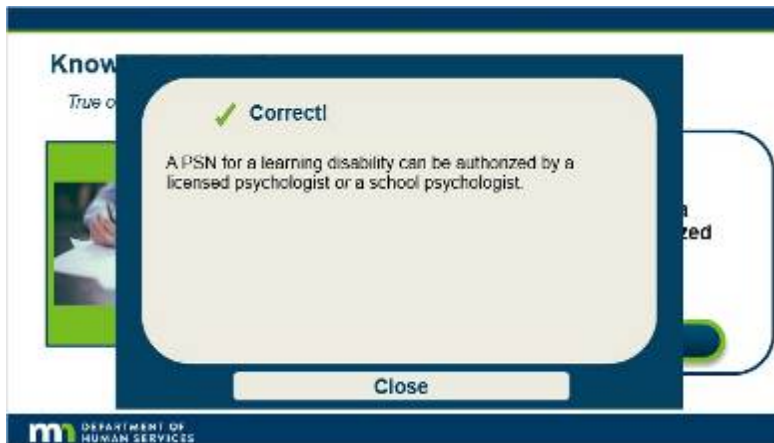
#### Knowledge Check

*True or False. Select the correct answer.*

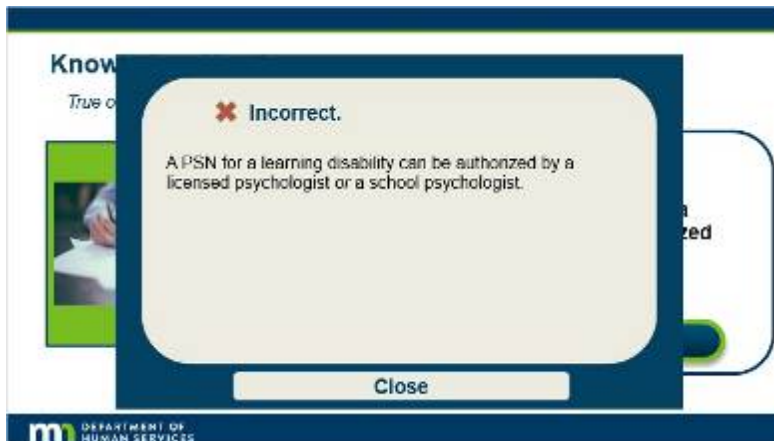
A Professional Statement of Need for a learning disability can *only* be authorized by a licensed psychologist.



### Correct (Slide Layer)



### Incorrect (Slide Layer)



## 7. Definition for Homelessness and At-Risk for Homelessness

### 7.1 Definition of Homelessness and At-Risk for Homelessness

**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.*

Three buttons are displayed:

- Minnesota's Definition for Homelessness
- Minnesota's Definition for Being At-Risk for Homelessness
- Institutions, and Licensed or Registered Settings

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#### 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)

**Minnesota's Definition for Homelessness**

The following 3 conditions meet the state of Minnesota's definition for homelessness.

1. Has a primary nighttime residence that is a public or private place not meant for human habitation;
2. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs), OR
3. Is exiting an institution where he or she has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Close

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## At-Risk (Slide Layer)


Minnesota's Definition for Being At-Risk for Homelessness

Close

SS

The state of Minnesota defines being at risk for homelessness as follows.

When (a) the individual or family is faced with a situation or set of circumstances likely to cause the household to become homeless, including but not limited to: doubled-up living arrangements where the individual's name is not on a lease, living in a condemned building without a place to move, having arrears in rent/utility payments, receiving an eviction notice without a place to move and/or living in temporary or transitional housing that carries time limits; or (b) the person, previously homeless, will be discharged from a correctional, medical, mental health or substance use disorder treatment center, and lacks sufficient resources to pay for housing, and does not have a permanent place to live.

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## settings (Slide Layer)

Institutions and Licensed or Registered Settings

Close

SS


Common types of institutions and licensed and registered settings include Housing With Services, Board and Lodge, Boarding Care, Adult Foster Care, hospital, ICF-DD, Intensive Residential Treatment facility, Minnesota Security Hospital, nursing facility, Regional Treatment Center.

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## 7.2 TrueFalse\_


Knowledge Check

True or False. Select the correct answer.



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

TrueFalse

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## Notes:

### Knowledge Check

*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

**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.

True False

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#### 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)

**Know**  
*True or*



**✓ Correct!**

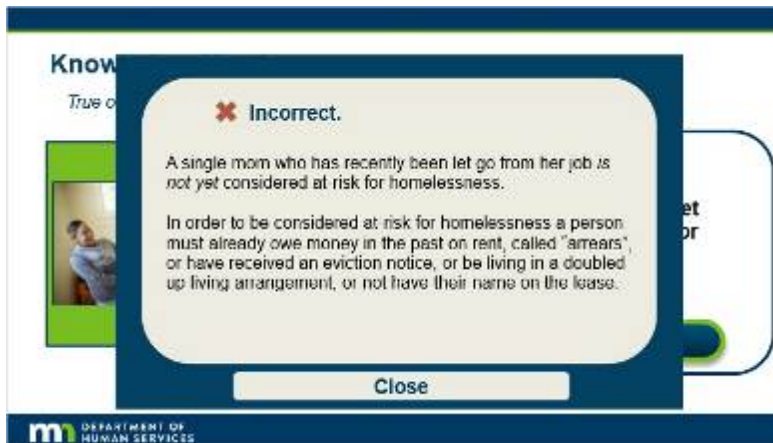
A single mom who has recently been let go from her job is *not* yet considered at risk for homelessness.

In order to be considered at risk for homelessness a person must already owe money in the past on rent, called "arrearages", or have received an eviction notice, or be living in a doubled up living arrangement, or not have their name on the lease.

Close

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## Incorrect (Slide Layer)



This slide is a feedback window titled "Incorrect." with a red 'X' icon. It contains two paragraphs of text. The first paragraph states that a single mom recently let go from her job is not yet considered at risk for homelessness. The second paragraph lists criteria for being at risk: owing money on rent (arrears), receiving an eviction notice, living in a doubled-up arrangement, or not having their name on the lease. A "Close" button is at the bottom. The slide is part of a presentation by the Michigan Department of Human Services, as indicated by the logo in the bottom left.

**Incorrect.**


A single mom who has recently been let go from her job is not yet considered at risk for homelessness.

In order to be considered at risk for homelessness a person must already owe money in the past on rent, called "arrears", or have received an eviction notice, or be living in a doubled up living arrangement, or not have their name on the lease.

Close

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## 7.4 TrueFalse\_2



This slide is a "Knowledge Check" titled "True or False. Select the correct answer." It features a photograph of a large, multi-story institutional building. To the right of the image is a text box with a question. Below the text box are two buttons labeled "True" and "False". The slide is part of a presentation by the Michigan Department of Human Services, as indicated by the logo in the bottom left.

**Knowledge Check**

*True 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.**

True False

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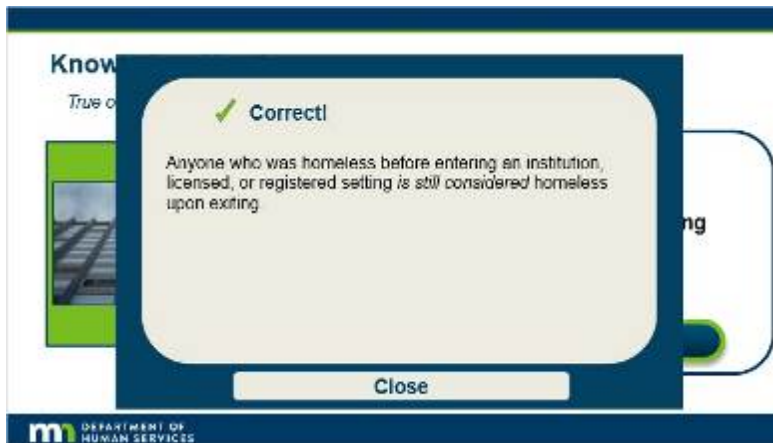
### Notes:

#### Knowledge Check

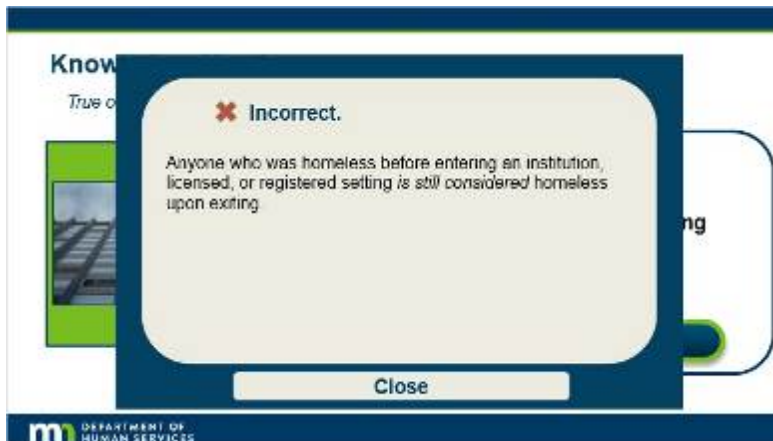
*True or False. Select the correct answer.*

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

### 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





#### 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

### 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.



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### 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

### Best Practices Scenario 1 – Part 1 of 5

*Read the following dialogue. Select the best response.*

"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 18 or older 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."

"Well, go ahead and get your card and you can come back when you're ready."

"That's okay, give me a moment and I'll look it up in our system."

**m** MINNESOTA DEPARTMENT OF HUMAN SERVICES

## Notes:

Read the following dialogue. Select the best response.

"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."

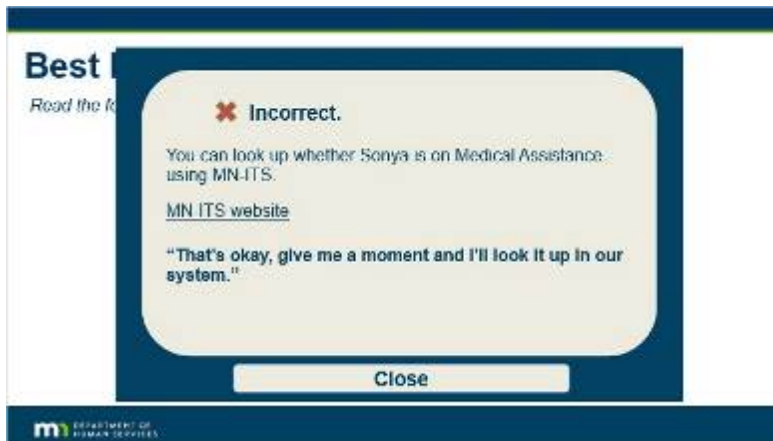
"Are you over 18 and have an unexpired state ID to prove your age?"

"Yes, I am and here it is."

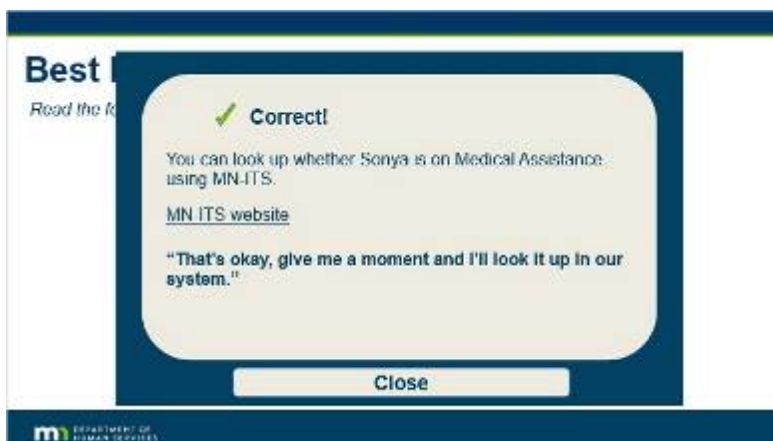
"Great, and do you have health insurance, specifically Medical Assistance?"

"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

**Best Practices Scenario 1 – Part 2 of 5**

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. I 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."

"Excellent! Let me just review this to make sure it has been signed within the last nine months and checks all three requirements we need."

"Great. Since you have this you are good to go."

m DEPARTMENT OF HUMAN SERVICES

### 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)

**Best Practices Scenario 1 – Part 2 of 5**

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. I have you had anything signed recently by someone like that?"

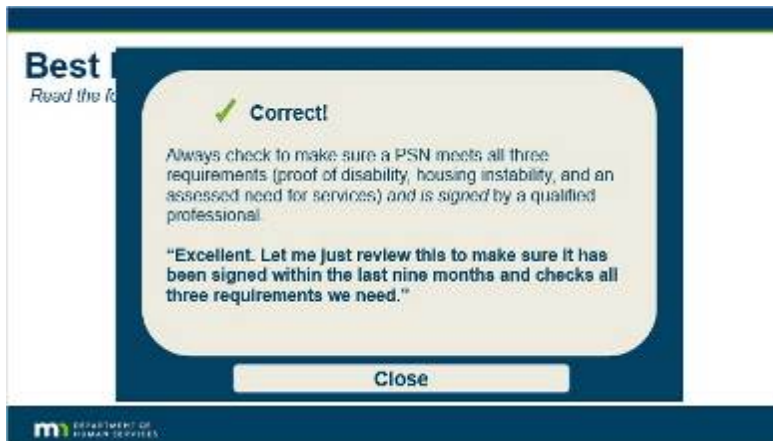
"I think this is it. I got it last time I met with my doctor."

"Excellent! Let me just review this to make sure it has been signed within the last nine months and checks all three requirements we need."

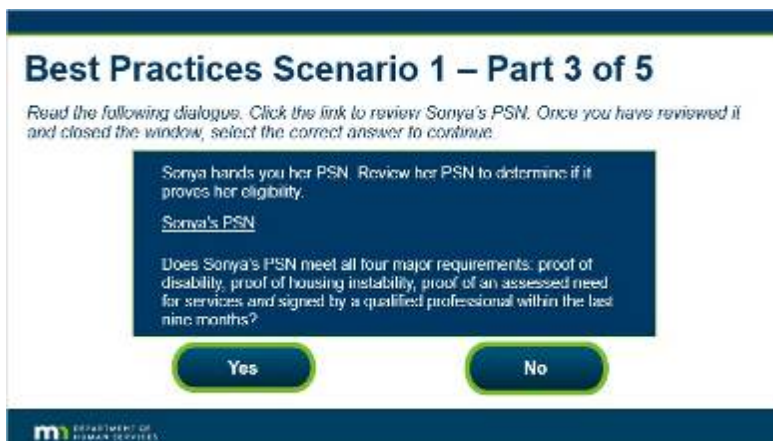
"Great. Since you have this you are good to go."

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## Correct (Slide Layer)



## 8.5 Best Practices Scenario 1 – Part 3 of 5



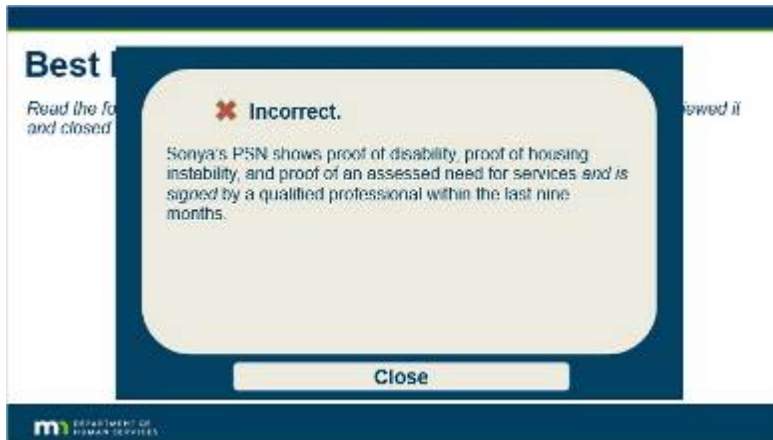
### Notes:

*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

**Best Practices Scenario 1 – Part 4 of 5**

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?"

"I'm not sure right now, but I'll get back to you soon."

"Once I submit the documentation for eligibility, I'll get an email within a few days that lets me know if you're eligible and then I'll contact you."

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### 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)

**Best Practices Scenario 1 – Part 4 of 5**

Read the following dialogue. Select the best response.

**✗ Incorrect.**

You should give the client a timeframe for expecting a response.

"Once I submit the documentation for eligibility, I'll get an email within a few days that lets me know if you're eligible and then I'll contact you. You will also receive notification in the mail in the next few weeks, but sometimes sooner. This is what the notification will look like."

"I'm not sure right now, but I'll get back to you soon."

Show the client an example of the letter: [Sample letter](#)

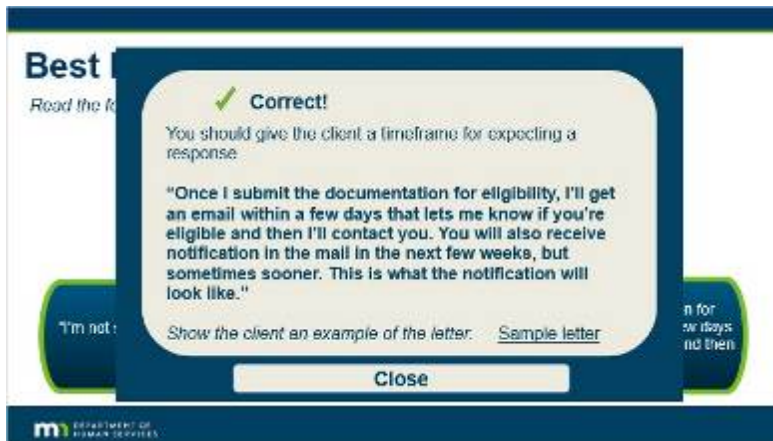
n for or days and then

Close

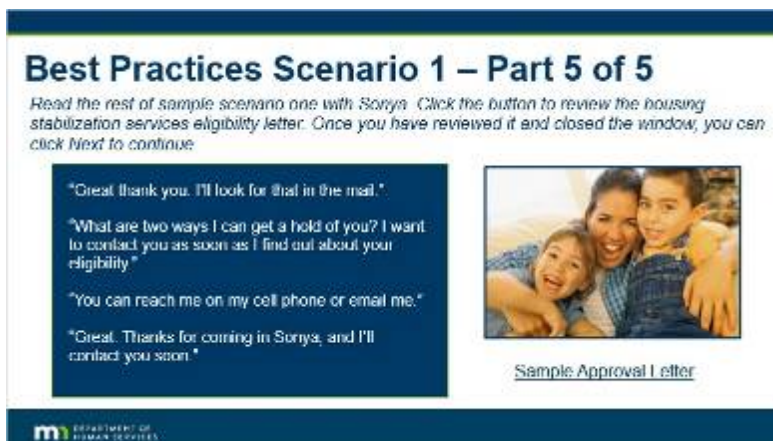
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## Correct (Slide Layer)



## 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

### 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.



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#### 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

The screenshot shows a digital learning interface titled "Best Practices Scenario 2 – Part 1 of 4". Below the title, it says "Read the following dialogue. Select the best response." A dialogue box contains two lines of text: "Hi David, nice to meet you. Can I help you find a better living situation?" and "Yeah, I would appreciate any help I can get finding a stable place to live." Below the dialogue, there are two rounded rectangular buttons. The left button contains the text "We'll see, but only if you qualify." and the right button contains the text "We certainly would like to. Do you mind if I ask you a few questions to review your eligibility?". At the bottom left of the interface is a logo for the "m" Department of Human Services.

### 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)

The screenshot shows a feedback slide titled "Best Practices Scenario 2 – Part 1 of 4". It features a red "X" icon and the word "Incorrect." in bold. Below this, it says "You should tell the person that you would like to help but that you need to ask a few questions to see if you can." and "We certainly would like to. Do you mind if I ask you a few questions to review your eligibility?". At the bottom of the slide is a "Close" button. The "m" Department of Human Services logo is visible at the bottom left of the interface.

## Correct (Slide Layer)


**Best Practices**  
Read the following dialogue.

 **Correct!**

You should tell the person that you would like to help but that you need to ask a few questions to see if you can.

"We certainly would like to. Do you mind if I ask you a few questions to review your eligibility?"

Close



## 9.3 Best Practices Scenario 2 – Part 2 of 4

**Best Practices Scenario 2 – Part 2 of 4**  
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."





### 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

**Best Practices Scenario 2 – Part 3 of 4**

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?

"Well, unfortunately without Medical Assistance (MA) you do not qualify for these benefits."

"Well, MA in MN is required for these services. Can I provide you with some information on how to contact your county's financial assistance department so you can see if you qualify?"

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### 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)

**Best Practices Scenario 2 – Part 3 of 4**

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?

"Well, unfortunately without Medical Assistance (MA) you do not qualify for these benefits."

"Well, MA in MN is required for these services. Can I provide you with some information on how to contact your county's financial assistance department so you can see if you qualify?"

Close

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## Correct (Slide Layer)

**Best Practices**  
Read the following dialogue. Select the best response.

**Correct!**

You should inform the person that although they do not currently have MA, they can see if they qualify by contacting their county's financial assistance department.

"Well, Medical Assistance in Minnesota is required for these services. Can I provide you with some information on how to contact your county's financial assistance department so you can see if you qualify?"

Close

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## 9.5 Best Practices Scenario 2 – Part 4 of 4

**Best Practices Scenario 2 – Part 4 of 4**  
Read the following dialogue. Select the best response.

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

"Great! Best of luck and come back when you've found out."

"Can I give you my phone number and email in case you do qualify? I'd be happy to help you apply for benefits to find or keep housing."

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### 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)

The screenshot shows a presentation slide with a dark blue header and footer. The header contains the text "Best Practice" and "Read the following scenario". The main content area is a light blue rounded rectangle with a dark blue border. It features a red "X" icon followed by the word "Incorrect." in bold. Below this, the text reads: "You should give the person your contact information and invite them to reach out should they find out they are on MA." This is followed by a quote: "Can I give you my phone number and email in case you do qualify? I'd be happy to help you apply for benefits to find or keep housing. Also, here's some information about other housing resources you might want to access." Below the quote is the text: "Hand over your contact and info about Housing Support, Minnesota Supplemental Aid Housing Assistance, etc." At the bottom of the slide is a "Close" button. The footer contains the Minnesota Department of Human Services logo and name.

**Best Practice**  
Read the following scenario

**✖ Incorrect.**

You should give the person your contact information and invite them to reach out should they find out they are on MA

"Can I give you my phone number and email in case you do qualify? I'd be happy to help you apply for benefits to find or keep housing. Also, here's some information about other housing resources you might want to access."

Hand over your contact and info about Housing Support, Minnesota Supplemental Aid Housing Assistance, etc.

Close

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## Correct (Slide Layer)

The screenshot shows a presentation slide with a dark blue header and footer. The header contains the text "Best Practice" and "Read the following scenario". The main content area is a light blue rounded rectangle with a dark blue border. It features a green checkmark icon followed by the word "Correct!" in bold. Below this, the text reads: "You should give the person your contact information and invite them to reach out should they find out they are on MA." This is followed by a quote: "Can I give you my phone number and email in case you do qualify? I'd be happy to help you apply for benefits to find or keep housing. Also, here's some information about other housing resources you might want to access." Below the quote is the text: "Hand over your contact and info about Housing Support, Minnesota Supplemental Aid Housing Assistance, etc." At the bottom of the slide is a "Close" button. The footer contains the Minnesota Department of Human Services logo and name.

**Best Practice**  
Read the following scenario

**✔ Correct!**

You should give the person your contact information and invite them to reach out should they find out they are on MA

"Can I give you my phone number and email in case you do qualify? I'd be happy to help you apply for benefits to find or keep housing. Also, here's some information about other housing resources you might want to access."

Hand over your contact and info about Housing Support, Minnesota Supplemental Aid Housing Assistance, etc.

Close

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## 10. Best Practices - Scenario 3

### 10.1 Best Practices Scenario 3


### 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.



**m** DEPARTMENT OF HUMAN SERVICES

#### 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

**Best Practices Scenario 3 – Part 1 of 9**

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."

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### 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

**Best Practices Scenario 3 – Part 2 of 9**

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."

"Well if it's Medical Assistance that means you're good to go."

"Is it okay if I look it up for you to make sure?"

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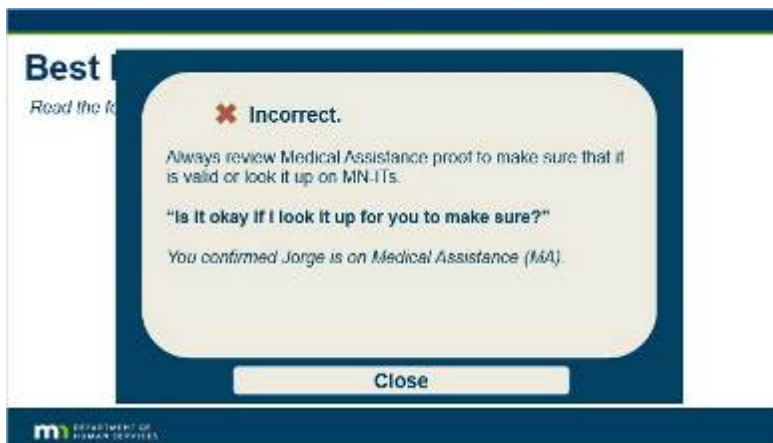
## Notes:

*Read the following dialogue. Select the best response.*

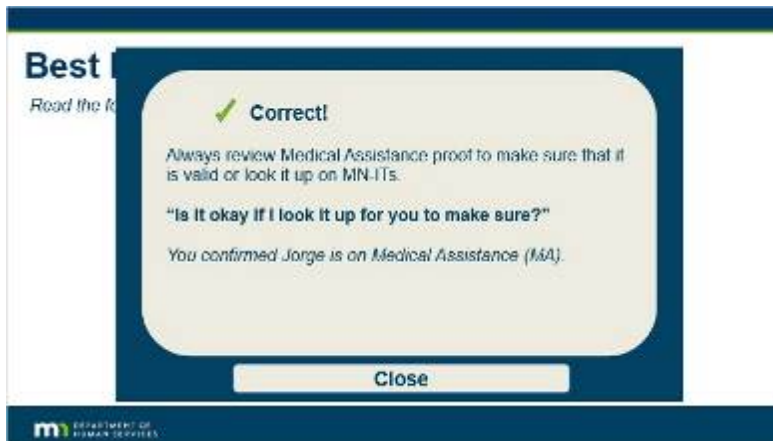
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"I'm definitely over 18 and I'm pretty sure I have health insurance. Not sure if it is Medical Assistance."

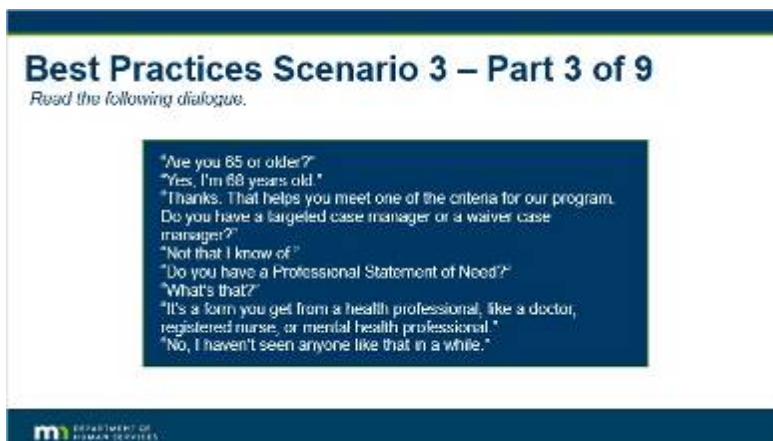
## Incorrect (Slide Layer)



## 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

**Best Practices Scenario 3 – Part 4 of 9**

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."

"Well, if you have some time today there is a Coordinated Entry assessor who can give you one today."

"Well, since you haven't done that I'm afraid I can't help."

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### 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)

**Best Practices Scenario 3 – Part 4 of 9**

Read the following dialogue. Select the best response.

**✖ Incorrect.**

If a client does not have a Coordinated Entry assessment you can guide them to someone who can complete one. If there isn't a Coordinated Entry assessor, refer them back to another option: MnCHOICES or PSN.

"Okay, well, if you have some time today there is a Coordinated Entry assessor who can give you one today. Once that is complete we can submit your eligibility documents for review, and hopefully get you access to these services."

"Well, if you have some time today there is a Coordinated Entry assessor who can give you one today."

"Well, since you haven't done that I'm afraid I can't help."

Close

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## Correct (Slide Layer)

**Best Practices Scenario 3 – Part 5 of 9**

Read the following dialogue.

**Correct!**

If a client does not have a Coordinated Entry assessment you can guide them to someone who can complete one. If there isn't a Coordinated Entry assessor, refer them back another option: MnCHOICES or PSN.

"Okay, well, if you have some time today there is a Coordinated Entry assessor who can give you one today. Once that is complete we can submit your eligibility documents for review, and hopefully get you access to these services."

Well, if you have some time today there is a Coordinated Entry assessor who can give you one today. Once that is complete we can submit your eligibility documents for review, and hopefully get you access to these services.

Close

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## 10.6 Best Practices Scenario 3 – Part 5 of 9

**Best Practices Scenario 3 – Part 5 of 9**

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."

Fast forward to the next day. The Coordinated Entry assessment has been completed for Jorge.

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

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### 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."

Fast forward to the next day. The Coordinated Entry assessment has been completed for Jorge.

**Note:** 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

### Best Practices Scenario 3 – Part 6 of 9

*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."

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### 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

**Best Practices Scenario 3 – Part 7 of 9**

Read the following dialogue. Select the best response.

"Fine by me, but before we do that, what's HB101?"

"Oh, never mind, you don't have to do it. I'll just submit your documents and we can go from there."

"HB101 is a website dedicated to helping people find and keep their housing. One of the resources on the site is secure digital storage space so you have all your documents if you lose them or don't have the physical copies. Would you like to set up an account?"

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### Notes:

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

### Incorrect (Slide Layer)

**Best Practices Scenario 3 – Part 7 of 9**

Read the following dialogue. Select the best response.

✖ Incorrect.

Tell Jorge what HB101 is and how it can help him.

"HB101 is a website dedicated to helping people find and keep their housing. One of the resources on the site is a secure digital storage space so you have all your documents if you lose them or don't have the physical copies. Would you like to set up an account?"

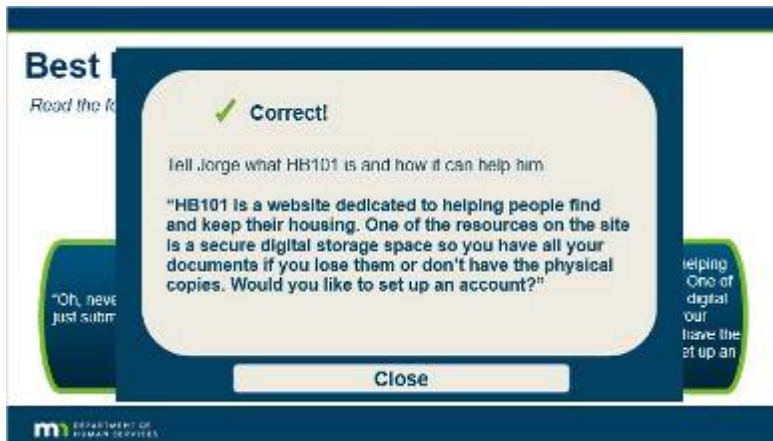
"Oh, never mind, you don't have to do it. I'll just submit your documents and we can go from there."

helping people find and keep their housing. One of the resources on the site is a secure digital storage space so you have all your documents if you lose them or don't have the physical copies. Would you like to set up an account?

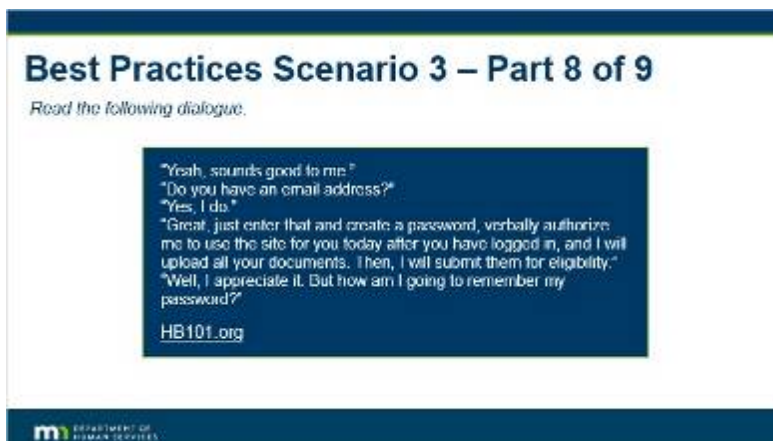
Close

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## 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

### Best Practices Scenario 3 – Part 9 of 9

*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."

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### 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."

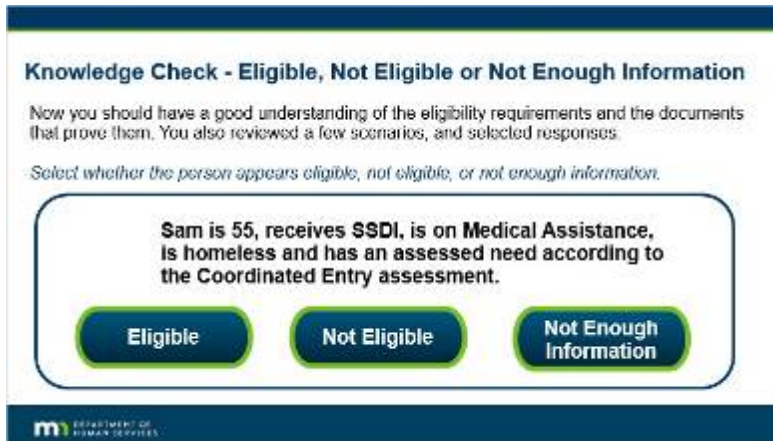
"Great, thank you so much."

"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



**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.**

**Eligible** **Not Eligible** **Not Enough Information**

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#### Notes:

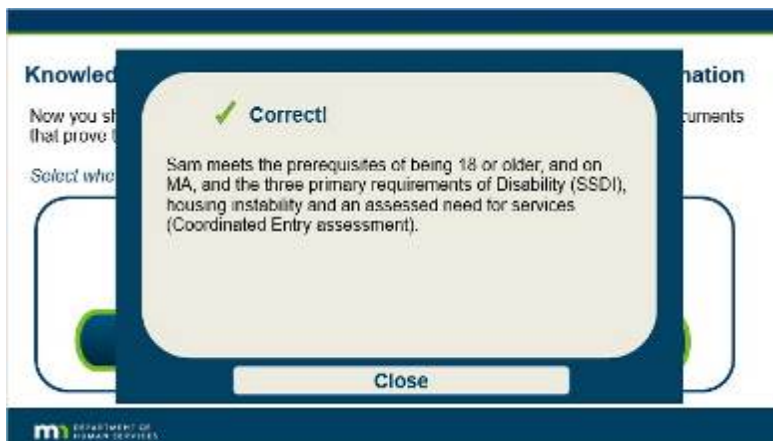
##### Knowledge Check - Eligible, Not Eligible or Not Enough Information

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)



**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.

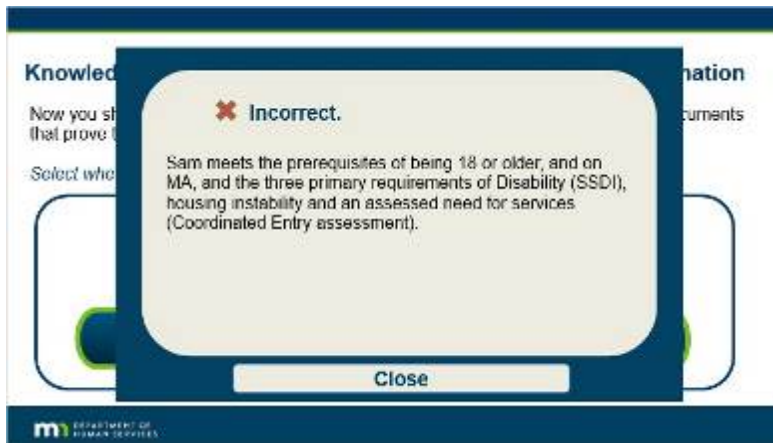
**Correct!**

Sam meets the prerequisites of being 18 or older, and on MA, and the three primary requirements of Disability (SSDI), housing instability and an assessed need for services (Coordinated Entry assessment).

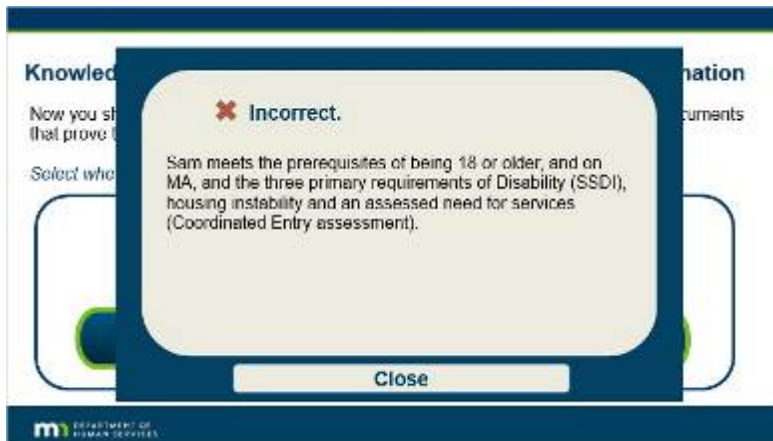
**Close**

m Department of Human Services

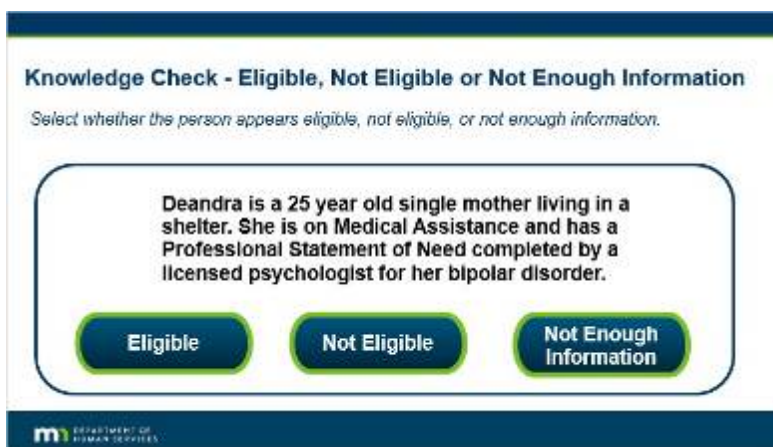
## Incorrect (Slide Layer)



## NEI (Slide Layer)



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

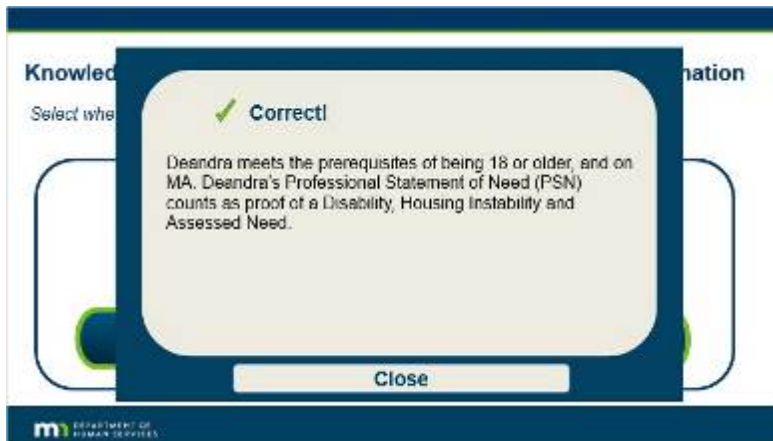


## Notes:

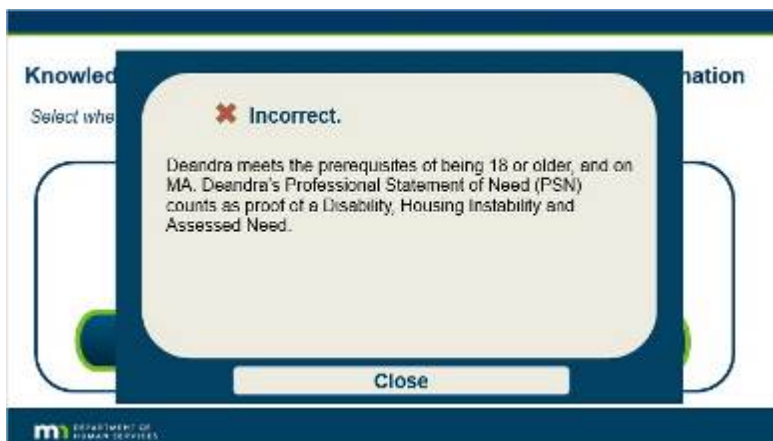
*Select whether the person appears eligible, not eligible, or not enough information.*

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.

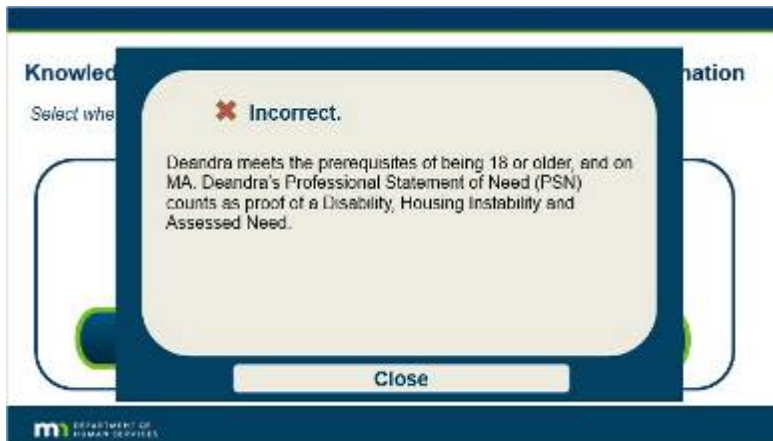
## Correct (Slide Layer)



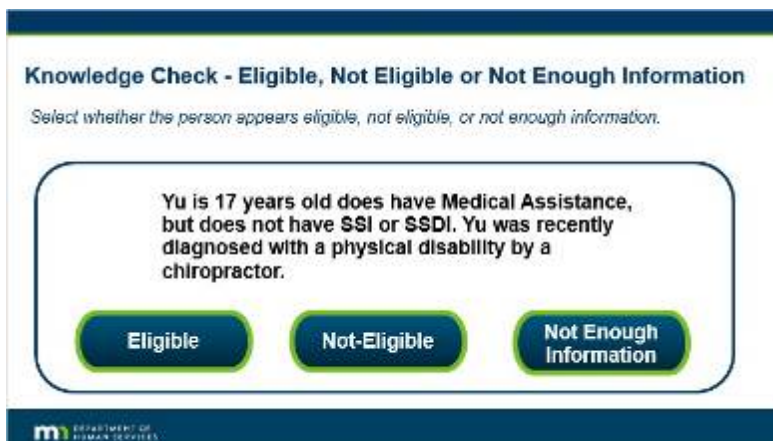
## Incorrect (Slide Layer)



## NotInfo (Slide Layer)



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



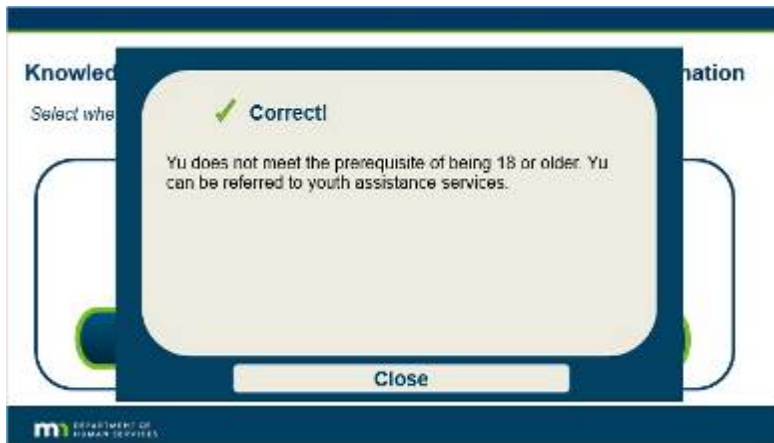
### Notes:

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

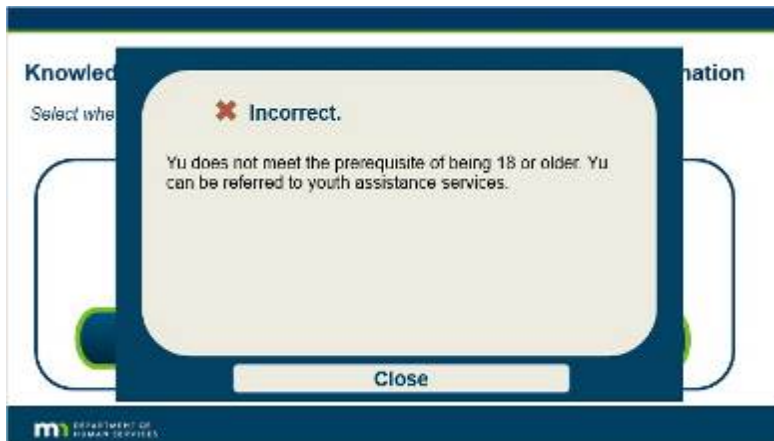
Yu is 17 years old, does have Medical Assistance, but does not have SSI or SSDI. Yu was recently diagnosed with a physical disability by a chiropractor.



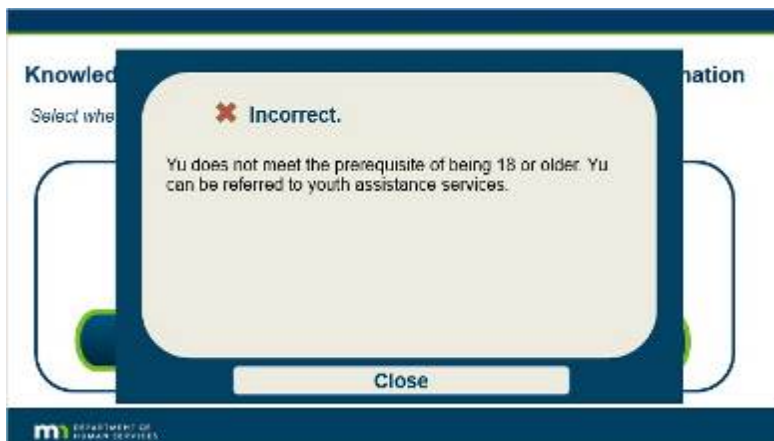
### Correct (Slide Layer)



### Incorrect (Slide Layer)



### NotEnoughInfo (Slide Layer)



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

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

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.

**Eligible** **Not-Eligible** **Not Enough Information**

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### 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)

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

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

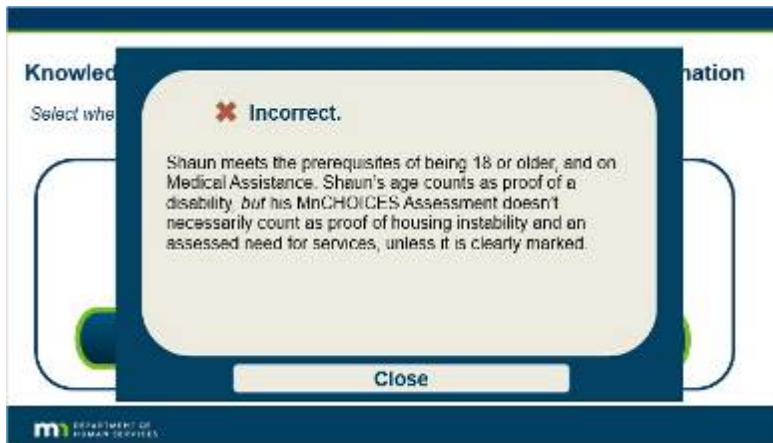
**Correct!**

Shaun meets the prerequisites of being 18 or older, and on Medical Assistance. Shaun's age counts as proof of a disability, but his MnCHOICES Assessment doesn't necessarily count as proof of housing instability and an assessed need for services, unless it is clearly marked.

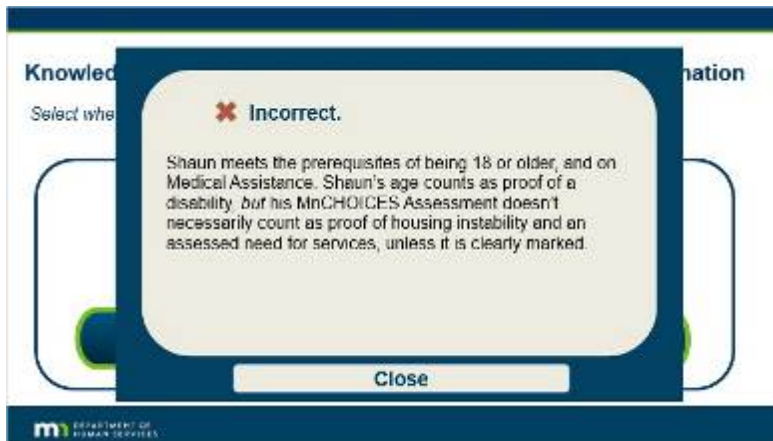
**Close**

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## Incorrect (Slide Layer)

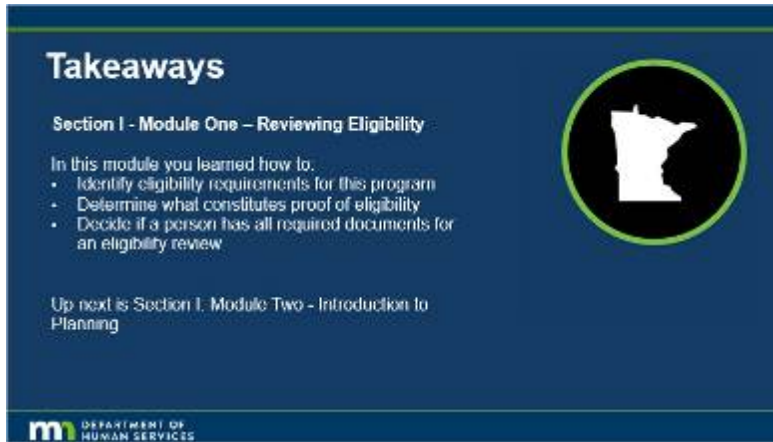


## NotInfo (Slide Layer)



## 12. Conclusion

### 12.1 Takeaways



**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

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#### Notes:

#### Takeaways

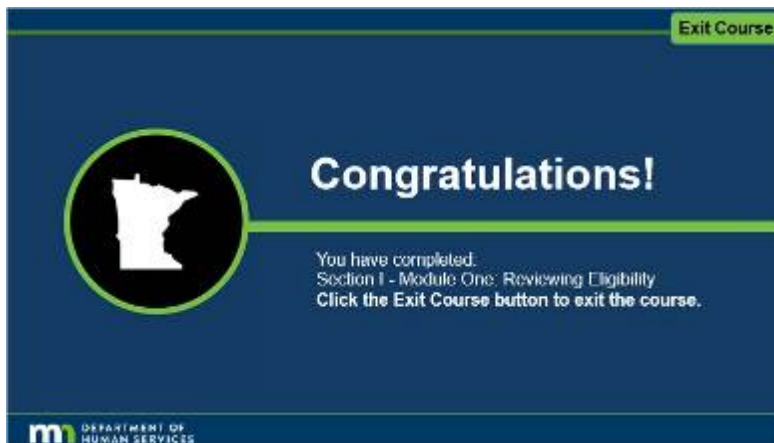
#### Section I - Module One - Reviewing Eligibility

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.*