

HRSN Training Module: Rent Assistance and Utilities

January 2025



Today's Agenda

1 | **Health Related Social Needs services overview**

Review what Health Related Social Needs (HRSN) services are.

2 | **Eligibility for rent assistance and utilities**

Review the eligibility criteria for rent assistance and utilities and what documentation is required to authorize these services.

3 | **Additional resources**

Review resources available to HRSN service providers.

Health Related Social Needs (HRSN)



Health-Related Social Needs (HRSN)

Health-Related Social Needs (HRSNs) benefits are a new benefit that can help eligible Oregon Health Plan (OHP) members improve their health.

HRSN benefits include:

- Climate supports
- **Outreach and engagement services**
- **Housing supports**
- Nutrition supports



HRSN housing services

The goal of the HRSN housing services benefit is to support people to stay in their housing and prevent homelessness.

When: HRSN housing services started on November 1, 2024.

Who is eligible to get housing benefits?

- HRSN services are only available to eligible Oregon Health Plan members.
- There are different housing benefits, depending on the member's need.
- HRSN eligibility varies by service and each service may have its own eligibility requirements.

Types of HRSN housing benefits



1. Tenancy supports (help getting resources and services for renters, also known as case management).



2. Rent assistance for up to six months, including past-due amounts.



2a. Utility setup and costs for up to six months, including past-due amounts (*must also be receiving rent assistance*).



2b. Storage fees (*must also be receiving rent assistance*).



3. Medically necessary home accessibility modifications and remediations, like ramp and grab bar installation, pest control, heavy-duty cleaning, and related hotel costs.

What is covered for rent and utilities supports?

Rent payments include things like:

- Future or past-due rent and any associated late fees as a result of past-due rent (for up to 6 months).
- Renter's insurance if required by the lease.
- Landlord paid utilities that are not duplicative of the utility payments covered by this service.

Utility payments can cover costs for a member's utilities, including garbage, water, sewage, recycling, gas, electric, internet, phone (including land line phone service and cell phone service). Utility payments must be combined with rent; it is not a standalone benefit.

Authorization limits: Rent/utility has an authorization limit of once per household over the lifetime of the demonstration (through August 2027)

HRSN Housing Eligibility



Eligibility for housing services

To be eligible for HRSN housing services, a person must meet the eligibility requirements and submit documentation for these requirements.



OHP member

1

To be eligible for any HRSN service, a person must be on OHP.

- Before providing services, you must verify that the person has OHP. You can do this by checking MMIS.
- **Determine if the OHP member is enrolled in a CCO or Open Card.** You'll have to be contracted with their health plan to bill for services you provide.
- If the person does not have OHP, you can help connect them to enrollment help. Options include:
 - Visiting a local [Oregon Department of Human Services \(ODHS\) office](#)
 - Finding a local [OHP-certified community partner](#).
 - Applying online: <https://one.oregon.gov/>

HRSN clinical risk factor

2

**To be eligible for any HRSN service,
a person must have at least 1 of the HRSN clinical risk factors**

HRSN clinical risk factors include:

- Complex behavioral or physical health condition
- Developmental disability
- Needs assistance with Activities of Daily Living/Instrumental Activities of Daily Living or is eligible for Long Term Services and Supports
- Current or past interpersonal violence experience
- Repeated emergency department use
- Repeated crisis encounters
- Currently pregnant or 12 months postpartum and at risk of certain clinical factors
- Less than six years of age and at risk of certain clinical factors
- More than 65 years of age and at risk of certain clinical factors

This is not an all-inclusive list. View the [Clinical Risk Factor Crosswalk](#) to see a full list.

2. Documenting clinical risk factors

To be eligible for any HRSN services, the OHP member must have a clinical risk factor. To document this, a member can:

- Tell you that they have one or more of the HRSN housing clinical risk factors. This is called “self-attestation.”
 - A clinical diagnosis is not required.
 - When the member’s CCO or Open Card gets the HRSN request form, they can review medical records and claims to support the self-attestation.

Benefits: Rent assistance



In addition to 1) **being an OHP member** and 2) **having at least 1 clinical risk factor**, to be eligible for **rent assistance** a person must:

3

Belong to the at-risk of homelessness HRSN covered population

To meet the definition of “at risk of homelessness,” the member must:

- Have an income that is 30% or less than the area median income in their area **AND**
- Lack sufficient resources or support networks to prevent homelessness.

4

Meet additional eligibility requirements

All of these are required:

- Have housing **AND**
- Need support staying in their current housing **AND**
- Have a lease or written agreement with their landlord (only available for renters).

Benefits: Utilities and storage fees



To be eligible for **utility setup/costs and storage fees**, an individual must also be receiving HRSN rent assistance.

These benefits may include:

- Help paying for utilities like gas, electricity, and water.
- Utility set-up, bills, and late payments (for up to 6 months).
- Storage (for up to six months)

Learn more in the [Housing Eligibility Guide](#).

Documenting at-risk of homelessness

To get **rent assistance**, a person must meet the definition of **at-risk of homelessness**.

You can help a member document that they are at risk by **providing gross income documentation** for all adults in the household for the last **2 months**.

Let's look at what you can provide for gross income documentation.

The definition of “at risk of homelessness” is:

- Have an income that is 30% or less than the area median income in their area **AND**
- Lack sufficient resources or support networks to prevent homelessness.

Documenting at-risk of homelessness

You can document gross income in one the following ways (in order of preference):

- Third party verification (such as a copy of most recent paystub(s), unemployment statement, worker's compensation, SSI, SSDI, most recent TANF payment statement, or records directly from the income source), **OR**
- Written statements by a case manager, social worker, or other staff, **OR**
- Self-attestation.
- The [HRSN Provider Website](#) has templates, and a list of income sources to include and exclude from the income calculation and acceptable documentation. Income should reflect the previous two months of earnings.

What is gross income? Gross income is total earnings **before** taxes (including wages, tips, and other forms of income).

Qualifying income

Use the [HRSN Housing Income Limits](#) document to help determine if a person has a household income of 30% or less than the area median income:

- Verify which county in Oregon the person lives in.
- Determine how many people are in their household.
- Check the income table in the **HRSN income limits** document.
- Provide the last 2 months of income for HRSN rent assistance eligibility.

How to know your household size

Use the table below to add up everyone in your household. Your household includes you, your spouse, children and anyone you list on your tax return (if you file taxes). You don't need to file taxes to qualify.

You (the person applying)	1
Your legal spouse	
Your live-in partner if you have a child (under age 19) together	
Children (under age 19) who live with you	
Anyone else you include on your federal income tax return, even if they don't live with you	
If you are under 19, include your parents, step-parents and any brothers or sisters (under age 19) who live with you	
If someone is pregnant in your household, count them and each expected baby	
Total	

Income tables

City (metropolitan area) or county	30% of the average yearly income by household size - 2024							
	1 person	2 person	3 person	4 person	5 person	6 person	7 person	8 person
Albany	\$17,850	\$20,400	\$22,950	\$25,450	\$27,500	\$29,550	\$31,600	\$33,600
Bend-Redmond	\$22,000	\$25,150	\$28,300	\$31,400	\$33,950	\$36,450	\$38,950	\$41,450
Corvallis	\$22,700	\$25,950	\$29,200	\$32,400	\$35,000	\$37,600	\$40,200	\$42,800
Eugene-Springfield	\$18,750	\$21,400	\$24,100	\$26,750	\$28,900	\$31,050	\$33,200	\$35,350
Grants Pass	\$1,7000	\$19,400	\$21,850	\$24,250	\$26,200	\$28,150	\$30,100	\$32,050

More service-specific documentation

HRSN Housing Service	Documentation
Rental Assistance (help paying for rent up to 6 months)	<ol style="list-style-type: none">1. Lease, or2. A completed HRSN Verification of Landlord/Tenant Relationship and Rent Owed form (template forthcoming), or3. Written Agreement with the components listed in OAR 410-120-2005. <p>Additional notes:</p> <ul style="list-style-type: none">• Lease address must match the address in the CCO or Open Card records.• Members who are “doubled-up” (e.g. living with another household due to economic constraints) do not need to be on the lease. However, they must hold a written agreement with the landlord for occupancy.• The landlord, property management company, or Recovery House must provide a W-9 form or other similar documentation required for tax purposes.

More service-specific documentation

HRSN Housing Service	Documentation
Rental Arrears (late rent)	Documentation of rent owed
Utility Payment	Utility bill <ul style="list-style-type: none">Address must be the same as the address on the lease/written agreement
Utilities Arrears & Set-up (help paying for utilities like gas, electric, and water. This includes utility set-up, bills, and late payments for up to 6 months).	Utility bill <ul style="list-style-type: none">Address must be the same as the address on the lease/written agreement, orIf the member or parent/caregiver's name is not on the utility bill, the member or parent/caregiver must submit documentation to verify that the address for service completion is the Member's primary address or the Member's most recent prior primary address. The following are accepted forms of residency verification:<ul style="list-style-type: none">Member's Medicaid address of recordA signed lease or written rental agreementHRSN Verification of Landlord/Tenant Relationship and Rent Owed form;A written agreement with the components outlined in the Rent and Utility Costs service descriptionState issued program ID or licenseOfficial letter from third party showing member's name and residence address (including a letter from a landlord, governmental agency, financial institution, medical institution, and/or school)Government issued library card
Storage (up to 6 months)	No documentation required.

Case example

Case example 1: Louise

About Louise

- Caregiver in Hood River, makes \$18,000 a year, and lives alone.
- 3 months behind on rent and was issued an eviction notice.
- Does not have a support network that can help her, lives paycheck to paycheck.

HRSN provider organization

- A coworker suggests that Louise contact New Hope Solutions for rental assistance.
- Louise meets with a case manager at New Hope Solutions, named Gustavo, and mentions that she lives with bipolar disorder.
- Gustavo believes that Louise might be able to get HRSN supports, so he starts helping her with that process.
- Since HRSN services take some time to compile documentation and get approval, he helps Louise get eviction support from the county in the meantime.



Case example 1: Louise – workflow

Gustavo's workflow

- Louise tells Gustavo that she is enrolled in OHP and has PacificSource as her CCO.
- Gustavo calls PacificSource to verify that her OHP and CCO enrollment are active.
- Gustavo helps Louise fill out an HRSN request form and sends it to PacificSource.
- Gustavo tracks the time he spent helping Louise fill out and submit the HRSN request form to PacificSource.

CCO workflow

- PacificSource's Care Coordinator, Mark, gets the request form and sees that Louise might be eligible for HRSN rent assistance.
- Mark checks Louise's records and confirms her self-attestation of bipolar disorder.
- Mark reaches out to Gustavo and Louise to collect remaining documentation.
- Once required documentation is submitted, Mark approves the request for HRSN Rent Assistance and Tenancy Support.
- Mark sends back a referral to New Hope Solutions.



Case example 1: Louise – provider workflow

Eligibility criteria for rent assistance and tenancy supports

- ☐ Be on OHP
 - **Gustavo verified by calling Louise's CCO, PacificSource.**
- ☐ Have at least one clinical risk factor (e.g., complex behavioral health condition):
 - **Gustavo notes that Louise self-attested to having a clinical risk factor (bipolar disorder).**
- ☐ Be at risk of homelessness
 - ☐ Income that is 30% less than the area median income in their area. **Gustavo helps Louise get her two most recent paystubs and references the income guide to confirm that her income is under 30% of the median income in her area.**
 - ☐ Lack sufficient resources or support networks to prevent homelessness. **Louise is living paycheck to paycheck and doesn't have any supports.**
- ☐ Needs support staying in their current housing. **She is at risk of being evicted.**
- ☐ Have a least or written agreement with their landlord. **Louise has a lease and Gustavo helps her call her landlord to get a copy.**

Case example 1: Louise – workflow

New Hope Solutions workflow

- Once New Hope Solutions has the service authorization and referral, they accept the referral and assign Louise to Gustavo's caseload.
- Gustavo follows their procedures to prepare and send a rent check to Louise's landlord.
- He also helps Louise create a housing retention plan.
- Gustavo tracks the time he spent working on Louise's case under HRSN Tenancy Supports.
- New Hope Solutions bills PacificSource for the time Gustavo spent helping Louise.
- Since New Hope Solutions is both an HRSN Housing and HRSN O&E provider, they bill for:
 - Time spent working on the HRSN request form (HRSN O&E)
 - The rent paid to the landlord (HRSN Housing – Rent assistance)
 - Time spent working with Louise and Mark to ensure rent assistance was received (HRSN Housing – Tenancy Support)
- PacificSource pays New Hope Solutions within 30 days.

Case example 1: Louise – Record & Report

New Hope Solutions workflow

- Throughout the process, Gustavo uses the New Hope Solutions case management platform to track the following for each HRSN service:
 - When he first tried to contact Louise after PacificSource authorized rent assistance and tenancy supports.
 - Outcome for each service:
 - If the service **was provided**, he could write, “Service provided.”
 - If the service **was not provided**, he could write, “Louise was not interested” or “Louise couldn’t be reached.”
- New Hope Solutions sends a report of this data to PacificSource at the end of the quarter.

Case example 2: Josephine

About Josephine

- Josephine is a 25-year-old artist who lost her job at a retail shop when she was diagnosed with systemic lupus.
- Josephine is on OHP and no longer has an income.
- Because of her loss of income, and to avoid an eviction order, she rented a storage space for her belongings and is sleeping on her friend's couch.
- Josephine's friend has mentioned that having her there is increasing her utility costs.
- Josephine wants to find a way to pitch in for utilities and rent until she gets a new job.

Do you think Josephine could be eligible for HRSN housing benefits? If so, which ones?

What documentation do you think she will need to provide her health plan to get these services authorized?

More resources for housing benefits and eligibility criteria



HRSN rules

Oregon Administrative Rules

- The Oregon Administrative Rules (OARs) are regulations, standards, and directives that state agencies use to implement and interpret state laws.
- The OARs for Health-Related Social needs are [OAR 410-120-2000](#).
- The OARs for Eligibility for Housing-Related Supports are [410-120-2005](#) and list the full eligibility requirements for HRSN Housing-Related Supports. The [attachments](#) referenced in the rule text have more information about each HRSN benefit.

HRSN Provider Webpage

More resources can be found on the [HRSN Provider webpage](#):

- **Guides**

- [HRSN provider journey](#)
- [HRSN member journey](#)

- **Resources**

- [Housing FAQ](#)
- [Housing – eligibility](#)
- [Housing – income limits](#)
- [Housing – benefit fact sheet](#)

Health-Related Social Needs Information for Providers

Medicaid Policy

Contact Us

Oregon's State Plans

Public Notices

OHP 1115 Waiver

2022-2027 Waiver

Quarterly and Annual Reports

SUD 1115 Waiver

ASAM Workgroups

Office of Health Policy

Medicaid Advisory Committee

Oregon Health Policy Board

Learn How to Become a Provider of Health-Related Social Needs Benefits

Health-related social needs (HRSN) service providers are organizations that will:

- Provide HRSN services. These include [climate](#), housing, nutrition, and outreach and engagement benefits.
- Serve Oregon Health Plan (OHP) members in a way that is culturally and linguistically appropriate, responsive and trauma-informed.

To become an HRSN provider, your organization must identify which members you want to serve.

- Most OHP members are in coordinated care organizations (CCOs). Providers need to contact [their local CCO](#) to find out how to join their network and serve CCO members.
- About 10 percent of OHP members are not enrolled in a CCO. These members are also known as "open card" members. Providers bill Oregon Health Authority (OHA) for services provided to these members.
 - OHA encourages providers to [enroll with OHA](#) to serve open card members. If providers do this first, it will reduce paperwork when enrolling with CCOs later.

Learn More

[Community Capacity Building Funds \(CCBF\): Overview and how to apply](#)

[Approved HRSN Services Protocol](#)

[Approved HRSN Infrastructure Protocol \(required for CCBF\)](#)

Stay Informed

[Sign up for OHP 1115 waiver updates](#)

Questions?

[Email us](#)

Providing HRSN Services

Refer to these resources for information on providing HRSN services to eligible OHP members.

Guides

Resources

Forms and Templates


HRSN housing eligibility guide

More detailed information can be found in the HRSN housing eligibility guide. It has:

- List of housing benefits and benefit details.
- Who qualifies for HRSN housing benefits.
- Qualifying health conditions.
- How to apply for housing benefits.
- Qualifying income chart by county.

Medicaid Division

1115 Waiver Strategic Operations

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Qualifying for Oregon Health Plan housing benefits

About Oregon Health Plan housing benefits

Oregon Health Plan (OHP) health-related social needs benefits

OHP offers members health-related social needs (HRSN) benefits. Health-related social needs are basic needs that affect a person's health. HRSN benefits help members who qualify with these basic needs:

- Housing
- Food
- Staying healthy in any weather or climate condition
- Help getting other benefits

What are the HRSN housing benefits?

- Help with rent payments
- Tenant support (help getting resources and services for renters)
- Help with utility set up and payments
- Storage fees
- Home changes for health and safety
- Hotel stays during work on home changes (if needed)

where to find healthcare, legal	12 months	• Repeated use of
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<https://www.oregon.gov/oha/HSD/OHP/Tools/HRSN-Housing-Eligibility.pdf>

Frequently asked questions



Frequently asked questions

If a member's actual rent exceeds the rent cap for HRSN, can HRSN providers combine other funding to pay part of rent? Can HRSN be combined with other funding?

- HRSN housing benefit may be combined with funding from other local, state, and federal programs.
 - For example, members who get voucher support that covers a portion of their rent may get the HRSN rent and utility costs service if their voucher allows and does not consider HRSN a duplication of benefit.
 - A member may get imminent eviction prevention support from a local or state program, and then get the HRSN rental and utilities costs services to help them keep their housing.

Can HRSN cover rent for those who are already getting a rental subsidy?

- HRSN housing services can cover rent for people getting other subsidies, if the subsidy allows it and HRSN only covers the member's portion of rent. We encourage you to work with your PHAs to determine if the subsidy allows braiding.

Are HRSN housing services available to members who are homeowners?

- HRSN rent and utility assistance is currently only available to members who are renting their home. The benefit does not cover assistance to help members pay for their mortgage.
- However, home modification and home remediation can be available to homeowners.

Frequently asked questions

**What if there are multiple members in the household who are eligible for HRSN housing services?
Can all members get the maximum 6 months of rent assistance?**

- HRSN rental assistance is available once per household over the course of the waiver (the waiver expires in 2027).
- If more than one household lives in the same physical space, each household is eligible for rental assistance once.

What are the living arrangements that a member can live in to be eligible for rent and utility costs service?

- Apartment units, single room occupancy units, single or multifamily homes
- Mobile home communities
- Accessory dwelling units (ADUs)
- Co-housing communities
- Middle housing types (e.g. duplex, triplex)
- Trailers, manufactured homes, or manufactured home lots
- Permanent supportive housing
- Oxford Houses or other sober living houses with a lease or written agreement
- Other housing types with a lease or written agreement

Next Steps



Ready to get started?



Enroll as an HRSN provider with a CCO, Open Card, or both:

- **CCO:** You can [contact the CCO\(s\)](#) in your area to learn how to apply to become a provider for each CCO.
- **Open Card:** Visit the [Provider Enrollment webpage](#) to get started. We recommend viewing the [HRSN provider enrollment training materials](#).



Bookmark OHA's HRSN resources

These pages get updated frequently with new HRSN resources and materials:

- [1115 Waiver HRSN Webpage](#)
- [HRSN Service Provider Webpage](#)
- [HRSN Provider Training Webpage](#)

We value your feedback

To help us improve our future trainings for HRSN service providers, please fill out this anonymous, five question survey: <https://www.surveymonkey.com/r/Y87W7LK>

