

PSH ICMS Program Glossary - updated 1/3/2025

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ICMS Program Term	Definition
Action Steps	The strategies that the ICMS practitioner and the participant agree to implement, such as counseling, education, referrals, or advocacy to improve an aspect(s) of the participant's overall well-being. Action steps are an essential part of a Care Plan that inform participant progress. Action steps should be tailored to the participant's needs, preferences, and circumstances, and ideally be based on evidence and best practices. All action steps should be recorded with sufficient detail in CHAMP.
Affordable Housing	Varies from project to project, but generally refers to housing units that are made more affordable to households with low to moderate incomes. The goal is to ensure that people are not financially burdened by their housing costs. Different affordable housing complexes have varying eligibility criteria based on the terms of the loans they received to build and develop the complex. Typically, these buildings are reserved for people with incomes below a certain threshold. When looking at affordable housing complexes it is important to ask what the income limits are. They will range like this: · Extremely Low Income: Less than 30% of Area Median Income (AMI) · Very Low Income: 30-50% AMI · Low Income: 50-80% AMI These ranges will affect whether or not an ICMS participant can afford the unit. PLEASE NOTE: It is always important to check to see if the voucher being held by the ICMS participant can be used in affordable housing. In many cases, this is not possible because doing so would be considered "double dipping".

Area Median Income (AMI)

A measure used by the US Department of Housing and Urban Development (HUD) and all LAC homelessness programs, to set income levels for geographic areas to set eligibility for various affordable housing programs (including vouchers). This measure represents the median (or middle) income of all households in that geographic area (for LA County this includes the entire county as well as Long Beach) with half of the households earning more than the amount and half earning less.

AMI is used to help determine eligibility for various forms of assistance including affordable housing. The income categories are:

- Extremely Low Income: Less than 30% of Area Median Income (AMI)
- Very Low Income: 30-50% AMI
- Low Income: 50-80% AMI
- Moderate Income: 80%-120% of the AMI.

In LA County (which includes Long Beach and Glendale) these categories current represent the following incomes. These numbers are updated annually in April:

Median Family Income is \$98,200 per year

Extremely Low Income Limit Category (<30%)

- 1 Person in Family: \$29,150 per year income

CalAIM

California Advancing and Innovating Medi-Cal (CalAIM) was introduced to make Medi-Cal public insurance program more flexible and better able to integrate more seamlessly with other social services.

Building off of a number of prior initiatives, CalAIM enables Medi-Cal Managed Care Plans to couple clinical care with a range of non-medical services, which are then reimbursed by Medi-Cal, including (but not limited to) housing supports, medical respite, personal care, medically tailored meals, and peer supports.

CalAIM requires managed care plans and incentivizes public health systems to be more responsive, equitable, and outcomes focused. For instance, Community Supports is a CalAIM program that enables Housing for Health to utilize ICMS participants' Medi-Cal coverage to help pay ICMS providers for the services they deliver.

Care Plan	An essential tool that allows ICMS practitioners and program participants to mutually outline goals, action steps, and resources needed to improve the participant's well-being. Care plans are formed based on the principles of client-centered, collaborative, and outcome-oriented case management. Care plans need to be regularly reviewed, updated, and revised to reflect the changing needs, preferences, and circumstances of participants and ICMS practitioners.
Care Facility Operators	Individuals or organizations responsible for managing and operating facilities that provide care and support services to individuals in need. The facilities can include nursing homes, assisted living facilities, rehabilitation centers contracted to work with the FHSP.
Client Engagement Navigation Services (CENS)	Program under SAPC that is available for ICMS participants seeking substance use counseling and/or linkage to various forms of substance use treatment. CENS providers conduct outreach, engagement, screening, treatment referral coordination, educational sessions, and ancillary linkages.
CHAMP	See Comprehensive Health Accompaniment and Management Platform (CHAMP).
Chronically Homeless	A term to describe to people experiencing homelessness for vast periods of time. In many communities (including LAC) some housing, or a percentage of their homeless services is reserved for this group of people. Generally, a person who meets the homeless definition and has been homeless for at least 1 year or on at least 4 separate occasions in the last 3 years.
Comprehensive Health Accompaniment and Management Platform (CHAMP)	The primary information management system used to track provision of all PSH ICMS, and to track billing for these services.
Continuum of Care (COC)	A collaborative funding and planning approach that helps communities plan for and provide, as necessary, a full range of emergency, transitional, and permanent housing and other service resources to address the various needs of people experiencing homelessness. CoC's are set by and required by HUD for geographic areas receiving federal funding for homelessness programs. In LAC, LAHSA is the COC.
Coordinated Entry System (CES)	The network that aligns homeless services in the County together to ensure that resources are efficiently and equitably distributed to support people experiencing homelessness.
Damage Mitigation	Damages identified after Participants have vacated the unit for which the Housing Provider will be responsible.
Department of Housing and Urban Deveopment (HUD)	The United States Department of Housing and Urban Development is one of the executive departments of the U.S. federal government. It administers federal housing and urban development laws.
Enriched Residential Care (ERC)	Provides comprehensive mental health and rehabilitative services in a non-institutional residential setting for individuals 18 and older, who would be at risk of hospitalization, re-hospitalization or other institutional placement.

Fair Market Rent (FMR)	Published annually by HUD to establish estimates of gross rent, taking into account both the rent and the cost of necessary utilities (e.g., water and power), excluding option utilities (e.g., cable, internet). FMR's vary depending upon the geographic area in which the housing unit is located.
Family	Households consisting of one or more minor children (17 or under). This includes households with same-sex partners, intergenerational families or extended members of the family, unmarried couples with children with adults who are not the biological parents of the children, and households without minor children in which one member is pregnant. PLEASE NOTE: This definition is determined by asking the household "Who are the members of your family?". Each household determines their household to include whomever they feel are in their family. LAC System of care does not require proof of a household (such as marriage certificates, guardianship documents, etc.)
Flexible Housing Subsidy Pool (FHSP) Program	The supportive housing rental subsidy program created by the County DHS HFH.
General Assistance Funds (GA/GR)	Funds designed to provide relief and support to adults who are not supported by their own means, other public funds, or assistance programs.
Harm Reduction	A set of practical strategies and ideas aimed at reducing negative consequences associated with drug use. Harm Reduction is also a movement for social justice built on a belief in, and respect for, the rights of people who use drugs.
HMIS	A local information technology system used to collect client-level data and data on the provision of housing and services to individuals and families at risk of and experiencing homelessness. Each CoC is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards.
Housing Assistance Payment Contract	The contractual agreement between the Public Housing Agency (PHA) and the owner of a housing unit occupied by a housing program Participant.
Housing First	A policy that offers unconditional, permanent housing as quickly as possible to people experiencing homelessness, and other supportive services afterward.
Housing Provider(s)	Individual(s) or entities that own, master lease, manage, or develop housing units for individuals and/or families, (e.g., non-profit entities, affordable housing developers, and private market housing).
Housing Re-Certification	On at least an annual basis, the household must meet with the Housing Provider to re-verify its income and family composition. This requirement is referred to as "recertification" and is a way of ensuring that the household's total tenant payment and subsidy amounts are accurate.

Housing Subsidy	Government funded financial assistance programs designed to mitigate the costs of housing for low-income tenants. Subsidies can be provided in the form of housing vouchers given to tenants, e.g. Section 8 (Housing), or via direct deposits to landlords with government contracts to provide affordable housing.
HUD Housing Quality Standards (HQS)	Basic housing quality standards (HQS) that all rental units must meet before assistance can be paid on behalf of a family and at least annually throughout the term of the assisted tenancy. HQS define “standard housing” and establish the minimum criteria for the health and safety of program Participants.
HQS Inspection Tool	Guidelines defining “standard housing” and establishing the minimum quality criteria necessary for the health and safety of program Participants.
ICMS	See Intensive Case Management Services (ICMS)
ICMS Practitioner	A professional who assists in the planning, coordination, monitoring, and evaluation of support services for enrolled program participants with emphasis on quality of care, continuity of services, and cost-effectiveness.
ICMS Provider(s)	Provide housing support to individuals through a case management approach with the goal of helping Participants maintain an optimum quality of life through enhancing life skills, addressing health and mental health needs, engaging in meaningful activities, and building social and community relations to Participants in the FHSP Program.
ICMS Snapshot	A recurring data report generated and shared with each ICMS Provider at least once weekly. The ICMS Snapshot is intended to support ICMS Providers with having a user-friendly view of key programmatic data for their entire ICMS roster at each point in time the report is generated. The ICMS Snapshot supports ICMS Providers with accessing relevant (and available) case details for engaging in more proactive and efficient service coordination, and for monitoring performance.
IHOP	See Interim Housing Outreach Program (IHOP)
Imminent Risk of Homelessness	An individual or family who will imminently lose their primary nighttime residence, provided that: Residence will be lost within 14 days of the date of application for homeless assistance; No subsequent residence has been identified; and The individual or family lacks the resources or support networks needed to obtain other permanent housing.
Income Certification	Household income certification is conducted by Contractor on an annual basis to determine Participants eligibility. A live-in aide’s income shall not be used when calculating the household income.
Intensive Case Management Services (ICMS)	Critical interventions to get people from being unhoused to stably permanently housed and being part of a thriving community. The interventions are designed to assist participants with achieving and maintaining optimal physical health, mental health, and housing stability.

Interim Housing (IH)	Safe temporary accommodations for people who otherwise have nowhere to spend the night. IH facilities may be congregate or non-congregate settings, and some serve specific populations, such as men, women, families, seniors, youth emancipating from foster care, adults discharged from hospitals or exiting jails, domestic violence survivors, and people needing health care, mental health care, and/or substance use treatment.
Interim Housing Outreach Program (IHOP)	Program which addresses gaps in behavioral health and physical health services among functionally disabled PEH who are staying in an interim housing (IH) or homeless shelter setting to connect them to stabilizing services.
In-Home Caregiving (IHCG)	In-Home Caregiving (IHCG), managed by LA County HFH, serves as a temporary bridge that offers quicker access to caregiving support for participants with unmet ADL/IADL needs until they able to hire an IHSS funded caregiver. Once a participant has applied for IHSS, ICMS can request interim caregiving support through IHCG. If DPSS approves a participant for IHSS, their enrollment in IHCG will conclude after 60 days. This window of time affords the participant and ICMS some time hire a new caregiver. If a participant's application for IHSS is denied, they may be eligible for an IHCG extension at the discretion of HFH's IHCG team. Contact IHCG for support regarding next steps.
In-Home Supportive Services (IHSS)	California's In-Home Supportive Services (IHSS) program funds caregiving that supports participant with unmet ADL/IADL needs, including long-term arrangements when needed, and is administered by the Department of Public Social Services (DPSS) in LA County. If DPSS approves a participant for IHSS, their enrollment in IHCG will conclude after 60 days. This window of time affords the participant and ICMS some time hire a new caregiver. If a participant's application for IHSS is denied, they may be eligible for an IHCG extension at the discretion of HFH's IHCG team. Contact IHCG for support regarding next steps.

Literally Homeless	Described status for an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning they: - Have a primary nighttime residence that is a public or private place not meant for human habitation; - Or, are 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, are exiting an institution where (s)he 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.
Managed Care Plans (MCPs)	Care plans that couple clinical care with a range of new non-medical services (which are reimbursed by Medi-Cal) including housing supports, medical respite, personal care, medically-tailored meals, and peer supports. As a part of CalAIM, MCPs assist in incentivizing public health systems to be more responsive, equitable, and outcomes-focused.
Occupancy Standards	The state and federal standards that restrict the number of persons residing within a housing unit by utilizing formulas based upon the square footage of bedroom sizes. Various cities and counties within California have issued their own occupancy standards/formulas.
Occupational Safety and Health Administration (OSHA)	A federal agency in the United States committed to safeguarding worker health and safety.
ORCHID	The DHS enterprise electronic health record system across Los Angeles County, allowing for the sharing of client health information across all DHS facilities via three main environments utilized by healthcare and homelessness services providers.^{[1][2][SEP]} The three main environments for ORCHID are: * PowerChart - used for all inpatient and outpatient services * FirstNet - used by acute care service in the Emergency Department and Urgent Care * SurgiNet - used for and limited to surgical services^{[1][2][SEP]}
Participant(s)	Any individual enrolled in a program within the Housing for Health system of care.
Permanent Supportive Housing (PSH)	Permanent housing in which housing assistance (e.g., long-term leasing or rental assistance) and supportive services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability.
Personal Emergency Response System	Also known as Medical Emergency Response System, this is a small device that allows a Participant to call for help in an emergency by pushing a button.

Person(s) Experiencing Homelessness (PEH)	Term used to describe people who consistently or entirely lack a safe, stable housing arrangement. PEH are at a greater risk of a number of health issues and other challenges, including substance use disorders, infectious diseases, exposure to harmful environmental conditions, chronic health conditions, and difficulty (or total lack of) access to healthcare.
Project Based Housing	Units within a building or buildings on a single property providing Permanent Supportive Housing to Participants.
Property Manager(s)	Individual(s) or company throughout Los Angeles County participating in the FHSP Program responsible for overseeing and managing real estate properties for Participants.
Public Housing Authorities (PHAs)	Public organizations that partner with Housing for Health to support in the development and operation of permanent supportive housing (PSH) across LA County, including the Housing Authority of the City of Los Angeles (HACLA), the Los Angeles County Development Authority (LACDA), and a number of city-based housing authorities.
Quality Control Plan (QCP)	A living document that outlines the methods taken for quality control of critical policies and procedures necessary to deliver ICMS of the highest quality possible. QCPs should include written descriptions of the measurements, inspections, and checks put in place to ensure the highest quality ICMS. QCPs should specify relevant policies and procedures, activities to be monitored, method(s) of monitoring, frequency of monitoring, and they should be performed by a person specifically trained to conduct the monitoring.
Rent Burdened	The percentage of a household's income that is spent on housing-related expenses (rent and utilities). Households spending more than 60% of their income on rent and utilities are considered to be "extremely rent-burdened".
Rental Arrears	Funds owed when a tenant is being sued by the landlord or being evicted, due to past due rent.
Rental Subsidy Agreement (RSA)	A contractual agreement between a project owner or other entity and an agency to provide rental assistance to tenants.
Rental Subsidy Calculation Tool	Calculates the maximum amount of housing assistance allowable. The maximum housing assistance is generally the lesser of the payment standard minus 30% of the family's monthly adjusted income or the gross rent for the unit minus 30% of monthly adjusted income.
Resources	The supports or services that a participant can access through Action Steps, as part of an overall Care Plan.

Skid Row Action Plan (SRAP)	Skid Row has the densest concentration of people experiencing homelessness in LA County. SRAP is a program developed by Housing for Health in collaboration with stakeholders, business owners, and community members living and working in Skid Row in order to comprehensively address the need for more interim and permanent housing, behavioral health support, substance use treatment, and other services.
Substance Abuse Prevention and Control (SAPC)	This program leads and facilitates the delivery of a full spectrum of prevention, treatment, and recovery services proven to reduce the impact of substance use, abuse, and addiction in LA County.
Tenant Based Housing	Properties providing Permanent Supportive Housing to Participants, as codified in an executed Rental Subsidy Agreement (RSA).
Trauma Informed	Not reinforcing stigma and shame. Addressing the consequences of trauma and facilitating healing through the core values of safety, trustworthiness, choice, collaboration, and empowerment. Providing low-threshold services with minimal amounts of paperwork, driven by the basic recognition that participants to services that recognize their strengths, and that they are agents of change in finding stability in housing.
Unit Identification	The process by which the Intensive Case Management Services Provider conducts a housing search with a Participant to identify and apply for a housing unit within the County housing market.
Unit Matching	The process of matching a referred Participants to an open unit in the FHSP Program.
United States Department of Housing and Urban Development (HUD)	HUD is one of the executive departments of the U.S. federal government. It administers federal housing and urban development laws.