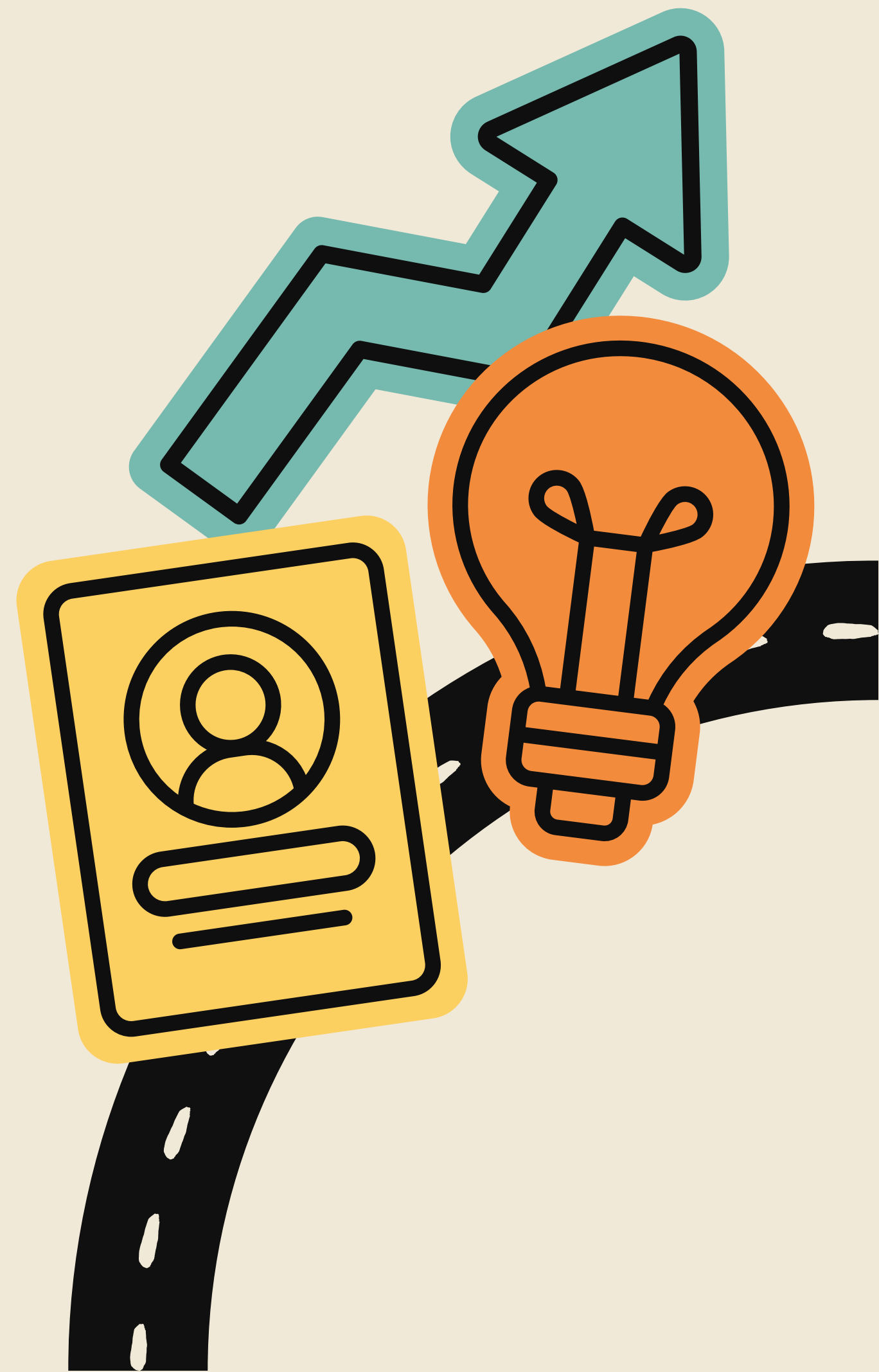




# Program Update: TBV Horizon

**HSH ICMS Quarterly January 2026**



# About Horizon

## Overview

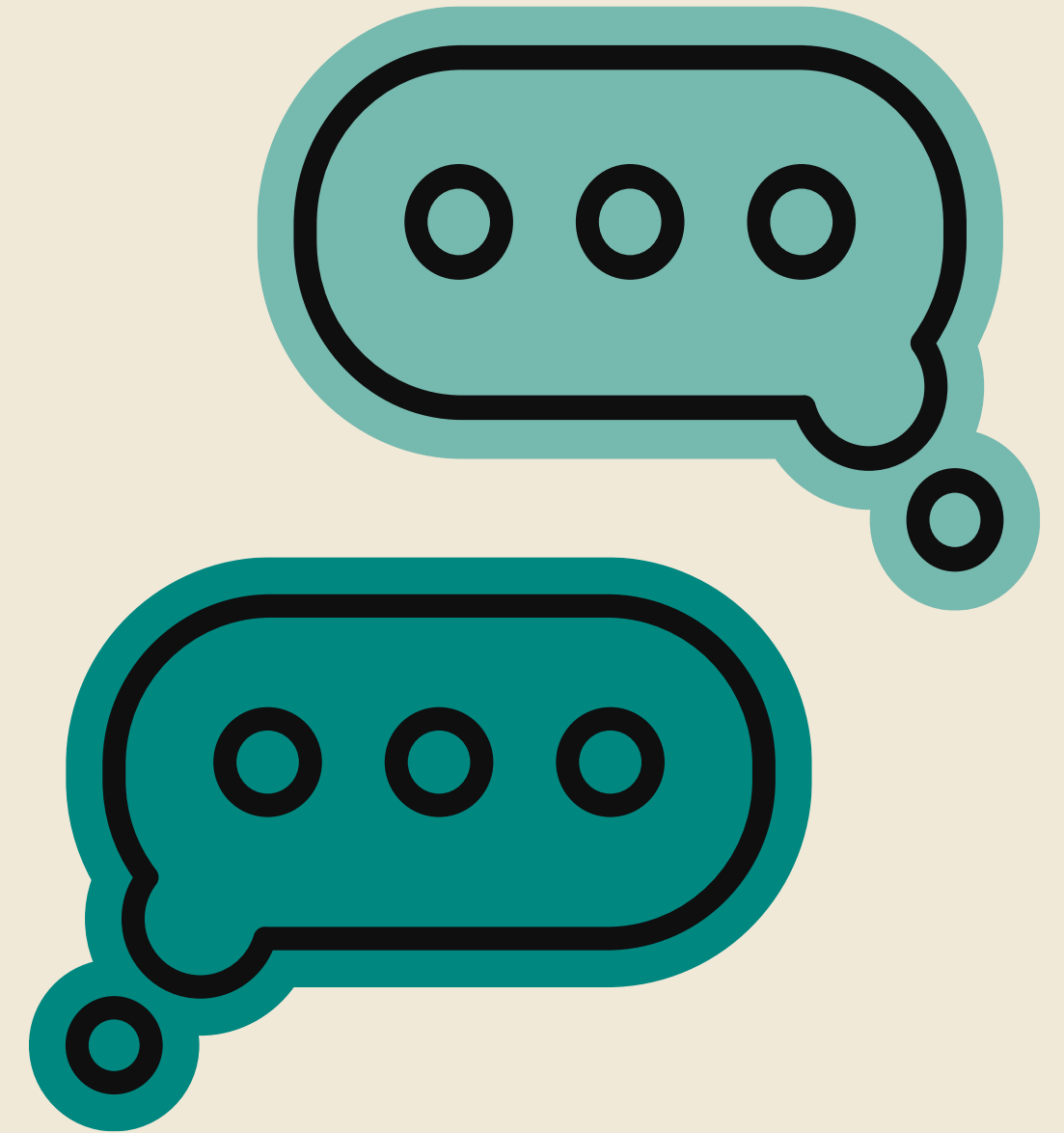
Horizon is a lower level of care offered by Brilliant Corners (BC) for participants who have been housed for over three years and have no housing stability issues. Participants will:

- Continue to receive a rental subsidy and case management services.
- Transition away from housing retention services

# Participant Requirements

## Eligibility requirements:

- Tenant Based Voucher Only
  - No PBV/ERC/FV/ODR/BB/DMH
- No zero income
- Not actively relocating (or 90 days after lease up)
- Stability Markers:
  - 3+ years in housing
  - 5 x 5
  - Housing Acuity Index



# Transition to Horizon: 90-Day

## 1<sup>st</sup> month – 30-Days

- HSH provided BC with a list of participants based on their acuity score
- BC confirmed eligibility
- **HC will case conference with ICMS Provider to determine eligibility**


## 2<sup>nd</sup> month – 60-Days

- If BC and ICMS confirm that participant is a candidate for Horizon, HC will notify the participant via phone call or in person visit.
- If ICMS, disagrees, a case conference will need to take place

## 3<sup>rd</sup> month – 90-Days

- HC/ICMS will complete one final visit with the participant. HC/ICMS will go over transition letter for the participant to sign
- To remind the participant that they services from BC and to reach out to Hotline

# Transition Letters

 **BRILLIANT CORNERS** where housing and services come together

Flexible Housing Subsidy Pool Program (FHSP)  
527 W. 7<sup>th</sup> St., Floor 11 | Los Angeles, CA 90014

**Official Notice**  
Brilliant Corners' Horizon Transfer

**Date:** \_\_\_\_\_  
**To:** \_\_\_\_\_  
**Address:** \_\_\_\_\_

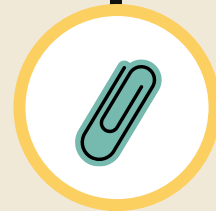
This letter serves as the official notice to the Property Owner and /or Property Management Company of **[unit address and unit number]** that our mutual tenant **(participant's name)** is transitioning to a more independent support level with Brilliant Corners. This transition reflects the tenant's continued housing stability.

Effective **[30 DAYS FROM NOTICE]**, Brilliant Corners role will shift from providing Housing Retention Services to offering flexible support as needed. Please note:

- This transition does not affect rental payments and subsidies
- The Property Provider Rental Subsidy Agreement is still valid
- The tenant will continue to receive support through their case management team(?). Their contact information is:
  - Case Manager: **[CM NAME]**
  - Agency: **[CM Agency]**
  - Phone: **[CM Phone Number]**
  - Email: **[CM Email Address]**
- Brilliant Corners remains committed to the long-term success of all tenants. If you need to contact Brilliant Corners regarding this tenant, please reach out to the Horizon Hotline at **[PHONE NUMBER]**.
- If the tenant falls into rental arrears, please email **[RENTAL ARREARS EMAIL]** immediately. (reach out to Lisette on how to be part of the rental arrears email list)

Please let me know if you have any questions or concerns.

Best,  
**[HC Name]**  
**[Phone Number]**  
**[Email Address]**



- For Participant
- For Property Provider



# Horizon Hotline

- This hotline is the participant's way to receive help from BC, that's managed by BC Horizon staff member
- Horizon staff member will have 1 business day to respond
- Horizon Staff Member Responsibilities:
  - Engage participant and loop in ICMS
  - Facilitate assistance (GARs, payments, coordinator with property provider)
    - Follow up until resolve
    - If unresolved, confer with Supervisor ICMS to Consider full TSS



# Reengagement to TSS

**If the participant needs to be reengaged with TSS, these would be the following triggers:**

- Income drops to zero
- Eviction, rental arrears, lease violations
- DV/IPV/gang related-threats
- Signification health & ADL decline
- Severe conflict with Property Management

**Steps:**

- Horizon staff confers with supervisor one-time vs ongoing
- For ongoing: case conference (HSH PM, ICMS, Horizon Supervisor)
- Flag participant in CHAMP for imminent reengagement
- HSH Proposes engagement length
- BC Assigns TSS HC, full TSS begins immediately

# How You Can Support Success



- Stay in communication with Brilliant Corners
- This is brand new! Bring up issues and questions to your Supervisor and HSH PM