



Program Update: Horizon

May 2026



Objectives

1. Horizon Overview
2. Participant Requirements
3. 90-Day Transition to Horizon
4. Horizon Staff Role
5. Horizon Hotline
6. Transition back to TSS
7. Support for Success and Questions



About Horizon

Overview

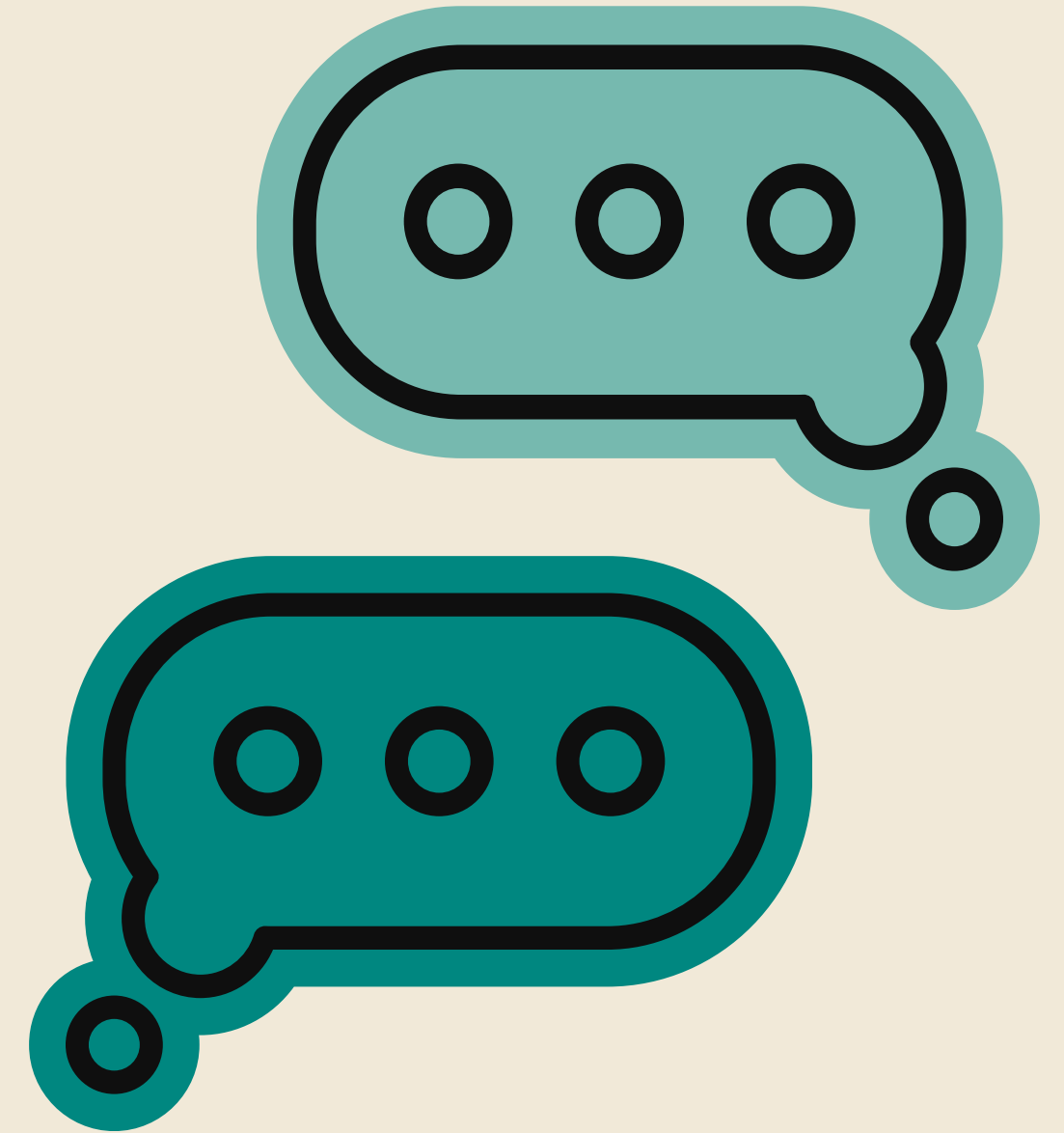
Horizon is a lower level of care offered by Brilliant Corners (BC) for participants who have been housed for over two years and have no housing stability issues. Participants will:

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

Participant Requirements

Eligibility requirements:

- TBV and DMH Scattered Site
 - No PBV/ERC/FV/ODR/BB
- Not actively relocating (or 90 days after lease up)
- Stability Markers:
 - 2+ years in housing
 - Low acuity



Transition to Horizon

Eligibility and Notification

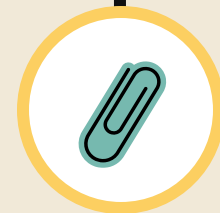
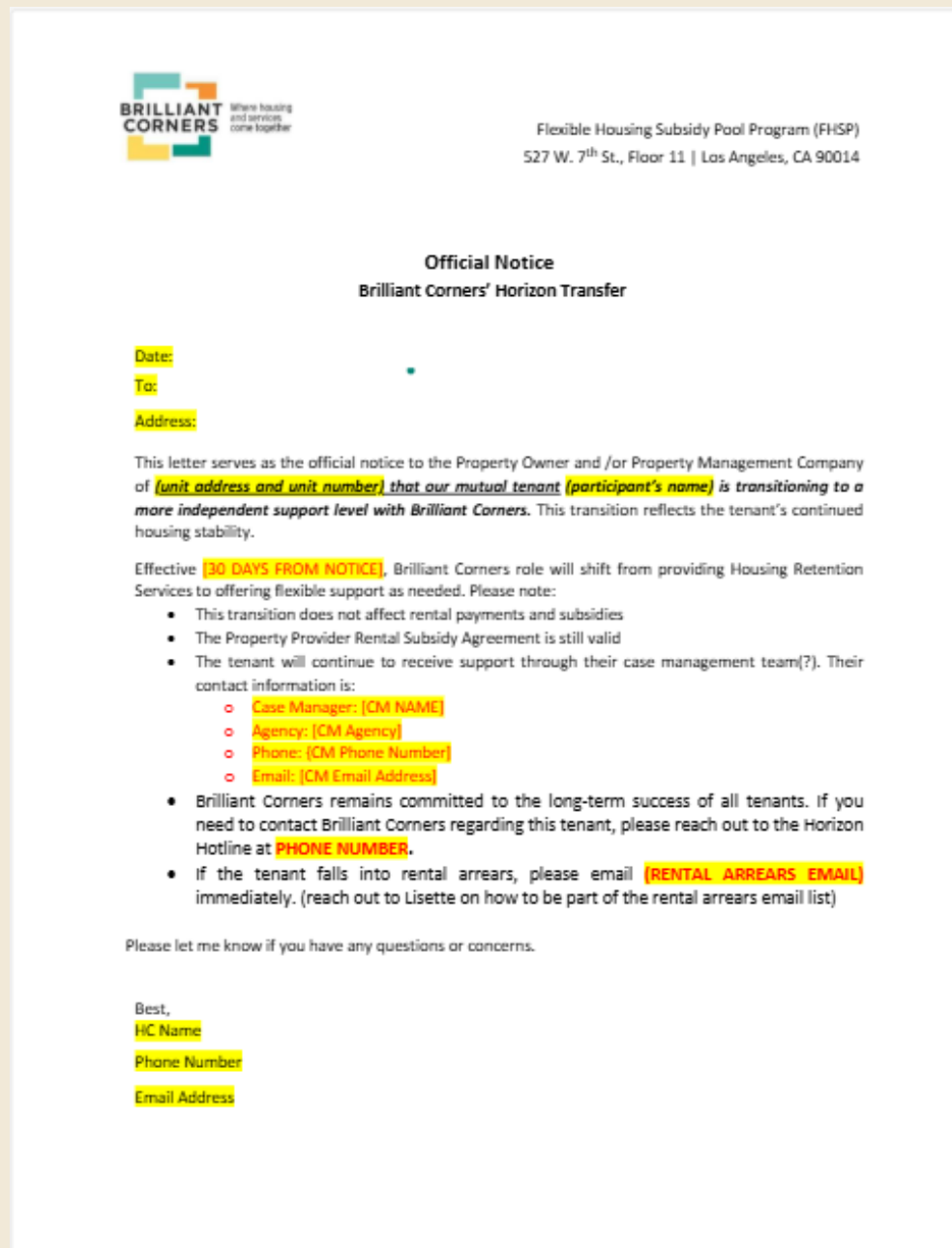
- HSH will provide BC with a list of participants based on their acuity score
- BC will confirm eligibility
- HC will case conference with ICMS Provider to determine eligibility
- If BC and ICMS confirm that participant is a candidate for Horizon, HC and ICMS will notify the participant

Transition

- HC/ICMS will complete one final visit with the participant. HC/ICMS will go over transition letter for the participant to sign

Transition Letters

- There are two transition letters:
 - Property Provider Letter:
 - Sent 30 Days before 30 Days before transfer notifying Property Provider of Changes
 - **Participant Notice of Transfer:**
 - Signed during joint visit with ICMS
 - Notifying participant of different level of care and of hotline



Horizon Staff Role:

Engagement Specialist

The Engagement Specialist (ES) does not have an assigned caseload and do not have specific participants.

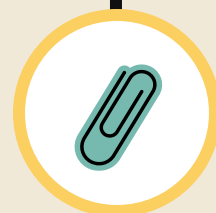
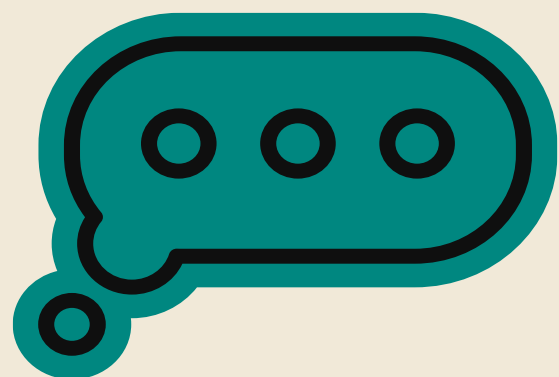
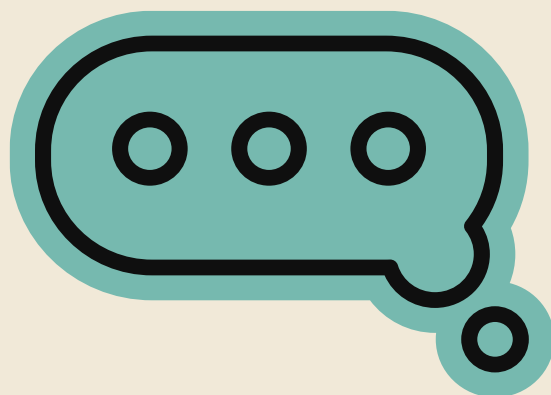
- Each ES will have calls/emails to them assigned as they come in
- They will stay with the participant until the issue/concern has been resolved and the ES will come off
- They are also responsible for anything relating to the subsidy including rent increases, income recertification, and annual inspections

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



Hotline



- Phone Number:
 - 213.286.7184
- Email:
 - Horizon@brilliantcorners.org

Reengagement to TSS

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

- 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)
- HSH proposes engagement length
- BC Assigns TSS HC, full TSS begins immediately

How You Can Help Support Success

Case Conferences

It is crucial that during the case conferencing that any advocacy for why the participant shouldn't be considered for Horizon is done

Participant Conversations

After the participant informed the participant about the Horizon, that ICMS continues to have conversations and reassure the participant

Reach Out to Horizon

Anything that needs immediately intervention or assistance the Horizon team is made aware and looped in



Thanks for being here!

Any questions or concerns?