Program Update: Horizon

Updated: October 2026



Objectives

1. Horizon Overview
2. Participant Requirements
3. 60-Day Transition to Horizon
4. Horizon Staff Role
5. Horizon Hotline
6. Transition back to TSS
7. Support for Success and Questions



BRILLIANT CORNERS

About Horizon

Overview

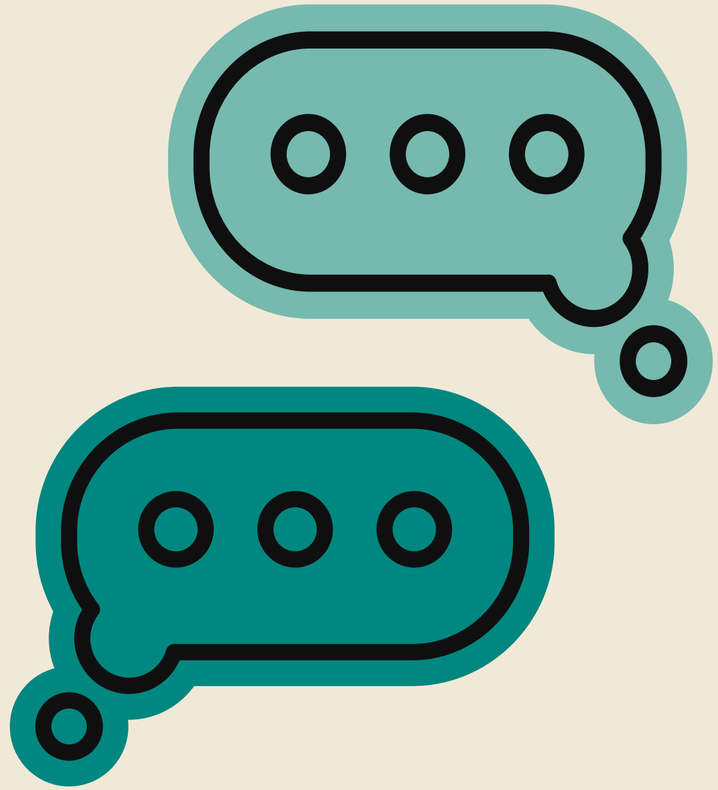
Horizon is a lower level of care offered by Brilliant Corners (BC) for participants who have been housed for over two years and have no housing stability issues. Participants will:

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

Participant Requirements

Eligibility requirements:

- <u>TBV and SAM DMH Scattered Site</u>
  - No PBV/ERC/FV/ODR/BB
  - Participant has not relocated within 90 day of transition date
- Stability Markers:
  - 2+ years in housing
  - Low acuity



Transition to Horizon

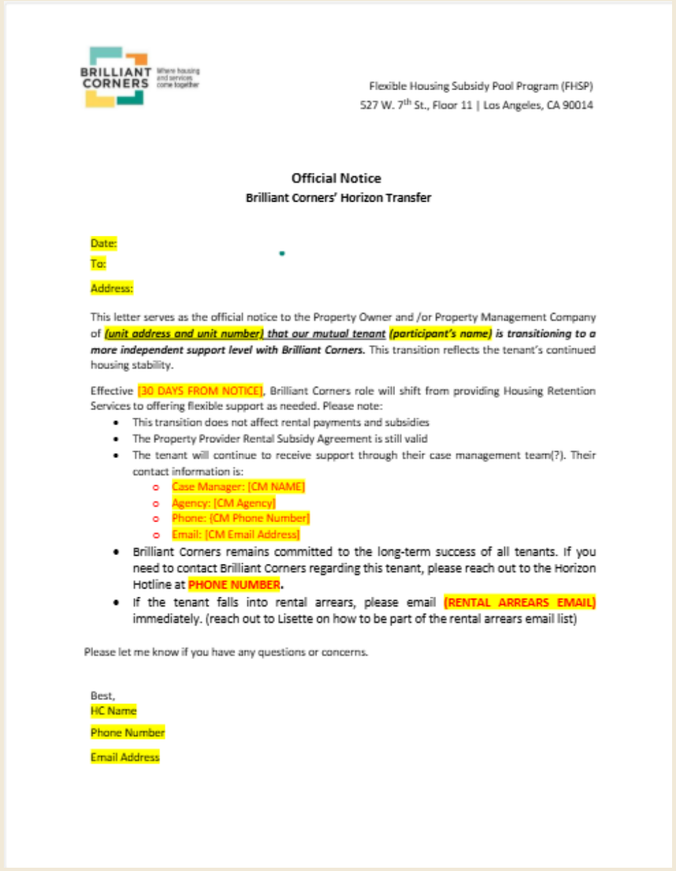
Eligibility and Notification

- 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



BRILLIANT CORNERS Where housing and services come together

Flexible Housing Subsidy Pool Program (FHSP)
527 W. 7th 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

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

BRILLIANT CORNERS

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

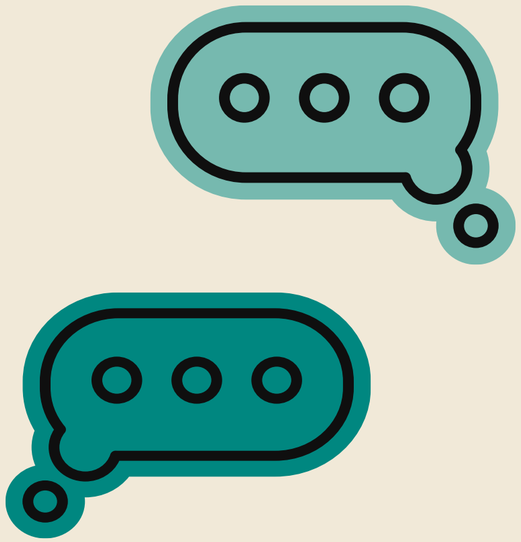
Horizon Hotline

- This hotline is the participant's way to receive help from BC, that's managed by BC Horizon staff member
- Horizon staff members 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
  - Assist with the relocation process until a viable UID has been submitted



BRILLIANT CORNERS

Hotline



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

BRILLIANT CORNERS

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
- Relocation with confirmed UID Packet

Steps:

- Horizon staff confers with supervisor one-time vs ongoing
- For ongoing: case conference (HSH PM, ICMS, Horizon Supervisor)
- Engagement Length is proposed
- 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 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?

BRILLIANT CORNERS