



# Behavioral Health Services *Flexible Housing Pool Pilot*

The Flexible Housing Pool Pilot is a new County program designed to help people entering Assertive Community Treatment (ACT) services move into stable housing. It works by bringing together money from different places (like the County and health plans) and putting it into one big “pool.” In its first year, the pilot focuses on new ACT clients who need intensive support, offering housing navigation, help finding units, move-in assistance, and ongoing tenancy support. This quick guide outlines how ACT programs can make referrals and connect clients to the Flex Pool.

## Step 1: Your Referral Starts Here



If you are not already connected to an ACT program, you can be referred by your:

- Housing Transition Navigation Services Provider
- Community Based or Social Service Organization
- Managed Care Plan
- Self-referral
- Others

ACT referrals can be made by calling the Single Point of Access (SPOA) Intake Line 1-800-842-2652; Optum will complete the intake and determine if the member meets ACT criteria

## Step 2: Eligibility & Authorization



If you meet ACT program criteria, the ACT program will:

- Complete an assessment to identify your housing needs,
- Confirm your eligibility, and
- If appropriate, will refer you to the Flex Pool Provider.

If you do not meet ACT program criteria, you will be referred to appropriate services

## Step 3: Referral to Flex Pool Provider

The Flex Pool Provider will:

- Complete the Housing Support Plan (HSP)
- Verify your current housing meets program standards or help you look for housing (if needed)
- Offer Housing Transition Navigation Services (HTNS)
- Complete a referral for Transitional Rent (TR) to your Managed Care Plan (MCP)
- Provide Housing Tenancy & Sustaining Services (HTSS) while the client is housed in the Program.



## Step 4: Managed Care Plan Approvals

The MCP will approve Transitional Rent (TR) payments for up to six months. The flex pool will continue to support with the rent subsidy thereafter.



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## Connect to Resources

Call 888-724-7240 to connect to the **San Diego Access and Crisis Line** for free and confidential support and help navigating services, available 24/7 in over 200 languages.

Call 988 to connect to the national **Suicide & Crisis Lifeline** network of crisis call centers.