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**SAPC INFORMATION NOTICE 25-16**

November 24, 2025

TO: Housing Navigation Provider Agencies

FROM: Gary Tsai, M.D., Bureau Director   
Substance Abuse Prevention and Control Bureau

SUBJECT: **HOUSING NAVIGATION SERVICES**

The Los Angeles County Department of Public Health (DPH) Substance Abuse Prevention and Control Bureau (SAPC) received funding from the State of California Department of Health Care Services' Behavioral Health Bridge Housing (BHBH) Program to address the immediate housing needs of people experiencing homelessness who have serious behavioral health conditions, including substance use disorders (SUD). A portion of this funding supports the addition of Housing Navigation (HN) services for all Recovery Bridge Housing (RBH) and Recovery Housing (RH) clients. HN services officially launched in Fiscal Year 2024-25 and are paired with the availability of Participant Assistance Funds (PAF), which provide direct financial support to help eligible clients overcome barriers to obtaining and maintaining housing.

This Information Notice establishes additional requirements for HN Providers and clarifies the use and availability of PAF.

**HOUSING NAVIGATION**

HN is an integral component of assisting clients in identifying and accessing appropriate housing options, resources, and services. Housing Navigators work closely with clients to identify, secure, and maintain affordable housing. These services are provided to all residents of RBH and RH to help clients actively work toward securing a permanent housing plan and reducing the risk of homelessness and relapse.

## **REFERRAL PROCESS FOR HOUSING NAVIGATION**

A referral form (Attachment I) must be submitted by RBH and RH providers to their designated Housing Navigator based on the provider agency's Service Planning Area (SPA). The Housing Navigator will work with the RBH/RH agency to enroll the client into HN Services. This may include, but is not limited to, screening clients for their housing needs using the Los Angeles Housing Assessment Tool ([LA-HAT](#)) and ensuring appropriate documentation within the Homeless Management Information System ([HMIS](#)).

For additional information on Client Program Eligibility, Program Length, Referral Process and Documentation requirements, refer to the most current version of the Provider Manual for HN Services.

## **HMIS TRAINING FOR HOUSING NAVIGATORS**

Housing Navigators are **required** to complete HMIS training. Enrollment in one of the four training series based on the population served is mandatory to receive an HMIS account. Housing Navigators also need to complete the LA-HAT training which is a new Coordinated Entry System (CES) triage tool for adults and replaces the former Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) / CES Survey for Adults. The purpose of the LA-HAT is to assess a person's vulnerability to possible adverse events while experiencing homelessness and will be used to assist in connecting individuals to services and housing resources.

Both trainings can be accessed through the Los Angeles Homeless Services Authority (LAHSA) Centralized Training Academy (CTA) here: <https://cta.lahsa.org/learn>.

To activate, cancel, or reassign HMIS accounts, please reach out to [DPH-SAPC\\_HSU@ph.lacounty.gov](mailto:DPH-SAPC_HSU@ph.lacounty.gov) for assistance.

## **BILLING FOR HOUSING NAVIGATION**

HN provider agencies are eligible for reimbursement through staff hour billing. SAPC will inform each HN Provider of the number of approved Full-Time Equivalent positions, which will be reimbursed at the rate of \$81.07 per hour.

Provider agencies must submit the Housing Navigation Monthly Invoice (Attachment II) by the 10<sup>th</sup> of each month for services in the previous month (e.g., invoices for the month of January are due on February 10). Invoices must be reviewed and signed by SAPC staff. HN provider agencies are responsible for ensuring that reports are complete, accurate and submitted on time. Overtime will not be reimbursed without prior notification, justification, and approval by SAPC.

The maximum number of billable hours per month is determined by the number of weekdays in a month. For example, April 2025 has 22 weekdays; based on an eight-hour workday, the maximum allowable hours for reimbursement would be 176 hours

(22 x 8 = 176). Only actual hours worked are eligible for reimbursement. To receive payment, HN Providers must submit approved invoices and follow the steps below:

1. Complete the Housing Navigation Monthly Invoice (Attachment II) for services provided during the previous month.
2. Submit the completed invoice to SAPC's Systems of Care Division at [DPH-SAPC\\_HSU@ph.lacounty.gov](mailto:DPH-SAPC_HSU@ph.lacounty.gov) by the 10<sup>th</sup> of the month for previous services.

It is essential that invoices are submitted on time to ensure proper utilization of funds. Provider agencies must ensure that claim submissions are complete and accurate and submitted by deadline to avoid delays in processing and payment. SAPC will review all invoices, including verifying client placement and dates of service. SAPC will make every effort to resolve invoice issues with provider agencies; however, repeated or unresolved discrepancies may result in invoice rejections and unreimbursed services.

### **PARTICIPANT ASSISTANCE FUNDS (PAF)**

PAFs are monetary resources used on behalf of clients to remove barriers and mitigate stressors that may exacerbate behavioral health conditions encountered when attempting to secure housing. These funds are intended to meet immediate housing-related needs, including but not limited to, obtaining identification and other vital documents, paying housing application fees, credit reports, covering utility hookups, transportation, minor furnishings, food, hygiene products, and/or housing security deposits. Only clients enrolled in HN services are eligible to receive up to \$1500 in PAF.

HN Providers must ensure that PAF expenditures align with allowable uses and address common immediate housing needs as outlined in the PAF Standards and Practices (Attachment III). If an HN provider agency is uncertain whether a particular expense is allowable – especially for higher-cost items such as furniture, electronics, or non-essential services, they must contact SAPC for clarification and approval prior to purchase.

HN provider agencies are responsible for distributing PAF and must follow documentation procedures as described below. Provider agencies must submit a PAF invoice for reimbursement (Attachment IV) as directed by SAPC.

### **LENGTH FOR USE OF FUNDS**

Clients are eligible to receive PAF while enrolled in HN services and RBH or RH, and up to 30 days after leaving RBH/RH.

### **DOCUMENTATION**

Records of all PAF distributed must be documented and logged in accordance with the County's accounting manual, including:

- Name and contact information of client recipient
- Date the funds were received
- What the funds were used for
- Signatures from both provider staff and client(s) that funds were received

## **BILLING**

Provider agencies must follow the steps described below to receive reimbursement for approved activities and/or projects:

1. Complete the Participant Assistance Fund Invoice (Attachment IV).
2. Compile supporting documentation to confirm the use of funds (e.g. receipts, invoices, canceled checks).
3. Attach supporting documentation to invoice and submit to SAPC's System of Care Division at [DPH-SAPC\\_HSU@ph.lacounty.gov](mailto:DPH-SAPC_HSU@ph.lacounty.gov) by the 10<sup>th</sup> of the month, for the previous month.

Provider agencies must ensure claims submissions are completed accurately and submitted by the deadline to ensure timely processing and payment. SAPC will review invoices, including validating patient placement and dates of service. SAPC may disallow reimbursement for expenses that do not meet program guidelines or lack sufficient documentation and reserves the right to recover such costs if already reimbursed.

## **EFFECTIVE PERIOD**

This guidance is effective on the date the HN provider agency's contract is executed and remains in effect until superseded or rescinded by SAPC. HN providers are responsible for monitoring SAPC updates and incorporating changes into their operations within thirty (30) days of issuance unless otherwise specified. Failure to implement services within the specified period may result in contract actions or loss of funding.

## **ADDITIONAL INFORMATION**

For additional questions or requests, please contact SAPC Homeless Services Unit at: [DPH-SAPC\\_HSU@ph.lacounty.gov](mailto:DPH-SAPC_HSU@ph.lacounty.gov).

GT:tn

### **Attachments**

- Attachment I – Housing Navigation Referral Form
- Attachment II – Housing Navigation Invoice
- Attachment III – Participant Assistance Funds Standards and Practices
- Attachment IV – PAF Invoice for Reimbursement