

1115 Healthcare Transformation Waiver: Housing Services

Town Hall - Information Session
June 26, 2026



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OUR VISION FOR THE FUTURE

We improve lives.

- ▶ We address social and structural determinants of health.
- ▶ We empower customers to maximize their health and well being.
- ▶ We provide consistent, responsive service to our colleagues and customers.
- ▶ We make equity the foundation of everything we do.

This is possible because:

▶ **We value our staff as our greatest asset.**

We do this by:

Fully staffing a diverse workforce whose skills and experiences strengthen HFS.

Ensuring all staff and systems work together.

Maintaining a positive workplace where strong teams contribute, grow and stay.

Providing exceptional training programs that develop and support all employees.

▶ **We are always improving.**

We do this by:

Having specific and measurable goals and using analytics to improve outcomes.

Using technology and interagency collaboration to maximize efficiency and impact.

Learning from successes and failures.

▶ **We inspire public confidence.**

We do this by:

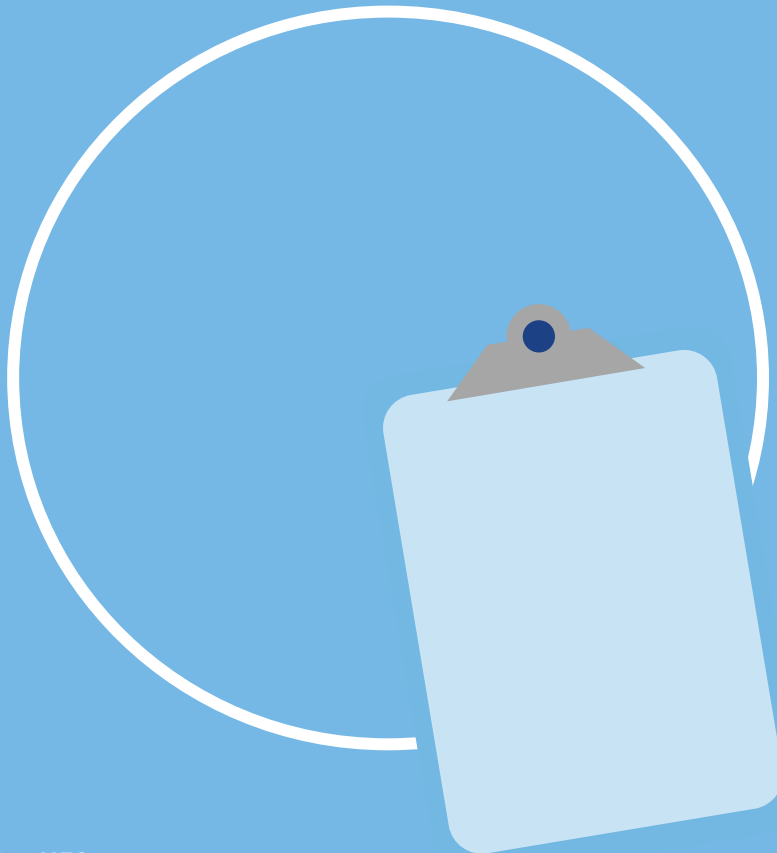
Using research and analytics to drive policy and shape legislative initiatives.

Clearly communicating the impacts of our work.

Being responsible stewards of public resources.

Staying focused on our goals.

General Meeting Operations and Communications



Presenter: Melishia Bansa,
Deputy Director of Community Outreach



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House Keeping

Town Hall Meeting Basics

Please note, this Info Session is being recorded.

To ensure accurate records, please type your name and organization into the chat.

Please be sure to mute your audio except when speaking.

Please note that HFS staff may mute participants to minimize any type of disruptive noise or feedback.

If you have a question during this town hall, please utilize the Webex chat feature to send your question directly to the host or co-host.





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Meeting Basics

HFS is committed to hosting meetings and town halls that are accessible and ADA compliant. Closed captioning have been provided to you via the WebEx platform.

Please email HFS.Boards.and.Commissions@Illinois.gov to report any requests or accommodations you may require.

Patience, please – many meeting attendees may be new to these meeting proceedings.



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Technology Check

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- Meeting Chat – Contact the Meeting Host with Questions or Comments



- Connect Audio - Mute and Unmute – Microphone



- Closed Captioning



- Start Video – Turn Camera On or Off

Hi, I'm the Webex Assistant!

Captions and highlights
View captions and highlights created in the meeting.

Voice commands
Say commands like: "On Webex, the action item to capture highlights."

Turn on Webex Assistant

Spoken language
English >

Caption language
English >



Connect audio Start video Share Record Hand icon Smile icon More icon Close icon Apps icon People icon Chat icon



Unmute >

Start video Share Record Hand icon Smile icon More icon Close icon Apps 6 People icon Chat icon

Introduction of HFS Staff



Presenter: Melishia Bansa
Deputy Director of Community Outreach – Boards & Commissions



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Today's Team

Michael Banghart – Senior Policy Advisor for Housing

Thea Kachoris-Flores – Special Assistant for Health-Related Social Needs

Melishia Bansa – Deputy Director, Community Outreach, Boards and Commissions

Natalie Angel – Senior Healthcare Consultant, Milliman



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a. _____

b. _____

c. _____

Summary of Agenda

Presenter: Melishia Bansa,
Deputy Director of Community Outreach, Boards and
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Agenda

1. Background and Level Setting
2. Meeting Purpose and Goals
3. Service Description and Provider Qualifications
4. Service Delivery Flow
5. Provider Enrollment
6. Infrastructure Plans
7. Next Steps



Background and Level Setting



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What is an 1115 waiver?

Section 1115(a) of the Social Security Act provides **waiver and expenditure authority** for state Medicaid programs to *test or demonstrate* impact of proposed **innovations** that would otherwise not be allowed under traditional Medicaid rules.

A waiver grants states flexibility allowing for innovative services to improve healthcare access and quality, reduce costs to the Medicaid system, and improve health outcomes.





1115 Fundamentals

Approval

- Allows the addition of new services or introduction of flexibilities that would ordinarily not be allowable under Medicaid.
- Allows services and flexibilities to be targeted to priority populations, geographic areas, or designated pilot initiatives to demonstrate impact.

Funding

- Authorizes federal **MATCHING** to offset state expenditures on approved demonstration services and flexibilities.
- **Matching available only for state expenditures that are not otherwise supported by another federal funding source.**
- Match rate is approx. 51%*; for every \$100 of state-only funding spent on HRSN, the federal government will return \$51 to the State.



Background and Level Setting

- Over the past 24 months, HFS has been engaging with a housing workgroup to develop service descriptions, service delivery, review payment rate assumptions, and gather overall program feedback
- HFS is shifting to an all-provider meeting format to include organizations who want to deliver housing services covered by Medicaid
- Series of meetings to help providers prepare for implementation of select housing services as a Medicaid covered service beginning February 1, 2027 (date subject to change)
- Beginning with a smaller rollout of services due to HR1 implementation



Healthcare Transformation 1115 Waiver Approved Services

Current Implementation Planning

- **Health Related Social Needs (HRSN)**
 - Housing supports
 - Medical respite
- **Reentry Services from Carceral Settings**
 - Coverage of **pre-release** services 90 days prior to release

Continuing Implementation of SUD Pilots

- SUD Case Management
- SUD Treatment in Institutions of Mental Disease (IMD)

Future Implementation – Timing TBD

- Nutrition supports
- Violence Prevention & Intervention
- Supported employment
- Non-Medical Transportation to and from HRSN services & supported employment

1115 Waiver HRSN Services

**Initial
Rollout
Starting
January 1,
2027**

Medical Respite

- Medical Respite (three tiers)

Housing Supports

- Pre-tenancy Navigation and Housing Transition Services
- Tenancy and Sustaining Services and Individualized Case Management

Nutrition Services

**Will be
considered
as part of
FY28
budgeting**

Reentry Services

- 90 days pre-release

Housing Supports

- One-time transition and moving costs
- Short-term post-transition housing (e.g., rental assistance, room and board, utility assistance)
- Home remediations and modifications

Nutrition Services

- Nutrition counseling and instruction
- Home delivered meals
- Medically tailored groceries
- Nutrition prescriptions
- Medically tailored meals
- Pantry stocking





Provider Meeting Purpose and Goals

To share Medicaid housing information and help providers be prepared to enroll in the Medicaid program and provide services starting 2/1/27 (subject to change)

HFS will share information with the group regarding:

Service descriptions, provider qualifications, and service delivery workflow

Today's Focus

Medicaid provider enrollment requirements and processes

Contracting with Medicaid MCOs

Medicaid business operations including checking member eligibility and submitting claims



Service Description and Provider Qualifications



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1115 Waiver Housing Services Launching in 2027 (subject to change)

Housing Navigation Service Description

Full service name: housing navigation and tenancy support

Time Point: Before an individual is placed and during the transition to housing

Summary: One-to-one pre-tenancy navigation services and housing transition and navigation services (e.g., finding and securing housing) to assist enrollees with obtaining housing and achieving their stability goals

Tenancy Sustaining Service Description

Full service name: tenancy and sustaining services and individualized case management

Time Point: For housed individuals

Summary: One-to-one tenancy and sustaining services and individualized case management, provided while an individual is residing in permanent housing, to assist individuals in maintaining housing stability

Housing Services: Eligible Provider Types

Organizations that may be appropriate providers may include, but are not limited to:

- HUD Continuum of Care Provider
- Supportive Housing Provider
- Providers of services for individuals experiencing homelessness
- Mental health or substance use disorder treatment provider
- Social Service Agency
- Affordable housing provider
- Federally Qualified Health Center
- Rural Health Clinic
- Healthcare system
- Street outreach and engagement providers



Housing Services: Organization Qualifications

1. Must be a Medicaid-enrolled provider.
2. Must understand housing service principles, methods, and procedures covered under the demonstration, or similar services that help people obtain and maintain stable housing.
3. Must have experience providing housing search support to people experiencing homelessness, including:
 - a. Receiving a contract or grant within the past five years from a local, state, federal, or private funder to help people experiencing homelessness find housing.
 - b. Holding a state certificate of good standing.
 - c. Having staff trained to determine and document homelessness status.
4. Must be an existing documented member for at least three months in a housing support network, such as:
 - a. The Continuum of Care Coordinated Entry System in their service area, or
 - b. Have a formal partnership with another provider(s) or other community-based collaborative that can help connect people to the CoC Coordinated Entry System
5. Must have specialized staff knowledgeable about housing resources and housing stability, including rent and bill payment, benefits access, landlord and property manager relations, and independent living skills.



Housing Services: Staff Provider Qualifications

- Have knowledge of principles, methods, and procedures related to housing best practices, Coordinated Entry, and other essential housing case management competencies.
- Providers must have experience and expertise in providing these unique services in a culturally and linguistically appropriate manner.
- Housing navigation and tenancy support providers must meet the following qualifications:
 - Have education (e.g., Bachelor's degree, Associate's degree, certificate) or training in housing support or related services, or at least one year of relevant professional experience or lived experience. This may include recovery support specialists and housing navigators.



Housing Services: Allowable Settings

- The majority of sessions with enrollees should be in-person, in a setting desired by the individual. Settings may include a provider organization's location, shelters or temporary residences, locations in the community, or the individual's home. We expect the first 3 months of service will include in-person meetings.
- Case managers may utilize telehealth contacts if appropriate, in compliance with broader HFS requirements. (Illinois Telehealth Act 225 ILCS 150)
- Sessions may be "off-site," (e.g., at housing locations).



Housing Services: Member Eligibility Criteria

- Member must be in eligible enrollment category (full benefit coverage and enrolled in an MCO)
- Member must meet at least one social risk criteria and one clinical risk criteria.

Social Risk Criteria: (must meet one criteria)

- Homeless as defined by 24 CFR 91.5.
- At risk of homelessness as defined by 24 CFR 91.5 except for the annual income requirement in 24 CFR 91.5 (1)(i).

Clinical Risk Criteria: (must meet one criteria)

- Have received care in EDs, hospitals, or crisis centers on multiple occasions (at least twice in six months or four times in 12 months).
- Have been identified to be high-risk or high-cost based on service utilization or healthcare history:
 - Have at least one chronic condition
 - Have complex physical health needs
 - Have a behavioral health need requiring improvement or stabilization to prevent deteriorated functioning
- Pregnant or 12-month post-partum period.
- Infants up to one year old with medical complexity
- Individuals with intellectual or developmental disabilities (I/DD).
- A health condition, including behavioral health and developmental syndromes, stemming from trauma, child abuse, and neglect.



Housing Services: Frequency, Duration, and Exclusions

Frequency	• As needed
Duration / Limits	• On average, individuals require 6-18 months of tenancy and sustaining services to become stably housed but individual needs will vary and may continue beyond the 18-month timeframe. Services must be re-authorized at 12 months in order to continue services. • Service duration would persist until services are no longer needed, as determined in an individual's housing support plan, contingent on continued service eligibility.
Exclusions / Restrictions	• Service shall not cover room and board costs. • Individuals may only receive one of the following services at a time: • Pre-tenancy navigation services and housing transition and navigation services • Tenancy and sustaining services and individualized case management • Services must not be duplicative or displace current federal, state, or local programs that provide housing support services. Other programs should be utilized for funding of case management/housing services, treating Medicaid as the payer of last resort.

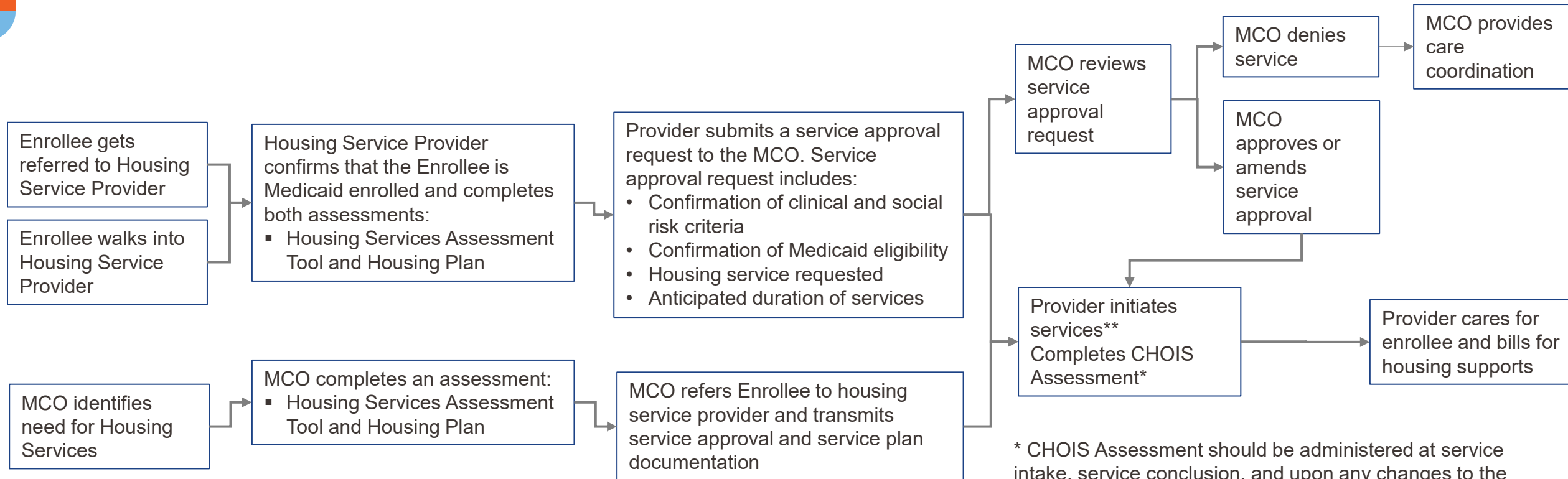


Review of Service Delivery



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Proposed Service Delivery Flow



* CHOIS Assessment should be administered at service intake, service conclusion, and upon any changes to the housing plan.

** Housing services may be delivered for up to 30 days before a service approval is issued by the MCO. MCO review of service approval will be simultaneous to provider initiating service.



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DRAFT. Contents are for discussion purposes only and are considered incomplete without oral comment

Provider Enrollment Process



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Initial Steps for Provider Enrollment

- New Medicaid providers will need to enroll in the IMPACT system.
- Existing Medicaid providers will need to add the HRSN provider type to their enrollment and will need a new NPI for their HRSN provider type
- There will be an evaluation process to assure that providers meet requirements
- HFS is working with the Medicaid Technical Assistance Center (MTAC) to develop the provider evaluation process
- No action is needed from providers at this time

Additional details for provider enrollment will be shared in future meetings.

Infrastructure Plans



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Planning for CBO Supports

- **Social Health Care Network administrator** to support provider network development and provide capacity building funding.
 - NOFO posted – due July 20, 2026
- **Closed-loop referral system**: Procurement process started.
- **CBO billing and claiming system**: will support additional community-based provider types, e.g., community health workers, doulas.
 - Procurement process started.

Next Steps



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Next Steps

Monthly All Provider Meetings:

Third Friday of the month

2:00 PM CT

Next meeting:

July 17, 2026

Note: Meeting will focus on more detailed housing provider certification and enrollment process (for all organizations wanting to become Medicaid housing providers).

1115 Waiver website: [1115 Transformation](#)



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Appendix A: Additional Service Description Details



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Housing Navigation

One-to-one pre-tenancy navigation services and housing transition and navigation services (e.g., finding and securing housing) to assist enrollees with obtaining housing and achieving their stability goals, which may include:

- Working with the individual to develop a housing support plan.
- Reviewing, updating, and modifying the plan with the individual to reflect current needs and preferences, addressing housing retention barriers.
- Assisting with addressing common barriers, such as obtaining needed documents and documentation (e.g., birth certificate, ID card, Social Security Card, proof of income) and assessing for unpaid bills and previously disconnected services (e.g., utilities).
- Assisting with searching for housing and reviewing options with the individual.
- Assisting with completing housing applications.
- Assisting with tenant screening and assessment.
- Assisting with appeals, reasonable accommodation requests, and referring to legal aid services if needed related to fair housing issues
- As needed, facilitating linkages to state and federal benefit programs, benefit program application assistance, eviction prevention, tenant rights education, and other legal services.
 - May include access to Supplemental Security Income (SSI)/ Social Security Disability Insurance (SSDI) benefits using models such as SOAR (SSI/SSDI Outreach, Access, and Recovery) to provide application assistance and support through determination.
- As needed, facilitating linkages to the coordinated entry system; school/college; employment opportunities; and medical, behavioral, 1115 waiver nutrition services, and social services to support housing stability.
- Arranging for or directly providing transportation (public or private) for an Enrollee who needs transportation assistance as part of the delivery of Housing Search services.
- Ensuring the living environment is safe and move-in ready, including facilitating any inspections needed to ensure housing meets quality standards (HUD NSPIRE or HQS) and assessing and planning for accessibility requirements.
- Assisting in arranging for and supporting the details and timing of the move, including moving company, utilities, address changes, furnishings, and household supplies.
- Engaging the landlord and communicating with and advocating on behalf of the individual with the landlord.
- Assisting the individual with communicating with the landlord and property manager.
- Providing training and resources to assist the individual in complying with the individual's lease and tenant rights.
- Working with the individual to establish a housing support crisis plan.
- Providing supports to assist the individual in the development of independent living skills needed to remain housed.
- Added this language based on discussions with HFS. This is consistent with language in the tenancy sustaining service.



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Tenancy Sustaining

One-to-one tenancy and sustaining services and individualized case management, provided while an individual is residing in permanent housing, to assist individuals in maintaining housing stability. Services may include:

- Working with the individual to develop a housing support plan.
- Reviewing, updating, and modifying the plan with the individual to reflect current needs and preferences, addressing housing retention barriers.
- Establishing procedures and contacts to retain housing, including working with the individual to establish a housing support crisis plan.
- Linkages to state and federal benefit programs, benefit program application assistance, eviction prevention, tenant rights education, and other legal services.
 - May include access to Supplemental Security Income (SSI)/ Social Security Disability Insurance (SSDI) benefits using models such as SOAR (SSI/SSDI Outreach, Access, and Recovery) to provide application assistance and support through determination.
- As needed, facilitating linkages to the coordinated entry system; school/college; employment opportunities; and medical, behavioral, 1115 waiver nutrition services, and social services to support housing stability.
- Engaging the landlord and communicating with and advocating on behalf of the individual.
- Providing supports to assist the individual in communicating with the landlord and property manager.
- Providing training and connections to resources to assist the individual in complying with the terms of the lease.
- Providing supports to assist the individual in the development of independent living skills needed to remain housed.
- Identify vendor(s) for and coordinating housing inspections, move-in, remediation, and accessibility services.
- Assisting w/ budgeting and providing financial counseling for housing/living expenses.
- Providing financial literacy education and budget basics and local community-based consumer credit counseling bureaus.
- Assisting in accommodation requests.
- Assisting the enrollee in reducing risk of eviction w/ conflict resolution skills and completing an eviction prevention plan.
- Arranging for or directly providing transportation (public or private) for an Enrollee who needs transportation assistance as part of the delivery of Housing Search services.
- Assistance in addressing circumstances and/or behaviors that may jeopardize housing. This should include direct interventions to address risks and connecting the Member to relevant community resources that may offer assistance.
- Review of the living environment to ensure that it meets the clinical needs of the individual and is ready for move-in, including collaborating with the relevant provider staff where the individual is institutionalized (e.g., hospital or facility social worker) to ensure a seamless transition to the community
- Assisting in reducing the risk of eviction - include "completing an Eviction Prevention Plan"



Appendix B: Additional Definition Details



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Definition of At-risk of Homelessness (24 CFR 91.5)

I. Does not have sufficient resources or support networks, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the “Homeless” definition in this section; **and**

II. Meets one of the following conditions:

- (A) Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;
- (B) Is living in the home of another because of economic hardship;
- (C) Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance;
- (D) Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by federal, State, or local government programs for low-income individuals;
- (E) Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons or lives in a larger housing unit in which there reside more than 1.5 people per room, as defined by the U.S. Census Bureau;
- (F) Is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or
- (G) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved consolidated plan;

III. A child or youth who does not qualify as “homeless” under this section, but qualifies as “homeless” under section 387(3) of the Runaway and Homeless Youth Act, section 637(11) of the Head Start Act, section 41403(6) of the Violence Against Women Act of 1994, section 330(h)(5)(A) of the Public Health Service Act, section 3(m) of the Food and Nutrition Act of 2008, or section 17(b)(15) of the Child Nutrition Act of 1966;

IV. A child or youth who does not qualify as “homeless” under this section, but qualifies as “homeless” under section 725(2) of the McKinney-Vento Homeless Assistance Act and the parent(s) or guardian(s) of that child or youth if living with her or him.



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* Additional details on Member Service Eligibility Criteria is outlined in the full service description

Definition of Homelessness (24 CFR 91.5) continued

- (1) An individual or family who lacks a fixed, regular, and adequate nighttime residence meaning;
 - I. An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (
 - II. An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or
 - III. An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;
- (2) An individual or family who will imminently lose their primary nighttime residence, provided that:
 - I. The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
 - II. No subsequent residence has been identified; and
 - III. The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks needed to obtain other permanent housing;



Definition of Homelessness (24 CFR 91.5)

- (1) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:
 - I. Are defined as homeless under other Federal Statutes (Runaway Homeless Youth Act, Head Start Act, Violence Against Women Act, Public Service Act, Food and Nutrition Act, Child Nutrition Act)
 - II. Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;
 - III. Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and (iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment; or
- (2) Any individual or family who:
 - I. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
 - II. Has no other residence; and
 - III. Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.





Q & A

**Facilitator: Melishia Bansa – Deputy Director
of Community Outreach: Boards and
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Thank you

For additional questions:

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