ALTSA Housing Team Question and Problem-Solving Flow

When you come to a place in a case or a situation where an [ALTSA Housing Resource](#) is being utilized, please consider the following problem-solving flow:

How can I tell if a client is utilizing an ALTSA Housing Resource?
- Look at the Treatment screen for "Housing" Subsidy or "Supportive Housing" treatment.
- For [Governor's Opportunity for Supportive Housing (GOSH)](#) clients, see authorization – GOSH service codes are SA299,U1 and H0044.
- Look for "Housing" purpose code in SERs.
- Look for Housing Program Manager listed as a collateral contact.
- The process to confirm whether a client is enrolled in Foundational Community Supports – Supportive Housing is detailed in [Long-Term Care Manual Chapter 30d](#).

How do I refer a client to/find out more information about the ALTSA Housing Resource the client is receiving?
- Check the LTC Manual [Chapter 5b](#) or [30d](#) from the ALTSA Main Page
- Check out the ALTSA [Housing Resource](#) webpage
- Contact your supervisor, HCS training team or JRP.
- Contact your [regional Housing Program Manager](#)

Where do I start if I am having an issue with a case where there is an ALTSA Housing Resource in place?
- If the issue is related to the client, reach out to Supportive Housing Provider or Community Choice Guide to see if they can assist.
- If the issue is related to services or authorizations related to housing, first reach out to your direct supervisor.
- Questions can also go to the HCS training teams or JRPs.
- If you do need to reach out to your [regional Housing Program Manager](#) please make sure to include:
  - Name of client
  - ACES ID
  - P1 ID (especially if this is an authorization issue)
  - What resources you have looked at to answer the question
  - Your question/s, including any important history, i.e., did the client change programs, placement, did you change auths or RACs, etc.?
  - Always CC your supervisor