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## Foundational Community Supports Provider Resource Guide

The Foundational Community Supports (FCS) program offers vital new services to Medicaid beneficiaries, many of whom have critical needs. The program also provides exciting new opportunities for community partnerships.

These new services include supportive housing services that help people find and maintain community housing, and supported employment services that help people find jobs and stay employed.

This guide outlines the various resources available to current and potential providers of supportive housing and/or supported employment services under FCS.

Because FCS consists of Medicaid benefits, all FCS providers must be credentialed Medicaid providers. In addition, FCS providers must demonstrate the requisite expertise and capacity to deliver high quality supportive housing and/or supported employment services. These qualifiers can be demonstrated in a number of ways:

- Supportive housing –Prospective providers must be able to demonstrate one or more of the following:
  - Two years’ experience coordinating supportive housing and/or independent living services in a social service setting.
  - Current supportive housing certification from the Washington State Health Care Authority (HCA), Division of Behavioral Health and Recovery (DBHR).
- Supported employment – Prospective providers must be able to:
  - Maintain a supported employment certification from the DBHR.
  - Maintain appropriate employment services accreditation/certification from the Commission on Accreditation of Rehabilitation Facilities (CARF), Employment Support Professional Certification Council (ESPCC), or the appropriate combination of education/experience as established in the provider contract.

More details can be found in the [FCS Provider Manual](#).

We understand that prospective FCS providers may have questions. Resources are available to answer these questions, and to support provider success.

## Question: How do I become a Medicaid provider in order to qualify as an FCS services provider?

Contact Amerigroup to learn more about how they can help you obtain the credentials and/or certifications required to be able to bill for and receive Medicaid reimbursements for FCS services.

Contact: Amerigroup TPA  
Email: [FCSTPA@Amerigroup.com](mailto:FCSTPA@Amerigroup.com)  
Phone: 1-844-451-2828

## Question: How do I find training or technical assistance to become a provider of supportive housing or supported employment services?

The Washington State Health Care Authority's Division of Behavioral Health and Recovery (DBHR) has dedicated support teams for FCS providers across the state. Support teams are available for individualized training, shared learning and technical assistance resources in support of FCS service quality improvement.

### Division of Behavioral Health and Recovery

The DBHR support teams are available for on-site trainings and technical assistance for both supportive housing and supported employment services. These trainings including regional events and monthly webinars that focus on skill-building and resource topics. DBHR's support teams can help coordinate between Behavioral Health Organizations and FCS providers, and provide shared learning opportunities.

Please contact Melodie Pazolt at [Melodie.pazolt@hca.wa.gov](mailto:Melodie.pazolt@hca.wa.gov) for information about webinars and training announcements.

#### Supportive housing training resources

*Eastern WA:* Amanda Polley, 360-522-3547, [Amanda.Polley@hca.wa.gov](mailto:Amanda.Polley@hca.wa.gov)  
*Western WA:* Kimberly Castle, 360-522-6570, [Kimberly.Castle@hca.wa.gov](mailto:Kimberly.Castle@hca.wa.gov)

#### Supported employment training resources

*Eastern WA:* Dawn Miller, 360-522-3544, [Dawn.Miller@hca.wa.gov](mailto:Dawn.Miller@hca.wa.gov)  
*Western WA:* Lisa Bennett-Perry, 360-725-3257, [lisa.bennett-perry@hca.wa.gov](mailto:lisa.bennett-perry@hca.wa.gov)

**Aging and Long-Term Support Administration (AL TSA):** The AL TSA support teams are available to help assess and refer long-term services and supports (LTSS) clients to Amerigroup for FCS services, as well as provide individualized training, support and care coordination for FCS providers serving AL TSA clients. Contacts are listed below:

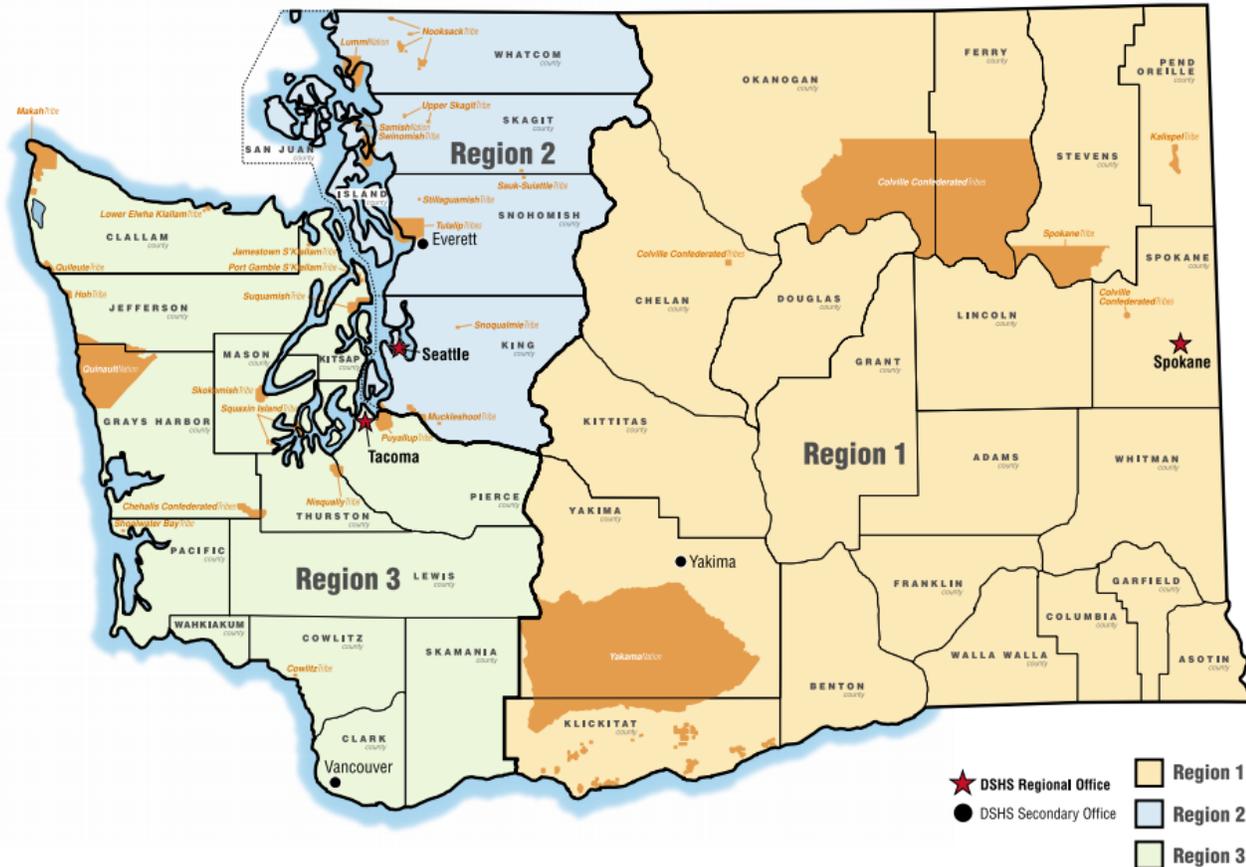
#### Supportive housing training resources

Region 1: Ian Harpole, 509-568-3876, [harpole@dshs.wa.gov](mailto:harpole@dshs.wa.gov)  
Region 2: Whitney Joy Howard, 360-791-2358, [howarwj@dshs.wa.gov](mailto:howarwj@dshs.wa.gov)  
Region 3: John Kistner, 360-725-3409, [KistnJ@dshs.wa.gov](mailto:KistnJ@dshs.wa.gov)

## Supported employment training resources

Region 1: Jim Bischoff, 509-585-8073, [Bischj@dshs.wa.gov](mailto:Bischj@dshs.wa.gov) Region 2:  
Krystal Baumann 360-522-2363, [SmithKA1@dshs.wa.gov](mailto:SmithKA1@dshs.wa.gov) Region 3:  
Vicki Gilleg, 360-870-4918, [GILLEV@dshs.wa.gov](mailto:GILLEV@dshs.wa.gov)

## DSHS Regional Map



## **Question: How do I learn more about evidence-based model fidelity requirements under FCS?**

The goal of the FCS program is to support people in living healthier lives by addressing their housing and employment needs. Using evidence-based programs increases the likelihood of success – for people and for the FCS program.

The FCS service models are evidence-based programs that use quality improvement tools called fidelity scales to track performance against model standards. The goal is to improve services and achieve better housing and employment outcomes.

There will be no specific fidelity requirements in 2018 – the first year of service. This is because we want to support the rapid development of the state-wide provider networks for FCS services. FCS quality improvement standards will begin in January 2019. They will ensure consistent

quality expectations for community support services, and IPS supported employment services while providing guidance and pathways for improvement. Details will be released later this year. The eventual standards for FCS service quality improvement will:

- Not be a pass/fail audit or certification
- Not require perfect compliance
- Be pursued via a learning community approach, with providers working together to share lessons learned and best practices.

Training and technical assistance resources (described above) are available to help providers learn more about evidence-based practices, the importance of implementing continuous quality improvement strategies, and how to prepare for quality improvement standards. Additionally, shared learning opportunities are available for interested providers. These opportunities include trainings and reviews that promote the development of a learning community for the pursuit of evidence-based practices. For more information, reach out to one of the DBHR or AL TSA contacts listed above.

These resources will be available for the duration of the FCS program.