

PEACE Program: A guide for making referrals

**PEACE stands for Partners Establishing Accessible & Affordable Housing:
Caring for Frail Older Adults Empathetically**

It is a program run by the Office of Homeless Services (OHS).

OHS PEACE staff assist frail older adults who are, or at risk of, experiencing homelessness, and have complex physical or behavioral health needs. We work with partner agencies to help individuals find safe, dignified, and sustainable housing that meets their needs in the least restrictive and most inclusive environments. This guide explains who can participate and how to refer them to the program.

Who should be referred to PEACE?

Older adults, primarily individuals 55+, who are residing in homeless or behavioral health programs, and require:

- A higher level of care such as Personal Care, Long-Term Care, and/or Community Homes with waiver services;
- Help with Activities of Daily Living (ADLs), such as bathing, dressing, eating, transferring, toileting, continence, and/or ambulation;
- Help with Instrumental Activities of Daily Living (IADL's), such as shopping, meal preparation, housekeeping, laundry, medical management, finances;
- Support for complex or chronic medical and behavioral health needs.

Who can submit a referral?

Case managers or support staff who work:

- In facilities for people experiencing homelessness, such as shelters and Safe Havens.
- In OHS or Department of Behavioral Health's (DBH) housing programs, when individuals' need for medical care has increased.
- With individuals experiencing homelessness and/or behavioral health challenges in special circumstances as determined by OHS and DBH. Examples include individuals who are released from prison or discharged from hospitals, or sleeping outdoors.

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How do I refer someone?

Complete these three steps to successfully refer an individual to the PEACE program.

1. Gather the potential participant's basic demographic and health information, including their:
 - a. Date of birth.
 - b. Gender.
 - c. Race.
 - d. Ethnicity.
 - e. Proof of identity.
 - f. Proof of medical insurance.
 - g. Proof of income.
 - h. Veteran status.
 - i. Behavioral health history.
 - j. Physical health history.
 - k. History with criminal justice system.

2. Complete the PEACE electronic referral form:
https://phila.formstack.com/forms/peace_program_referral_form

Fill out the form as best you can. It is okay if you don't have all the information. Select "Unknown" when you don't know an answer.

3. Gather the documents listed below. Scan and email them to OHSPEACE@phila.gov with the individual's initials in the subject line. You can send the information as you gather it.
 - a. **[PA MA-51 Medical Evaluation](#) (form includes instructions)**
 - This form must be fully completed by the potential participants' physician. Incomplete forms will delay the referral (Box number 10 is missed often).
 - PEACE staff can assist with scheduling medical appointments for individuals who do not have a primary care provider.
 - b. **[Documentation of Medical Evaluation](#) (form includes instructions)**
 - PEACE staff need this specific evaluation for individuals who may qualify for a Personal Care Home. The physician can complete this form in addition to the MA-51 if the participant is being considered for a Personal Care Home, or if the participant's level of care is uncertain.
 - c. **Behavioral health notes and/or evaluation**
 - This may not be applicable to all participants. PEACE staff will provide guidance.

PEACE staff will confirm receipt of the referral and provide next steps. They may also request additional documentation if needed.

PEACE Program: Most frequently asked questions

Q: What happens if I do not know the Level of Care, or if the potential participant still needs an assessment?

A: You can fill out and submit an online form from the Philadelphia Corporation for Aging (PCA), here: <https://www.pcacares.org/refer-for-service/>

It's important to:

- a. Indicate the reason for assessment: Higher level of care needed and PEACE Program.
- b. If a participant has a Legal Guardian and/or a Power of Attorney, provide their name and contact information on the form. PCA must obtain authorization for the assessment visit.
- c. If the individual is under 60 years-old, call Maximus Managed Medicaid at (877) 550-4227 for next steps.

Once this information is submitted, PCA will schedule an in-person or virtual assessment within a few days. Family, case managers, peer supports, and an Ombudsman can be invited to attend the assessment.

PCA will determine the Level of Care. For OBRA (Omnibus Budget Reconciliation Act) targets, PCA will perform the Functional Eligibility Determination (FED) Assessment. PCA will then send this to the State Office of Mental Health, which will make the official Level of Care determination.

Q: What happens after I submit the PEACE referral form?

A: Within one business day, PEACE staff will review the referral and confirm it was received. The confirmation will be sent to the Referral Contact Email indicated on the referral form.

If needed, PEACE staff will help the referring provider gather any missing information. The status of potential participants' referrals will be reviewed regularly, with the goal of completing and expediting the referral.

Next, PEACE staff will:

- Work with qualified participants, their representatives, and social workers in the transition to the identified care. If needed, the local ombudsman may also be involved in this step.
- Work with the referring contact and receiving site before the admission, and after, to ensure the resident's needs are being met.
- Conduct follow-up visits and conversations with placed participants for up to one year, to ensure needs are being met, both from the participant and provider's perspectives.

Q: How long does it take for a PEACE participant to be placed?

A: PEACE staff do their best to make placements within 30 days after receiving the complete referral. Each referral has unique considerations, and different housing providers may have their own requirements for admission. These are the top five reasons a referral placement may be delayed:

1. **Incomplete or missing required documentation.** At the beginning of the referral process, PEACE staff will provide the referrer a list of documents the housing provider has deemed necessary to make a placement decision. PEACE staff will remain in contact with the referring agency to help ensure all required documentation is completed fully. The placement will be delayed if required documentation is missing.
2. **Participant or referrer does not agree with PCA assessment.** When this is the case, a re-assessment must be arranged directly with PCA. This process can add an additional 30-60 days to the placement process.
3. **History of criminal convictions, sexual assault.** Housing providers have the right to deny admission to individuals who they feel can compromise the safety of their communities. It is extremely helpful when referring agencies can advocate on behalf of these individuals, and to provide information that will help allay the concerns of the housing provider.
4. **Participant is unable to make rational and informed decisions concerning care.** In such instances, the referring agency may need to petition the court for guardianship or identify a family member who can make care decisions on behalf of a participant. Without this assistance, the housing provider may delay or deny the application.
5. **Participant changes residence or service providers during the PEACE referral process.** It is extremely important that PEACE staff are informed of any changes in representation, or residence, of the participant during the referral process. This includes hospitalizations, changes in case management, changes in temporary housing, and admissions to outpatient or inpatient treatment programs. This information may impact the decisions related to the types of housing, housing providers and support services we make on behalf of the participant.

Q: What is the cost of long-term care for skilled nursing?

A: The average cost in Pennsylvania for nursing home care, according to the [2020 Genworth Cost of Care Survey](#), is \$10,038 a month for a semiprivate room.

In most cases, Medicaid will pay for the largest share of these long-term care services, but not everyone qualifies. The participant's income must be below a certain level and meet minimum other state-eligibility requirements.

Medicaid pays the cost of:

- Room and board.
- Meals.
- Laundry.
- Room cleaning.
- Medication administration.
- Other general nursing and support care services

Medicaid also covers the cost of on-site medical care, including medications and physician services.

Some participants also get a monthly Personal Needs Allowance (PNA). The PNA can be used by the participant for items not included with their cost of care. The PNA is the monthly sum of money that participants who receive Medicaid may retain from their personal income.

Federal law requires that a Medicaid-funded nursing home resident receive a PNA; in Pennsylvania the current amount is \$45 a month. Any income above the PNA goes to the services listed above.

Q: What is the cost of long-term care for Personal Care Homes?

A: The average cost in Pennsylvania for assisted living or Personal Care, according to the [2020 Genworth Cost of Care Survey](#), is \$3,955 a month. Personal Care Homes (PCHs) are residences that provide:

- Shelter.
- Meals.
- Supervision and assistance with personal care tasks.

PCHs typically serve older people, or people with physical, behavioral health, or cognitive disabilities who are unable to care for themselves, but do not need nursing home or medical care.

In Pennsylvania, the cost for personal care must be paid by the participant using their wages, entitlements (such as SSI), pensions, and other sources of income.

The Commonwealth of Pennsylvania requires that SSI recipients in PCHs get a minimum Personal Needs Allowance (PNA). The PNA can be used by the participant for items not included in their cost of care. In Pennsylvania the current amount is \$85 a month. Any income above the PNA goes to the PCHs services listed above.