



Simplifying

THE MY HOME RECERTIFICATION PROCESS

Sirona Recovery Comprehensive Community Services



Walk Through **OBSERVATIONS:**

- While completing the “Walk Through” process,” our Change Team observed that the annual task of completing MyHome annual re-certification paperwork can often be confusing for both consumers and providers. This confusion arises as both parties may be unsure of their respective roles and how to properly complete the paperwork. This uncertainty can lead to anxiety, housing barriers, and even potential disruptions in housing stability for our CCS consumers.

- Since most providers are not formally trained in completing this paperwork, they often do their best to answer consumers' questions, but gaps in understanding can still persist. Offering more guidance and training for providers, as well as clearer instructions for consumers, could help alleviate these challenges and improve the overall experience which was our goal by completing this project.
- Our Change Team’s plan was to create a cheat sheet and checklist that helps guide staff and consumers through the process.

THE CHANGE TEAM'S

Aim Statement:

- “By May 2025, we aim to streamline and clarify the My Home certification process and decrease the amount of late annual re-certifications from 27% to 15%. This will aid in creating stability for consumers and avoiding potential housing crisis.”

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**SIRONA RECOVERY CCS
CONSUMERS ARE
CURRENTLY IN MY HOME**

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**APPLICATIONS
COMPLETED LATE FROM
MAY 2023-MAY 2024**

Checklist:

1. The process should be started between 30-60 days before the paperwork due date.
2. Gather Re-certification paperwork from SharePoint or MyHome staff.
3. Gather documents; Certification of disability psychotherapist, prescriber, or MD
4. Proof of income or lack of income.
5. Landlord packet should be sent to the landlord by CC
6. Set up a time to meet with your consumer to get the paperwork completed (around 4 weeks ahead of time)
7. Ensure all the paperwork is in order. It is recommended that you number the paperwork as it all must be in order, and this will aid in keeping organized.
8. The CC will be the "Proxy"
9. Complete paperwork with the consumer. If you need assistance or clarity, contact My Home staff directly.
10. Send completed paperwork Erik Fonder prior to the due date.
11. Set a reminder in phone or physical calendar for the consumer for the next year to ensure that the paperwork is completed in time.

ACTION STEPS:

- The team met with My Home staff to obtain guidance on the My Home process.
- Following those discussions, our team collaborated to develop a helpful spreadsheet, annotated version of the paperwork, and a clear checklist to help guide staff and consumers in the process.

- These resources have been made available in a shared folder for Sirona staff to utilize, providing clear guidance and streamlining the process for both providers and consumers moving forward.

Spreadsheet, checklist AND MORE

The image shows a 'PROXY STATEMENT' form with several fields redacted with blue bars. The fields include: 'Print Name of Head of Household', 'Address', 'Telephone Number-Day', 'Telephone Number-Evening', 'Social Security Number of Head of Household', 'Signature of Head of Household', and 'Date'. A comment box from 'Stephanie Mudek' dated 'Oct 5' is overlaid on the form, containing the text: 'The Care Coordinator should be appointed as the "proxy." The CC will work with the consumer, other CCS providers, and MyHome staff (as needed) to complete the paperwork.' Below the comment is an 'Add a reply' button.

- Above is a photo of the annotated version of the My Home Recertification paperwork.

- In addition, our team created an excel spreadsheet that provides a clear understanding of what is required for each form in the MyHome annual re-certification process.
- This document outlines the correct order of the pages, which is imperative for ensuring the paperwork is completed accurately and efficiently.
- We believe that this structure helps streamline the process for both providers and consumers, minimizing confusion and potential delays.

Thank you!



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