

To: Magellan Health Services of Arizona Clinical Team Members
Re: HOM, Inc. Supportive Housing Programs



We would like to take this opportunity to introduce or re-introduce ourselves to you in hopes of establishing a positive and productive working relationship between our two organizations.

HOM, Inc. contracts with Arizona Behavioral Health Corporation (ABC) to operate several of its supportive housing programs for homeless individuals and families with serious mental illness. These programs are funded primarily by the U.S. Department of Housing and Urban Development (HUD) and are operated in accordance with HUD regulations and ABC policies. HOM, Inc. has been operating these programs for this population since 1994. Currently, we provide housing assistance to over 1,100 individual and family households in these programs.

It is our mission to provide for the operation of these programs efficiently and effectively without losing sight of our primary objective of excellent customer service. We strive to provide our customers *and* partners with the level of service and treatment that we hope to receive ourselves. This means prompt and attentive service that is competent, courteous and professional.

The successful operation of these supportive housing programs requires a partnership between our two organizations. The financial rental assistance provided by the housing programs is only half of the equation. Without appropriate supportive services wrapped around our program participants, these programs will not be effective in assisting our clients in achieving the self-sufficiency and self-determination that they desire and deserve.

Towards this goal, we would like to offer two valuable resources for your use in working with our company. The first is our web site, located at www.hominc.com. The web site is a very useful tool in several respects for program participants, landlords and case managers. The site provides thorough information about how the supportive housing programs are operated and the rights and responsibilities of all parties in the programs. The site also contains forms and worksheets used in the program along with the landlord courtesy listing for those participants searching for housing. Finally, the site provides an introduction to all of our staff, along with a brief bio, responsibilities, case load assignments, and contact information.

The second resource that we encourage you to take advantage of is e-mail. Regular and effective contact between our organizations is crucial in our partnership. As with any service organization, much of our time is spent communicating with our customers and partners via telephone and in person. As such, it is not always possible to reach us via telephone. E-mail is an excellent alternative or supplement to a voice mail message. You will find a direct link to the e-mail addresses for all of our staff on the "Meet Our Team" page of the web site.

We appreciate the work that you do and look forward to working with you in the future!

