

## Living Well At Home Program Eligibility Criteria and Referral Instructions

### About Us

**Living Well at Home (LWAH)** is Boston Medical Center’s housing services department. Since 1986, LWAH has worked with BMC patients to break cycles of homelessness and housing instability. Through *individualized, long-term housing case management* our LWAH Housing and Community Support Specialists work with patients to find, maintain, and thrive in independent housing. We also provide behavioral health consultation services and work closely with other clinical departments to provide wraparound care to clients.

### LWAH Program Eligibility

Program	Description	Eligibility Criteria
<b>Community Support Program for Homeless Individuals (CSP-HI)</b>	Long-term intensive housing case management services and social work support	<ul style="list-style-type: none"> <li>Chronically homeless OR homeless and a high utilizer of the emergency room (4+ visits in past 12 months) or inpatient medical or behavioral facilities (3+ visits in past 12 months)</li> <li>Ability to document unsheltered or sheltered homelessness (documentation does not need to be in place for a referral)</li> <li>WellSense member</li> </ul>
<b>Health-Related Social Needs Housing Search Services</b>	12+ month housing search and stabilization services	<ul style="list-style-type: none"> <li>Ability to document unsheltered or sheltered homelessness (documentation does not need to be in place for a referral)</li> <li>WellSense or MGB ACO member</li> <li>Over the age of 55</li> </ul>
<b>Health-Related Social Needs Housing Navigation Services</b>	6 month homelessness prevention services	<ul style="list-style-type: none"> <li>At risk of homelessness documented by a written lease violation (documentation does not need to be in place for a referral)</li> <li>WellSense or MGB ACO member</li> <li>High utilizer of the emergency room (4+ visits in past 12 months OR 2+ visits in past 6 months)</li> </ul>
<b>Boston Office of Housing Stability Homelessness Prevention Services</b>	6-18 month homelessness prevention services	<ul style="list-style-type: none"> <li>At risk of eviction or displacement for any reason</li> <li>Boston residents</li> <li>Extremely low-income</li> <li><b><i>**Note that most referrals are filled directly by the City of Boston, but sometimes there is capacity to take on referrals directly</i></b></li> </ul>
<b>Housing services for Older Adults</b>	12+ month housing search and stabilization services	<ul style="list-style-type: none"> <li>At risk of homelessness or experiencing homelessness</li> <li>Over the age of 55</li> <li><b><i>**Note that we currently have a 100+ person and 6-month minimum waitlist for these services</i></b></li> </ul>
<b>Rapid Re-Housing for Individuals exiting SUD treatment</b>	12+ month housing search and stabilization + 12 months rental assistance	<ul style="list-style-type: none"> <li>Exiting SUD treatment, with a history of homelessness in Boston</li> <li>Referrals done directly through the City of Boston through this <a href="#">form</a></li> <li>Specific treatment center information and homeless verification required for referral</li> </ul>

***\*\*Please note that in order to manage program capacity, our eligibility criteria has changed as of November 2024***

### Referral Instructions

To submit a referral, send a completed [LWAH referral form](#) with as much information as possible to [Housing.FAQ&Referrals@bmc.org](mailto:Housing.FAQ&Referrals@bmc.org). We typically respond to referrals within 5-10 business days. BMC providers can also submit a referral through Epic via the “Ambulatory Referral To Living Well at Home Program”.

**We strongly encourage you to submit a referral to our program, even if you are not sure whether a client is eligible.**