



CCSM Issues Development Subcommittee Board Approved 06-28- 2024

Issues with Access to a current BRAP Application

The Issue:

Currently, finding a current usable and up to date BRAP application (per Office of Behavioral Health (OBH) staff the most current date should be Nov 2023). As of March 2024, both OBH and Shalom House's website have applications dated April 2019. Local Area Authorities' websites participating do not have them or say they are "coming soon". For example, a member called the BRAP provider in his area and it took him 4 weeks to get the up-to-date application and the one on their website was old and no longer accurate. As of today, it is no longer on their website. Another organization says the application is coming soon. Accessing these services/documents should be easier!

Recommendations:

1. There should be a one centralized website to find an accurate current application.
2. There should be an openly accessible option to fill out the application online that is also centralized.
3. The relevant subcontractors should have a current link to this one stop hub.
4. Wherever providers are talking about housing needs they should have access to technology needed to facilitate the successful completion of housing applications on the spot.
5. All service providers should automatically offer housing applications/resources to every person they serve, you should not have to go hunting for the information.
6. No one should wait or need a case manager to apply for BRAP if you meet the criteria for eligibility.

Expected Outcomes:

The CCSM expects that there should be an easier avenues (no wrong door) to access to all the housing applications.