



## **Definitions:**

Homelessness is defined as a family who: lacks a fixed, regular, and adequate nighttime residence; will imminently lose their primary nighttime residence; and/or is fleeing, or is attempting to flee, domestic violence that has either taken place within the family's primary nighttime residence or has made the family afraid to return to their primary nighttime residence.

At-risk of homelessness is defined as a family who: is experiencing housing instability, including families who have not yet received an eviction notice, and for whom housing instability would be a barrier to self-sufficiency or child well-being; have no subsequent permanent residence secured; and lack resources or support networks needed to stabilize their unique housing situation and secure permanent housing. Families may self-attest that they meet the definition of at-risk of homelessness, and no additional verification or documentation is needed.

Permanent housing is defined as include private, unsubsidized housing; subsidized housing; permanent supportive housing; or housing shared with friends or family in a sustainable living situation (one that should not be categorized as “temporary” or “transitional”).

Transitional housing is defined as temporary housing with supportive services to families experiencing homelessness, with the goal of interim stability and support to successfully move to and maintain permanent housing. Transitional housing is limited, and includes hotels, motels, and shelters.

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## **BOOKMARKS**

- **Policy**
- **Concurrent Services**
- **CalWORKs Staff Responsibilities**
- **Contracted Service Provider Responsibilities**
- **Family Support Assessment**
- **References**
- **Attachments**

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## **CONCURRENT SERVICES**

HSP services are available to families while a family is concurrently receiving CalWORKs (CW) Homeless Assistance, Family Stabilization, Family Reunification, and/or Integrated Job Services.

Families may be referred to HSP services concurrently with Integrated Job Services (formerly known as “Employment Support Services”) for housing needs.

Families are to be referred to HSP services prior to referring to Family Stabilization.

Refer to [CalWORKs Housing Resources \(WT 57\)](#) for additional information.

For additional information on Temporary, Permanent, or Expanded Temporary Homeless Assistance, refer to [Policy 100-H2 Homeless Assistance](#) and [Policy 100-H2 B Expanded Temporary Homeless Assistance](#).

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## **CALWORKS STAFF RESPONSIBILITIES**

The Eligibility Workers (EW) have the primary responsibility of initiating and monitoring the HSP process. EWs include CalWORKs Eligibility Technicians and Intake/Continuing Employment Eligibility Specialists. The contracted service provider may be contacted by other Social Services Agency (SSA) staff, such as Case Managers (CMs) or Senior Social Workers (SSWs) to request updates regarding the families' housing situation.

### **Evaluation:**

The EW will evaluate the family for HSP referral eligibility in the following situations:

- CW or Refugee Cash Assistance (RCA) Approval
- Temporary or Permanent Homeless Assistance Requests
- Expanded Temporary Homeless Assistance Requests
- Requests for HSP evaluation received from CMs and SSWs
- Semi Annual Reporting
- Annual Redetermination
- At any contact with the family where housing needs are identified per the [POLICY](#) section above

If the EW determines a family is eligible for a HSP referral, the EW will offer HSP services to the family and provide the following HSP information:

- HSP is a temporary assistance program designed to assist families seeking permanent housing or with housing retention. The families are expected to pay the total amount of rent to the landlord once the subsidy period ends.
- HSP services are offered by a contracted service provider. Families receiving HSP services are encouraged to:
  - Cooperate with the contracted service provider and provide any requested verifications
  - Participate in case management activities
  - Attend and fully engage in meetings
  - Collaborate in creation of a plan with the contracted service provider to increase their income to sustain their rent and achieve permanent housing stability.
- HSP offers financial assistance and wrap around services to support permanent housing retention.
  - Financial assistance includes, but is not limited to:
    - Transitional housing assistance
    - Permanent housing assistance
    - Move-in costs
    - Utilities payments

- Wrap around services includes, but is not limited to:
  - Case management services
  - Housing navigation
  - Housing outreach
  - Legal services
  - Credit repair
- The following limitations apply to financial assistance:
  - Transitional housing assistance may be available to families participating in HSP, if funding allows, but may end at any time.
  - Transitional housing assistance is limited to 16 nonconsecutive days during a 12-month period when the family has a signed lease, pending a move in date. On a case-by-case basis, families may receive an additional 14 days of transitional housing assistance, in a 12-month period, for those with a signed lease, pending a move in date. Requests to evaluate exceptions will be submitted by the contracted service provider to the Policy and Quality Assurance HSP designee.
  - Transitional housing payments are made directly to a hotel/motel by the contracted service provider.

**Referral:**

If a family accepts HSP services, EWs will:

- Complete and submit the [CalWORKs Housing Support Program Referral F063-30-951](#) to the HSP Inbox and contracted service provider via secure email.

NOTE: The referral can serve as a self-attestation for the client as it includes a field for the client signature.

- Image the Housing Support Program Referral form in CalSAWS.

**Communication:**

EWs will communicate updates via email and/or phone call with the assigned contracted service provider within three (3) business days, updates include but are not limited to:

- Families' contact information
- Families' housing situation
- EW changes
- CW case status
- Other information that may impact housing services

EWs will collaborate with contracted service provider to determine if HSP services are no longer needed.

EW will complete a CalSAWS Journal entry to document all communication with the contracted service provider.

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**CONTRACTED  
SERVICE  
PROVIDER  
RESPONSIBILITIES**

Receipt of Referral

- Assign the referral to the appropriate contracted service provider within two (2) business days
- Inform the EW of the assigned contracted service provider, and of any assignment changes
- After receipt of referral, the contracted service provider will:
  - Contact the family to schedule an assessment
  - Contact the EW for updated family contact information after three (3) unsuccessful contact attempts

Assessment:

- Determine families' eligibility to HSP services and assess the families' current housing needs.

Disposition:

- Provide a disposition (i.e., approval or denial) of a referral using [CalWORKs Housing Support Program Referral F063-30-951](#), to the referring EW, within 30 business days from the date the HSP referral was submitted.

Approval:

HSP services to be provided by the contracted service provider will include, but are not limited to:

- Housing Identification:
  - Assist the family in placement in temporary housing, if needed, and refer family to potential housing options.
  - Recruit landlords with units in the communities and neighborhoods where families want to live and negotiate with landlords to help families access housing.
- Rent and Move-in Assistance:
  - Financial assistance necessary for families to transition out of homelessness and/or to stabilize in permanent housing includes, but is not limited to paying for:
    - Applications
    - Security deposits
    - Move-in expenses
    - Permanent housing assistance
    - Utilities
- Rapid-Rehousing and Case Management Services
  - Evaluate the families' housing needs and barriers
  - Support families in addressing issues that may impede:
    - Accessing housing
    - Obtaining and/or maintaining permanent housing
    - Housing stability

- Connecting families to services and supports
- Provide follow-up case management for up to one (1) year after a families' housing situation has stabilized.

Termination of HSP Services:

- Prior to terminating services, collaborate with referring EW to determine if services are no longer needed.
- Notify the EW when services have been terminated and provide a date and reason for termination of services.

NOTE: Termination of services for CalWORKs discontinuances will be communicated to the contracted service provider by Policy and Quality Assurance HSP designee to ensure HSP services are terminated appropriately.

**FAMILY SUPPORT ASSESSMENT**

The Family Support Assessment (FSA) utilizes a holistic, supportive approach to assist families identify areas of need, overcome barriers, and promote self-sufficiency. The FSA process includes assessing the family's needs and engaging families in the Family Support Team meetings.

The EW and/or contracted service provider can request a FST meeting for the family when the need is identified to assess the family's barriers and determine additional services and/or needs. If a FST meeting is scheduled, the contracted service provider is required to attend and participate.

Refer to [Policy 408-Family Support Assessment](#) for additional information on the FSA process.

**REFERENCES**

- AB 135 (Chapter 85, Statutes of 2021)
- ACWDL December 13, 2021
- ACWDL July 19, 2021
- ACWDL May 13, 2021
- ACWDL August 2, 2018
- ACWDL May 26, 2016
- ACL No19-114
- [Policy 272-Employment Services](#)
- [Policy H2-Homeless Assistance](#)
- [Policy H2-B-Expanded Temporary Homeless Assistance](#)
- [Policy 403-A-CalWORKs Family Reunification Program](#)
- [Policy 408-Family Support Assessment](#)
- [Policy 407-Family Stabilization Program](#)
- [CalWORKs Housing Resources \(WT 57\)](#)

**ATTACHMENTS**

- [CalWORKs Housing Support Program Referral F063-30-951](#)
- [CalWORKs Housing Support Program \(HSP\) Questions & Answers](#)
- [CalWORKs Housing Support Program Virtual Office Hours Q&A](#)
- [CalWORKs Housing Support Program Flyer](#)