

**County of Orange Social Services Agency  
Family Self-Sufficiency**

**Program:** CalWORKs/Welfare to Work  
**Title:** **CalWORKs Housing Support Program**  
**Number:** 100-H2-A **Status:** Signature on file  
**Effective Date:** 11/01/14 **Revision Date:** 07/01/17  
**Approved:**

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**PURPOSE** The purpose of this policy is to provide guidelines for the utilization of the CalWORKs Housing Support Program to assist homeless families obtain permanent housing.

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**POLICY** Senate Bill (SB) 855 (Chapter 29, Statutes of 2014) established a housing support program for homeless CalWORKs families. Homelessness in the CalWORKs program is a challenging problem that impacts children's well-being and parents' ability to engage in employment. The goal of the CalWORKs Housing Support Program is to address the needs of homeless families by providing rental assistance that will allow them to quickly move into stable housing.

The Social Services Agency (SSA) has partnered with Illumination Foundation, an independent nonprofit organization, to provide Rapid Rehousing services to homeless CalWORKs families. Services to be provided will include, but will not be limited to:

1. Housing Identification

- Addressing potential barriers to landlord participation.
- Assisting households to find and secure appropriate rental housing.

2. Rent and Moving Assistance

- Provision of financial assistance to cover move-in costs, deposits, and the rental and/or utility assistance necessary to allow individuals and families to move immediately into permanent housing.

3. Case Management Services

- Helping families address issues that may impede access to housing.
  - Making appropriate and time-limited services and supports available to families to allow them to quickly stabilize in permanent housing.
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## Definition of Homelessness

For the purposes of the CalWORKs Housing Support Program, a CalWORKs family is considered homeless when it meets one of the of following definitions:

- Lacking a fixed and regular nighttime residence; **and**
  - Having a primary nighttime residence that is a supervised publically or privately operated shelter designed to provide temporary living accommodations; or
  - Residing in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human being; or
- In receipt of a judgment for eviction, as ordered by a court.

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## Referral Criteria & Process

### Referral Criteria:

1. Eligible to CalWORKs.
2. CalWORKs family has to meet one of the homelessness definition criteria noted above.
3. CalWORKs family that has been evaluated and/or approved, or otherwise ineligible for, Temporary Homeless Assistance, per [Homeless Assistance P&P 100-H2](#), (within the last 12 months) may be referred for the CalWORKs Housing Support Program.

**Note:** The CalWORKs Housing Support Program should not impact the timely evaluation of Temporary and Permanent Homeless Assistance requests. Staff are required to follow existing guidelines provided in [Homeless Assistance P&P 100-H2](#) to evaluate and process Temporary and Permanent Homeless Assistance requests.

### Referral Process:

1. Eligibility Workers will evaluate if the CalWORKs family has been evaluated and/or approved, or are otherwise ineligible for, the Temporary Homeless Assistance.
2. If it is determined that the family is CalWORKs eligible, meets the homelessness definition, **and** has been evaluated and/or approved, or is otherwise ineligible for, the temporary homeless assistance within the last 12 months, then Eligibility Workers (Intake Employment and Eligibility Specialists, Continuing Employment and Eligibility Specialists, CalWORKs Eligibility Technicians) will make referrals for the CalWORKs Housing

Support Program.

**Note:** Per [Intervention Services P&P 607.3](#) and [Family Stabilization Program P&P 407](#), Case Managers and Senior Social Workers are anticipated to receive Housing Support Program requests. Case Managers and Senior Social Workers will coordinate with associated Eligibility Workers to evaluate if the family meets homeless definition for CalWORKs Housing Support.

3. Eligibility Workers will issue the [CalWORKs Housing Support Program Referral F063-30-951](#) for Housing Support services to the service provider via [Secure] email.

**Note:** The CalWORKs Housing Support Program Referral Form is to be filed/imaged under Document Type Group: Referrals and Document Type: Program Referrals.

4. Eligibility staff will timely communicate updates with Illumination Foundation staff, including but not limited to:
  - CalWORKs case is going to be transferred out of County.
  - CalWORKs case is going to discontinue at the end of the month.

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**Service Provider Role and Responsibilities**

**Site Coordinator:** General duties of the Site Coordinator include, but are not limited to:

- Upon receipt of referral, Site Coordinator will be assigned to evaluate the referral and then pass eligible referrals on to the Lead Housing Case Manager.

**Lead Housing Case Manager:** General duties of the Lead Housing Case Manager include, but are not limited to:

- Upon receipt of referral from Site Coordinator, Lead Housing Case Manager will assist eligible homeless households obtain stable housing.
- The Lead Housing Case Manager will determine whether or not the family has exhausted all other resources or if there are other diversion strategies that can be employed.
- If no other resources are identified, the client will enter the program and meet weekly with the Lead Housing Case Manager to set goals aimed at reducing the family's barriers in order to become self-sufficient once assistance has been expended.

**Housing Navigator:** General duties of the Housing Navigator include, but

are not limited to:

- Develop an understanding of the County's housing market, develop strong business relationships in the private housing market (real estate owners, developers, brokers, and property managers) and the supportive housing community.
- Develop and maintain a list of potential housing opportunities for homeless clients.
- Assist homeless families secure decent, affordable housing, and with maintaining their housing or relocating to more suitable housing.
- Maintain effective relationships with the landlords and/or property managers by resolving conflicts and providing necessary emergency support.
- Answer and respond to landlord phone queries, making referrals as needed.
- Oversee housing inspections and rent reasonability standards.
- Assist with the collection of documentation and coaching support of clients when necessary.
- Assist with 3-day notices and client related legal issues.

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**Communication and Collaboration**

- An initial response will be provided within ten (10) days by the Housing Representative.
- Ongoing communication and collaboration is expected between the assigned Housing Representative and CalWORKs staff to resolve barriers and address issues.
- The assigned Housing Representative may contact the CalWORKs Case Worker to verify client identification, household income, and property information.

**Note:** CalWORKs staff will increase its use of Multi-Disciplinary Team (MDT) meetings, per [Multi-Disciplinary Team P&P 228](#), to engage clients in a discussion focused on the client's strengths and priority needs. MDT meetings will be scheduled to assess the family's barriers and determine additional services and/or needs. The strength-based MDT meetings will be attended by the client, a meeting facilitator, SSA, Illumination Foundation, and/or other partners.

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**References**

Senate Bill (SB) 855 (Chapter 29, Statutes of 2014)  
[Homeless Assistance P&P 100-H2](#)  
[Multi-Disciplinary Team P&P 228](#)  
[Intervention Services P&P 607.3](#)  
[Family Stabilization Program P&P 407](#)  
[WT 57 - CalWORKs Housing Resources](#)

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**Attachments**

Attachment I – [CalWORKs Housing Support Program Referral F063-30-951](#)

Attachment 2 - [CalWORKs Housing Support Program \(HSP\) Questions & Answers](#)

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