

Department of Public Social Services CalWORKs Housing Programs and Services

"To Enrich Lives Through Effective and Caring Service"

DPSS CalWORKs Housing Programs

CalWORKs Homeless Assistance (HA) [State Program]

- Temporary Homeless Assistance
- Permanent HA/Permanent HA Arrearages

DPSS Housing Programs [County Programs]

- Temporary Homeless Assistance Program+14
- Moving Assistance (MA)
- Emergency Assistance to Prevent Eviction (EAPE)
- 4-Month Rental Assistance (RA)

Temporary HA Program

- Provides a homeless CalWORKs family with a payment for temporary shelter in a hotel/motel or commercial establishment for up to 16 consecutive calendar days.
- An eligible family may receive \$85 per day (for a family of up to four) and \$15 per day for each additional person up to a maximum of \$145 per day
- The family must be actively searching for permanent housing, provide verification for the housing search as well as verification of the shelter expense (e.g. receipts for hotel/motel or commercial establishment).
- Temporary HA is limited to once every 12 months, unless the family meets an exception.

Temporary HA Program cont.

- **AB 607**: Families who become homeless as a direct and primary result of a State or federal declared disaster area may qualify for Good Cause for not looking for permanent housing while receiving Temporary HA, and receive Temporary HA payments in increments of eight consecutive calendar days or more.

Expanded Temporary HA

- CalWORKs applicants who provide a sworn statement of past or present domestic violence and who are fleeing their abuser, are considered homeless, can receive a lump sum payment equal to 16 days of Temporary HA on the day of their application, and be granted Good Cause for not looking for permanent housing. If the CalWORKs application has not been approved or denied, these applicants can receive one additional lump sum payment for 16 additional days, immediately following the initial 16-day period (equaling a total of 32 consecutive days of Temporary HA).

Permanent HA Program

- Provides a CalWORKs homeless family with a payment of up to two times the total monthly rent before (subsidies) to cover security deposit costs including the last month's rent and any legal payment, fee, deposit or charge that is required by a landlord as a condition of assuming occupancy.
- An amount, in addition to the amount allowable for security deposits, is also available to cover utility deposits (turn-on-fees) required for gas, electricity and/or water.

Permanent HA Program cont.

- Permanent HA does not cover first month's rent, overdue utility bills, and the purchase of a stove/refrigerator, truck rental, and other moving costs.
- Permanent HA is limited to once every 12 months, unless the family meets an exception.
- **Note**: The rent cannot exceed 80% of the family's Total Monthly Household Income (TMHI). If last month's rent is included in the security deposit, last month's rent must be within 80% of the family's TMHI.

Permanent HA Arrearages Program

- Provides a CalWORKs family at risk of homelessness a payment that can pay up to two months of back rent.
- The family must have an eviction notice or a pay rent or quit notice that is the result of a valid financial hardship that was caused by circumstances beyond the family's control. The CalWORKs family will be required to submit proof of the financial hardship.

Permanent HA Arrearages Program cont.

- The rent can not exceed 80% of the family's Total Monthly Household Income (TMHI).
- Permanent HA Arrearages is limited to once every 12 months, unless the family meets an exception.
- **Note**: The Permanent HA Arrearages Program does not pay for past due utility bills.

Temporary Homeless Assistance Program (THAP)+14

- Provides a homeless CalWORKs Welfare-to-Work (WtW) family with a payment for temporary shelter in a hotel/motel or commercial establishment for up to 14 calendar days.
- This program serves as a supplement to the State's Temporary HA Program so it is available to homeless CalWORKs WtW families who have exhausted the Temporary HA Program.
- THAP+14 provides \$85 per day for a family of four or less and \$15 for each additional family member up to a maximum of \$145 per day.

MA Program

- Provides a payment of up to \$2,500 to secure permanent housing to CalWORKs WtW families who are homeless or at-risk of becoming homeless due to a financial hardship resulting from circumstances beyond the family's control.

MA Program cont.

The MA Program payment can be utilized for:

- Move-in costs, such as security deposits (i.e., last month's rent, cleaning fees, key deposits);
- Utility deposits (turn-on-fees) required for gas, electricity and/or water, when not included in the rent;
- Moving expenses, such as a truck rental; and
- Up to \$405 for the purchase of a stove and/or refrigerator when the new residence does not have one.

EAPE Program

- Provides a CalWORKs WtW family that is at-risk of homelessness with a payment of up to \$3,000 to pay for up to two months of past due rent and/or utilities to help keep the family in their permanent housing.
- The family's past due rent and/or utilities must have been as a result of the family having a financial hardship caused by circumstances beyond their control.
- This program can be used "as needed" until the \$3,000 limit has been exhausted.

4-Month RA Program

- Provides a short-term rental subsidy of up to \$500 per month for a maximum of four consecutive months to help eligible CalWORKs WtW families pay their rent.
- Families enrolled in the WtW Family Stabilization Program can received up to eight consecutive months of subsidy payments. **Note**: The Family Stabilization Program is administered through the GAIN Program.

4-Month RA Program cont.

The 4-Month RA Program is available to CalWORKs WtW families who:

- Receive the Permanent HA payment and/or MA Program payment to secure non-subsidized permanent housing; or
- Receive the Permanent HA Arrearages payment and/or the EAPE Program payment to help prevent the family's eviction.

4-Month RA Program cont.

Family Size	Monthly Rental Subsidy Amount
1 to 2	\$400
3	\$450
4 or more	\$500

Exceptions

- As of 01/01/17, CalWORKs HA (Temporary HA, Permanent HA or Permanent HA Arrearages, are available once every 12 months).
- Some programs may be accessed again when certain exceptions are met (i.e., domestic violence, mental or physical illness of an AU member, prior residence becoming uninhabitable, or natural disaster).
- The DPSS Housing Programs which a family can be evaluated for an exception include: CalWORKs HA, THAP+14, and MA Program.

Exceptions cont.

The DPSS Housing Programs which do not have exceptions include the:

- EAPE Program; and
- 4-Month RA Program.

DPSS CalWORKs

Homeless Case Management Program

HCM Program

- The HCM Program is a voluntary program for families who are homeless or at-risk homelessness.
- Homeless Case Managers are assigned to CalWORKs district offices to assess and case manage homeless and at-risk families applying for or already receiving CalWORKs.

HCM Program cont.

- The program's objective is to determine the eligibility and appropriate services for a CalWORKs homeless and at-risk family and facilitate access to services. In addition, the program assists the family in developing an individualized housing plan that will lead to permanent housing.
- Any family applying for any of the DPSS Housing Programs will be referred to the HCM Program.

Homeless Services Website



lacounty.gov

Department of Public Social Services

My DPSS | Language - English | Text Only | A A A

Americans with Disabilities Act

Family & Children Adults Elderly & Disabled Business Programs & Services About Us

Search

Homeless Services

[Fact Sheets](#)

[Flyers](#)

[+ Additional Resources](#)

Homeless Services

New

The once-in-a-lifetime rule for the Homeless Assistance Program was eliminated as a result of a change in State law. Effective January 1, 2017, the Homeless Assistance Program is available every 12 months. A family may also be able to get this assistance more than once in 12 months, if they meet an exception. Please see the Homeless Assistance Program (Temporary, Permanent, and Permanent Arrearages) Fact Sheet below for more information.

Homeless Programs and Services for CalWORKs Families

The DPSS Housing Program offers a number of benefits and services designed to assist CalWORKs families who are homeless or at-risk of homelessness to move out of the current housing crisis into affordable permanent housing.

The benefits and services provided under the DPSS Housing Program are listed below:

- [Homeless Assistance Program \(Temporary, Permanent, and Permanent Arrearages\) Fact Sheet](#)
- [Moving Assistance \(MA\) Program](#)
- [Emergency Assistance to Prevent Eviction \(EAPE\) Program](#)
- [4-Month Rental Assistance \(RA\) Program](#)
- [Homeless Case Management Program](#)
- [Skid Row Assessment Team \(SRAT\) Fact Sheet](#)

Services Locator



Find the LA County services and facilities that serve your area...

Enter Address, City, or Zip Code

Select Category

Social Services

[Find Services](#)

Useful links

[Americans with Disabilities Act \(ADA\)](#)


[Department of Motor Vehicles](#)

[Employment Development](#)

CalWORKs Program cont.

A family can apply at any CalWORKs District Office.

lacounty.gov My DPSS | Language - English | Text Only | A A

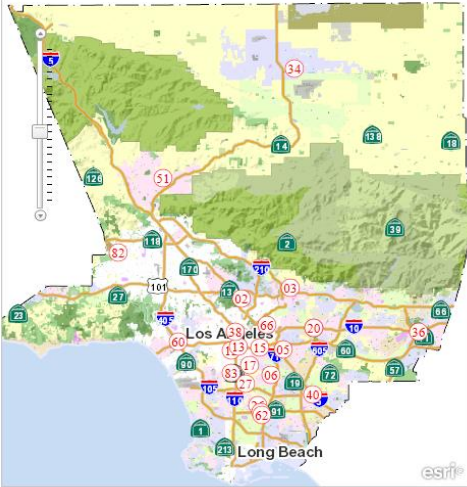
dpss Department of Public Social Services Americans with Disabilities Act 

Family & Children Adults Elderly & Disabled Business Programs & Services About Us

Office Locations

- CalFresh
- CalWORKs**
- CAPI
- GAIN
- GAIN and REP
- General Relief
- GROW
- In-Home Supportive Services
- Medi-Cal
- Refugee
- Refugee Employment Program

CalWORKs



Click a number to zoom in.

- 02 - Glendale
- 03 - Pasadena
- 04 - El Monte
- 05 - Belvedere
- 06 - Cudahy
- 11 - East Valley
- 12 - Exposition Park
- 13 - Metro Family
- 15 - Metro East
- 17 - Florence
- 20 - San Gabriel Valley
- 26 - Compton
- 27 - South Central
- 31 - South Family
- 34 - Lancaster
- 36 - Pomona
- 38 - Metro North
- 40 - Norwalk
- 51 - Santa Clarita
- 60 - Rancho Park
- 62 - Paramount
- 66 - Lincoln Heights
- 82 - West Valley
- 83 - Southwest Family

Click and drag to see more of the map.

Questions

An Introduction to the Coordinated Entry System

June 17, 2019

Presenter:

Laura Diego Coordinator, Family Systems



- The Los Angeles Homeless Services Authority (LAHSA) was created in 1993 as an independent, Joint Powers Authority between Los Angeles City and County.
- Our Mission Statement is: *“To support, create and sustain solutions to homelessness in Los Angeles County by providing leadership, advocacy, planning and management of program funding.”*



LAHSA

- LAHSA, is the lead agency in the Los Angeles Continuum of Care, coordinating and managing over \$132 million annually in Federal, State, County and City funds for programs that provide shelter, housing and services to homeless persons in Los Angeles City and County.
- We partner with over 100 non-profit agencies to provide a continuum of programs including outreach, access centers, emergency shelters, safe havens, permanent housing, and homelessness prevention, along with the necessary supportive services.
- LAHSA works in conjunction with other city and county agencies to help plan and implement the Homeless Initiative Strategies.



Homelessness in Los Angeles



Homeless Definition

U.S. Department of Housing and Urban Development (HUD) defines Homelessness as an individual who belongs to one of the following categories:

(I) An individual who lacks a fixed, regular, and adequate nighttime residence, meaning:

- (i) An individual with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- (ii) An individual living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or
- (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

Homeless Definition

HUD defines Homelessness as an individual who belongs to one of the following categories:

(2) An individual who will imminently lose their primary nighttime residence, provided that:

- (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
- (ii) No subsequent residence has been identified; and
- (iii) The individual lacks the resources or support networks, e.g. family, friends, faith-based or other social networks, needed to obtain other permanent housing;

Homeless Definition

HUD defines Homelessness as an individual who belongs to one of the following categories:

(3) Any individual who:

- (i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual that has either taken place within the individual's primary nighttime residence or has made the individual afraid to return to their primary nighttime residence;
- (ii) Has no other residence; and
- (iii) Lacks the resources or support networks, e.g. family, friends, faith-based or other social networks, to obtain other permanent housing.

Chronic Homeless Definition

HUD defines Chronic Homelessness as:

I. An individual who:

- a. Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter, **AND**
- b. Has been homeless and living or residing in a place not meant for human habitation, a safe haven or in an emergency shelter continuously for at least 12 months or on at least 4 separate occasions in the last 3 years **where those occasions cumulatively total at 12 months AND**
- c. Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C 15002), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability.

Chronic Homeless Definition

HUD defines Chronic Homelessness as:

2. An individual who has been residing in an *institutional care facility*, including a jail, substance abuse, or mental health treatment facility, hospital, or other similar facility, *for fewer than 90 days* and *met all the criteria in paragraph (1)* of this definition, before entering that facility; or

3. A family with an adult head of household (or if there is no adult in the family, a minor head of household who meets all of the criteria in paragraph (1) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

- *Please note, clients enrolled in SAPC residential treatment programs that are chronically homeless upon program entry AND have stay longer than 90 days, WILL LOOSE CHRONIC HOMELESS STATUS, which can impact eligibility for certain Permanent Supportive Housing resources which require chronic homeless status.*
- *Conversely, Recovery Bridge Housing is equivalent to a shelter program, thus a client cannot loose chronic status if staying in RBH for longer than 90 days.*

Leading Causes of Homelessness

- Insufficient income and lack of affordable housing are the leading causes of homelessness (National Law Center on Homelessness & Poverty)
- California Housing Partnership Corporation found an affordable housing gap in Los Angeles County of 527,000 units in 2015 Study.
- According to the National Law Center on Homelessness & Poverty, the top 5 causes among homelessness among individual include:
 1. Lack of Affordable Housing
 2. Unemployment
 3. Poverty
 4. Mental Illness & lack of needed services
 5. Substance Abuse and lack of needed services



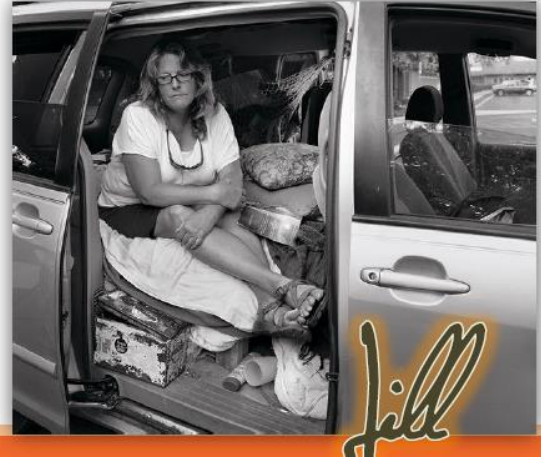
Harry



Sean



Henry



Jill

The Coordinated Entry System (CES)

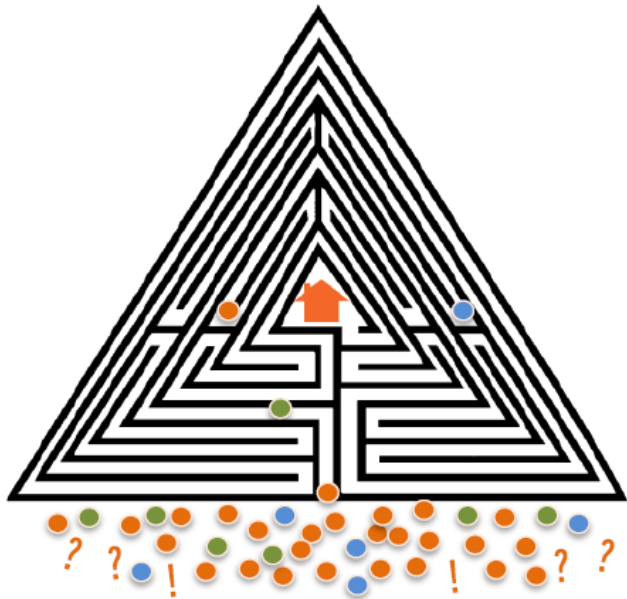


What is CES?

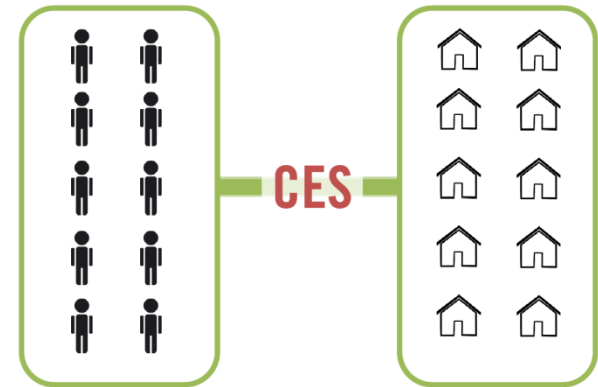
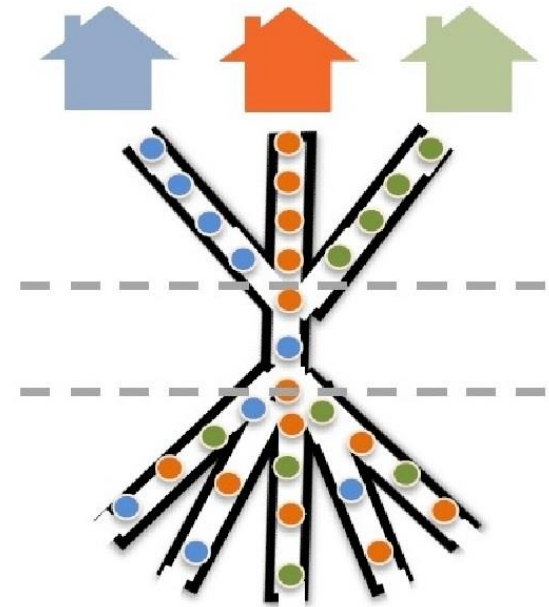
The Coordinated Entry System (CES) is a countywide system that brings together new and existing programs and resources in order to connect people experiencing homelessness to the most appropriate housing and services to end their homelessness.



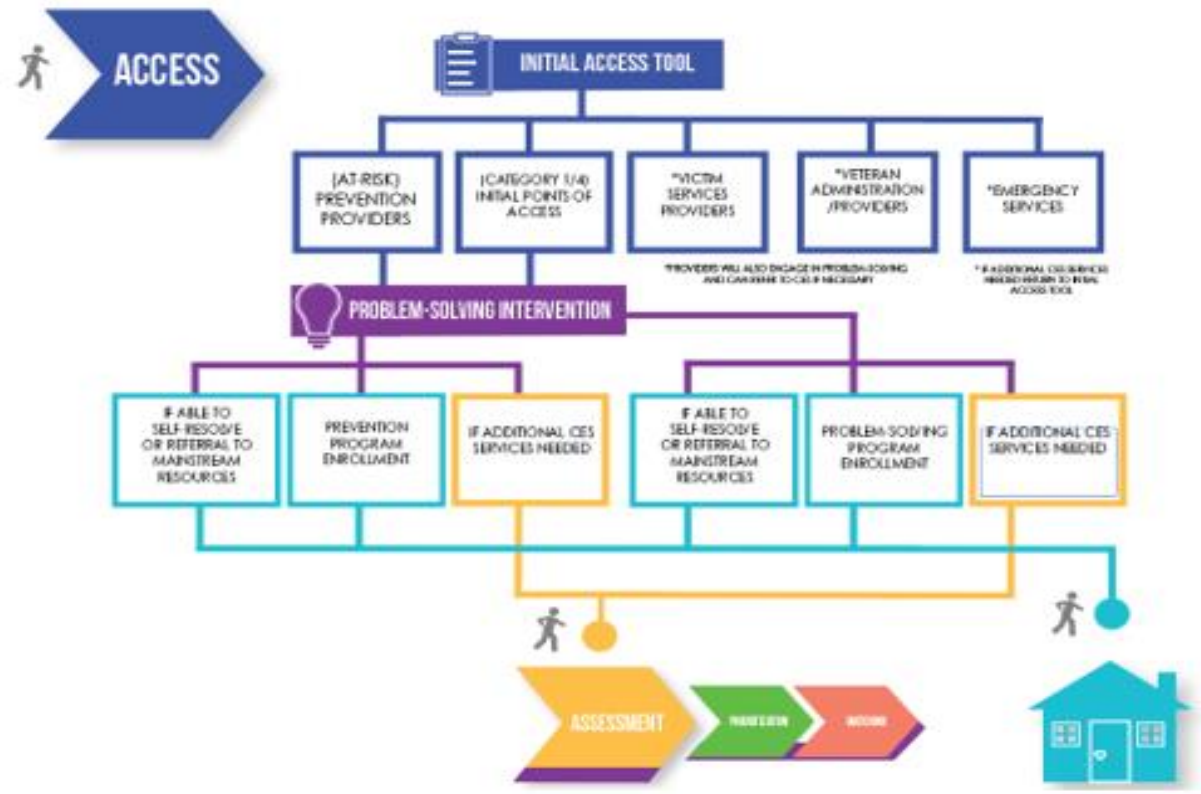
Without CES



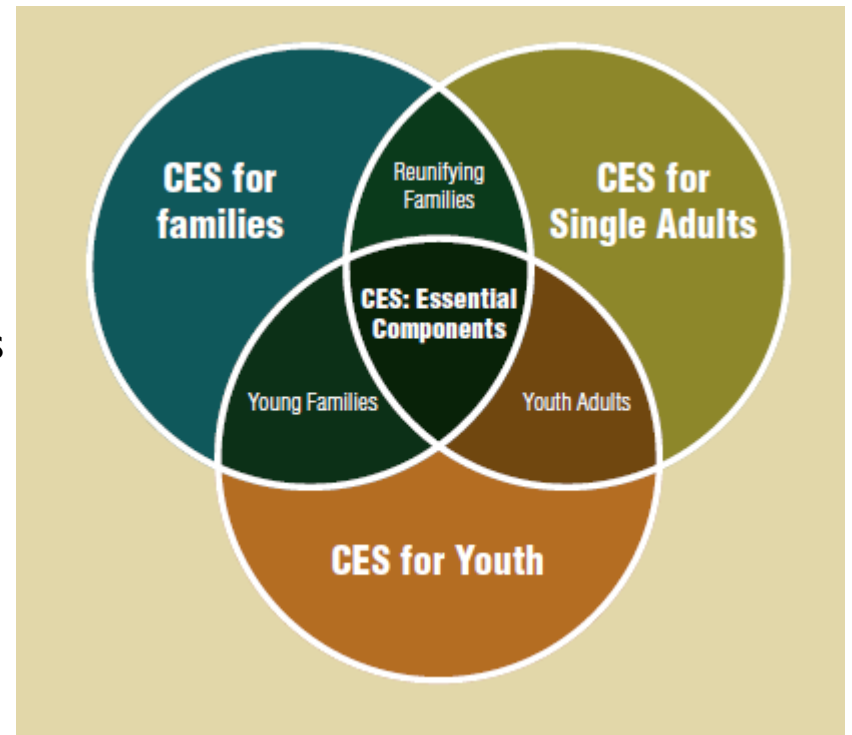
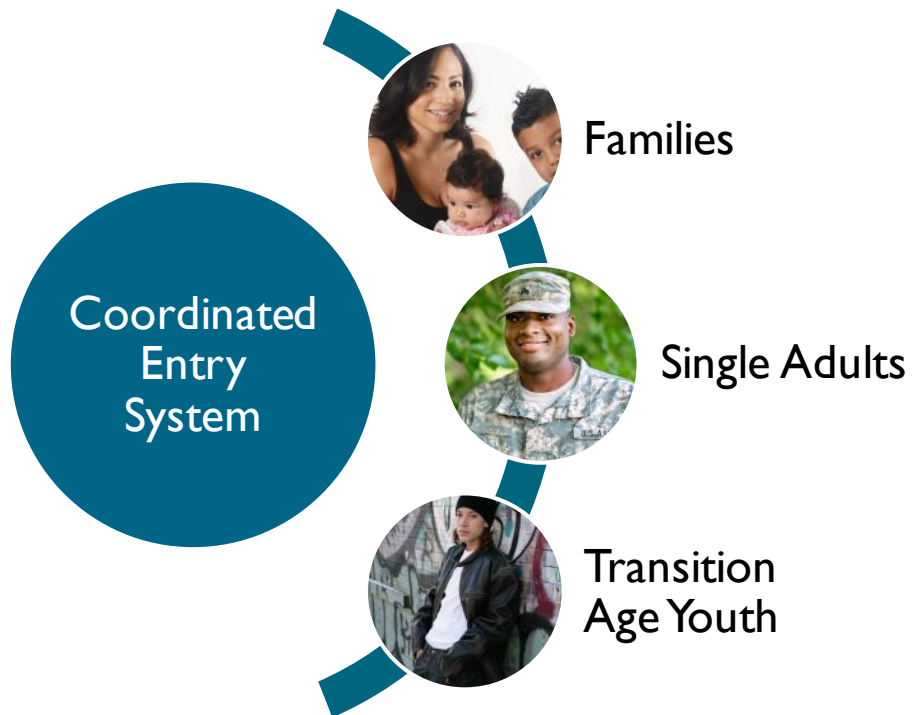
With CES



Pathways to Permanent Housing



CES for All Populations



Resources through CES



Resources

Outreach - Outreach aims to locate, identify, and build relationships with individuals experiencing homelessness who are unsheltered/street based to engage them for providing immediate support, linkages to services, and connections with housing navigation resources aimed at ending homelessness.

Problem Solving - Also known as Diversion or Rapid Resolution is a crisis response philosophy and approach focused on supporting families experiencing housing crisis to quickly identify and access alternative housing resources outside of the homeless response system. Problem solving supports families to identify viable temporary or permanent housing resources within their own network or resources such as family and friends. In select cases and as a last resort, limited or one-time financial assistance can enhance a family's success in rapidly connecting to alternative temporary or permanent housing.

Prevention -At-Risk of Homelessness: A family that is experiencing a valid financial hardship that could result in homelessness, if preventative assistance is not provided.

Housing Navigation - Housing Navigation is housing-focused case management and supportive services that are all provided in the service of the ultimate goal of permanent housing. Housing Navigation provides participants experiencing homelessness the following assistance: assistance with obtaining documentation required to obtain housing; linkage and referrals to services; case management; linkage to permanent housing; housing search and location; and time-limited housing stabilization services upon housing placement.

CES Essential Components

Assessment: Population-appropriate questionnaires are used to triage a person's needs in order to identify the services and housing that may be the best fit.

Prioritization: When housing resources are limited, individuals/participants with the most severe needs are prioritized for the services and housing.

Housing Navigation: Ongoing engagement, resource linkage/referral, and document collection are all housing focused, in order to facilitate a linkage to an appropriate housing resource.

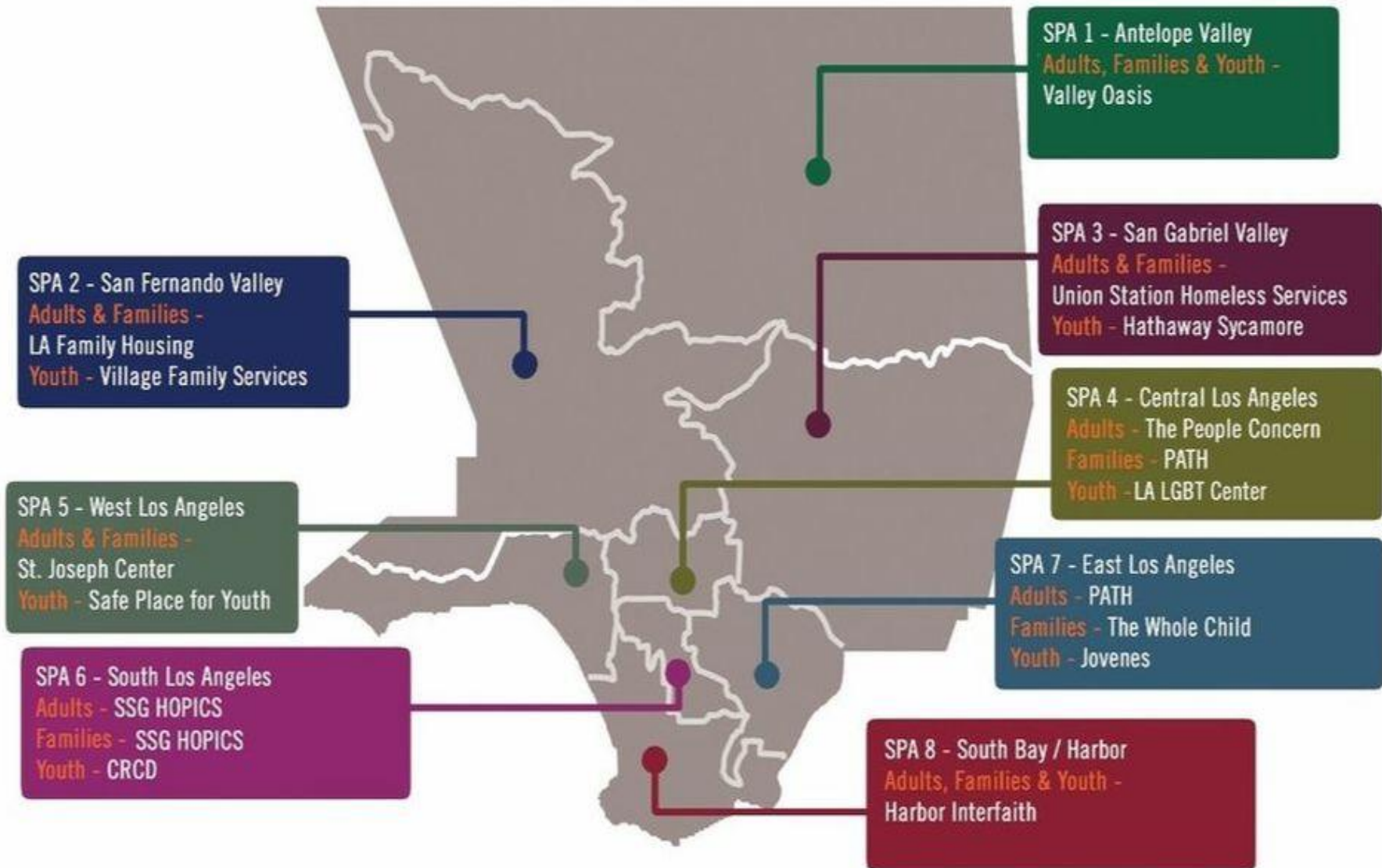
Linkage: Individuals/participants are linked, or, “matched” to the best suited services and housing to address their unique needs.

Housing Stabilization & Retention: Individuals/participants receive short term or indefinite supportive services to ensure experiences of homelessness are rare, brief, and non-reoccurring.

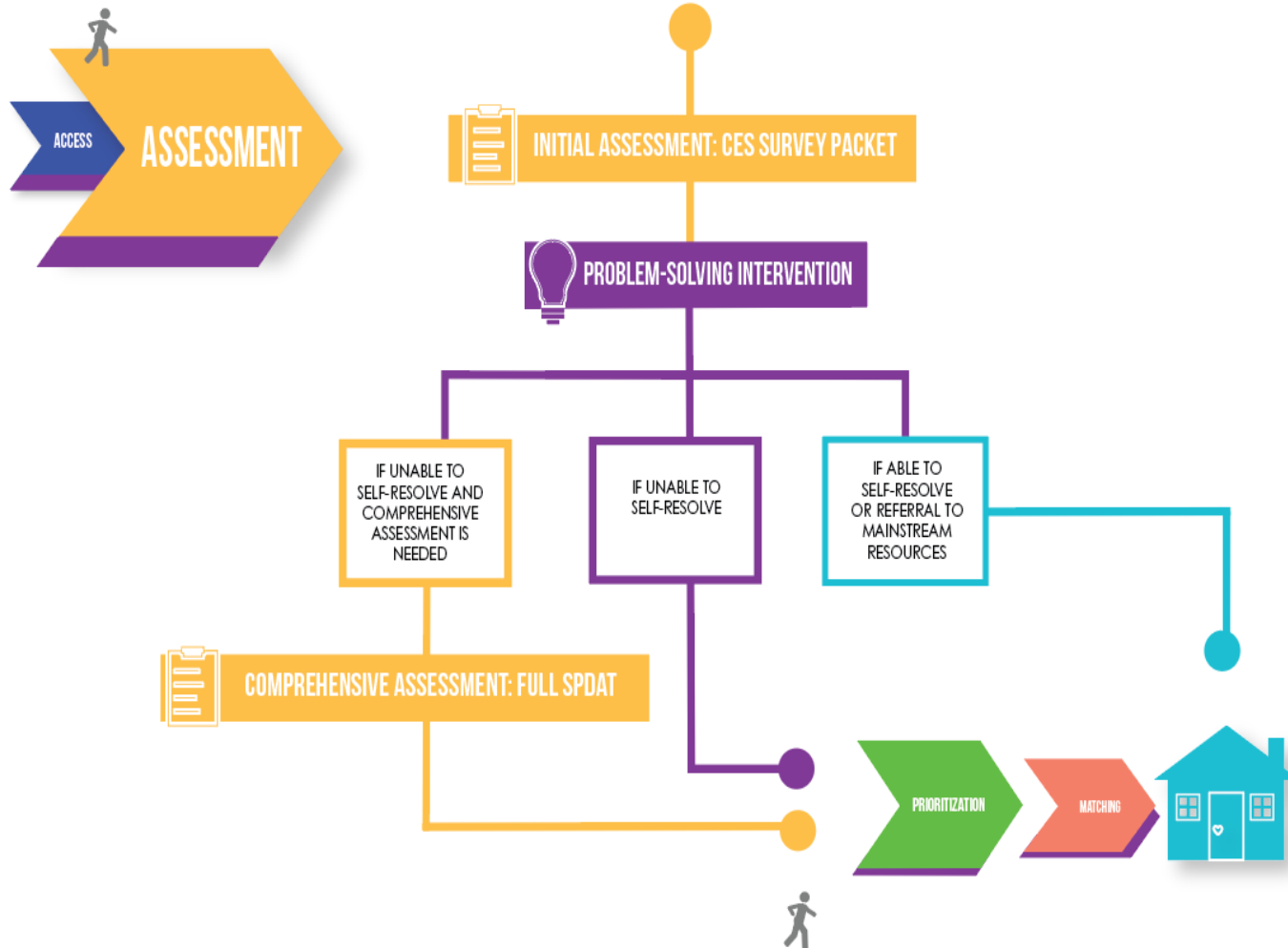
Family CES



Coordinated Entry System



Assessment



How We Receive Families

- Referrals from 211
- LAHSA Homeless and Engagement Team
- Phone calls
- Walk-ins
- Partner agencies
- School districts
- Cities



Qualifications:

- ✓ Families experiencing homeless or imminently at-risk of homelessness
- ✓ Below income guidelines
- ✓ Meet the definition of family



Family Solution Center



❖ Family

- Parent/Guardian with a minor under the age of 17.
- Pregnant women in any trimester
 - Must provide proof of pregnancy
- Family with a dependent adult Families with Qualified Dependents are also eligible for the CES for Families
 - A Qualified Dependent over the age of 18 who is:
 - (a) Incapable of self-sustaining employment by reason of mental or physical disability, and (b) is chiefly dependent upon the head of household for support and maintenance, is eligible to receive services under CES for Families.
 - This status must be verified by the HoH tax forms or a letter from a medical professional

❖ *Homeless Definition (HUD)*

- Family lacks a fixed, regular, and adequate nighttime residence, meaning:
 - Has a primary nighttime residence that is a public or private place not meant for human habitation;
 - Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
 - Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.



❖ *Homeless Definition (HUD)*

- Any family who:
 - Is fleeing, or is attempting to flee, domestic violence;
 - Has no other residence; and
 - Lacks the resources or support networks to obtain other permanent housing.



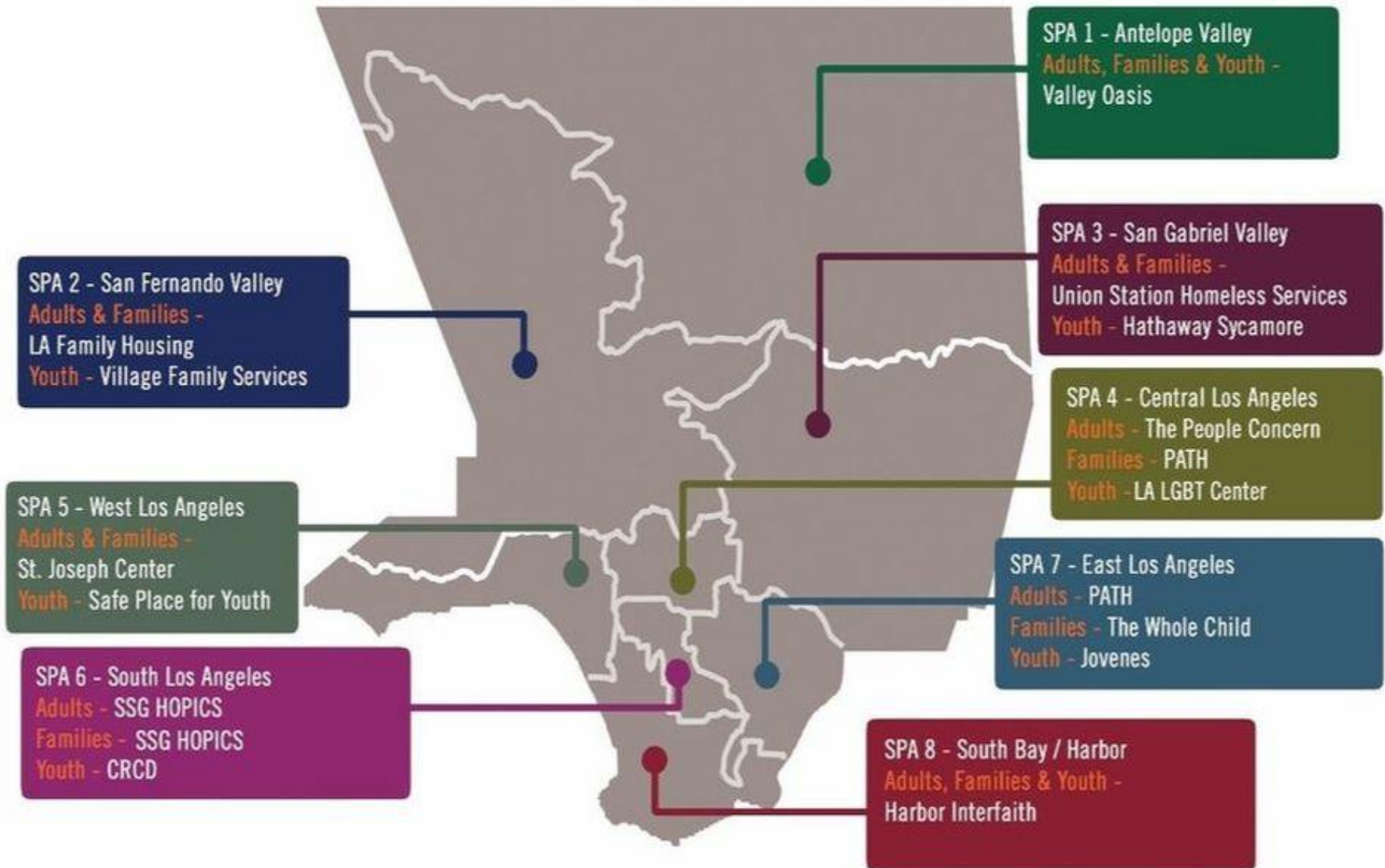
Determining ties to a SPA



- Place where the family fell homeless
 - It is ideal to integrate families back into their community of origin to limit the amount of change
- Place where the children go to school
 - Whenever possible we try to avoid interrupting educational plans as kids benefit from the stability in their lives
- Place where the parent(s) are employed
 - This enables the parents to participate in Case Management
- Place where the family receives mainstream benefits
 - This can be DPSS, DMH, DPH, DHS....
- If the Participant is fleeing Domestic Violence or is a victim of Human Trafficking
 - Identify a SPA where the victim feels safest



Determining ties to a SPA



Antelope Valley: Service Planning Area 1

Areas Served: Acton, Agua Dulce, Gorman, Lake Hughes, Lake Los Angeles, Lancaster, Littlerock, Palmdale, Pearblossom and Quartz Hill

San Fernando Valley: Service Planning Area 2

Areas Served: Arleta, Burbank, Canyon Country, Castaic, Castaic Canyon, Encino, Glendale, Granada Hills, Hasely Canyon, Kagel Canyon, Lake Balboa, La Canada, La Crescenta, Lake Hughes, Lake View Terrace, Mission Hills, Newhall, North Hills, North Hollywood, Northridge, Pacoima, Panorama City, Sand Canyon, Santa Clarita, San Fernando, Saugus, Sherman Oaks, Stevenson Ranch, Studio City, Sylmar, Sunland, Tarzana, Toluca Lake, Topanga, Tujunga, Universal City, Valencia, Valley Glen, Valley Village, Van Nuys, Val Verde

San Gabriel Valley: Service Planning Area 3

Areas Served: Altadena, Alhambra, Angeles Crest, Arcadia, Avocado Heights, Azusa, Baldwin Park, Bradbury, Charter Oak, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Hacienda Heights, Industry, Irwindale, La Puente, La Verne, Mayflower Village, Monrovia, Monterey Park, Romona, Rosemead, Rowland Heights, San Dimas, San Gabriel, San Marino, Sierra Madre, South El Monte, South Pasadena, Temple City, Pasadena, Pomona, Valinda, Walnut, West Covina

Metro Los Angeles: Service Planning Area 4

Areas Served: Atwater Village, Beverly Grove, Boyle Heights, Chinatown, Cypress Park, Downtown Los Angeles, Eagle Rock, East Hollywood, East Los Angeles, Echo Park, Elysian Park, El Sereno, Glassel Park, Griffith Park, Hancock Park, Highland Park, Hollywood, Hollywood Hills, Korea Town, Larchmont District, Lincoln Heights, Mid-City, Miracle Mile, Montecito Heights, Mount Olympus, Mount Washington, North East Los Angeles, Park La Brea, Pico Union, Silverlake, Thai Town, West Hollywood, Westlake

West Los Angeles: Service Planning Area 5

Areas Served: Bel Air, Beverly Hills, Beverly Crest, Beverly Glen, Brentwood, Century City, Culver City, Holmby Hills, Laurel Canyon, Malibu, Mar Vista, Marina Del Rey, Manchester, Pacific Palisades, Palms, Rancho Park, Santa Monica, South Robertson, Venice, Westchester, Westwood

South Los Angeles: Service Planning Area 6

Areas Served: Baldwin Hills, Compton, Crenshaw, Exposition Park, Florence, Gramercy Park, Hyde Park, Jefferson Park, Ladera Heights, Leimert Park, Lynwood, Paramount, Rosewood, South Los Angeles, South Central, South Park, University Park, Vermont, Watts, West Adams, Willowbrook, Windsor Hills

East and Southeast Los Angeles: Service Planning Area 7

Areas Served: Artesia, Bell, Bellflower, Bell Gardens, Cerritos, Commerce, Cudahy, Downey, Hawaiian Gardens, Huntington Park, Lakewood, La Habra Heights, La Mirada, Maywood, Montebello, Norwalk, Pico Rivera, Santa Fe Springs, Signal Hill, South Gate, Vernon, Walnut Creek, Whittier

South Bay: Service Planning Area 8

Areas Served: Alondra Park, Avalon, Carson, Del Aire, El Segundo, Gardena, Harbor City, Harbor Gateway, Hawthorne, Hermosa Beach, Inglewood, Lawndale, Lennox, Lomita, Long Beach, Manhattan Beach, Palos Verdes Cities, Redondo Beach, Rolling Hills, San Pedro, Torrance, West Athens, West Carson, Wilmington

Referral to Other Family Solutions Centers



Referral to Other Family Solutions Centers



Referral to Family Solutions Centers

Directions: Complete this form and fax or email it to the Family Solutions Center closest to the family's community of origin, the children's school, close to family/friends, etc.

Family Solutions Centers		
<input type="radio"/> Valley Oasis - Antelope Valley Service Planning Area 1 Email: cesfamilies@avdvc.org Fax: (661) 942-2079	<input type="radio"/> LA Family Housing - San Fernando Valley Service Planning Area 2 Email: referrals@lafh.org Fax: (818) 982-3895	<input type="radio"/> Union Station Homeless Services - San Gabriel Valley Service Planning Area 3 Email: fscreferral@unionstationhs.org Fax: (626) 283-5146
<input type="radio"/> PATH - Central Los Angeles Service Planning Area 4 Email: familyreferral@epath.org Fax: (323) 395-5547	<input type="radio"/> St. Joseph Center- West Los Angeles Service Planning Area 5 Email: cesreferrals@stjosephctr.org Fax: (310) 392-8402	<input type="radio"/> SSG/HOPICS - South Los Angeles Service Planning Area 6 Email: fsc@hopics.org Fax: (323) 432-4398
<input type="radio"/> The Whole Child - East Los Angeles Service Planning Area 7 Email: FRT@thewholechild.info Fax: (562) 204-0654	<input type="radio"/> Harbor Interfaith Services - South Bay Service Planning Area 8 Email: fsc referrals@harborinterfaith.org Fax: (310) 684-4031	
Family Information		
Head of Household Name: _____		
Contact Number: _____	Number in Household: _____	
Total Monthly Income: _____	Age of Children: _____	
Referral Information		
<i>Reason for Referral (check only one):</i>		
<input type="radio"/> Family has identified permanent housing and needs move-in assistance. <input type="radio"/> Family is literally homeless and in need of assistance with crisis housing and permanent housing. <input type="radio"/> Family must vacate current crisis housing program. Anticipated move-out date: _____ <input type="radio"/> Family is imminently at-risk of homelessness.		
<i>Reason for Referral to FSC above (check only one):</i>		
<input type="radio"/> Most geographically relevant FSC based on guidelines above. <input type="radio"/> Concerns for family safety and well-being necessitate housing in different geographic area. Describe concerns in the 'Additional Information' box below.		
Referring Agency Information		
Referring Agency: _____	Contact Person: _____	
Address: _____	Contact Number: _____	
	Date of Referral: _____	
Agency Type: <input type="checkbox"/> Crisis Housing Provider <input type="checkbox"/> Social Service Agency <input type="checkbox"/> Other (specify): _____		
Additional Information		
<i>Please provide any additional information such as the current housing plan or special language needs:</i>		
FSC Use Only		
Date Received: _____	Date/Time of Assessment: _____	



Referral to Other Family Solutions Centers



Referral to Family Solutions Centers

Directions: Complete this form and fax or email it to the Family Solutions Center closest to the family's community of origin, the children's school, close to family/friends, etc.

Family Solutions Centers		
<input type="radio"/> Valley Oasis - Antelope Valley Service Planning Area 1 Email: cesfamilies@avdvc.org Fax: (661) 942-2079	<input type="radio"/> LA Family Housing - San Fernando Valley Service Planning Area 2 Email: referrals@lafh.org Fax: (818) 982-3895	<input type="radio"/> Union Station Homeless Services - San Gabriel Valley Service Planning Area 3 Email: fscreferral@unionstationhs.org Fax: (626) 283-5146
<input type="radio"/> PATH - Central Los Angeles Service Planning Area 4 Email: familyreferral@epath.org Fax: (323) 395-5547	<input type="radio"/> St. Joseph Center- West Los Angeles Service Planning Area 5 Email: cesreferrals@stjosephctr.org Fax: (310) 392-8402	<input type="radio"/> SSG/HOPICS - South Los Angeles Service Planning Area 6 Email: fsc@hopics.org Fax: (323) 432-4398
<input type="radio"/> The Whole Child - East Los Angeles Service Planning Area 7 Email: FRT@thewholechild.info Fax: (562) 204-0654	<input type="radio"/> Harbor Interfaith Services - South Bay Service Planning Area 8 Email: fscreferrals@harborinterfaith.org Fax: (310) 684-4031	
Family Information		
Head of Household Name: <input type="text"/>		
Contact Number: <input type="text"/>	Number in Household: <input type="text"/>	
Total Monthly Income: <input type="text"/>	Age of Children: <input type="text"/>	

Referral to Other Family Solutions Centers



Referral Information

Reason for Referral (check only one):

- Family has identified permanent housing and needs move-in assistance.
- Family is literally homeless and in need of assistance with crisis housing and permanent housing.
- Family must vacate current crisis housing program. Anticipated move-out date:
- Family is imminently at-risk of homelessness.

Reason for Referral to FSC above (check only one):

- Most geographically relevant FSC based on guidelines above.
- Concerns for family safety and well-being necessitate housing in different geographic area. Describe concerns in the 'Additional Information' box below.

Referring Agency Information

Referring Agency: <input type="text"/>	Contact Person: <input type="text"/>
Address: <input type="text"/>	Contact Number: <input type="text"/>
<input type="text"/>	Date of Referral: <input type="text"/>
Agency Type: <input type="checkbox"/> Crisis Housing Provider <input type="checkbox"/> Social Service Agency <input type="checkbox"/> Other (specify): <input type="text"/>	

Additional Information

Please provide any additional information such as the current housing plan or special language needs:



Problem Solving

What is Problem Solving

- A Strategy
- Creative Problem Solving
- Reduce the total amount of families that enter the Homeless Family System



Programs

- **Rapid Re-housing Program – Literally Homeless Families**

A support intervention that uses a combination of case management, housing navigation, and short to medium term financial assistance to assist mid-range acuity homeless households identify and stabilize in tenant-based scattered site, permanent housing.
- **Homeless Prevention Program – At-risk of homelessness Families**





Rapid Re-Housing Program and Housing Navigator Role

Rapid Re-housing, Case Management



Rapid Re-housing: Program Components

- Screening and Assessment
- Intake
- Crisis Housing
- Housing Navigation
- Housing Location
- Housing Stabilization



SUPPORTIVE SERVICES

- Facilitate assessment with co-located staff at intake day:
- Assessment with DMH mental health counselor
- Assessment with TWC Employment Retention Specialist
- Assessment with Substance Abuse counselor
- Assessment with LAUSD pupil counselor
- Assessment with DPSS/ GAIN staff
- Mental health services for children if requested.





Crisis Housing



Crisis Housing



- Crisis Housing provides a safe, low –barrier, housing first, short-term emergency stay for families experiencing homelessness or at imminent risk of becoming homeless, while they are supported through Problem Solving strategies or are assisted with Rapid Re-housing and case management services.
- Crisis Housing availability is subject to FSC’s capacity and may vary from SPA-to-SPA.



Housing Locators

Housing locators work collaboratively with Housing Stabilizers to support the housing needs of homeless families.



FSC Financial Services

- Move-in Fees:
 - Security Deposit
 - First Month's rent
 - Short-term rental assistance
 - Furniture Assistance
 - Rental Arrears
- * Services are subject to FSC availability of funding.





Stabilization

Stabilization



- ❑ **Housing Retention Specialist** – Ensure that families continue to sustain permanent stable housing
- ❑ **Stabilization** – 6 month follow up after the last month of financial service is provided.





Together we can build a stronger community

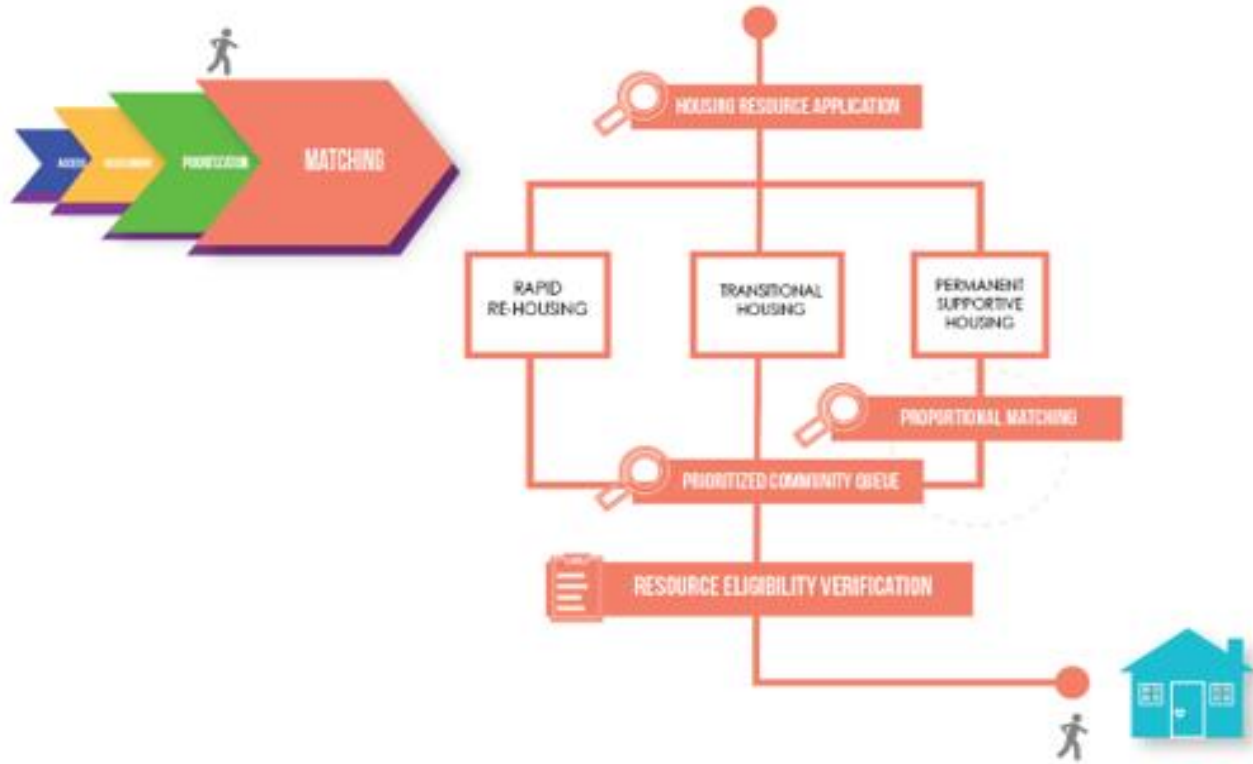
Referrals: ftr@thewholechild.org

Phone: (562) 204-0640

CES Matching

A decorative horizontal line consisting of a thick gold bar on top, followed by a thin white bar, and then two thin gold bars at the bottom, extending across the width of the slide.

Matching



How does CES matching work?

- A Permanent Housing Provider enters a housing resource(s) in the HMIS system*
- The housing provider enters the eligibility criteria that is required for the available unit.
- CES Matcher is notified of the housing resource and finds the individual that is a match for the unit

*Currently only PSH is matched through a centralized matching process in CES, however Rapid Rehousing and Bridge Housing may soon be matched through centralized matching as well.



Partnerships: CES Local Resources & Connections



How can we work together?

- Know when to link someone to another system:
 - Families
 - Youth
 - Veterans
 - Domestic Violence
- Know when to refer someone to a CES resource:
 - Problem Solving
 - Prevention
 - Crisis Housing or Bridge Housing (Shelters)
 - Rapid Rehousing
- Know the CES Leads in your area
 - Know the CES Leads for each system in your area
 - Attend Case Conferencing/Care Coordination meetings

Countywide CES Leadership Contact List

For CES Contact Sheet, please visit LAHSA's online Document Library and search: CES Countywide Leadership Contact



COORDINATED ENTRY SYSTEM(CES) LEADERSHIP CONTACT LIST



Coordinated Entry System

Service Planning Area 1 Antelope Valley CES Leadership Team			
Title	Name	Agency	Email Address
SPA Lead Coordinator for all CES systems	Pamela Griffin	Valley Oasis	pgriffin@avdvc.org
Single Adults SPA Lead Coordinator	Diane Grooms	Valley Oasis	dvgrooms@gmail.com
Single Adults Matcher	Nicholas Matthews	Valley Oasis	nmatthews@avdvc.org
Outreach Coordinator	Vacant (refer to Single Adult Coordinator)	Valley Oasis	
Youth Coordinator	Monica Teruya	Valley Oasis	mteruya@avdvc.org
Family Coordinator	Nicholas Matthews	Valley Oasis	nmatthews@avdvc.org
Service Planning Area 2 San Fernando Valley CES Leadership Team			
Title	Name	Agency	Email Address
Single Adults SPA Lead Coordinator/ San Fernando Valley Regional Coordinator	John Horn	LA Family Housing	jhorn@lafh.org
Single Adults Northern Regional Coordinator- Santa Clarita Valley	Silvia Gutierrez	Bridge to Home	silvia_m.gutierrez@btohome.com
Single Adults Eastern Regional Coordinator- Glendale/Burbank	Natalis Ng	Ascencia	nng@ascencia.org
Single Adults Matcher	David Dang	LA Family Housing	ddang@lafh.org
Outreach Coordinator	Alexandra "Sasha" Morozov	LA Family Housing	amorozov@lafh.org
Outreach Coordinator	Patrick Justice	LA Family Housing	pjustice@lafh.org
Youth Coordinator	Olga Flores	The Village Family Services	oflores@thevillagefs.org
Family Coordinator	Dan Parziale	LA Family Housing	DParziale@lafh.org

Updated-06/01/2017

<https://www.lahsa.org/documents?id=1020-coordinated-entry-system-leadership-contact-list.pdf>