

**CHANGEWELLPROJECT**  
PARTNERING TO STRENGTHEN COMMUNITY SYSTEMS



# Monthly Office Hours for Program Leaders

Tuesday, November 15, 2022 ● 10:00 AM

# Welcome!

## Introductions

- Your Name
- Your County or Tribal Community
- CDSS Program
- What is your favorite seasonal food?





# Today's Session Overview

## HDAP Overview and Themes

- ✓ Program Overview & Funding Allocations
- ✓ Eligibility & Definitions
- ✓ Program Components
- ✓ Unmet Need
- ✓ Connecting clients to CES & long term supports
- ✓ HDAP Models
- ✓ HDAP Successes
- ✓ Questions

## HDAP in Action: Placer County

- ✓ Overview
- ✓ Strategies
- ✓ Challenges
- ✓ Successes
- ✓ Questions

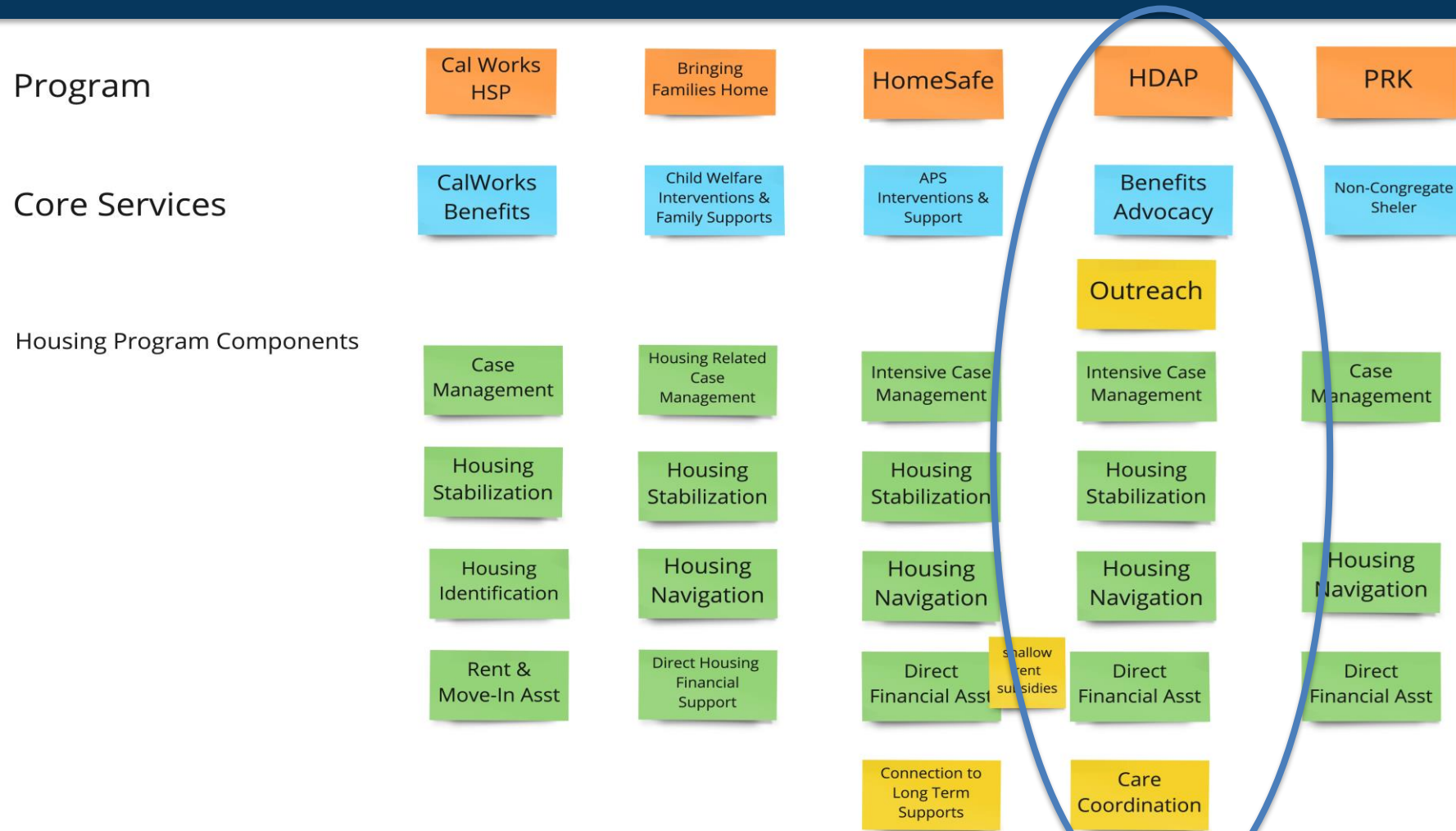


# Housing and Disability Advocacy Program (HDAP)



# What is HDAP?

# Essential Program Components





# HDAP CORE SERVICE COMPONENTS

## OUTREACH

To identify eligible HDAP participants.



## MEDICAL CARE COORDINATION

Clients need help providing medical evidence of their disability.



## HOUSING ASSISTANCE

Housing case management & direct financial assistance.



## DISABILITY BENEFITS ADVOCACY

Specialized disability benefits advocacy staff will need to be skilled in navigating the complex SSI/SSDI process.



# CARE COORDINATION NEEDS

**General Case Management:**

1. Access to transportation
2. CalFresh, GA/GR other benefits
3. Identity documents
4. Other legal needs

1. Medi-Cal enrollment  
2. Choosing/switching providers  
3. Transportation & accompaniment  
4. Referral to specialist, testing  
5. Referral to detox, rehab  
6. Obtaining additional documentation

**MEDICAL CARE COORDINATION**



**BENEFITS ADVOCACY**



**HDAP GOALS MET**

**Linkage to Legal Services**

1. Referral and linkage to appeals services
2. Coordinating information sharing
3. Coordinating case management during appeal

**OUTREACH**



**HOUSING ASSISTANCE**

Emergency Housing

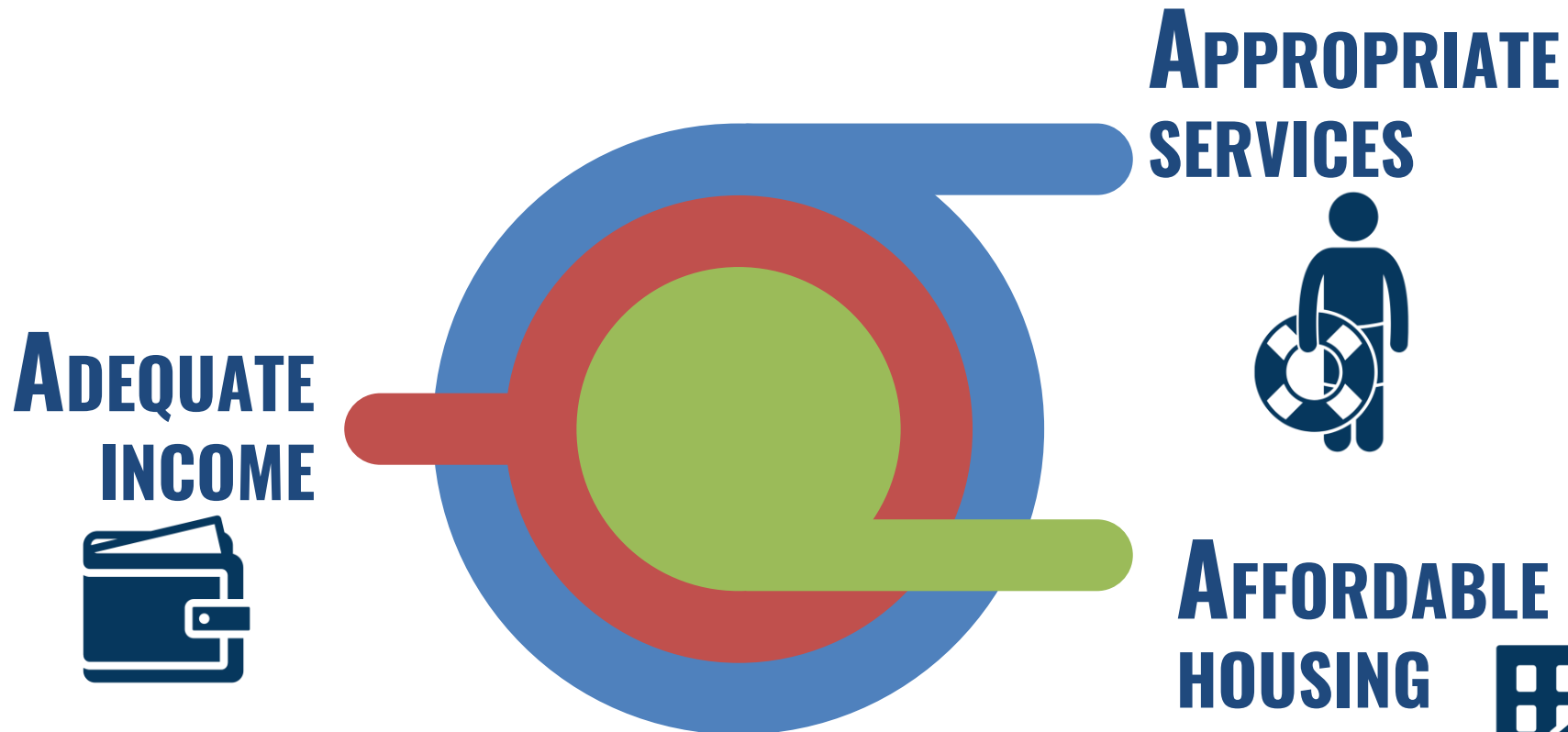
Permanent Housing

1. Housing location
2. Housing navigation
3. Housing case management



# Income Is Important

# What will it take to end homelessness?



Concept Created by:

**redesign**

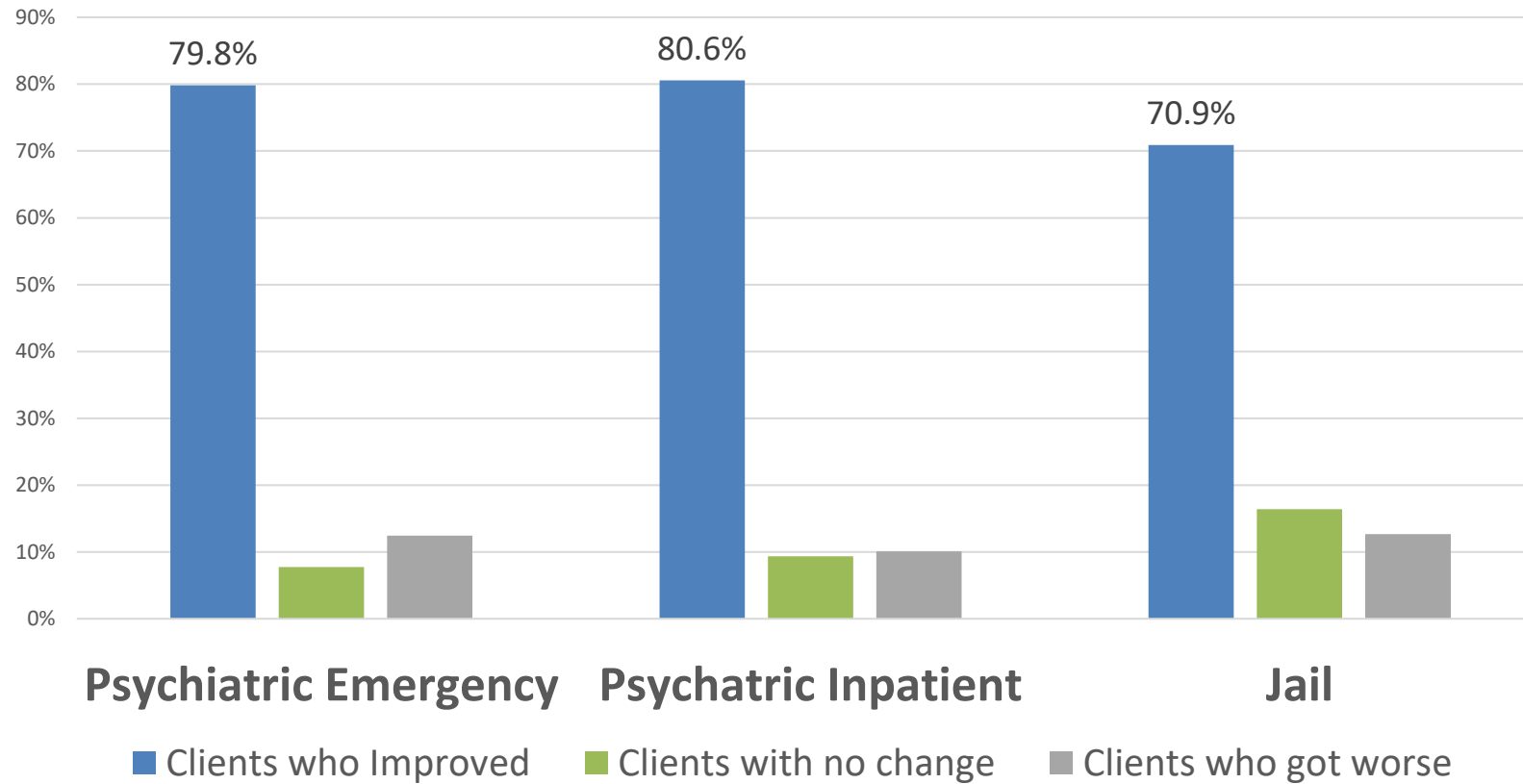


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# Disability Income Improves Health Outcomes

## Impact of Disability Benefits on Crisis Events



Data from Alameda County's Disability Benefits Advocacy Program.

# Large Statewide Unmet Need



**SSI has historically had low participation rates**

**Only 50-60% of older individuals eligible for SSI are receiving benefits.**

[“Understanding Participation in SSI” \(Jan. 2015\)](#)

**SSI awards decreased significantly during the COVID-19 pandemic**

**SSI new awards of benefits dropped 30% in the 1<sup>st</sup> year of the pandemic.**

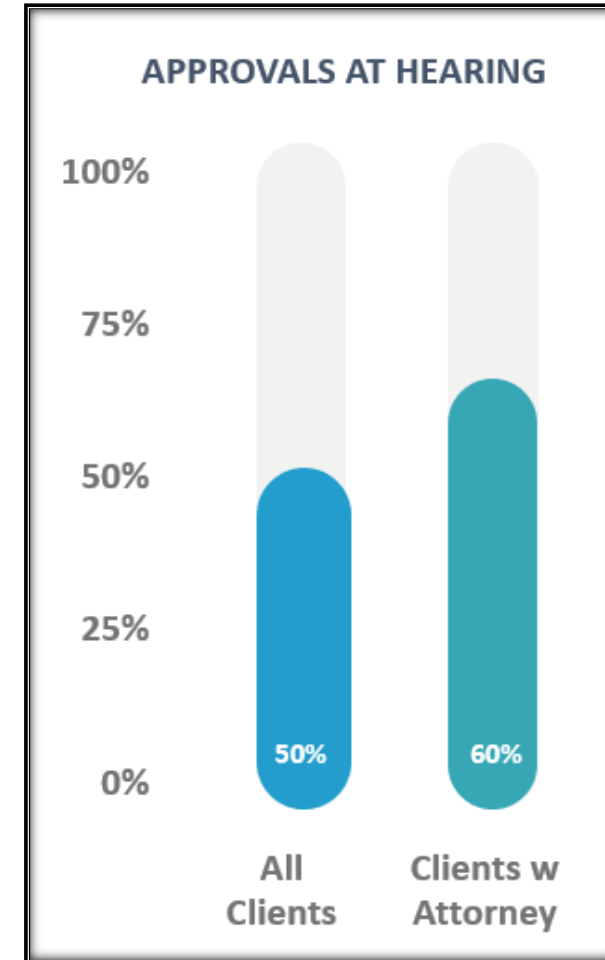
[“Huge Drop in Federal Aid for the Poorest Blamed on Closed Social Security Offices” \(Feb. 19, 2021\)](#)

# CALIFORNIA IS LOSING \$ 13,180,466,533 PER YEAR

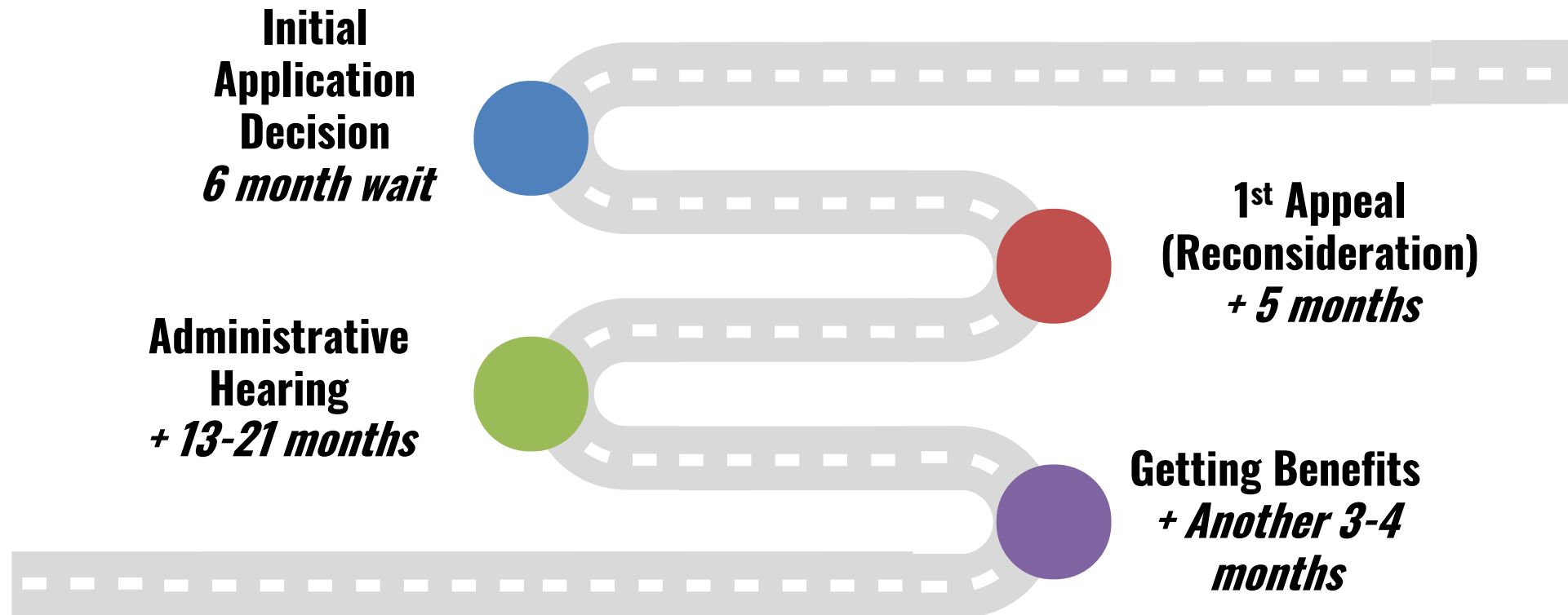
An estimated **1,056,089** eligible  
Californians are not receiving SSI  
benefits.

# Social Security Hearings

- 1/2 of SSI/SSDI applicants who attend their hearing will be approved by the Judge
- Clients are more likely to be approved when represented by an attorney
- HDAP programs can sub-contract appeals representation to legal aid.



# How long does someone wait for SSI/SSDI?

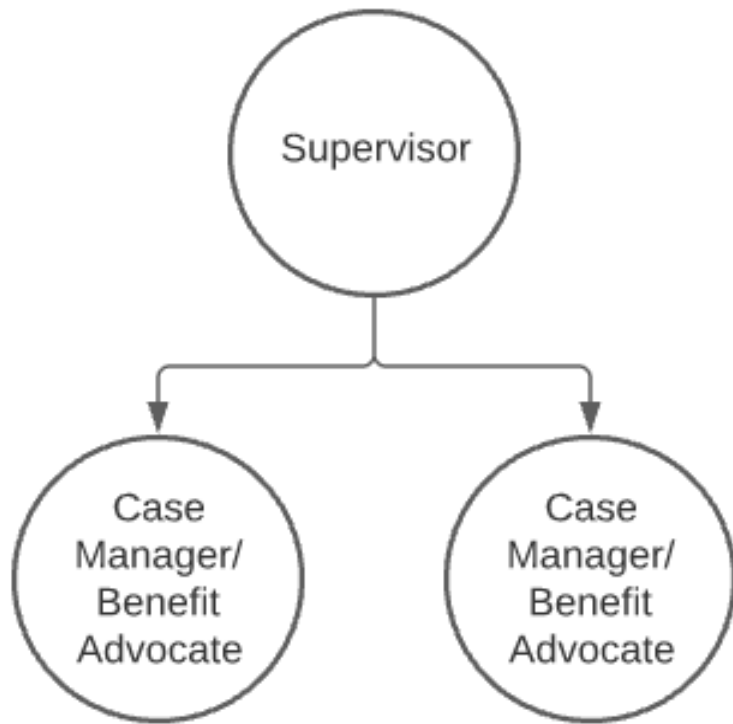




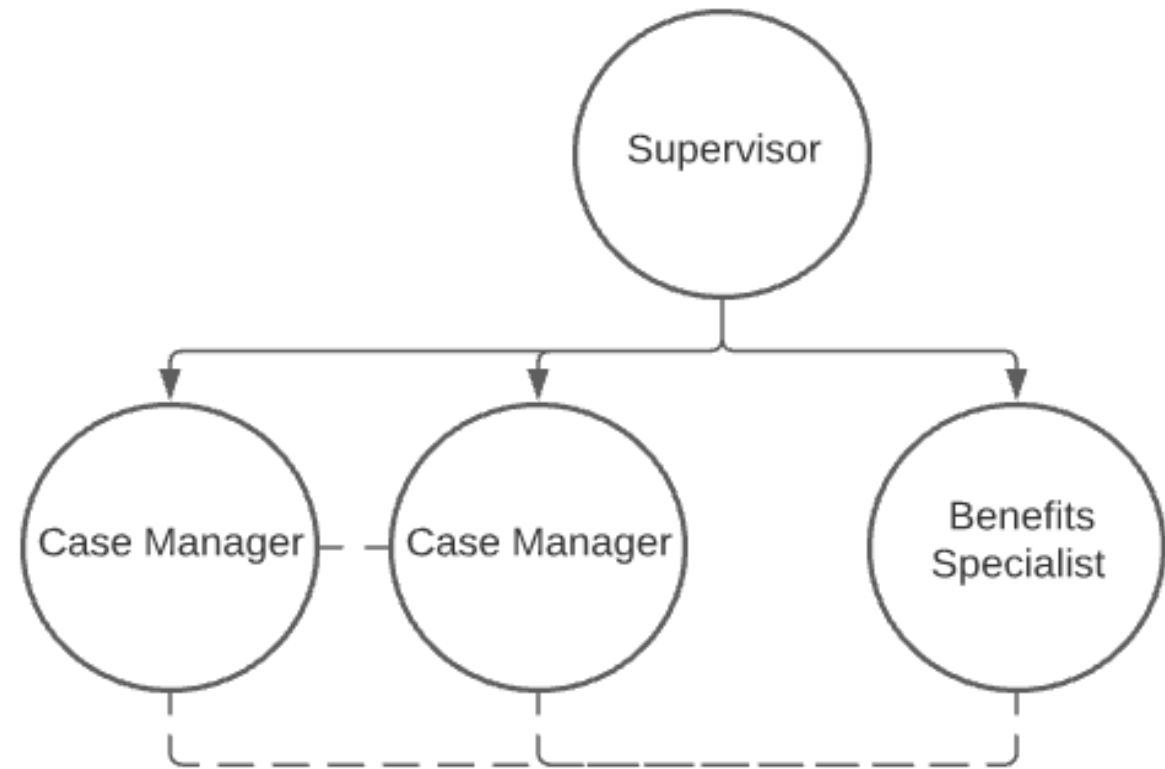
# HDAP Models

# Case Management Model

**STAFFING:** Case Management Models need a strong supervisor who is trained in Benefits Advocacy.

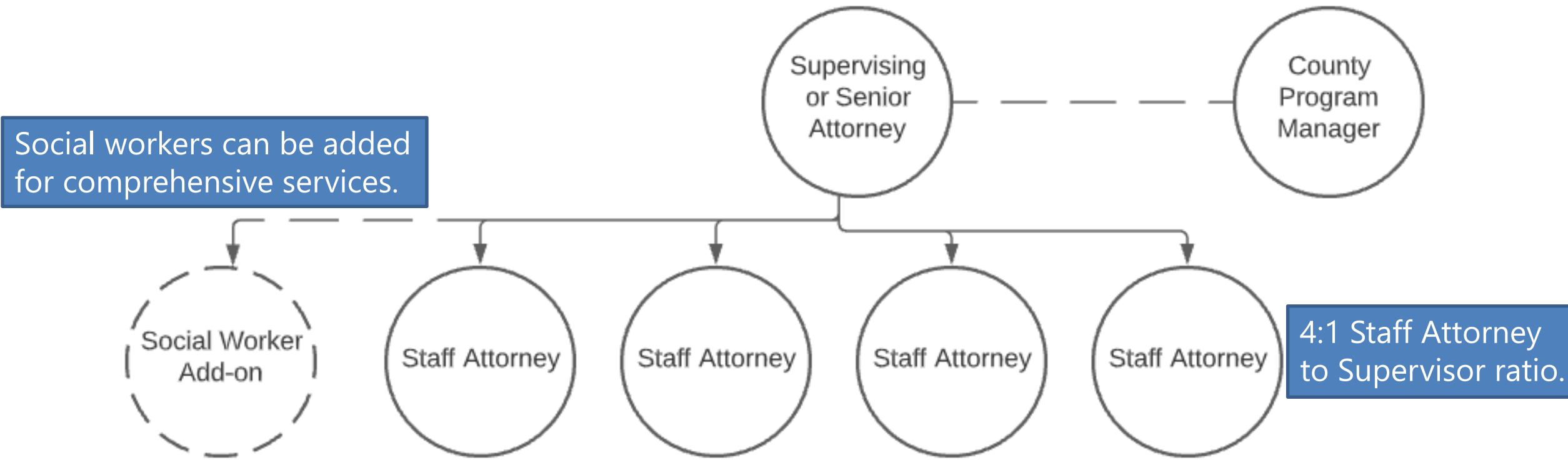


Model A



Model B

# Legal Services Model

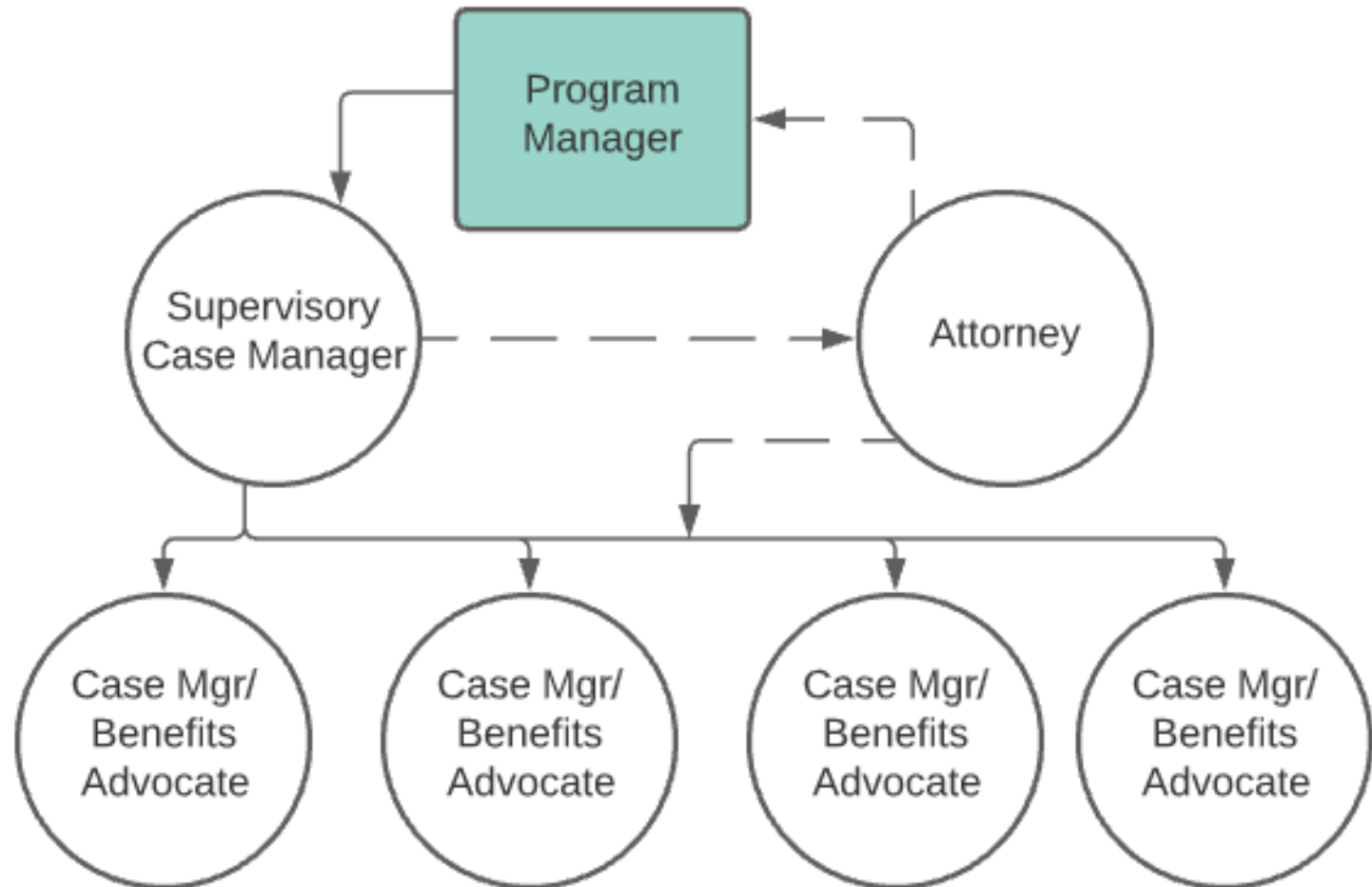


# Hybrid Case Manager-Attorney Model

Case managers are supported in caseload management by supervisor. Attorneys are integrated into every level of work on cases.

There must be webs of information & trust at all levels in this model.

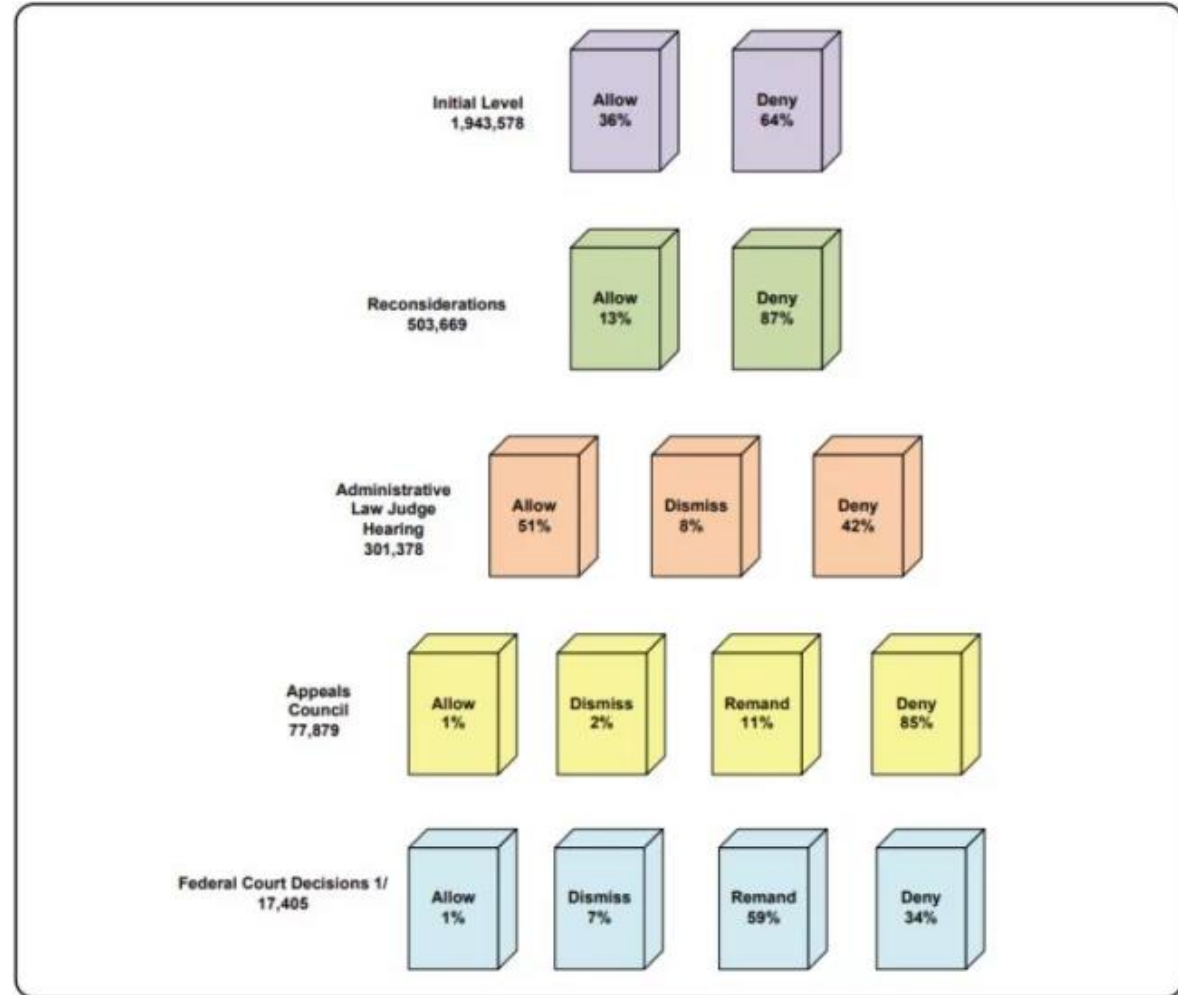
4:1 Supervisor to Case Mgr Ratio





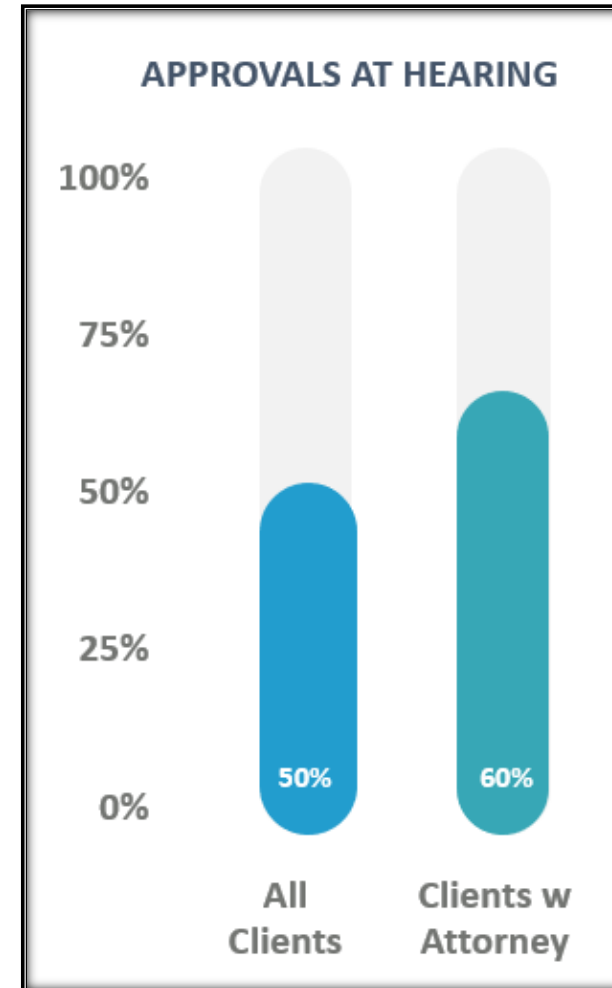
# STRATEGY FOR HEARING REPRESENTATION IS ESSENTIAL

# 2021 Social Security Disability Approval Rates

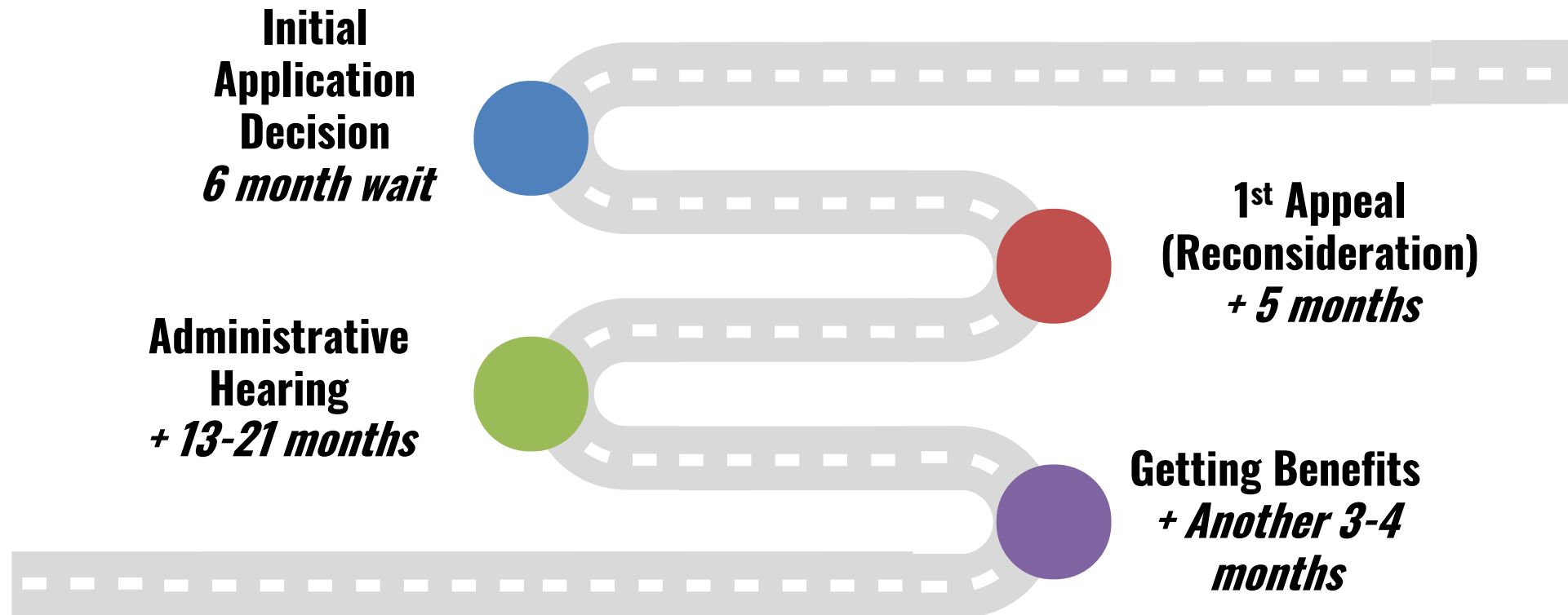


# Social Security Hearings

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# SCALING DISABILITY ADVOCACY WITH OTHER FUNDING

# Combining HDAP with Other Funds to Scale a Disability Benefits Advocacy Program

Other funding sources may be used at a county level, along with HDAP funding, to build a larger disability benefits advocacy program

LOCAL FUNDING AND LOCAL DISCRETIONARY	STATE & FEDERAL FUNDING
General Fund	HDAP
Special Sales Tax	County Service Block Grant (CSBG)
General Assistance/ Relief Reimbursement	Medi-Cal Administrative Activities (MAA)
Mental Health Services Act	FQHC & RHC
AB 109	Medi-Cal
	Specialty Mental Health

# HDAP RESULTS



# HDAP Results

57 Counties and 2 Tribes Operate HDAP Programs



Alameda	Alpine	Amador	Butte	Calaveras	Colusa	Contra Costa	Del Norte
Dry Creek Rancheria Band of Pomo Indians	El Dorado	Fresno	Glenn	Humboldt	Imperial	Inyo	Kern
Kings	Lake	Lassen	Los Angeles	Madera	Marin	Mariposa	Mendocino
Merced	Modoc	Mono	Monterey	Napa	Nevada	Northern Circle Indian Housing Authority (NCIHA)	Orange
Placer	Plumas	Riverside	Sacramento	San Benito	San Bernardino	San Diego	San Francisco
San Joaquin	San Luis Obispo	San Mateo	Santa Barbara	Santa Clara	Santa Cruz	Shasta	Siskiyou
Solano	Sonoma	Stanislaus	Sutter	Tehama	Trinity	Tulare	Tuolumne
	Ventura		Yolo		Yuba		

# HDAP Successes

Since HDAP's inception in FY 2017-18 through December 2021:



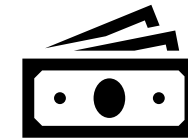
Over 4,900  
people  
enrolled in  
HDAP



Over 2,400  
people  
permanently  
housed



Over 5,500  
disability  
applications  
submitted



Over 1,600  
disability  
applications  
approved

Of total HDAP applications disposed, HDAP  
has an approval rate of 78%.

Additional details can be found in the [2021 Annual Report to the California Legislature on HDAP.](#)



# HDAP IN ACTION: PLACER COUNTY



Housing and Disability Advocacy Program

HDAP

# Structure of Our Program

- We are a small program of two staff.
- We receive referrals from multiple sources throughout our county. We assess each referral, ranking them in priority of the strength of their case. We also prioritize those experiencing homelessness vs. those at risk of homelessness.
- When we move forward with a claim, we provide the benefits advocacy utilizing SOAR. We also provide housing and case management services. However, we try to link our clients to existing case management and housing teams both within our agency and outside our agency, whenever possible.
- We partner with Legal Services of Northern California to provide services for all our reconsiderations up through appeals. We are only handling initial applications ourselves.

# Collaboration is Key

A hallmark of our success in Placer County, especially in relationship to our residents experiencing homelessness, is our large web of collaboration. HDAP taps into these existing relationships to assist with the outreach, benefits advocacy, case management, and housing components of HDAP.



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# Referral Sources



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We receive referrals from a wide range of community partners.

These include:

- Shelters
- Mental Health Clinics
- FQHC's
- Housing Agencies
- CalWORKs Housing Support Program
- Other local agencies



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# Case Management Services

- Placer County Mental Health Full-Service Partnership Team for our most vulnerable clients with severe mental illness.
- CalAim Enhanced Care Management providing case management
- Turning Point Full-Service Partnership Team (County Contracted for highest level of care for our most vulnerable clients with severe mental illness.)
- The Gathering Inn Shelters provide case management to their shelter guests
- County HSP Program
- Other local clinics and agencies sometimes



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# Temporary and Permanent Housing Services

- The Gathering Inn
  - a) Two Shelters
  - b) Permanent Supportive Housing
  - c) Interim Care Program House
- Advocates for Mentally Ill, Housing
  - a) Permanent Supportive Housing
  - b) Transitional Housing
- Casa Dewitt (County)
  - a) Transitional Housing
- Community Supports (County)
  - a) Housing Supports
  - b) Housing Search
- Placer County Housing Authority (County)
  - a) Housing Vouchers
- Roseville Housing Authority (City of Roseville)
  - a) Housing Vouchers
- Affordable Housing
  - a) Mercy Housing
- Local Landlords



# Records Access



- We partner with one of our local FQHC's to have online access to mutual clients' medical records which enables us to assess those clients' cases to help determine the strength of their case.
- We also partner with a local HMO to access Epic online to review medical records for mutual clients to help determine the strength of their case.

# Legal Services of Northern California

We partner with Legal Services of Northern California to handle all steps of the appeal process.

This includes reconsiderations so we can focus on initial applications only.

We also utilize them for questions regarding Social Security Disability qualifications and other similar questions.



# Challenges

- Although we utilize the SOAR process, our local SSA and DDS office will not provide us with a specific representative to work with. Our SOAR state liaison was recently able to get us contact information for a few individuals in management should we need to discuss any significant issues that arise. Previously, we did not have any assistance when issues came up.
- Like many others, staffing has been a challenge. Initially, our HDAP program was paired with the Whole Person Care grant and that team provided all our case management and housing components while one staff person focused solely on SSI/SSDI applications. When Whole Person Care ended, I had to take on case management and housing supports for clients who were not receiving any other case management services. This made it very challenging to complete applications while also providing the other components.

# Successes

- With the major increase in funding, we were able to hire a second staff person earlier this year.
- We have more programs we can link clients to for case management now that CalAIM is up and running at our agency.
- Disability Benefits Advocacy has 63% approval for SSI/SSDI initial applications and 80% approval rate at hearing.
- Our biggest success is getting our clients housed. Out of 78 HDAP clients who were homeless or in temporary shelter at intake, 48 are now in permanent housing.



Questions?

**Please visit us on our website. Subscribe to receive updates and Join the conversation!**



[www.changewellproject.com](http://www.changewellproject.com)