

CHANGEWELLPROJECT
PARTNERING TO STRENGTHEN COMMUNITY SYSTEMS

CDSS CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES

Monthly Office Hours for Program Leaders

Tuesday, June 21, 2022 • 10:00 AM

Welcome!



Introductions

- Your Name
- Your County or Tribal Community
- CDSS Program

Today's Session Overview

This is *your* space.

Time to ask your burning questions about CDSS programs!

Encourage Cross-Programs Work

- ✓ Streamline program components
- ✓ Build expertise on your team
- ✓ Create efficiencies for your participants

Opportunities Outside Office Hours

- Technical Assistance & Training

Learn about Upcoming Events



Questions?



CHANGEWELLPROJECT
PARTNERING TO STRENGTHEN COMMUNITY SYSTEMS

CDSS CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES



Linking Essential Program Components

Essential Program Components

Program	Cal Works HSP	Bringing Families Home	HomeSafe	HDAP	PRK
Core Services	CalWorks Benefits	Child Welfare Interventions & Family Supports	APS Interventions & Support	Benefits Advocacy	Non-Congregate Shelter
Housing Program Components				Outreach	
	Case Management	Housing Related Case Management	Intensive Case Management	Intensive Case Management	Case Management
	Housing Stabilization	Housing Stabilization	Housing Stabilization	Housing Stabilization	
	Housing Identification	Housing Navigation	Housing Navigation	Housing Navigation	Housing Navigation
	Rent & Move-In Asst	Direct Housing Financial Support	Direct Financial Asst	Direct Financial Asst	Direct Financial Asst
			shallow rent subsidies		
		Connection to Long Term Supports		Care Coordination	

Housing Assistance Components

Housing Location:

- Identify affordable housing opportunities.
- Develop, obtain, and maintain relationships with landlords and rental properties.
- Provide ongoing landlord retention services.
- Create housing stock/inventory by identifying available units.
- Serve as primary point of contact for landlord.

Housing Navigation:

- Serve as the liaison between the landlords, tenants, housing authorities (when applicable) and respond to the landlord's concerns.
- Assess the participants' needs and wants and the must haves vs. the negotiables.
- Assist participants with getting "document ready" including putting together letters of reference, perhaps a letter from the participant about any past history challenges, etc.
- Develop housing search plan and budget with participant

Case Management:

- Focus on supporting the tenant and addressing their concerns and barriers.
- Develop individual housing stability plan and budget with participant.
- Assist participants with addressing other barriers (health, financial, employment, behavioral health, etc.).
- Assist participant with securing and/or increasing income (once housed) including mainstream benefits.

**Each domain of care
coordination requires
special skills, knowledge,
and competencies.**

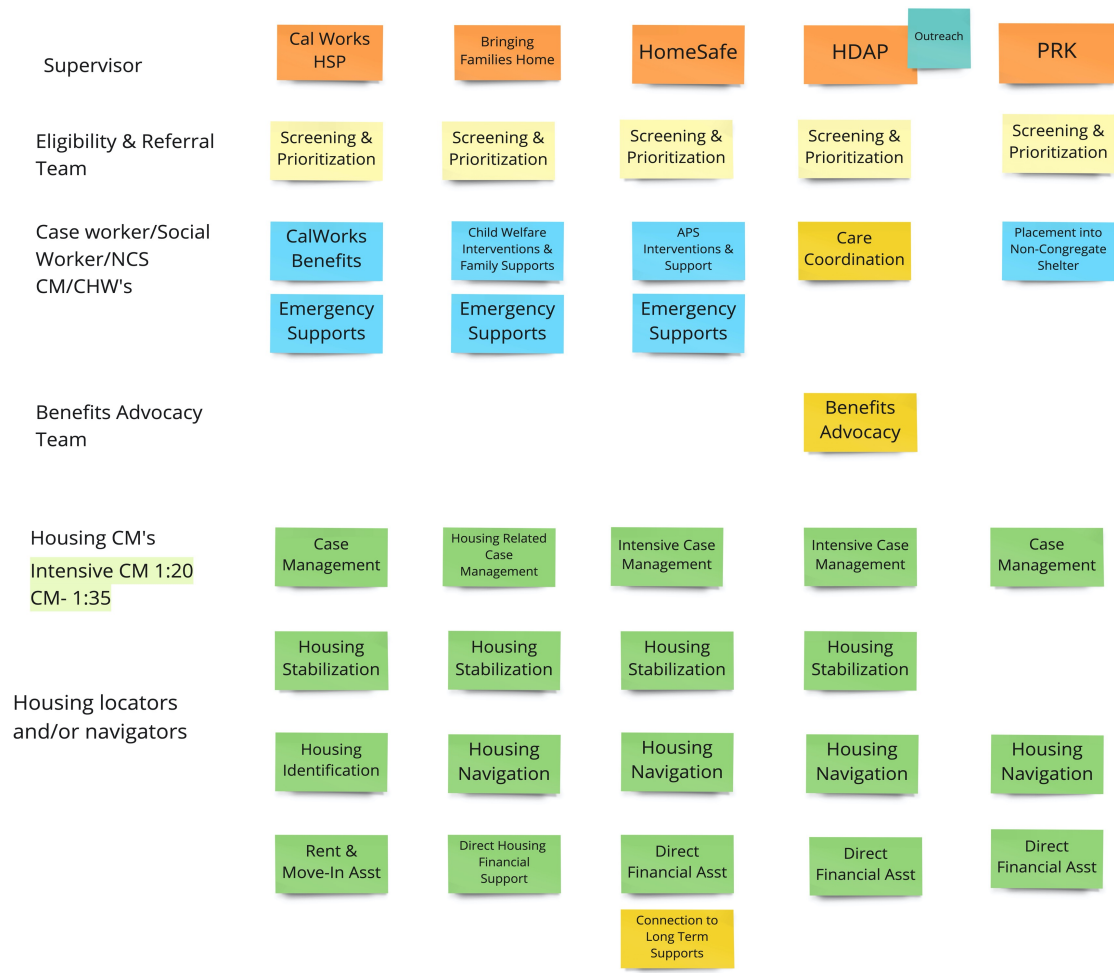
What Do We Do?

Hire New Staff?

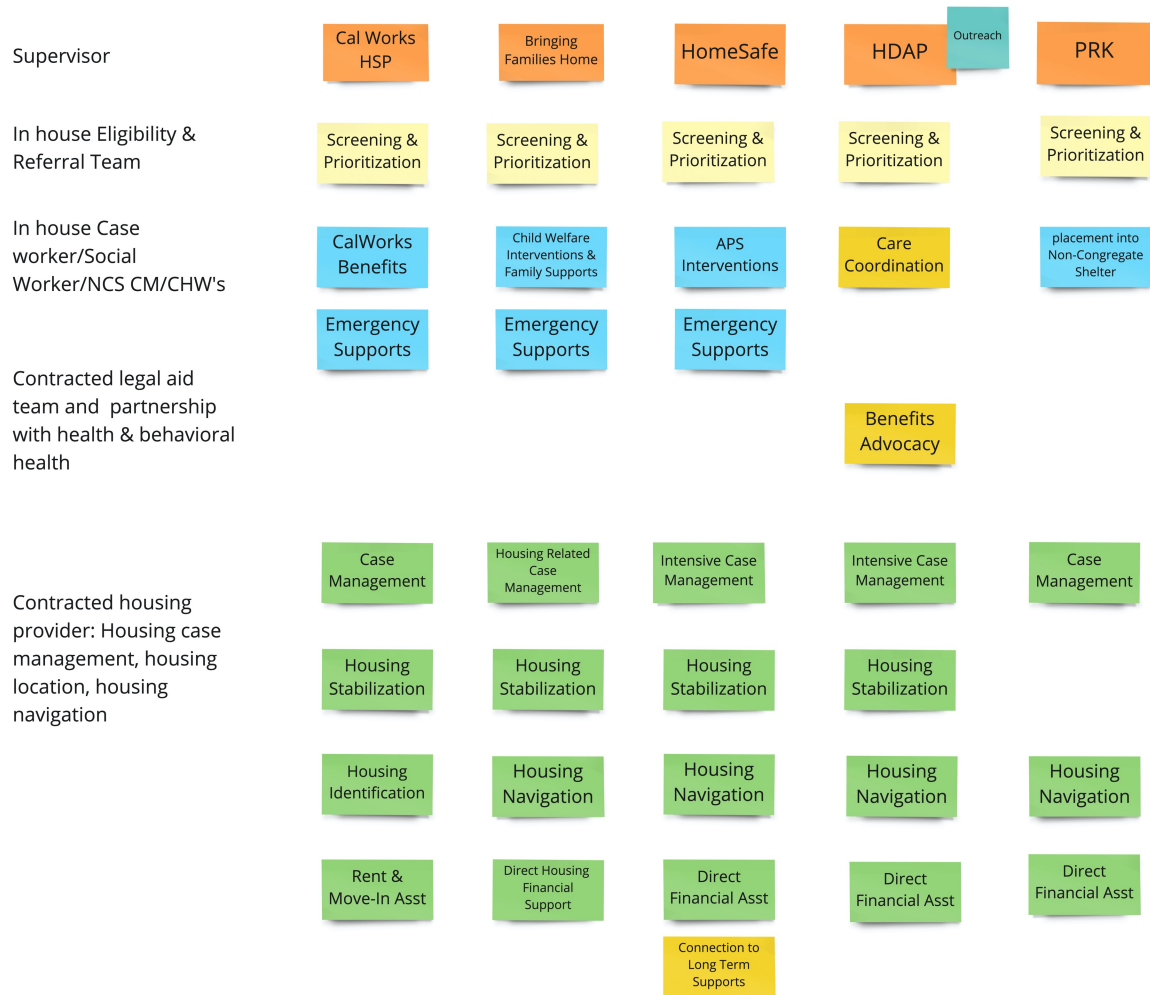
Leverage existing staff?

Subcontract out for services?

In-House Staffing Model



Hybrid Staffing Model



What does Cross-Program Coordination Look Like?

HDAP and Home Safe

Example: APS investigation based on self-neglect. Client is experiencing homelessness and has serious disabilities.

- Does Home Safe provide immediate housing intervention?
- Is HDAP program referral made for benefits advocacy if needed?
- Does HDAP then provide the ongoing housing case management?
- Does this process happen without interruption of services?

HDAP and CalWORKs HSP

Example: CalWORKs household at risk of homelessness. Single mother with two children. Mother is determined in need of disability benefits advocacy assistance that would increase household income.

- Will household receive HSP support?
- Can they continue receiving HSP housing support and case mgmt. while referred to HDAP for Benefits Advocacy?
- What does the coordination look like between HSP and HDAP to ensure coordinated services?

Collaboration with Community Systems & Resources

(examples given in ACWDLS, in addition to CoC/housing coordination)

	CalWORKs HSP	Bringing Families Home	Home Safe	HDAP
GOV'T AGENCIES	Child Welfare	Benefits Advocacy programs	Public benefit agencies, public guardian, aging depts & area agencies on aging	Child welfare systems, Public benefits agencies
HEALTH & EMERGENCY RESPONSE	Behavioral health & emergency response systems, local Medi-Cal managed care plans	Behavioral health & emergency response systems	Medical institutions, emergency response systems	Health & behavioral health systems, medical institutions, emergency response systems
EDUCATION & FAMILY SUPPORT	Educational and family resource networks	Educational systems		Family resource centers, local First 5s
DOMESTIC VIOLENCE	Domestic Violence Agencies	Domestic Violence Agencies		
LEGAL AID & CLIENT ADVOCACY ORGS	Legal aid organizations	Legal aid organizations	Legal aid organization, Advocates for clients	Legal aid organizations, Advocates for clients
EMPLOYMENT		Workforce development		
CRIMINAL JUSTICE & REENTRY		Juvenile dependency courts	Criminal justice systems, reentry organizations	Criminal justice systems, reentry organizations

Coordination Opportunity – ERAP sunset 3/31/22

ERAP (Emergency Rental Assistance Program)

- Response to COVID-19 when many individuals unable to pay rent or utilities because of the pandemic.
- Tenants and landlords able to request up to 18-months of assistance.
- Covered the time period April 1, 2020, and March 31, 2022.
- March 31, 2022, was last date to submit an application.
- To date:
 - 323,789 have received assistance
 - \$3.76 billion in funds paid in assistance
- Dashboard by County
https://housing.ca.gov/covid_rr/dashboard.html

• Coordination/Outreach Opportunity

- Legal aid organizations and other community organizations were involved in the efforts to get tenants connected with rent assistance
- There is now a significant gap in rent assistance
- Are you connected with the community agencies who referred/assisted clients with ERAP?
- Do they know about your programs?
- Do you have outreach materials for your programs?

Closing

**Links to our Website will
be sent after this call.**

**Please send in Questions
and Themes you would
like addressed in the
next Office Hours.**

Thank you!

If you have any questions, please email
info@changewellproject.com

CHANGEWELLPROJECT
PARTNERING TO STRENGTHEN COMMUNITY SYSTEMS

CHANGEWELLPROJECT
PARTNERING TO STRENGTHEN COMMUNITY SYSTEMS

CDSS CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES