

Program Team Roles – CDSS Housing Programs – DRAFT

Instructions: This is DRAFT document intended to be used as a working document to help communities think through the different functions that are key to successfully operationalizing CDSS funded housing programs. This document is intentionally provided as a word document so that communities can edit as needed to meet your community and department context. Some programs have further bifurcated roles beyond what you see below to include a housing case manager, a housing locator, and a housing navigator. What is listed below is just one potential framework to aide your community as you think about staffing and roles.

Core Service Social Worker	Dept. of Social Services	Housing Case Manager	Housing Locator
<p>This vertical is intended to capture the role of the social worker/eligibility worker of the “core service” that the CDSS funding is intended to compliment. For example, for Bringing Family Home funding this would be the Child Welfare Social Worker/the ICWA Coordinator and for HomeSafe this would be the APS worker/Tribal elder program case worker, etc.</p>	<p>This vertical is intended to capture the role of the centralized County/Tribal Social Services Team. The role of the staff person or team in this “vertical” is likely the vertical that has the most variance across communities and lends itself well to being modified to meet the specific context of the community.</p>	<p>This vertical is intended to capture to role of the housing case manager. Depending on the structure of the program, the housing case manager may be County/Tribal staff or may be an employee of a third-party provider. Every community will look a little different, but it is important to think about who will be responsible for all the items that are listed below.</p>	<p>This vertical is intended to capture to role of the housing Locator. Depending on the structure of the program, the housing case manager may be County/Tribal staff or may be an employee of a third-party provider. Every community will look a little different, but it is important to think about who will be responsible for all the items that are listed below.</p>
<p><i>The Core Service Social Worker will maintain their traditional role but will also make referrals into housing services and participate in key connection points with the rest of the participant’s care team.</i></p> <ul style="list-style-type: none"> • Provides case management services related to the core service. • Makes appropriate referrals to CDSS Housing Programs, fill out referral form • Participates in case conferencing with the County/Tribal housing team, the housing case manager, 	<p><i>The role of this staff person or team varies in each community. Often, this is the centralized admin point of the program, and where contracts are held and managed with third party providers (as applicable).</i></p> <ul style="list-style-type: none"> • Receives initial CDSS housing program referrals and makes approval for program enrollment <ul style="list-style-type: none"> ○ If applicable, routes referrals to third-party provider. ○ Conducts deeper assessment beyond referral form to identify client’s 	<p><i>Case managers and other support staff focus on supporting the participant and addressing their service needs and barriers to housing.</i></p> <p><i>(Note: this role will often need some level of clinical supervision/support)</i></p> <ul style="list-style-type: none"> • Identifies participant needs and develops housing stability plan and budget with participant (this includes a service plan, and eventually a housing location plan) • Assists participant to get “document ready” (in collaboration with County/Tribal staff) 	<p><i>Housing locators will identify affordable housing, develop, obtain, and maintain relationships with landlords and rental properties and provide ongoing landlord retention services.</i></p> <ul style="list-style-type: none"> • Conduct outreach and marketing for new landlords • Create housing stock/inventory by identifying available unit • Manage landlord Incentives • Serve as primary point of contact for landlord • Be the liaison between landlord, housing authority (if applicable)

Program Team Roles – CDSS Housing Programs – DRAFT

<p>and the housing navigator.</p>	<p>needs and housing barriers*</p> <ul style="list-style-type: none"> • Does initial hotel/motel placements for unhoused participants* • Cut checks for financial assistance and handles associated administrative tasks to provide direct financial assistance* • Supports housing case manager in obtaining key documents for document readiness • Centralizes data reporting to CDSS (including the collection of needed data from third-party providers of from client assessments conducted by County/Tribal staff). <p>*Asterisks indicate these functions may live elsewhere if the County/Tribe is contracted with a third-party provider. In those cases, the referral from the County/Tribe may quickly go to a third-party provider where all hotel/motel placements are made and all financial assistance is done, etc.</p>	<ul style="list-style-type: none"> ○ This includes putting together letters of references, etc. for landlords • Assist participant with securing and/or increasing income (once housed) including mainstream benefits • Advocate for participant /tenant • Assist participant with coordinating care and linkage to community resources <ul style="list-style-type: none"> ○ Conducts HMIS/CES assessment and enters participant into HMIS/CES* ○ Identifies appropriate “mainstream” housing resources (like Section 8 vouchers) for participants and assists participant to submit applications • Coordinate housing search activities with Housing Locator • Attend unit/apartment viewings with participants • Educate participants on tenant rights, responsibilities, and how to be a good tenant • Provide tenant support during housing related issues • Assist participant with transitioning into permanent housing and provide supportive services to 	<p>case management team, and participant</p> <ul style="list-style-type: none"> • Address issues related to maintenance, health, safety, housing quality standards rental payment, etc. • Unit inspections (pre and post housing) • Maintain proactive communication with landlords/property managers • Assess damages are arrange for repairs • Educate landlords and participants on landlord/tenant rights • Work with the housing case management team to understand the needs of program participants as it relates to housing units
-----------------------------------	---	--	---

Program Team Roles – CDSS Housing Programs – DRAFT

		<p>improve participants overall housing stability</p> <ul style="list-style-type: none">• Assist participant to submit applications for long term affordable housing resources (i.e., local housing authority applications for Housing Choice Vouchers, etc.)	
--	--	---	--

DRAFT