

CHANGEWELLPROJECT
PARTNERING TO STRENGTHEN COMMUNITY SYSTEMS

CDSS CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES

Monthly Office Hours for Program Leaders

Tuesday, October 18, 2022 ● 10:00 AM

Welcome!



Introductions

- Your Name
- Your County or Tribal Community
- CDSS Program
- Favorite horror movie of all time?

Today's Session Overview

Home Safe Program Overview and Themes

- ✓ Program Overview & Funding Allocations
- ✓ Eligibility & Definitions
- ✓ Program Components
- ✓ Collaboration with APS Staff
- ✓ Distinction between eligibility and prioritization
- ✓ Connecting clients to CES & long term supports
- ✓ Leveraging with HDAP
- ✓ Questions

Home Safe Evaluation and Client Follow-up

- ✓ Main outcome and data use case
- ✓ Home Safe Pilot Evaluation
- ✓ Barrier to Follow-up
- ✓ Plan to overcome barriers to follow up
- ✓ Home Safe Client Follow-up and Evaluation in practice
- ✓ Questions



Home Safe Program



General Overview

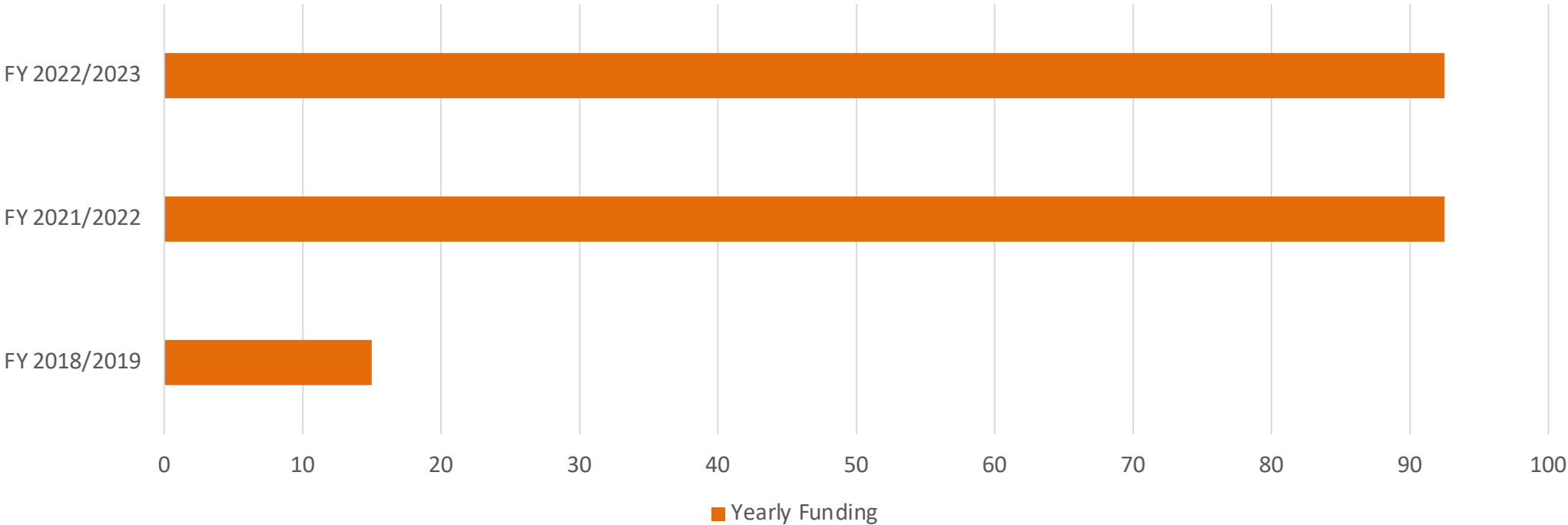
APS Interventions & Support

The Home Safe Program, Created by Assembly Bill (AB) 1811 (Chapter 35, Statutes of 2018), is intended to support the safety and housing stability of individuals involved in Adult Protective Services (APS) by providing housing-related assistance using evidence-based practices for homeless assistance and prevention.

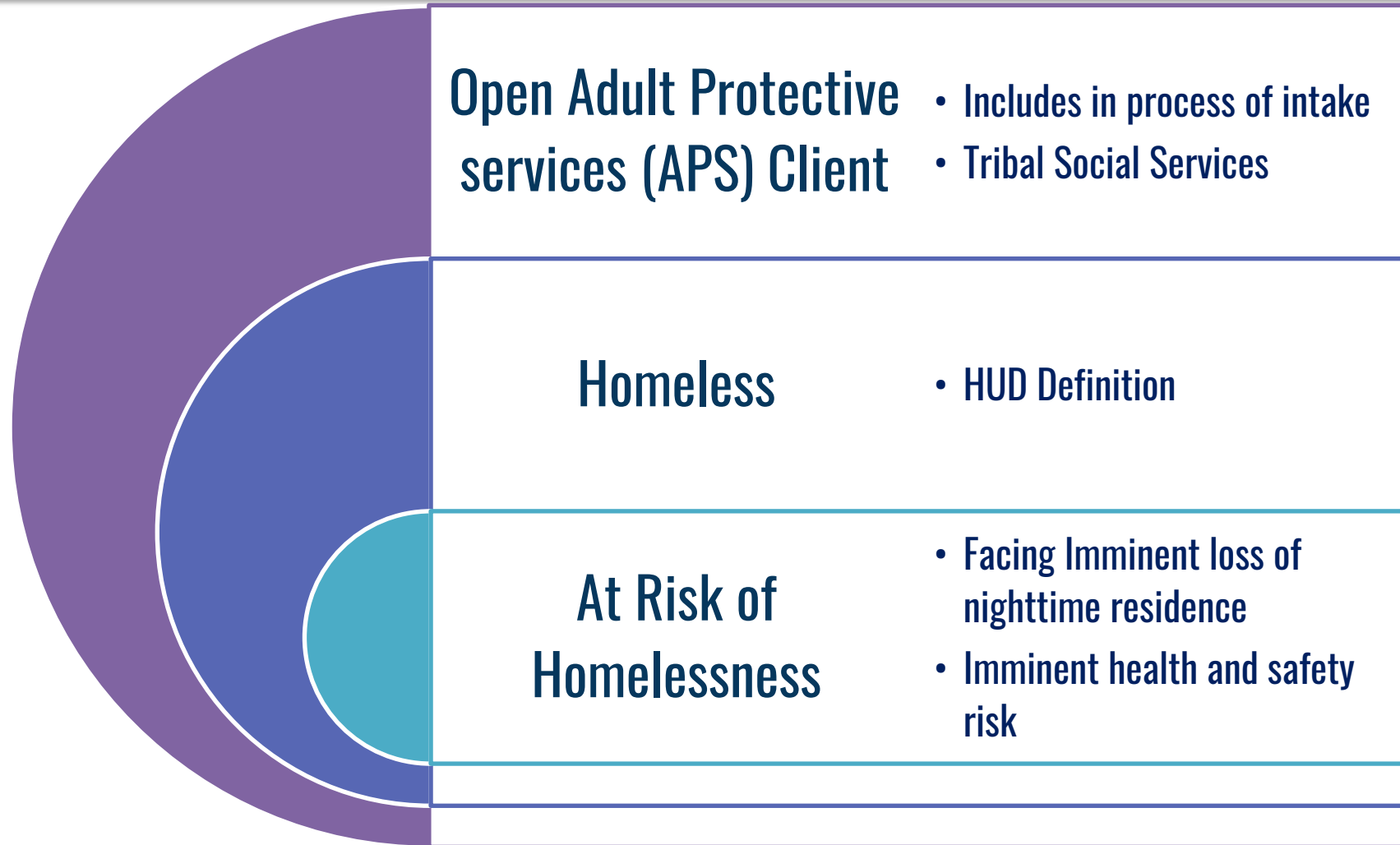
Funding

The Budget Act for Fiscal Year (FY) 22/23, SB 129 appropriated \$95 million for the Home Safe Program for use through June 30, 2025.

CalWORKs Housing Stability Program Funding



Home Safe Eligibility



Home Safe Eligibility

Open Adult Protective Services (APS) clients who:

- An adult protective services client, or
- Is in the process of intake to adult protective services (including those who have been assigned for investigation): Elder/dependent abuse, financial exploitation, neglect, self neglect;
- Individuals who may be served through a tribal social services agency who appears to be eligible for APS; and

Homeless

- Has a primary nighttime residence that is a public or private designated to provide temporary living arrangements or
- Is exiting an institution where (s)he has resided for 90 days and met the homeless criteria before entering that institution.
- a place not meant for human habitation; or
- Is living in a publicly or privately operated shelter

At Risk of Homelessness

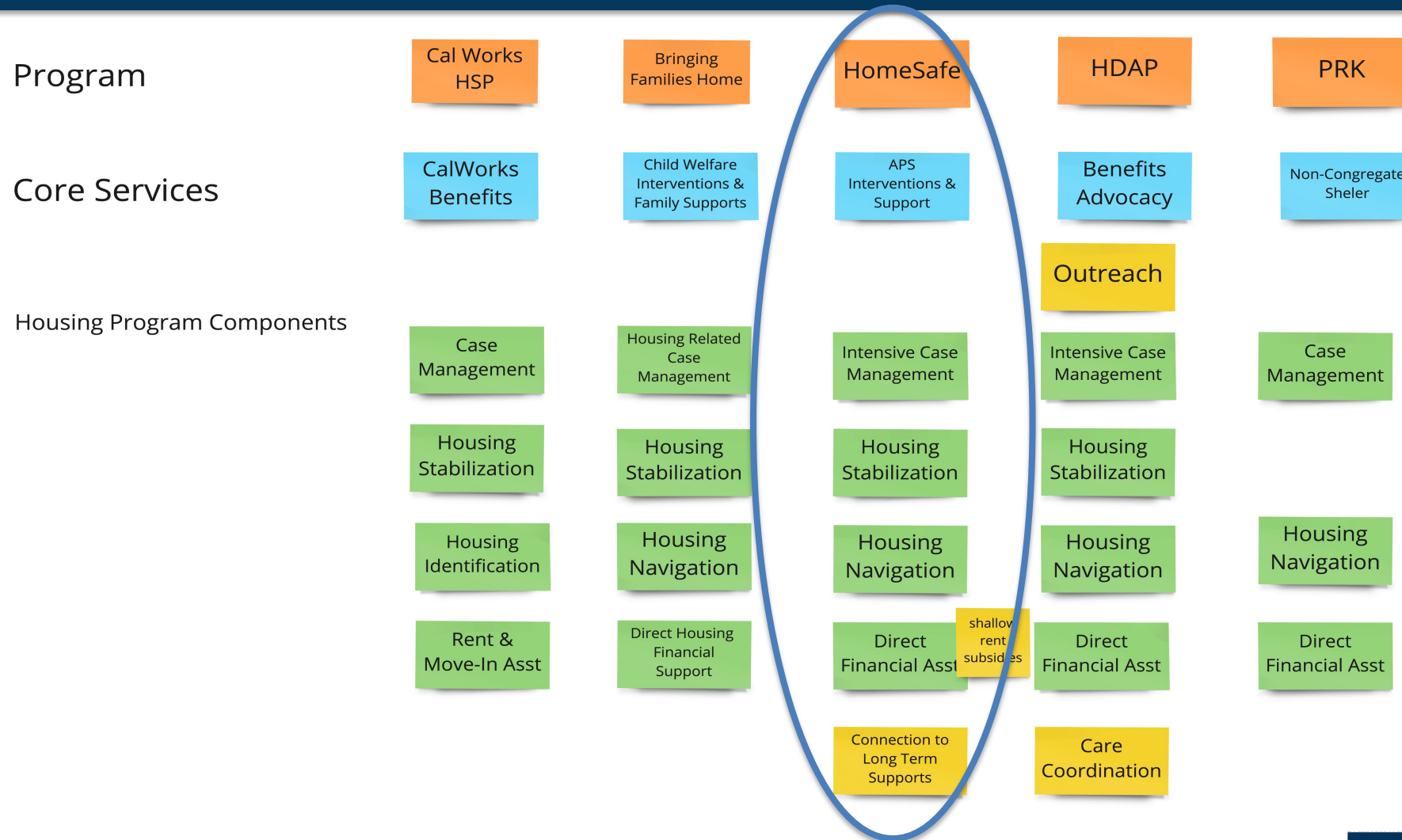
Persons who will imminently lose their primary nighttime residence including persons who have not yet received an eviction notice.

Receiving a court judgment for eviction;

Receiving a notice to pay rent or quit, or will imminently lose their housing;

In living situation that poses an imminent health and safety risk and the individual lack resources to obtain other permanent housing

Essential Program Components



Program Components

Intensive Case Management

Home Safe must offer housing-related intensive case management services, consistent with *Housing First principles*, to offer participants assistance in achieving housing stability.

Housing Stabilization & Connection to Long Term Housing Resources

WIC Section 15771 (c)(2)(F) requires that participants in Home Safe who are experiencing homelessness and require supportive housing be referred to the Continuum of Care (CoC) for longer term services to promote housing stability.

Program Components

Housing Navigation

Housing navigation is a critical component of Home Safe as it assists participants in finding, applying, securing, and moving into interim and permanent housing as needed.

Direct Financial Assistance

Direct financial assistance represents all costs paid out on behalf of the participant related to housing. Direct financial assistance should be maximized to ensure clients provided housing or prevented from entering homelessness as quickly as possible.

Program Components

Housing First Principals

Home Safe must operate according to the United States Department of Health and Human Services Housing First principles. These principles mean that people should be housed without conditions or restrictions. Services should be voluntary; clients' choices should be respected. Client cannot be rejected on the bases of income, past evicts, substance abuse or any other behavior that indicates a lack of housing readiness.

Home Safe Program Themes



- Distinction between eligibility and prioritization
- Connecting clients to longer term supports
- Connections between Home Safe and CES



Home Safe Program: Santa Clara County



Home Safe Program Evaluation Data Collection: Lessons Learned From the Field

Main Themes and Tools



Collaboration

APS
SVILC
Office of Research and
Evaluation at SSA



Planning

Logic Model
Evaluation Data
Collection Process
Housing Security Scale



Communication

Consent Form at intake
Monthly follow-up after
case closure
Bi-weekly meeting on
data collection

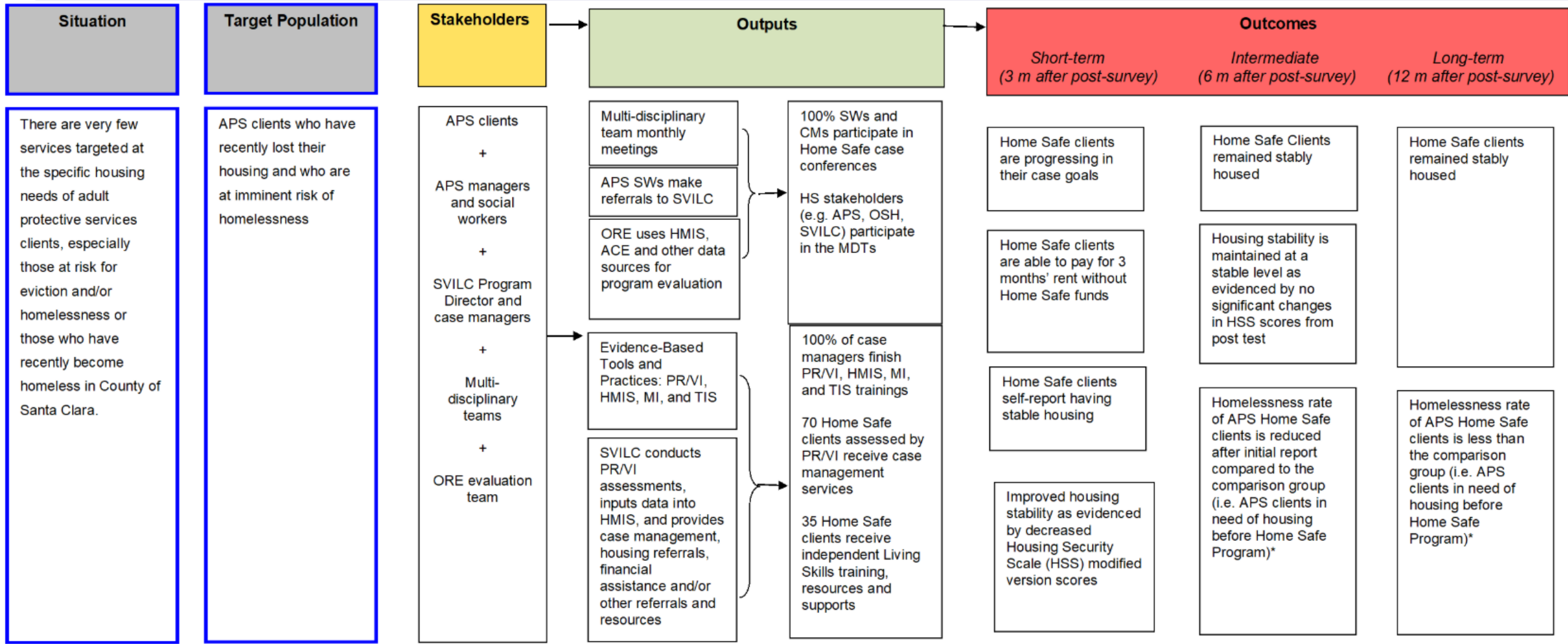


Client Engagement

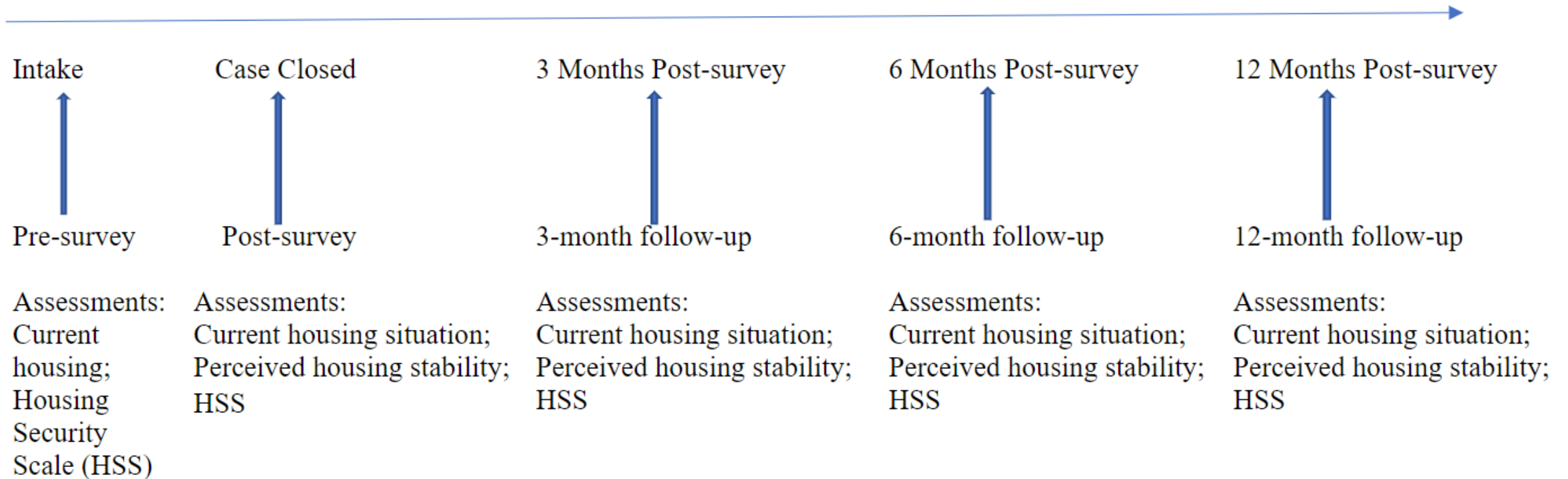
SVILC

Home Safe Program Logic Model (DRAFT)

Goal: To provide APS clients who are homeless or at risk for homelessness resources & services to promote housing stability



Cohort 3
July 1, 2020-June 30, 2021



Definitions

- Case closed: Cases closed due to one or more of the following reasons: commitment from someone who can care for them (e.g. family member, another institution); case goals met; moved out of county/state; client denied services; transferred to another agency; deceased. Whether a case should be closed is determined by the director of SVILC. Post-test is administered when a case is ready to be closed.
- Stably housed: living in assisted living facility, skilled nursing home, with partner, family, or in one's own apartment or housing AND have remained housed with no forced moves within the last 6 months; Cannot be living in a shelter, jail, group home, or friends' house.

Consent/Release of Information for Home Safe Program

I, _____, have discussed the Home Safe Program (the “Program”) with the Silicon Valley Independent Living Center (SVILC) and I understand the purpose of the Program and the purpose and process of the Program’s research and evaluation component. The Home Safe Program is a collaboration between the Social Services Agency (SSA), SVILC, Santa Clara Valley Health & Hospital System, Santa Clara County Sheriff’s Office, and Santa Clara County Office of Supportive Housing (“Program Partners”).

I understand that participation in the Program’s evaluation and research component is completely voluntary and that there will be no repercussions from SVILC, or any of the Program Partners if I choose not to participate. My refusal to participate will not affect my eligibility for benefits or services.

I understand that if I agree to participate in the Program’s research and evaluation component, I will be asked to complete surveys both before and after my participation in the Program. The results of these surveys will be provided to SSA and evaluated in order to inform Program improvements and will also be utilized by Program Partners in an aggregate and de-identified manner. I understand that my survey answers will not personally identify me or my family. My survey answers will be combined with that of other participants and the results may also be shared with wider audiences through conference presentations, reports, and/or research papers.

I understand that identifying information which includes my name and date of birth will be utilized by SSA to search in the Homelessness Management Information System (HMIS) to verify any involvement in homelessness treatment or prevention. This data, compiled by SSA personnel, will be kept completely confidential and will be utilized for research purposes only.

By signing this document, I agree to allow SSA to utilize identifiable information, including my name and date of birth, to search in HMIS for homelessness service and program involvement, with the understanding that any linked identifying information will not be shared with anyone outside of the SSA research team. I agree that SSA can combine the HMIS search results, along with the results of the surveys I completed through the program, with other participants’ information for Home Safe Program evaluation and research which may be shared with Program Partners as well as with wider audiences through conference presentations, reports, and/or research papers.

Signature

Date

Home Safe Program: Best Practices in Follow-up and Evaluation

Home Safe – Why we follow up

- **Main outcome**
 - Do Home Safe interventions stabilize or reestablish housing after case closure?
- **Follow-up housing data allow us to draw inferences**
 - Specific jurisdictions and state-wide

Home Safe – Pilot Evaluation

- Many Home Safe programs missed early opportunities to strategize around follow-up
- As a result, Home Safe staff reached only "a fraction" of Home Safe clients after case closure

Home Safe – Pilot Evaluation



Follow-up more likely with clients who were stably housed after case closure



We suspect those who were lost to follow-up may have experienced unstable housing or homelessness after case closure

Home Safe – Barriers to Follow-up

Barriers to follow-up are known at intake

- Risk factors *significantly* associated with homelessness at six-month follow-up:
 - Experience of homelessness in the three years prior to program entry
 - Eviction or foreclosure
 - May make follow-up more difficult
 - No phone, no fixed address, more mobility

Home Safe – Barriers to Follow-up

Plan to overcome follow-up barriers

- Put robust processes in place to collect and continually review contact information, *especially* for those high-risk clients who may fall through the cracks after case closure

Plan to overcome follow-up barriers

- Avoids biasing the programmatic outcomes we see
- The harder the follow-up, the more important the effort
- Reflects the truth of who was housed and who wasn't at 6 and 12-months after Home Safe case closure

Plan to overcome follow-up barriers

- Who will do follow-up and when?
- What outreach or combination of tactics will be used?
- How much time will be devoted to follow-up efforts?
- How will your Home Safe program engage with clients at high-risk for loss to follow-up?





We would like to hear more from you about how you follow up with you Home Safe Clients:

https://uclasocialwelfare.co1.qualtrics.com/jfe/form/SV_7UTZN7UD8Q6ZUwu

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



www.changewellproject.com