



**DEPARTMENT OF PUBLIC SOCIAL SERVICES**  
**BUREAU OF PROGRAM AND POLICY**  
**ADMINISTRATIVE MEMORANDUM**

NUMBER	DATE
09-60	2/10/10

**SUBJECT: REVISED HOUSING PROGRAMS/SERVICES COMPARATIVE CHARTS**

**REFERENCE:** AM 07-27, Dated 10-1-07

**CANCELS:** None

**REFER TO:** CW Policy 44-211.5

**SPECIAL ATTENTION:**

CalWORKs

GAIN

Homeless Case Management

**REPORT REQUIRED:** [ ] YES [X] NO

**SURVEY REQUIRED:** [ ] YES [X] NO

The purpose of this Administrative Memorandum is to release the revised Housing Program and Services Comparative Charts (Attachments A and B). The revision was necessary due to various changes in the Housing Program and other homeless/housing services. These changes include:

- Termination of the Housing Locator Contract;
- Termination of the 12-Month Rental Subsidy Program for CalWORKs and Non-CalWORKs families;
- Conversion of the 4-Month Rental Subsidy Program into an 8-Month Rental Assistance Program.

Questions regarding this release should be addressed by Administrative staff to the CalWORKs Section at (562) 908-6336.

PHIL ANSELL, DIRECTOR  
BUREAU OF PROGRAM AND POLICY

PA:CL  
JS:ca

**CLEARANCE/APPROVAL:**  
 BAS  BPP  BSO  BWS

Attachments

## DPSS CalWORKs Housing Program (HP) Comparative Chart Homeless and Homeless Prevention Benefits

	Homeless Assistance (HA)	Emergency Assistance to Prevent Eviction (EAPE)	Moving Assistance (MA)	Diversion	Housing Relocation Program (HRP)	8-Month Rental Subsidy Assistance (RA)	Moving Assistance for Non-CalWORKs Families
<b>Dollar Amount</b>	<p><b>Temporary Shelter:</b> \$65 per night up to four eligible members. \$15 for each additional eligible member up to a total of \$125 per night. (Up to 16 consecutive days.)</p> <p><b>Permanent Housing:</b> The AU's share of the rent must be no more than 80% of the total monthly household income (TMHI). The Permanent Housing payment cannot exceed two times the rent (before subsidies). May also pay for up to two months of rent in arrearages to prevent eviction.</p>	<p>Up to \$2000 for delinquent rent and/or utilities for up to two months in arrears (for families who are not eligible to the HA Permanent Arrearages payment).</p> <p>(The two months in arrears does not necessarily have to be the two months prior to the EAPE request.)</p> <p><b>NOTE:</b> For details on EAPE payments to cover current month's rent to prevent eviction, see "Eligibility Requirements."</p>	<p>Up to \$2000 for moving expenses, stoves and/or refrigerators (the limit for appliances is \$405 included in the \$2000 limit), and for time-limited participants only, included in the \$2000 limit, up to the amount of the adult portion of the reduced grant for two months, so that families can remain in their current residence while they look for less costly housing.</p>	<p>Lump sum payment.</p> <ul style="list-style-type: none"> <li><b>Standard:</b> up to \$2000 or the amount(s) equivalent to the AU's MAP amount for three months, whichever is greater, based on the AU's size.</li> <li><b>Compelling Need:</b> up to \$4000 or the equivalent to the AU's MAP amount for six months, whichever is greater, based on the AU's size.</li> </ul>	<p>Up to \$1500 for the Housing Relocation subsidy and an additional up to \$405 for the purchase of a stove and/or refrigerator. Total maximum payment: \$1,905.</p>	<p>Up to \$300 per family (depending on the family size) for up to eight consecutive months for non-subsidized permanent housing.</p>	<p>Up to \$2000 for moving expenses, stoves and/or refrigerators.</p>
<b>Frequency</b>	<ul style="list-style-type: none"> <li>Eligible to receive HA <b>once-in-a-lifetime</b> without having to verify why they are homeless.</li> <li>May qualify for future HA if verification is provided that indicates homelessness is the result of a natural disaster (no limit), domestic violence (every 12 months), former home uninhabitable (every 12 months), or physical/mental illness (every 12 months).</li> </ul>	<p>Eligible to request EAPE funds as needed up to the \$2000 limit.</p> <p>Need must be verified each time.</p>	<ul style="list-style-type: none"> <li>Eligible to receive MA <b>once-in-a-lifetime</b>.</li> <li>May qualify for future MA payments with verification that need is the result of a natural disaster, domestic violence, former home becoming uninhabitable, or a physical/mental illness.</li> </ul>	<p>4,000 annually \$10,000 in a lifetime</p>	<p><b>One-time only.</b></p>	<p><b>One-time only.</b></p>	<ul style="list-style-type: none"> <li>Eligible to receive MA <b>once-in-a-lifetime</b>.</li> </ul>
<b>Income Threshold</b>	Rent is within 80% of TMHI.	None	Rent is within 80% of TMHI.	N/A	Rent is within 60% of the total monthly household income.	Rent is within 80% of TMHI.	Rent is within 80% of TMHI.
<b>Site visits</b>	None	None	None	None	None	None	None
<b>Evidence of Property Availability /Cost</b>	<ul style="list-style-type: none"> <li>Rental written agreement; or</li> <li>Telephone call to landlord (if rental agreement is questionable or not provided); or</li> <li>PA 853, Affidavit.</li> </ul>	<ul style="list-style-type: none"> <li>Rental written agreement.</li> <li>Telephone call to landlord (if rental agreement is questionable or not provided).</li> <li>PA 853, Affidavit.</li> </ul>	<ul style="list-style-type: none"> <li>Rental written agreement.</li> <li>Telephone call to landlord (if rental agreement is questionable or not provided).</li> <li>PA 853, Affidavit.</li> </ul>	<ul style="list-style-type: none"> <li>Rental written agreement.</li> <li>Telephone call to landlord (if rental agreement is questionable or not provided).</li> <li>PA 853, Affidavit.</li> </ul>	<ul style="list-style-type: none"> <li>Rental written agreement.</li> <li>Telephone call to landlord (if rental agreement is questionable or not provided).</li> <li>PA 853, Affidavit.</li> </ul>	<ul style="list-style-type: none"> <li>Rental written agreement.</li> <li>Telephone call to landlord (if rental agreement is questionable or not provided).</li> <li>PA 853, Affidavit.</li> </ul>	<ul style="list-style-type: none"> <li>Rental written agreement.</li> <li>Telephone call to landlord (if rental agreement is questionable or not provided).</li> <li>PA 853, Affidavit.</li> </ul>
<b>Property Information Verification</b>	Call the Property Services Hotline at (626) 312-6344. FAX: (626) 569-1948.	Call the Property Services Hotline at (626) 312-6344. FAX: (626) 569-1948.	Call the Property Services Hotline at (626) 312-6344. FAX: (626) 569-1948.	Call the Property Services Hotline at (626) 312-6344. FAX: (626) 569-1948.	Call the Property Services Hotline at (626) 312-6344. FAX: (626) 569-1948.	Call the Property Services Hotline at (626) 312-6344. FAX: (626) 569-1948.	Call the Property Services Hotline at (626) 312-6344. FAX: (626) 569-1948.

## DPSS CalWORKs Housing Program (HP) Comparative Chart Homeless and Homeless Prevention Benefits

	Homeless Assistance (HA)	Emergency Assistance to Prevent Eviction (EAPE)	Moving Assistance (MA)	Diversion	Housing Relocation Program (HRP)	8-Month Rental Subsidy Assistance (RA)	Moving Assistance for Non-CalWORKs Families
<b>Definition of Homeless</b>	Physically lacks a fixed and regular nighttime residence, shares a residence with other family or friends on a temporary basis, or resides in a temporary shelter, commercial establishment, or transitional housing or received a notice to pay rent or quit.	N/A	N/A unless the participant is homeless, then same as HA.	N/A	N/A	Family must be approved for Perm HA and/or MA to qualify for RA.  Eligibility to RA is a two-step determination process: Step 1 – Eligible Population: <ul style="list-style-type: none"> <li>Cases who are eligible to receive Perm HA and/or MA;</li> <li>DV victims who have signed a DV waiver;</li> <li>Exempt from GAIN who chose to become a GAIN exempt volunteer; and</li> </ul> Step 2 – Housing Situation: <ul style="list-style-type: none"> <li>Found non-subsidized housing and has requested Perm HA and/or MA; or</li> <li>Signed a rental agreement to secure non-subsidized housing within 30 days of the request for RA.</li> </ul>	Physically lacks a fixed and regular nighttime residence.  Must be living in emergency shelter, transitional housing or similar temporary group living agency.
<b>Eligibility Requirements</b>	<p><b>Temporary:</b></p> <ul style="list-style-type: none"> <li>Apparently eligible to/or receiving CalWORKs.</li> <li>Must meet the definition of "homeless."</li> <li>Must not have more than \$100 in liquid resources on hand at the time of application.</li> <li>Must obtain temporary shelter from a commercial establishment or a person with a history of renting properties and provide verification.</li> <li>Must be seeking permanent housing and provide verification.</li> </ul> <p><b>Permanent:</b></p> <ul style="list-style-type: none"> <li>CalWORKs must be approved prior to a permanent housing payment.</li> <li>Family's share of the rent cannot exceed 80% of the AU's TMHI.</li> <li>Payment cannot exceed two times the total rent. Additional funds can be issued for needed utility deposits (gas, electricity or water).</li> <li>Must provide proof of eviction or 3-day notice to pay or quit (only when the application is for HA Arrearages).</li> </ul>	<ul style="list-style-type: none"> <li>Apparently eligible to/or receiving CalWORKs and CalWORKs timed-out participants.</li> <li>Families must be at risk of losing their housing because of non-payment of rent due to financial hardship, not due to other lease or rental violations.</li> <li>Must demonstrate that the eviction is the result of a verified financial hardship that resulted from extraordinary circumstances beyond their control.</li> <li>Must provide proof of financial hardship.</li> <li>Issuance of payment must prevent the eviction (For current month's rent) Must provide proof of eviction or 3-day notice to pay or quit in addition to demonstrating financial hardship.</li> </ul>	<ul style="list-style-type: none"> <li>Receiving CalWORKs and CalWORKs timed-out participants.</li> <li>Families must be at risk of losing their housing because of non-payment of rent due to financial hardship, not due to other lease or rental violations.</li> <li>Families who are homeless or at risk of homelessness may qualify for the MA funds.</li> <li>Must demonstrate that they are experiencing a financial hardship.</li> <li>If homeless, must exhaust all other means of assistance including Homeless Assistance (if eligible).</li> </ul>	<ul style="list-style-type: none"> <li>Have an unexpected, one-time problem.</li> <li>Be eligible for CalWORKs financially, plus have a valid ID and proof of citizenship or legal immigration status.</li> <li>Have a steady work history, a good earning potential, or a likelihood of finding a job.</li> <li>Have stable housing or childcare (unless that is what applicant needs help with).</li> <li>Have no significant barriers to employment, such as problems with mental health or substance abuse.</li> </ul> <p>(Note: Applicant has the option to accept Diversion or receive CalWORKs.)</p>	<ul style="list-style-type: none"> <li>Active employment or a documented offer of employment of at least 20 hrs. per week.</li> <li>Current participation in, and compliance with, GAIN Program requirements. (Note: Participants working 32/35 hrs. per week are not required to participate in the GAIN program as they are already meeting welfare-to-work requirements. In addition, a participant who has been granted or qualifies for an exemption is not required to participate for the duration of his/her exemption.)</li> <li>The need to relocate to access employment, childcare, or transportation (based on documented one-way travel time/distance to/from work, childcare, or both).</li> </ul>	<p>One (1) workday after receipt of all required verification/documentation.</p> <p><b>NOTE:</b> If a rent receipt is not provided prior to the end of the month, or within 30 days of the last RA payment, no future RA payments will be issued, unless good cause is established.</p>	<ul style="list-style-type: none"> <li>Must meet income and property limits for CalWORKs.</li> <li>Must comply with photo and finger imaging requirements.</li> <li>Must complete intake application process.</li> <li>Must be exiting a shelter/housing agency.</li> <li>Must have found non-subsidized housing.</li> <li>Must be referred by the shelter/housing agency being exited.</li> <li>Must apply at the district office within 30 days of the referral from the shelter/housing agency.</li> </ul>

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<b>Processing Timelines</b>	<p><b>Temporary:</b></p> <ul style="list-style-type: none"> <li>Initial payment same day as the request.</li> <li>Subsequent payments may not be issued for more than seven (7) days worth of temporary shelter at a time up to 16 <u>consecutive</u> days.</li> </ul> <p><b>Permanent:</b></p> <ul style="list-style-type: none"> <li>One (1) workday after receipt of all required verification and/or documentation.</li> </ul>	One (1) workday after receipt of all required verification.	One (1) workday after receipt of all required verification.	One (1) workday after receipt of all required verification/documentation.	One (1) workday after receipt of all required verification/documentation.	<p>All RA payments are issued as a two-party check. Under certain exceptions, the payment may be issued on-line directly to the participant.</p> <p>RA payments are issued via "Auxiliary Issuance" on LEADER.</p>	One (1) workday after receipt of all required verification.
<b>Method of Payment</b>	<p>HA payments are issued on-line directly to the participant. In certain situations, payments may be issued as a two-party vendor check.</p> <p><b>NOTE:</b> All Homeless Assistance payments must be issued on LEADER via "Special Payments" and all Homeless Assistance LEADER screens must be completed.</p>	<p>EAPE payments are issued on-line directly to the participant. In certain situations, payments may be issued as a two-party vendor check.</p> <p>EAPE payments are issued via "Auxiliary Issuance" on LEADER.</p>	<p>MA payments are issued on-line directly to the participant. In certain situations, payments may be issued as a two-party vendor check.</p> <p>MA payments are issued via "Auxiliary Issuance" on LEADER.</p>	Directly to the participant, or as a two-party check if the Diversion payment is greater than MAP for the AU, or the payment is for a vendor or merchant.	HRP payments are issued on-line directly to the participant. In certain situations, payments may be issued as a two-party vendor check.		<p>All MA payments must be issued as two-party checks.</p> <p>MA payments are issued via "Auxiliary Issuance" on LEADER.</p>

Note: All applicants/participants, whether their homeless assistance applications are approved or denied, must be referred to a Homeless Case Manager (HCM). Exceptions: Moving Assistance for Non-CalWORKs Families.

## DPSS CalWORKs Housing Program (HP) Comparative Chart Homeless Services

	Homeless Case Management	Homeless CalWORKs Families Project	Outreach Services for Homeless Families on Skid Row	Homeless Court	District Access Team Services	Emergency Shelter Services
<b>Service Description</b>	<ul style="list-style-type: none"> <li>Intensive and sensitive case management to homeless or at-risk families.</li> <li>Assists families in obtaining and retaining stable permanent housing.</li> <li>Link between the Eligibility Worker and GAIN Services Worker to ensure families receive all entitled benefits and services.</li> <li>Provides families with referrals to available services within the community.</li> <li>Assessment of specialized supportive services needs and prompt referrals to appropriate service providers.</li> </ul>	Intensive case management to move homeless families with mental health issues into emergency shelters, then to transitional housing while stabilizing, and finally into permanent housing by addressing any barriers that prevent them from obtaining housing.	Multidisciplinary team consisting of staff from DPSS, DCFS, DMH, and DPH, to link homeless families in the area to any available benefits and resources.	<ul style="list-style-type: none"> <li>Assists homeless, previously homeless or at-risk individuals clear minor misdemeanors, traffic citations, and warrants derived from failure to resolve these offenses.</li> <li>Minor offenses include traffic tickets and infractions.</li> <li>Minor misdemeanors may include, but are not limited to: jaywalking, riding the metro without a fare, sleeping in public places, etc.</li> </ul>	Designated CalWORKs Eligibility Workers have been placed on an "on call" basis to accept potential CalWORKs and/or homeless applications from access centers and shelters.	<ul style="list-style-type: none"> <li>Emergency shelter or motel/hotel voucher.</li> <li>Case management and transportation only when the family is not receiving supportive services from GAIN.</li> <li>Homeless participants may stay in the program for up to 90 days. However, the agency providing services may allow participants to remain for a period longer than 90 days, but not to exceed 120 days, if the participants require a longer period to accomplish certain goals.</li> </ul>
<b>Frequency</b>	Four to six months for every instance of homelessness. <b>NOTE:</b> In some situations, the family may receive up to 12 months of case management.	Participants can participate in the Project for up to 12 months or up to six months after they obtain permanent housing whichever is shorter.	The team is collocated in the Skid Row area of Los Angeles to do daily outreach and provide services as needed.	One time only.	Access centers and shelters will contact CalWORKs district offices to assist families in their facilities that are potentially eligible to benefits but cannot travel to a district office.	Up to 120 days per incidence of homelessness.
<b>Income Threshold</b>	N/A	N/A	N/A	Must meet CalWORKs criteria/eligibility to be eligible.	N/A	N/A
<b>Site visits</b>	As deemed necessary	N/A	Outreach efforts include follow-up visits to shelters/housing agencies on an as needed basis.	N/A	Visits to access centers and shelters will be arranged on an "as needed" basis.	N/A
<b>Evidence of Property Availability /Cost</b>	N/A	Once permanent housing is found: <ul style="list-style-type: none"> <li>Verification of Section 8.</li> <li>Rental written agreement.</li> <li>Telephone call to landlord (if rental agreement is questionable or not provided).</li> <li>PA 853, Affidavit.</li> </ul>	N/A	N/A	N/A	N/A
<b>Property Information Verification</b>	N/A	Call the Property Services Hotline at <b>(626) 312-6344</b> . Fax: (626) 569-1948.	N/A	N/A	N/A	N/A
<b>Eligible Population</b>	CalWORKs families who are homeless or at risk of homelessness and voluntarily agree to participate in the program.	CalWORKs W/W participants; or CalWORKs 60-month time limited and enrolled in Post-Time Limited Services; or CalWORKs participants whose cases are terminated for excess income, but they are enrolled in Post-Employment Services; <b>and</b> Have a mental health issue.	<ul style="list-style-type: none"> <li>Families encountered in the skid row area by the Skid Row Assessment Team.</li> <li>Families referred to Midnight Mission, Union Rescue Mission or Leavey Center to seek benefits and/or services.</li> </ul>	<ul style="list-style-type: none"> <li>HC applicants must be CalWORKs eligible and participating in GAIN.</li> <li>HC applicants must have completed a minimum of 90 days of continuous, satisfactory participation in a rehabilitative program. (Participation in a substance abuse, mental health, employment &amp; training or other similar program, including GAIN, meets the criteria.)</li> </ul>	Families receiving or potentially eligible to CalWORKs who walk in to an access center or shelter seeking benefits and/or services.	Families are eligible to receive these services if the family is receiving or has exhausted the time limit for CalWORKs cash assistance and is either employed or enrolled in the GAIN Program (including Post-Time Limited Services).

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<b>Definition of Homeless</b>	Physically lacks a fixed and regular nighttime residence, shares a residence with other family or friends on a <u>temporary</u> basis, or resides in a temporary shelter, commercial establishment, or transitional housing or received a notice to pay rent or quit.	Physically lacks a fixed and regular nighttime residence, shares a residence with other family or friends on a <u>temporary</u> basis or resides in a temporary shelter, commercial establishment or transitional housing.	Physically lacks a fixed and regular nighttime residence, shares a residence with other family or friends on a <u>temporary</u> basis, or resides in a temporary shelter, commercial establishment, or transitional housing.	Physically lacks a fixed and regular nighttime residence, shares a residence with other family or friends on a <u>temporary</u> basis, or resides in a temporary shelter, commercial establishment, or transitional housing or received a notice to pay rent or quit.	Physically lacks a fixed and regular nighttime residence, shares a residence with other family or friends on a <u>temporary</u> basis, or resides in a temporary shelter, commercial establishment, or transitional housing, or received a notice to pay rent or quit.	Physically lacks a fixed and regular nighttime residence, shares a residence with other family or friend on a <u>temporary</u> basis, or resides in a temporary shelter, commercial establishment, or transitional housing or received a notice to pay rent or quit.
<b>Eligibility Requirements</b>	CalWORKs homeless or at-risk families, whether approved or denied for CalWORKs <u>homeless benefits</u> .	<ul style="list-style-type: none"> <li>• Must be receiving CalWORKs and participating in WtW; or</li> <li>• CalWORKs 60-month time limited and enrolled in Post Time Limited Services; or</li> <li>• CalWORKs participants whose cases are terminated for excess income, but they are enrolled in Post-Employment Services; and</li> <li>• Have a mental health issue.</li> </ul>	The skid row project assists all families encountered or seeking services in the skid row area. Families are assessed for DPSS eligibility if not already receiving CalWORKs. Families who are not CalWORKs eligible will still be serviced/assessed by the other departments.	<ul style="list-style-type: none"> <li>• CalWORKs homeless or at risk individuals who meet the following requirements:</li> <li>• Must have satisfactorily completed a 90-day rehabilitative program.</li> <li>• No new violations within the past six months.</li> <li>• Infractions occurred with Los Angeles County.</li> <li>• Minor offenses (not involving a victim, weapons or drug possession or sale).</li> </ul>	<ul style="list-style-type: none"> <li>• Must be receiving CalWORKs or be potentially eligible.</li> <li>• Must be in an access center or shelter seeking benefits and/or services.</li> <li>• Must be unable to travel to the CalWORKs district office for assistance.</li> </ul>	<ul style="list-style-type: none"> <li>• Families must have exhausted temporary benefits available through the CalWORKs Housing Program.</li> <li>• Families must have been denied or ineligible to the CalWORKs Housing Program.</li> </ul>
<b>Processing Timelines</b>	Must be referred the same day of the homeless application.	<ul style="list-style-type: none"> <li>• Families are screened for CalWORKs WtW requirement (1 to 3 days).</li> <li>• Families are screened for MH (within approx. 5 days).</li> <li>• Families are placed in emergency housing within one day of the request.</li> </ul>	DPSS collocated staff work in conjunction with district offices to issue benefits and/or resolve existing case problems.	If apparently eligible to the Homeless Court program, applicant/participant must be referred to the Homeless Court Liaison the same day of homeless application.	Processing of new applications and/or benefit issuances will be expedited.	Families must be placed the same day that services are requested.  <b>NOTE:</b> At no point, should the family be left with no place to go for the night.
<b>Method of Payment</b>	N/A	N/A	N/A	N/A	Unless otherwise indicated by the program requirements, benefits will be issued on-line.	Vouchers are issued by the LAHSA-subcontracted agencies.

Note: All applicants/participants, whether their homeless assistance applications are approved or denied, must be referred to a Homeless Case Manager (HCM). Exceptions: Moving Assistance for Non-CalWORKs Families.