

DEPARTMENT OF PUBLIC SOCIAL SERVICES ADMINISTRATIVE DIRECTIVE



NUMBER 4578 Supp I	DATE
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SUBJECT: NON-HOMELESS CASE IDENTIFIER – PHASE RECONCILIATION

REFERENCE: Administrative Directive No. 4578, dated 07/20/2006

CANCELS: NONE

CANCEL DATE: **FILE IN:** EAS 44-211.5

SPECIAL ATTENTION:

CalWORKs

REPORT REQUIRED NO
SURVEY REQUIRED NO

I. PURPOSE/BACKGROUND

This Administrative Directive (AD) provides instructions to CalWORKs Homeless Case Managers (HCM) for the purpose of tracking at risk of homelessness and non-homeless [Homeless Assistance (HA) Arrearages, Moving Assistance (MA) for Non-Homeless, and Emergency Assistance to Prevent Eviction (EAPE)] cases on PHASE.

PHASE captures homelessness history, education, employment, income, medical history, nutrition information, service needs, and service referrals for homeless families. PHASE has been enhanced to track at risk of homelessness and non-homeless cases. A "Non-Homeless Case Identifier" field has been added to the Client's Case Information screen.

This AD is effective immediately. All other policies and procedures contained in AD 4578, dated 07/20/2006, must continue to be followed.

District Directors must ensure that this AD is reviewed with all appropriate staff and that a copy and explanation of this AD is provided to the affected staff.

II. POLICY

All families referred to an HCM who have been approved/denied for HA Arrearages, MA for non-homeless and/or EAPE must have the appropriate "Non-Homeless Case Identifier" selected on PHASE.

III. PROCEDURES

All cases being managed by an HCM must be entered onto PHASE and updated daily with general information, case notes, and services and referral information. This includes identifying on PHASE at risk of homelessness families approved/denied for HA Arrearages and/or EAPE, and non-homeless families approved/denied for MA.

III. PROCEDURES (Continued)

A. **Eligibility Worker (EW)**

All families applying for HA Arrearages, MA due to a non-homeless financial hardship, and/or EAPE, whether the application is approved or denied, must be referred to an HCM using the Referral to Homeless Case Manager, PA 6036 form.

When completing the PA 6036, the EW must indicate what program was requested by the applicant.

B. **HCM**

New HCM Referrals

- Create a PHASE record.
- If the EW selected HA Arrearages, EAPE, and or MA for non-homeless on the PA 6036, select the appropriate "Non-Homeless Case Identifier" on PHASE.
- Provide continued case management, as appropriate, for the duration of the HCM case management period (four to six months).

Existing Cases on the HCM Caseload

- Review existing caseload to identify cases that have been approved/denied for HA Arrearages, EAPE, and or MA for non-homeless and update PHASE by selecting the appropriate "Non-Homeless Case Identifier" field on the Client's Case Information screen.

C. **HCM Supervisor/District Deputy Director**

Ensure all cases on the HCM caseload approved/denied for HA Arrearages, EAPE, and or MA for non-homeless, have been correctly identified on PHASE.

Questions regarding this release may be directed by Administrative staff to CalWORKs Program Section at (562) 908-6336.



PHIL ANSELL, DIRECTOR
BUREAU OF PROGRAM AND POLICY

APPROVAL:
 BPP BWS

PA:CL
JS:da