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#### I. Update

This handbook is being updated to include the [process for issuing CalWORKs Homeless Assistance \(HA\) vendor payments directly to landlords and other providers.](#)

[Updates are in purple.](#)

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#### II. Summary

The purpose of this handbook is to provide staff guidance on the issuance of temporary and permanent Homeless Assistance.

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#### III. General

Homeless Assistance is a non-recurring special need in CalWORKs. It is available to a homeless Assistance Unit (AU) seeking housing.

There are two (2) separate special needs payments:

- Temporary HA (THA): Designed to provide housing for up to 16 days while the family AU locates permanent housing.

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- Permanent HA (PHA): Covers the reasonable and necessary costs of obtaining housing for the family AU and can cover move-in expenses such as rent and utility deposits.

**A. Rules**

1. The HA program serves CalWORKs clients who are homeless or at risk of homelessness.
2. An eligible CalWORKs applicant or recipient will be entitled to:
  - a. **THA** - Limited to a total of 16 days every 12-months, unless meeting an exception. CalWORKs recipients or apparently eligible applicants, who meet the criteria for being homeless, are eligible for payments to stay in temporary shelter (e.g., a motel) for up to 16 days. THA will not be considered exhausted until all 16 days have been issued.
  - b. **PHA** - Available to CalWORKs recipients only. Limited to one payment of PHA, every 12-months, unless meeting an exception. While receiving THA, recipients are required to search for permanent housing. Once permanent housing is located, recipients may be eligible to receive PHA within one day/24 hours of the request. PHA may consist of assistance with the security deposit, which may include last month's rent, with the total not to exceed twice the amount of the monthly rent. The recipient may also receive assistance with the utility deposit, if required. For recipients facing an eviction, HA may provide up to two (2) months of rent arrearages. Rent and rent arrearages may not exceed 80 percent of the AU's total monthly household income (TMHI).
3. The 12-month period begins on the day the Eligibility Services Technician (EST) issues the first payment of either THA or PHA, whichever comes first to the recipient or housing provider and ends 12-months later. In other words, there is one 12-month period wherein an AU may, if eligible, receive THA, PHA, or both. Once the instance of homelessness is resolved, the AU is not eligible for any further HA payments until the next 12-month period, unless they meet an exception. Within the 12-month period, an AU is only eligible to receive THA following the issuance of PHA if the AU is still in need of temporary shelter before occupying permanent housing.

<p>Example 1</p>	<p>An AU begins receiving THA on February 1, 2019. However, the AU remains homeless for two (2) months following the issuance of the 16 days of THA. On April 1, 2019, the AU finds housing and receives PHA. In this example, the 12-month period is from February 1, 2019 (representing the day the first payment of HA is issued), through January 31, 2020. If otherwise eligible, on February 1, 2020, the AU may receive HA again THA, PHA, or both.</p>
<p>Example 2</p>	<p>An AU receives a three (3) day pay or quit notice. On February 15, 2019, the AU applies for and receives PHA in the form of rent arrearages. On October 16, 2019, the AU falls behind on rent again and receives another three (3) day pay or quit notice. Unless the AU meets an exception, the AU is not eligible for THA or PHA until February 15, 2020.</p>
<p>Example 3</p>	<p>An AU receives temporary HA on May 1, 2019, but never secures PHA during the 12-month period. On May 1, 2020, a new 12-month period begins, and the AU is still experiencing the same instance of homelessness. The AU is eligible to receive THA and/or PHA again without meeting an exception.</p>

4. HA payments based on an exception, as referenced above, continue to be allowed only once in a 12-month period. HA based on an exception is available once at any point during the 12-month period established for "standard" HA.  
The issuance of an HA payment based on an exception does not restart the "standard" HA 12-month period.

Example	An AU begins receiving THA on March 1, 2019 and locates permanent housing two (2) months later. On September 1, 2019, the same AU becomes homeless again and begins receiving HA based on an exception. The AU's 12-month period continues to be March 1, 2019 through February 28, 2020. The AU would be potentially eligible for HA again starting on March 1, 2020.
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**B. "Homelessness" Definition**

Homeless Assistance is available to AUs that meet the definition of homeless. An AU is considered homeless when the AU:

- Lacks a fixed and regular nighttime residence; or
- Has a primary nighttime residence that is a supervised publicly or privately-operated shelter designed to provide temporary living accommodations; or
- Is residing in a public or private place not designed for, or ordinarily used as a regular sleeping accommodation for human beings, such as a hallway, bus station or car; or
- Has a need for housing; or
- Receives a notice to pay rent or quit.

**Note:** The cause of the AU's homelessness is irrelevant to HA eligibility unless the homelessness is due to one of the once every 12-months exceptions.

Example 1	A CalWORKs family is evicted from their apartment. A friend offers to let them stay until some other temporary shelter is found. The family meets the definition of homelessness because: <ul style="list-style-type: none"> <li>• They lack a fixed and regular nighttime residence; and,</li> <li>• They have a need for housing.</li> </ul>
Example 2	An otherwise eligible AU, who temporarily resides with another family, requests HA payments to obtain separate housing. The client meets the definition of homeless because: <ul style="list-style-type: none"> <li>• They lack a fixed and regular nighttime residence; and,</li> <li>• They have a need for housing.</li> </ul>

**An AU is not considered homeless in the following situations:**

Example 1	A pregnant person and two (2) children are receiving CalWORKs and are living in a home. The pregnant person leaves for no apparent reason, so a caretaker moves into the home to care for the children. The pregnant person requests HA. Since the pregnant person has a home, which they could return to at any time, they are not considered homeless.
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Example 2	The recipient states that the home they have been living in has an electrical problem, so they do not want to live there. The AU is not considered homeless. HA payments are not available as a means to upgrade a person's living accommodations when they already have a home.
Example 3	An AU has a home in Los Angeles. The parent and child arrive in Alameda County for medical treatment. They are not considered homeless, but instead, temporarily absent from their home.

**Note:** Although an AU may meet the definition of homeless, a HA payment is not issued to an AU if it is established that the AU has shelter at no cost.

**C. Questionable Homelessness**

“Questionable homelessness” is when there is evidence to suspect that the family has permanent housing in which the family can continue to reside without preventative support to avoid eviction and/or homelessness.

For example, evidence that the CalWORKs recipient is in a permanent housing program, such as the CalWORKs Housing Support Program (HSP) and has obtained and remains in a permanent housing placement may be considered “questionable homelessness.”

If the client is believed to meet the criteria of questionable homelessness, the EST should make a fraud referral. However, if the reason homelessness is questionable is related to the CalWORKs HSP, an inquiry should be submitted to the Program Planning & Support’s Program Specialist assigned to the CalWORKs HSP program to confirm if the client is currently enrolled in permanent housing placement before making a fraud referral.

**D. Removal of \$100 Liquid Resource Limit for HA**

HA benefits are no longer denied to families for the amount of exempt or nonexempt liquid resources they have if they are eligible for CalWORKs. Also, as there is no longer a liquid resource limit for HA, the EST does not need to assess HA applicants' resources for purposes of HA eligibility.

**E. Sworn Statement for Homelessness Verification**

A sworn statement to verify homelessness must be accepted as sufficient verification of homelessness. A sworn statement via Form CW 42 Statement of Facts – Homeless Assistance attesting to homelessness is sufficient. The EST shall not request any additional verification of homelessness when a sworn statement is provided.

**F. Homeless Assistance Eviction Prevention: Removal of the Financial Hardship Criteria**

The financial hardship conditions for eligibility for all types of HA has been removed.

If the family is experiencing a financial crisis that could result in homelessness, families no longer need to show on Form CW 42 or elsewhere that a pay or quit is due to a financial hardship caused by situations outside of the applicant's control.

**G. Same Day Issuance**

THA shall be granted or denied the same working day as submission of the family's complete application for temporary shelter assistance benefits.

**H. Shelter Available at No Cost**

HA cannot be issued if the EST determines that the AU has shelter at no cost, even if they meet the criteria above. The EST shall deny the HA application and send a denial Notice of Action (NOA).

**I. Once-Every-12-Months**

Homeless assistance is available to meet the costs of securing permanent housing, preventing eviction, and meeting the costs of temporary shelter while the AU is seeking permanent housing. These benefits are limited to once every 12-months, with exceptions.

- A homeless assistance payment may be granted for either, or both, temporary shelter and permanent housing.
- An AU may be granted temporary shelter assistance, if eligibility requirements are met, after a permanent housing payment has been received when the AU still needs temporary shelter prior to assuming occupancy of the permanent housing, provided that the 16 days of temporary shelter have not been used.
- A permanent housing payment may be granted whether or not a payment for temporary shelter has been issued.

**J. Incidence of Homelessness**

If eligible, an AU will be granted HA for one incident of a continuous period of homelessness that is caused by the same specific circumstance.

Example	On June 13 an AU applies for HA. They receive Temporary HA benefits for a total of 16 days. On August 10 the recipient completes the Form CW 42 requesting permanent HA benefits as they have found permanent housing. The EST determines that the AU qualifies for the Permanent HA benefits because the AU has been continuously homeless since June 13. The AU's homelessness is still caused by the same circumstances for which they received temporary HA benefits, and the new housing amount is not more than 80% of the TMHI.
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**K. Exceptions to the Once Every 12-months Restriction**

Temporary shelter and permanent housing payments are each limited to once every 12-months, with the following exceptions:

1. When the direct and primary cause of the AU's homelessness is a state or federally declared disaster, there is no time limit for receipt of HA benefits.
  - Families qualify for good cause for failure to provide proof of housing search;
  - A lump-sum of 16 days of temporary HA may be issued; and

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- HA received based on a state or federally declared disaster does not count towards the regular once every 12-months HA benefit or the once every 12-months limit on exceptions.

Example	Client received HA in November 2020 for the first time. On March 25 the client requests HA due to the uninhabitability of their home due a state or federally declared disaster. Client is eligible for an exception to the once every 12-months rule.
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2. When homelessness is the result of any of the following exceptions:
  - a. Domestic abuse by a spouse, partner, roommate; or
  - b. Uninhabitability of the former residence caused by sudden and unusual circumstances beyond the applicant/recipient's control which includes, but is not limited to fire, natural catastrophe, condemnation, or
  - c. A medically verified physical or mental illness, excluding alcoholism, drug addiction or psychological stress.

As a reminder, infection with COVID-19 may be a reason for a physical illness.

Example	Client received HA in December 2019 for the first time. On March 25 <sup>th</sup> the client requests HA due to physical illness due to being infected with COVID-19. Client is eligible for an exception to the once every 12-months rule.
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**Note:**

1. Exceptions 2a, 2b, and 2c are also limited to once every 12-months.
2. The applicant must provide written statements of copies of reports from: Police departments; Fire departments; The Red Cross; Health department; or, any other agencies authorized to verify uninhabitability of the former residence.
3. There is no 12-month waiting period between receipt of the once every 12-months benefit and when an AU may receive HA under an exception.
4. Payment for temporary shelter and permanent housing under an exception will only be authorized for a continuous period of homelessness caused by the same specific circumstances.

**Reminder:** If the applicant mentions domestic abuse in their HA request, the EST who receives the Homeless Application shall issue THA if eligible and refer the client to a Social Worker (SW) via Form 50-160 Referral for Help with Support Services for additional resources and referrals. Refer to CalWORKs Handbook 42-7.7 CalWORKs Domestic Violence/Abuse Policies and Procedures for Waivers and Exemptions.

Example	An AU receives THA payments in January 2019 for a verified exception of domestic abuse. After receiving the THA payments, the AU returns to the former residence. In March 2019, the AU requests permanent HA with a Form CW 42 showing uninhabitability as the reason for homelessness. Since the AU had not been continuously homeless and the exception is different from that under which THA was previously issued, the EST determines the AU is not eligible for the permanent housing payment.
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**L. Verification of 12-Month Exception**

The AU must provide verification of the exceptional circumstance(s) described above, which resulted in the AU's homelessness before a homeless payment is issued. These circumstances must be verified through a third-party governmental or private health and human services agency. Example of acceptable verification includes, but is not limited to:

Exception	Verification
Domestic Violence	<p>The recipient can verify domestic abuse by a sworn statement (including the Form CW 42) for up to two periods of temporary and two periods of permanent homeless assistance due to an exception. After two instances of homeless assistance due the domestic abuse exception, domestic abuse shall then be verified using the following by the Social Worker:</p> <p>Copies of records or reports from:</p> <ul style="list-style-type: none"> <li>• Police departments;</li> <li>• Medical facilities;</li> <li>• Adult and Child Protective Services;</li> <li>• Family Service Bureau;</li> <li>• Crisis Counseling Service Agencies; or</li> </ul> <p>Statements from battered women shelters, signed by an administrator, counselor, or designated staff member.</p>
Physical or Mental Illness Excluding Drug Addiction, Alcoholism, or Psychological Stress	<p>Medical verification from:</p> <ul style="list-style-type: none"> <li>• The appropriate treating physician;</li> <li>• State certified nurse;</li> <li>• Nurse practitioner;</li> <li>• Physician's assistant;</li> <li>• Therapist;</li> <li>• Psychologist;</li> <li>• Licensed counselor; or,</li> <li>• Medical or clinical personnel with access to the patient's records who can verify the diagnosis.</li> </ul>
Uninhabitability of Residence	<p>Written statements or copies of reports from:</p> <ul style="list-style-type: none"> <li>• Police departments;</li> <li>• Fire departments;</li> </ul>

	<ul style="list-style-type: none"> <li>• The Red Cross;</li> <li>• Health department; or,</li> <li>• Any other agencies authorized to verify the uninhabitability of the former residence.</li> </ul>
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<b>Example</b>	<p>An AU applies for HA under an exception due to a mental health condition. The AU had been homeless for some time and had no interim contact with any governmental or private health or human services agency which could verify that homelessness was caused by the mental health condition. The AU was able to provide proof of the mental health condition from a psychologist and a written statement from the former landlord stating that the AU was evicted because of disruptive behavior toward the other tenants. Based on the verification provided by the AU, the EST determines that the AU is eligible for homeless assistance due to the mental illness exception.</p>
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**M. Homeless Assistance for Families Affected by Disaster**

Participants who experienced homelessness as a direct and primary result of a state or federally declared disaster are eligible for temporary shelter and permanent housing assistance.

This extends to all eligible families who experience homelessness as a direct and primary result of any state or federally declared disaster, including but not limited to chemical, terrorist, or biological disasters.

A family applying for HA because of any state or federally declared disaster shall provide a sworn statement that the family is experiencing homelessness as a result of a state or federally declared disaster through the Form CW 42: Statement of Facts – Homeless Assistance form. A sworn statement for verification of homelessness shall be accepted and no additional verification is required.

**N. Expanded HA for Victims of Domestic Abuse: Eligibility for 32 Cumulative Days of Temporary Homeless Assistance**

HA applicants who are provided Expanded HA for Victims of Domestic Abuse are eligible for the second 16-day payment of THA regardless if the applicant becomes a recipient of CalWORKs during the first 16-day period.

CalWORKs applicants who provide a sworn statement on Form CW 42: Statement of Facts – Homeless Assistance form attesting to experiencing past or present domestic abuse and



fleeing their abuser, shall be eligible to receive 16 cumulative days of THA, plus an additional 16 days of temporary shelter within an applicant’s time on aid, for a total of 32 cumulative days of THA payments, if they are still experiencing homelessness regardless of when they are approved for CalWORKs.

Expanded HA for Victims of Domestic Abuse may be in addition to any temporary shelter or permanent housing benefits the family may be eligible to receive once every 12-months. Receipt of Expanded HA for Victims of Domestic Abuse also does not count against the once every 12-months HA exception, including exceptions based on domestic abuse.

Due to the removal of the consecutive day rule, AB 557 recipients may receive the 2 issuances of 16 days each non-consecutively.

Example	CalWORKs applicant requests AB 557 temporary HA on January 2, 2020. The EST issues the first issuance of 16-days covering the period of January 2 17. The second 16-day issuance does not have to be requested immediately after January 17.
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Please refer to [CalWORKs Handbook 42-7.7](#) CalWORKs Domestic Violence/Abuse Policies and Procedures for Waivers and Exemptions for detailed instructions on AB 557 expanded THA.

**O. Homeless Assistance Statement of Facts**

The AU must complete a separate Form CW 42 Statement of Facts - Homeless Assistance to apply for temporary and permanent HA. The Statement of Facts for HA is designed to gather information specific to the elements of eligibility for the nonrecurring special need for homeless assistance. HA applications are not required to be submitted in person and a face-to-face interview is no longer a requirement. HA applications can be submitted in-person or remotely with electronic or telephonic signature and the HA interview can be done by telephone or in-person.

- The Form CW 42 informs HA applicants that these benefits are limited to once every 12-months, with exceptions.

**P. HA Application Process**

**In-Person Drop In Process**

**Information Services – Drop In Unit (DIU) Process**

**Clients Applying for Homeless Assistance in the office regardless of where their case is assigned in CalSAWS.** When the client arrives to the office to apply in-person for HA, the client will check in at the self-check-in Qmatic kiosk in the waiting room or lobby.

Clerical staff shall:

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1. Greet the client and provide the Form CW 42 HA application to the client to complete.
2. Guide them through the Qmatic Self Check-in process.
3. Direct clients to select the “Other Walk-In” Qmatic ticket if the client has an active or pending case. (If client does not have an active or pending case, client must apply for CW).
4. After client completes the Qmatic check-in and is issued a ticket, direct client to the area of the waiting room to wait for their ticket to be called.

The Eligibility Support Clerk (ESC) shall:

1. Call Qmatic tickets under the “Other Walk-In” queue.

For cases with active CalWORKs:	For cases assigned to Regular Intake:
<ol style="list-style-type: none"> <li>1. Create the Drop In task in CalSAWS and assign the task to the Drop In bank worker. Refer to Drop In Bank Workers IDs Chart in Section VI below.</li> <li>2. Add a Reception Log entry in CalSAWS:                             <ul style="list-style-type: none"> <li>○ Go to the Quick Links on the CalSAWS Home Page and click the Reception Log link and click ‘Add.’</li> <li>○ Enter the case number.</li> <li>○ Click Select for the Person Name field and select the client’s name.</li> <li>○ Under Emergency Requests select Homeless Situation from the drop-down menu.</li> <li>○ Select Apply for Benefits as the purpose of the visit.</li> <li>○ Click Save.</li> </ul> </li> <li>3. Instruct the client to hold the Form CW 42 HA application and provide it for the assigned EST during the interview.</li> <li>4. Transfer Qmatic ticket into the “Case Assistance” queue by wait time to be called by an EST.</li> </ol>	<ol style="list-style-type: none"> <li>1. Add a Reception Log entry in CalSAWS by:                             <ul style="list-style-type: none"> <li>○ From the CalSAWS home page, enter the case number and submit.</li> <li>○ Copy the Worker ID number from the CalWORKs program on the Case Summary page.</li> <li>○ Return to the Home Page and click the Reception Log link and click ‘Add.’</li> <li>○ On the Reception Log Detail page, paste the Worker ID in the Worker ID field.</li> <li>○ Enter the case number.</li> <li>○ Click Select for the Person Name field and select the client’s name.</li> <li>○ Under Emergency Requests select Homeless Situation from the drop-down menu.</li> <li>○ Select Apply for Benefits as the purpose of the visit.</li> <li>○ Click Save.</li> <li>○ Click on the Send and Email icon on far right to email and message the Worker.</li> </ul> </li> <li>2. On the Reception Log Detail verify the status as Worker Notified. Instruct the client to hold the Form CW 42 HA application and provide it for the assigned EST during the interview.</li> <li>3. Email a clerical supervisor who will then notify the Supervising Eligibility Technician (SET) of the assigned EST.</li> </ol>

<ol style="list-style-type: none"> <li>5. Direct clients to the area of the waiting room to wait for their ticket to be called.</li> <li>6. Enter a journal entry in CalSAWS, utilizing the Classic template.</li> </ol>	<ol style="list-style-type: none"> <li>4. Direct clients to the area of the waiting room to wait to be called.</li> <li>5. Enter a journal entry in CalSAWS.</li> </ol>
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1. EST assigned to DIU shall:

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| <ol style="list-style-type: none"> <li>1. From the Utilities navigation bar in CalSAWS select Tasks and then click “Get Next” to retrieve the Drop In task in CalSAWS, if applicable (applies to DIU).</li> <li>2. Review CalSAWS journal entry for the reason of the office visit.</li> <li>3. Determine if an HA payment has been issued within the previous 12-month period by:</li> <li>4. Reviewing the remaining days of the Temp-HA for the current 12- month (365/366- calendar-day) period from the Homeless Assistance Time Track List in CalSAWS. Review Hyland, MEDS, IEVS, and CalHEERS, if appropriate.</li> <li>5. Call Client through Qmatic.</li> <li>6. Retrieve and Review Form CW 42 from the client during the interview.</li> <li>7. Interview client.</li> <li>8. If the client chooses to use an office address to pick up their county mail, EST shall provide and review Form 50-67 with the client. Refer to Section S. Homeless Mail.</li> <li>9. Add the Homeless Temp or Permanent program block. Refer to Job Aid: Add a Program to an Existing Case Immediate Need, Homeless Assistance – Temp and Perm.</li> <li>10. Add a homeless record on the Homeless Detail page in CalSAWS.</li> <li>11. Process the HA Application. In CalSAWS, select EBT as the issuance Type and Select Rush from the Immediacy Indicator drop list so that the benefits will be put on the EBT card in real time.</li> <li>12. Document in the CalSAWS journal entry how the HA application was dispositioned and what benefits were approved, if any.</li> <li>13. Mark the Drop In task complete in CalSAWS, if applicable (this step applies to the DIU).</li> <li>14. Click the Check Mark icon on the Reception Log entry to mark it complete.</li> <li>15. End the Qmatic ticket.</li> <li>16. Route the documents to back-end Imaging.</li> </ol> |
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The Supervising Eligibility Technician (SET) shall:

1. Create a Homeless App task with a sub-type of THA Follow Up and assign it to the assigned EST in District (This step applies to the HA applications processed in the DIU.)

Clerical Staff Assigned to Imaging shall:

1. When imaging documents that have been processed, to avoid creating an unnecessary task when the documents are imaged, clerical staff shall set the Task Override to “true”. Setting the Task Override to “true” suppresses all tasks that may generate for a document when imaged.

**1. Telephone**

If a CalWORKs applicant or recipient calls the Customer Service Call Center or their assigned EST in Regular Intake or District and would like to apply for HA, the EST shall offer to take the Form CW 42 HA application over the phone utilizing telephonic signature and process the HA application within the same working day in which the AU requests HA. To process HA, refer to the EST steps 3, 6-11 in Section P.1.2. above. To collect the telephonic signature, refer to the CalSAWS Telephonic Signature Demo and the CalSAWS Contact Center Infographic – Electronic Signatures.

**Q. Payment Information**

**1. Rules:**

An otherwise eligible AU that has received a HA payment on behalf of an eligible child in the past 12-months and does not meet an exception, is not eligible for further HA payments, except under the following conditions:

- There is a new caretaker relative who was not living with the AU at the time the original HA payment was issued; and,
- The caretaker has not previously received THA and/or PHA on behalf of or as part of another AU; and,
- The former caretaker is no longer living in the home with the AU.

Any adult living with an AU at the time HA is authorized who later becomes the caretaker for that AU is not eligible for additional HA, unless the AU qualifies under an exception.

<p><b>Example 1</b></p>	<p>The parent of the person in the AU (i.e. the grandparent of the child) resides with the AU at the time when the AU becomes homeless and receives temporary HA and permanent HA payments. After locating and moving into permanent housing, the client leaves the home and the grandparent becomes the caretaker relative. The AU once again become homeless. Since the grandparent lived with the AU at the time HA was received, they are not eligible for further HA benefits for the AU unless the AU qualifies under one of the exceptions.</p>
<p><b>Example 2</b></p>	<p>Both parents are in the home and receive HA. The client leaves the home and becomes the needy caretaker relative in another AU/case for their two nephews. They cannot receive HA again, unless the HA payment is made based on an exception.</p>

**2. Eligible Providers:**

To receive HA, the housing provider can be one of the following:

- A commercial establishment;
- A shelter;
- A publicly funded transitional housing; or,
- Any person or establishment with whom the family has executed a valid lease, sublease, or shared housing agreement. The person renting the property must have the legal right to do so, and the renter must have the same legal protections granted to all renters in the state of California.
  - A shared housing agreement must, at minimum, include the following:
    - Names of the housing provider and tenant;
    - Address of the unit;
    - Amount of the rent;
    - Terms of the agreement;
    - Date of occupancy; and
    - Length of occupancy

Example	An AU that is homeless states that they are looking for a place to rent with friends who are not in the business of renting. The AU would meet the necessary criteria and be eligible for HA if they provide a valid lease, sublease or shared housing agreement and their friends have the legal right to do so.
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**R. Mismanagement of Funds**

The EST shall comply with an AU’s written request to make payments to the AU or to the providers of temporary shelter, permanent housing, or utilities unless money mismanagement exists.

The EST shall make direct payments to providers of temporary shelter, permanent housing or utilities for any future HA payments associated with the incident of homelessness when the EST establishes that mismanagement of THA payments exists.

**Important:** If the AU fails to pay a provider, the EST shall issue future payments as vendor payments.

Mismanagement exists when:

- The EST determines that the HA payment was not used for shelter; or,
- The AU fails to provide verification that the THA payment was spent on shelter and/or that the permanent housing payment was spent appropriately; or,
- The AU provides verification that shows that the HA payment was not paid to a commercial establishment, shelter, publicly funded transitional housing, or a person/establishment with whom the family has executed a valid lease, sublease, or shared housing agreement; or
- The recipient’s homelessness is the result of the failure to pay rent, with the exception of:

- 1) A rent increase which results in the AU's share of the rent being over 80% of the TMHI, without special needs, for an AU of that size;
- 2) Reasonable cause to withhold rent as part of tenants' right; and,
- 3) Domestic abuse by a spouse, partner, or roommate.

### S. Vendor Pay

Vendor payments made directly to landlords and other providers are subject to Internal Revenue Service (IRS) reporting. To accurately report vendor payments to the IRS, the County must obtain a completed [Substitute IRS Form W-9](#). This form captures the information needed for the County to provide accurate IRS 1099 forms to vendor payees and to report their income to the IRS.

#### A. Confirm or Collect W-9 on File

To determine if a provider already has a W-9 on file with the County,

ESTs shall:

- Check if there is already a Form W-9 on file with the County of Alameda. For hotels/motels, search in the Small, Local & Emerging Business Program (SLEB) database [SLEB Supplier Search \(acgov.org\)](#) and the [General Process Handbook 50-6.27 Guidelines for the Emergency Shelter Voucher Program](#) list of hotels/motels for the provider. For landlords, search in the V drive: V:\W9 Provider ID if the W-9 is already on file.
- If the vendor is found in the V drive W-9 folder, SLEB database, or ESVP handbook then there is no need to collect the W-9 as there is one already on file.
- If the vendor is not located, inform the client that a W-9 is required in order to issue a payment directly to the vendor and provide a copy of the [Substitute Form W-9](#) to the client.
- Mail Form 50-380 W-9 Cover Letter and [Substitute IRS Form W-9](#) to the vendor, with a self-addressed return envelope. Write the case number on the Substitute IRS Form W-9 for accurate routing when the form is returned.

**Important Note:** In the scenario where vendor pay is required for THA due to the prior misuse of THA funds, provide the client with ESVP hotel voucher(s). Refer to [General Process Handbook 50-6.27 Guidelines for the Emergency Shelter Voucher Program](#).

#### B. Adding/Editing a Vendor to the CalSAWS Resource Data Bank (RDB)

Prior to issuing the vendor payment, the provider needs to be added to the Resource Data Bank (RDB) in CalSAWS. When the provider is not already in the CalSAWS RDB or when there is an update of the record needed:

**ESTs shall:**

- Complete [Form 10-15 Provider/Session Request Form](#).
- The requesting worker should complete all relevant information on the form, such as resource details and provider type.
- Email the completed Form 10-15 and Form W-9 (if applicable) to supervisor. If the Form W-9 is already on file, note where the record was located (ESVP handbook, SLEB database, or V drive).

**The Supervising Eligibility Technician shall:**

- Generate an [Application Support Help Desk Ticket](#) by selecting "Submit a Helpdesk Ticket" on the staff site's Application Support Help Desk page.
- Provide the requestor's information and request details on the help ticket form and enter the SET's email address to receive ticket updates (only one email is allowed).
- Attach/upload a completed [Form 10-15](#) and Form W-9 copy (if applicable) to the help ticket and click "Submit Request." If not attaching the W-9, note where the W-9 record was located on the ticket.
- Make a note of the ticket number for tracking the request.
- Save the Form W-9 to the V drive: V:\W9 Provider ID and send original copy to PP&S Admin QIC 50306.

**Application Support staff shall:**

Once the RDB request is completed or if additional information is required, Application Support will notify the contact person indicated on the Application Support Helpdesk Ticket.

**C. Issuing the Vendor Payment**

After the vendor has been added to the RDB in CalSAWS and it has been confirmed that the W-9 is on file, the EST shall set up the split payment CalSAWS in Money Management and do the following when vendor payments are issued:

- Arrange for office pick up of vendor check by AU; or
- Mail warrant directly to the provider.

**Note:** For instructions on how to set up split payments, refer to CalWORKs and Homeless Assistance Money Management Payments Job Aid in CalSAWS.

The primary method of HA is via EBT card, however when it is necessary to issue HA via check with an office pick up, the EST should email SSA Finance at [harequests@acgov.org](mailto:harequests@acgov.org) with the case name, case number, and "HA Check Request" in the subject line and copy the Supervising Eligibility Technician (SET) before the 11:00 am cutoff time.

**T. Homeless Mail**

Homeless recipients have the option of:

1. Using a mailing address; or
2. Pick up their Alameda County Social Services Agency (ACSSA) mail at the ACSSA office requested by the client.

If the recipient chooses to pick up their county mail at an ACSSA office, the EST or Clerical shall manually enter the office address in the mailing address field in CalSAWS. The client’s mail will be sent to this address and held for pick up.

Note: If the client chooses to use an office address to pick up their county mail, the EST shall provide and then review Form 50-67 with homeless clients notifying them of their responsibilities including but not limited to:

- Pick up mail at least once a week;
- Pick up monthly check if exempt from cash EBT;
- Pick up Medi-Cal card;
- Pick up, complete and submit a SAR 7 by the 11<sup>th</sup> of the month in which it is due, but no later than the first of the following month;
- Report within ten days the following:
  - 1) Combined earnings and unearned income that exceeds the IRT for your family size; and,
  - 2) New Address.

**Note:** Recipients must provide identification upon picking up their homeless mail.

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IV. Specifics

**A. Temporary Homeless Assistance**

The THA payment is available once every 12months unless the applicant/recipient meets an exception. THA may be available for up to 16 calendar days. Refer to Section III.K (2). The once every 12-month issuance of THA will not be considered exhausted until all 16 days have been issued, the family resolves their homelessness, or 12-months have passed.

Example	An AU requests THA benefits in April and receives their first issuance for the period of April 1 <sup>st</sup> to April 3 <sup>rd</sup> . The AU receives their second issuance on November 1 <sup>st</sup> for the period of November 1 <sup>st</sup> to November 7 <sup>th</sup> . The AU does not return for a third issuance until July 15 <sup>th</sup> of the following year. 12-months have passed since the first issuance on April 1 <sup>st</sup> . The 12-month period would begin again on July 15 <sup>th</sup> if the AU is approved for temporary HA.
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**To receive a THA payment, the AU must:**

- Be eligible or “apparently eligible” for CalWORKs;
- Provide verification that the THA payment was spent on housing; and
- Provide evidence of a search for permanent housing.

The EST shall accept a sworn statement for verification of homelessness for all HA applicants. A family applying for HA shall provide the sworn statement that the family is experiencing homelessness through the CalWORKs Form CW 42 Statement of Facts – Homeless Assistance Once the EST receives Form CW 42, including the sworn



statement, additional verification, consent from the family to release information to verify homelessness, or a copy of the pay or quit notice is not required for verification of homelessness.

<p>Example</p>	<p>On May 3<sup>rd</sup>, a family receives three (3) days of THA benefits while the EST verifies their homelessness. They do not come back into the county office for their next issuance of seven (7) days of benefits until June 1<sup>st</sup>. These additional benefits can be issued without re-verifying that the family is still homeless. If the EST determines that due to extenuating circumstances the family’s homelessness needs to be re-verified, a sworn statement that the family is still homeless is sufficient proof.</p>
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**1. Apparent Eligibility**

“Apparently eligible” means that:

- The evidence and/or information provided on the Form SAWS 2 Plus indicate that there would be CalWORKs eligibility when verification is complete, and
- The AU has complied with the technical conditions of CalWORKs:
  - Social security enumeration; and
  - Application for unconditionally available income.

The following persons cannot be considered apparently eligible:

- An applicant who does not provide verification of their eligible alien status; or,
- Excluded individuals including: undocumented noncitizens, timed out and sanctioned individuals.

**Note:** The daily rates for THA do not apply to excluded family members and only apply to eligible members in the AU.

**Note:** A Form SAWS 2 Plus must be completed, if necessary, to determine apparent eligibility for CalWORKs.

**2. Verification of Temporary Homeless Assistance Expenses**

In order to continue receiving subsequent THA payments, the AU must verify that the THA payment was paid to a commercial establishment, shelter, publicly funded transitional housing, or person/establishment with whom the family has executed a valid lease, sublease, or shared housing agreement.

ESTs may accept sworn statements or verbal attestations from clients as verification that HA benefits were appropriately spent or housing searches were completed. If the EST does not have the capability to record a verbal attestation over the phone, they can enter a CalSAWS journal entry stating the individual attested to the information provided.

**Note:** If a client does not provide receipts, a sworn statement, or verbal attestation verifying that their THA benefits were spent on housing and they are not granted good

cause, there would be a finding of mismanagement and future benefits associated with the same instance of homelessness should be issued by vendor payment.

**Note:** Due to the time that may pass between issuances of THA benefits, the EST shall determine if good cause exists for not submitting verification of THA expenses.

**3. Search for Permanent Housing**

To be eligible for subsequent THA payments, the AU must provide a minimum of one (1) contact with prospective housing providers for each day the AU receives THA payments unless the AU has good cause for not searching for permanent housing. The AU may contact prospective housing providers in person, by telephone, or in writing.

**The EST shall:**

Provide a Permanent Housing Search Form CW 74 to the client to document the search for housing.

**Note:** Due to the time that may pass between issuances of THA benefits, the EST shall determine if good cause exists for not submitting proof of their search for permanent housing. A sworn statement may be submitted when verification is not available.

**Note:** These contacts do not need to be made one (1) on each day. If the client received a 3-day payment, three (3) contacts are required, but could all have been on one (1) day.

Example	A client requests THA benefits on Monday and is issued three (3) days of benefits and a Permanent Housing Search form ( <u>CW 74</u> ). The client returns on Thursday with Form <u>CW 74</u> which indicates that the client made two (2) contacts on Wednesday and one (1) on Thursday. If otherwise eligible for HA, the EST shall issue an additional THA payment of up to seven (7) days.
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**Return of Form CW 74**

**When Form CW 74 is returned by the client to an office regardless of where the case is assigned in CalSAWS:**

**Clerical staff shall:**

- Refer to Section P. HA Application Process for instructions.

**The Eligibility Support Clerk (ESC) shall:**

- Refer to Section P. HA Application Process for instructions.

For cases with active CalWORKs:	For cases assigned to Regular Intake:
<ol style="list-style-type: none"> <li>1. Create the Drop In task in CalSAWS and assign the task to the Drop In bank worker. Refer to Drop In Bank</li> </ol>	<ol style="list-style-type: none"> <li>1. Add a Reception Log entry in CalSAWS by:                             <ul style="list-style-type: none"> <li>○ From the CalSAWS home page, enter the case number and submit.</li> </ul> </li> </ol>

<p>Workers IDs Chart in Section VI below.</p> <ol style="list-style-type: none"> <li>2. Add a Reception Log entry in CalSAWS:             <ul style="list-style-type: none"> <li>○ Go to the Quick Links on the CalSAWS Home Page and click the Reception Log link and click 'Add.'</li> <li>○ Enter the case number.</li> <li>○ Click Select for the Person Name field and select the client's name.</li> <li>○ Under Emergency Requests select Homeless Situation from the drop-down menu.</li> <li>○ Select Apply for Benefits as the purpose of the visit.</li> <li>○ Click Save.</li> </ul> </li> <li>3. Instruct the client to hold the Form CW 74 HA and provide it for the assigned EST during the interview.</li> <li>4. Transfer Qmatic ticket into the "Case Assistance" queue by wait time to be called by an EST.</li> <li>5. Direct clients to the area of the waiting room to wait for their ticket to be called.</li> <li>6. Enter a journal entry in CalSAWS.</li> </ol>	<ul style="list-style-type: none"> <li>○ Copy the Worker ID number from the CalWORKs program on the Case Summary page.</li> <li>○ Return to the Home Page and click the Reception Log link and click 'Add.'</li> <li>○ On the Reception Log Detail page, paste the Worker ID in the Worker ID field.</li> <li>○ Enter the case number.</li> <li>○ Click Select for the Person Name field and select the client's name.</li> <li>○ Under Emergency Requests select Homeless Situation from the drop-down menu.</li> <li>○ Select Apply for Benefits as the purpose of the visit.</li> <li>○ Click Save.</li> <li>○ Click on the Send and Email icon on far right to email and message Worker.</li> <li>○ On the Reception Log Detail verify the status as Worker Notified.</li> </ul> <ol style="list-style-type: none"> <li>2. Instruct the client to hold the Form CW 74 and provide it for the assigned EST during the interview.</li> <li>3. Email a clerical supervisor who will then notify the Supervising Eligibility Technician (SET) of the assigned EST.</li> <li>4. Direct clients to the area of the waiting room to wait to be called.</li> <li>5. Enter a journal entry in CalSAWS.</li> </ol>
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**EST assigned to DIU shall:**

1. From the Utilities navigation bar in CalSAWS select Tasks and then click "**Get Next**" to retrieve the Drop In task in CalSAWS, if applicable (this step applies to DIU only).
2. Review CalSAWS journal entry for the reason of the office visit.
3. Review the remaining days of the Temp-HA for the current 12- month (365/366-calendar-day) period from the Homeless Assistance Time Track List in CalSAWS.
4. Review Hyland, MEDS, IEVS, and CalHEERS, if appropriate.
5. Call Client through Qmatic.

6. Retrieve and Review Form CW 74 from the client during the interview.
7. Interview client.
8. Issue the THA payment. In CalSAWS, select EBT as the Issuance Type and Select Rush from the Immediacy Indicator drop list so that the benefits will be put on the EBT card in real time.
9. Provide another Form CW 74, if applicable.
10. Document in the CalSAWS journal entry.
11. Mark the Drop In task complete in CalSAWS, if applicable (this step applies to the DIU only).
12. Click the Check Mark icon on the Reception Log entry to mark it complete.
13. Route the documents to back-end Imaging.

The Supervising Eligibility Technician (SET) shall:

1. Create a Homeless App task with a sub-type of THA Follow Up and assign it to the assigned EST in District (This step applies to the HA applications processed in the DIU.)

Clerical Staff Assigned to Imaging shall:

1. When imaging documents that have been processed, to avoid creating an unnecessary task when the documents are imaged, clerical staff shall set the Task Override to “true”. Setting the Task Override to “true” suppresses all tasks that may generate for a document when imaged.

**4. Failure to Provide Evidence of Searching for Permanent Housing**

No subsequent THA payments will be issued if the AU has not searched for or provided evidence of searching for permanent housing. If the AU subsequently meets the search requirements, the AU can continue to receive THA benefits as otherwise eligible. No payment shall be issued for those days during which non-cooperation existed.

Example	A client requests and is issued five (5) days of THA benefits beginning Friday. The client comes in on Friday the following week but did not document any housing contacts. The client cannot be issued additional THA until the five (5) contacts are documented.
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**5. Good Cause for Not Searching for Permanent Housing**

Good cause includes, but is not limited to, these situations:

- The AU does not have access to a telephone, either having one (1) themselves, or through a friend, shelter or public place, and the AU also has no transportation and is living in a rural setting that makes public transportation unfeasible; or,
- The permanent housing located by the AU is not yet available for occupancy.

**6. Temporary Homeless Assistance Payment Time Frame**

A payment for THA should be issued or denied within the same working day in which the AU requests HA. Due to the same day issuance requirement for THA.

- When the EST arranges interim shelter, the payment may be made no later than the close of business on the working day following the request.
- When it is known, with reasonable certainty, that an otherwise eligible family will become homeless during a weekend or holiday, (e.g., when an eviction notice is effective on a Saturday or Sunday), the EST shall issue the homeless payment or arrange interim shelter on Friday, or the last working day in order to cover the weekend or holiday.
- After homelessness has been verified, benefits will be issued on a weekly basis thereafter up to seven (7) days for a maximum of 16 calendar days.
- If homelessness has not been verified, an initial THA payment will be issued for up to three (3) working days plus any nonworking days (i.e., Holiday or weekend) that fall within the three (3) working days.

Example	An AU requests THA on a Thursday. The following Monday is a holiday, and the County will be closed. The EST shall issue THA benefits for six (6) days to pay for Thursday through Tuesday night's shelter.
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An AU may receive the THA payment after the PHA payment has been issued if the permanent housing will not be available until a future date provided that the client has not received all 16-days of THA.

In CalSAWS, Rush benefits are issued to the card immediately after EDBC is authorized. For HA payments, select “Rush” from the Immediacy drop down.

The EST shall refer the client to a SW for the Emergency Shelter Voucher Program if not eligible for THA and the client is in need of temporary shelter.

**7. Acceptable Temporary Housing Providers**

Effective immediately, a family could use their 16 days of temporary HA to enter into a short-term lease, sublease or shared housing agreement to meet their temporary housing needs, while searching for permanent housing. As long as the money is spent on housing from a commercial establishment, a shelter, or a person or establishment with whom the family has executed a valid lease, sublease, or shared housing agreement, this would not be considered misuse of funds.

Families are still required to complete a permanent housing search by contacting a minimum of one prospective housing provider for each day’s worth of temporary HA benefits received:

- a. Commercial establishment, such as a motel or Airbnb;
- b. Homeless shelter (with cost);
- c. Publicly-funded transitional housing; or,
- d. A person or establishment with whom the family has executed a valid lease, sublease, or shared housing agreement.
  - For the purposes of THA, when a client indicates that they have entered into a temporary shared housing living arrangement and provides the agreement, the EST shall accept the agreement as sufficient verification that THA was spent on housing during the dates of occupancy provided on the agreement.

A sworn statement or verbal attestation may be accepted from clients affirming that HA benefits were appropriately spent or housing searches were completed.

**Note:** If a THA payment is made based on the expectation that the client will get shelter with cost from a commercial establishment, etc.; and the client subsequently obtains unacceptable shelter or shelter at no cost, NO overpayment exists.

**Important:** Failure to provide verification that the THA payment was paid to an acceptable housing provider will result in subsequent THA payments being vendor paid. (Refer to Section L. Mismanagement of Funds above.)

The EST shall verify that the THA payment was paid to an acceptable shelter provider prior to issuing the next THA payment.

Example	An AU of four (4) receives seven (7) days of temporary HA benefits in the amount of \$595. They enter into a short-term shared housing agreement with a friend, stating that they will pay \$595 to stay at their house for two (2) weeks, while they look for permanent housing. This would be an allowable use of temporary HA benefits, provided they enter in a valid lease, sublease, or shared housing agreement with the provider of housing.
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**Important Note:** Even if the client enters into a short-term housing arrangement, an issuance of THA benefits cannot exceed seven (7) days.

**8. Temporary Homeless Assistance Payment Amounts**

The daily amount paid to an AU for THA is based on the number of persons in the AU. The current payment amounts are as follows:

Assistance Unit (AU) Size	Temporary Homeless Assistance Payment (TSP) Per Day
4 or less	\$85.00

5	\$100.00
6	\$115.00
7	\$130.00
8 or more	\$145.00 Maximum

- The daily rates for THA do not apply to excluded family members and only apply to eligible members in the AU. If the cost of THA for the AU is less than the amount(s) indicated above, the EST shall still issue the full daily amount.
- When THA payments are being vendored, and the amount for shelter is less than the amount indicated above, a separate check shall be issued to the client for the difference.
- Failure to provide verification constitutes mismanagement of HA, and all additional HA payments must be made directly to the providers of the THA for this incident of homelessness.

Example	An AU of four (4) receives three (3) nights of temporary shelter in the amount of \$255. The AU returns 10 days later and provides receipts showing they stayed in a shelter for three (3) nights at the cost of \$60. The AU has met the requirement for staying in a commercial establishment and there is no restricted payment needed.
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**9. HA Payments for Clients Residing in a Shelter**

Even though shelter providers ask their clients to sign an agreement to have their HA payment made payable to the shelter, the client has the right to have the HA payment made payable to themselves, unless mismanagement exists.

If the applicant/recipient requests that the HA payment be made payable to themselves the EST shall explain to the applicant/recipient that refusing to make the shelter provider payee may create a problem with the shelter provider, such as in instances where there is a contract with the shelter provider to have direct payment made by the agency to the provider, this may be unacceptable.

**10. CalSAWS journal entry**

When a THA request is approved, the EST shall indicate in the CalSAWS journal entry the following:

- Dates covered by the THA issuance
- Date and time payment will be available
- Amount of THA issuance
- Days of THA remaining

**B. Permanent Homeless Assistance**

**1. Reasonable Conditions to Secure Residence**

The PHA payment is available once every 12 months for AU’s who have had a continuous period of homelessness. They may be eligible for an additional PHA payment in the 12-month period if they meet one of the exceptions. (Refer to section III.

K.) The PHA payment is intended to pay for last month's rent and security deposits if they are conditions of securing a residence, regardless of whether they are considered "reasonable." The EST shall no longer determine "reasonableness" and shall not reject payments of last month's rent and security deposits for families otherwise eligible for permanent housing assistance when they are a condition of securing a residence.

**Note:** A county may not reject PHA when the total amount of a required last month's rent and security deposit payment together equal more than twice the renters total monthly household income as long as the monthly rent does not exceed 80% of the total monthly household income.

Example	An AU received their 16 days of temporary shelter ending on August 22 <sup>nd</sup> . The AU finds a place which rents for \$375 per month. A Form CW 42 is submitted on September 10 <sup>th</sup> requesting PH. 80% of their TMHI is \$392. The EST determines that the AU qualifies for the PH benefits because the AU has been continuously homeless since August 6 <sup>th</sup> . The AU's homelessness is still caused by the same circumstances for which they received THA benefits. In addition, the rent is within 80% of the AU's TMHI.
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**2. Permanent Homeless Arrearage**

The once every 12-months PHA payment is available to pay up to two (2) months of back rent to prevent eviction. Each month of the rent arrearage payment should not exceed 80 percent (%) of the TMHI.

In order for an AU to be eligible for permanent homeless arrearage payments, payment of the back rent must be a reasonable condition of preventing eviction.

Example	If an AU is being evicted for a reason that is unrelated to back rent, then PHA payment is not a reasonable condition for preventing eviction and the AU is not eligible for a PHA payment. For example, if the eviction is due to illegal activity or due to property damage or other reasons, and not back rent.
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**3. However, if the arrearage payment will not prevent an eviction the family is ineligible for the PHA.**

**Note:** If the family shares housing, the arrearage payment will only cover the AU's share of the rent providing it is within 80 percent of the TMHI.

**4. Total Monthly Household Income (TMHI)**

TMHI must include income of all AU members and of any other persons whose income is currently used in calculating the AU's grant. Including but not limited to:

- Timed out, sanctioned, and penalized household members; and,
- Persons who are excluded by law for their undocumented noncitizen status.



Income to be counted towards the TMHI includes gross earned and unearned income, including the CalWORKs grant, but does not include CalFresh, CalWORKs Special Needs or Supplemental Security Income (SSI) and State Supplemental Payment (SSP). If an SSI/SSP recipient living in the home contributes toward the monthly rent, the family’s total monthly rent amount to which the 80% standard is applied would be reduced by the amount contributed by the SSI/SSP recipient.

Example 1	An AU, whose monthly rent is \$750, applies for PHA to pay two (2) months of back rent payments totaling \$1500. The AU's TMHI is \$1000 and 80 % of the TMHI is \$800. This AU is eligible to receive the PHA payment as the amount of back rent for each month (\$750) does not exceed 80% of the TMHI (\$800).
Example 2	An AU whose monthly rent is \$900 applies for PHA to pay two (2) months of back rent payments totaling \$1800. The AU's TMHI is \$1000 and 80% of the TMHI is \$800. The AU is not eligible for PHA as their monthly rent (\$900) exceeds the TMHI (\$800).
Example 3	A family member who receives SSI contributes \$200 towards the monthly rent, that \$200 would be deducted from the total rent amount. If the monthly rent amount is \$900, the \$200 would reduce the rent amount to \$700 and would be calculated at 80% of the TMHI which would qualify the AU for PHA.

**5. Payment Time Frames for Permanent Homeless Assistance and Permanent Homeless Arrearage**

The EST has one working day from the time the AU provides the following information to issue or deny a payment for PHA or permanent homeless arrearage.

Before issuing a PHA arrearage payment, the EST shall ensure that:

- A homeless application, Form CW 42, was completed;
- The requesting AU is receiving CalWORKs;
- The AU has a continuous period of homelessness caused by the same specific circumstance;

Example: The AU’s homeless is specific to continuous unemployment which results in loss of income.

- The AU has provided evidence that permanent housing is available;
- The rent amount for the permanent housing or monthly back rent is not more than 80% of the AU's TMHI, without special needs; and
- Permanent housing is available by placing a follow-up phone call to the permanent housing provider if a sworn statement by the AU is not provided.

**Note:** HA payments can only be made if the provider of housing is a commercial establishment, shelter, publicly funded transitional housing, or any

person/establishment with whom the family has executed a valid lease, sublease, or shared housing agreement.

#### 6. **Verification of Permanent Housing**

The recipient must provide written verification which demonstrates the housing provider's intent to rent to the AU at a cost which does not exceed 80 % of the AU's TMHI. The housing must be located within the State of California.

- If the validity of the verification is questionable or verification cannot be provided, the EST shall verify that an agreement has been made by contacting the housing provider directly.
- If the housing provider cannot be contacted directly, or verified by some other means that an agreement has been made, then the recipient must complete and sign a statement under penalty of perjury which includes the following information:
  - 1) Name and phone number of the housing provider;
  - 2) Location of rental;
  - 3) Terms of rental; and,
  - 4) Dollar amount of deposits and rent.

#### 7. **Shared Housing**

Effective January 1, 2020, families are no longer required to rent from a person who has a history of renting properties and may rent from any person or business with whom the family has executed a valid lease, sublease, or shared housing agreement. This change expands the eligibility for and increases the use of PHA by allowing homeless CalWORKs families to receive HA benefits when they enter into alternative or shared housing arrangements.

If the family intends to share housing costs, the AU's share of the housing costs cannot exceed 80% of the TMHI. Shared housing includes, but is not limited to the following:

- Two (2) or more AU's living together;
- SSI/SSP or CAPI recipients residing with CalWORKs recipients; or,
- An AU residing with unaided persons, provided the AU's share does not exceed 80% of AU's TMHI.

#### 8. **Subsidized Housing**

There is a two-step process to determine eligibility for permanent HA when a client locates permanent housing through the Housing Authority or through another subsidized agency.

- Step 1: Determine whether the portion of the client's monthly housing payment does not exceed 80% of the TMHI.
- Step 2: If the client's portion of rent is within 80% of the TMHI, determine whether the security deposit does not exceed two (2) times the obligated rent.

**Note:** The portion of the security deposit allocated towards the last month's rent cannot exceed 80% of the TMHI.

Example	<p>Step 1: An AU of two (2) finds permanent housing that rents for \$1000 per month. The AU has obtained a monthly subsidy of \$550 from Housing Authority. With the subsidy, the family's share of the monthly rent is \$450. In this example, the family's monthly rent is less than 80% of the TMHI, which is \$467.20. Therefore, this housing arrangement is acceptable.</p> <p>Step 2: The same AU from above is also requesting \$1,550 for the security deposit, which includes the last month's rent. The \$1,550 requested by the AU is acceptable because it is less than \$2,000, which is twice the monthly rent the AU is obligated to pay (prior to subsidy) 1000 X 2. The portion of the deposit attributed to last month's rent is \$450, which is within 80% of the AU's TMHI (\$467.20).</p>
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### 9. Security Deposit

When the deposit is a condition of securing a permanent residence, a payment that does not exceed two (2) month's rent (where the rent is within 80% of the TMHI), is available to the AU for security deposit.

- Security deposits include last month's rent and any legal payment, fee deposit, or charge that is required by the housing provider as a condition of the AU moving in.
- The security deposit for last month's rent cannot exceed 80% of the AU's TMHI.
- If the AU intends to share housing, the AU's share of the total housing cannot exceed 80% of the AU's TMHI.

### 10. Utility Deposit

The permanent housing payment may include the actual costs of utility deposits, in addition to the amount allowed for security deposits.

- The payment will cover deposits (turn-on-fees) for gas, electricity, and/or water. Telephone service is NOT included.
- This payment CANNOT cover the cost of overdue utility bills.
- If the AU shares housing and the utilities are included in the housing cost but not identifiable, the total housing cost cannot exceed 80% of the TMHI.

**Note:** Some utility companies do not bill their customers until after the utilities have been turned on. It may be necessary, and is allowable, to issue the utility deposit amount at a later date than the initial permanent housing payment.

### 11. Verification of Permanent Housing Payment

If permanent housing payment is made to the recipient, the recipient must provide verification of the amount spent for permanent housing, and that the payment was made to a commercial establishment or a person/establishment with whom the family has executed a valid lease, sublease, or shared housing agreement.

In lieu of providing required paper verifications and daily permanent housing searches, counties may accept sworn statements or verbal attestations from clients affirming that HA benefits were appropriately spent or housing searches were completed.

The EST shall:

- If the EST determines that the payment was not used for permanent housing or was not used to pay a person or establishment with whom the family has executed a valid lease, sublease, or shared housing agreement, a determination of mismanagement of funds exists. No overpayment exists. Any additional HA security deposit or utility payment associated with the same incident of homelessness should be vendored.

**Note:** Verification is NOT required IF the permanent housing payment was paid as a vendor payment.

**12. Return to Former Residence**

PHA is not available to assist recipients return to their most recent former residence unless there are unusual circumstances beyond the recipient's control. Only permanent homeless arrearage payments are intended to prevent homelessness and keep the family in their home.

- Most recent former residence is defined as the house or same unit in a duplex or apartment complex in which the recipient lived just prior to being determined homeless.

<p>Example</p>	<p>A family left a residence in Hayward in order to take advantage of a job offer in Fresno. When they arrived in Fresno, they found that the job was no longer available, so they returned to the Hayward area and were homeless. Their former residence became available and was less expensive than anything else they could find, so they requested PHA to move into their former residence. This would be granted due to the unusual circumstances which prompted their return to the Hayward area.</p>
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**13. Permanent Housing Assistance Refunds**

The family is allowed to transfer the PHA to meet the security deposit requirements of a new residence. Under SB 1065, the county may no longer collect any refunds resulting from payment of permanent housing assistance, and the provision about an emergency within 12 months has been removed. The return of the refund resulting from payment of PHA, and the 12-month stay has been removed. Any refund of PHA shall be returned to the participant and treated as liquid resources. For purposes of reapplication to HA, these liquid resources would not impact HA eligibility.

- An emergency cannot result from an intentional act on the AU's part (i.e. nonpayment of rent).
- If the EST determines that the transfer was within the 12-month time limit, and was not an emergency, refunded deposits shall be treated as liquid resources.

**C. Inter-county Transfer (ICT) Cases**

The county where the AU physically resides and intends to stay is responsible for the HA eligibility determination and issuance of the HA payment from the date of the request.

- The receiving county must consult with the sending county to obtain pertinent information, such as, determining whether the AU has received any HA payments in the previous 12-months.

**Receiving an ICT**

When an ICT is received, the EST shall:

- Receive application assignment.
- Verify the amount and date of the HA payments issued in the sending county and review the information in CalSAWS by navigating to the CalSAWS - Homeless Assistance Time Track List page.
- Process the ICT application.
- Enter the CalSAWS journal entry including the total number of temporary HA days received.

**Sending an ICT**

When sending an ICT, the EST shall:

- Indicate on the Form CW 215 HA benefits received:
  - Include the type of HA, initial date of issuance, and number of days issued

**Note:** When a client with a pending application in one county applies for HA in another county, the first county must continue the application process. If eligibility is established, an ICT procedure should then be initiated.

**D. Overpayments**

Overpayments of HA are adjustable and collectible following normal procedures.

Valid HA overpayments may include, but are not limited to:

- Client receives HA based on fraudulent information (i.e., client was not homeless).
- The EST makes an administrative error (AE), such as a payment in excess of the amount entitled to.

**Note:** Failure to spend THA or PHA payments as they were intended is NOT an overpayment, but results in a determination of money mismanagement and any subsequent payments are vendor paid.

Example 1	The applicant/recipient applies for HA and is determined eligible. The EST issues payments for 19 days rather than 16 days. The EST establishes a claim for an administrative overpayment for three (3) days paid in excess.
Example 2	The applicant/recipient applies for HA and is determined eligible. Payments are issued for THA. It is later determined that the applicant/recipient was never homeless. The EST establishes a claim for an overpayment for the full amount of THA payment issued.

Example 3	The AU receives three (3) days of THA in the amount of \$255. On the 4 <sup>th</sup> day, the AU provides a receipt that shows payment was made for two (2) nights at a motel in the amount of \$130. The AU provides a receipt that the 3 <sup>rd</sup> night was paid to a friend with whom the family had not executed a valid lease, sublease, or shared housing agreement. The EST determines that the 3 <sup>rd</sup> night the AU failed to pay an appropriate provider and establishes that mismanagement of funds exists and makes any subsequent payments vendor pay. No overpayment exists.
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**E. Aid Paid Pending**

Eligibility for HA ceases when CalWORKs eligibility ends.

- Clients who are eligible to receive Aid Paid Pending (APP) are eligible to receive HA. However, if the client loses the hearing, the HA is considered an overpayment.

**F. IEVS SYSTEM RECORD OF HA PAYMENTS**

Each HA payment is recorded in the Homeless Assistance Payment Indicator accessed through the IEVS system for statewide tracking of HA eligibility. The data entered in CalSAWS will send the appropriate Add Transaction to MEDS. Statewide payment history can be obtained through a MEDS system inquiry as follows:

- Log onto MEDS system;
- At the blank screen after sign-on is complete, type HOME, and press enter;
- Select the option of "I" (Inquiry) and enter the SSN of the caretaker relative requesting HA.

Note: MEDS is not programmed to show the number of days of HA issued. ESTs can view the Time Limit Summary page in CalSAWS that includes the Temp-HA program 12-month period with begin and end date, number of days used, and number of days remaining. These pages also track Permanent HA benefits used within a 12-month period. These Homeless Assistance time track pages may be accessed from the Time Limit Summary page.

Reason for Homelessness	Temporary	Permanent
Once every 12-months Benefits	T	P

**G. CalSAWS Instructions**

For instructions on how to process Temporary and Permanent Homeless Assistance in refer to the CalSAWS [Job Aid Homeless Assistance - Process & Issue Benefits](#)

Note: in CalSAWS, a rush issuance to an EBT account occurs immediately, in real-time. If the Customer already possesses a valid EBT card, the benefit amount specified in the rush issuance is applied immediately to the card and available for use.

**V. Alternate Process for Telecommuting (When Client Comes into the Office)**

EST assigned to the DIU shall:

1. Use Get Next to pull the next Drop In task.
2. Receive an email from Clerical with the scanned documents for the client.
3. Email a Worker of the Day assigned to the DIU (who is working at the office) that they will be calling the clients ticket via Qmatics.
4. Call the client via Qmatics.
5. When the ticket is called, then the DIU Worker of the Day in the office will bring the client to a designated area in the Waiting Room for the EST assigned to the DIU (who is telecommuting) to call them. The Worker of the Day informs the EST (who is telecommuting) that the client is waiting and sends the phone extension to contact the client.
6. The EST who is telecommuting interviews the client and processes the HA following the EST steps in Section P.1 above.

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## VI. Drop In Bank Worker IDs

Bank ID	Bank Name	Unit ID	Office Name
01LS01200LBK	Drop In - Eastmont	20	Eastmont
01LS03LA01BK	Drop In - Fremont	LA	Fremont Office
01LS04300RBK	Drop In - Hayward	30	Gail Steele
01LS05LE00BK	Drop In - Livermore	LE	Livermore
01LS06CM10BK	Drop In - North Oakland	CM	North Oakland
01LS02C40KBK	Drop In - Enterprise	C4	Enterprise

## VII. References

All County Letter 23-56  
 All County Letter 21-121  
 All County Letter 19-118  
 All County Letter 18-106  
 All County Letter 16-98E

All County Letter 16-98

All County Letter 99-69

All County Letter 06-25

All County Letter 06-58

All County Information Notice No. I-52-20

[CalWORKs Newsletter 21-12: Issuing Homeless Assistance Via EBT](#)

[CalWORKs Newsletter 20-12: Removal of Temporary Homeless Assistance Consecutive Day Rule](#)

[CalWORKs Newsletter 20-02: Homeless Assistance Expansion of Allowable Providers](#)

EAS Manual Section 44-211

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VIII. Attachments

[Form CW 42 Statement of Facts - Homeless Assistance](#)

[Form CW 74 Permanent Housing Search Form](#)

[Form CW 215 Notification of Intercounty Transfer](#)

Form 50-67 [CalSAWS Job Aid Homeless Assistance - Process & Issue Benefits](#)

CalSAWS [Job Aid Adding a Program to an Existing Case](#)

CalSAWS [Job Aid Homeless Assistance Time Track](#)

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