

---

# CalWORKs Handbook :. 44-2.7

## Homeless Assistance

---

Effective Date: January 1, 2017  
Published Date: October 18, 2011  
Revised Date: March 24, 2020  
Published By: E203

### Summary

---

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

This handbook is being updated to include:

- The expansion of who is considered an eligible provider for the purpose of receiving HA payments, and
- The removal of the consecutive day rule for temporary HA.

### Table of Contents

#### I. General

- A. Rules
- B. Definition
- C. Liquid Resources
- D. Shelter Available at No-Cost
- E. Once Every 12 Months Restriction
- F. Incidence of Homelessness
- G. Exceptions to the Once every 12 Months Restrictions
- H. Verification of Exception
- I. Expanded Temporary HA for Victims of Domestic Abuse
- J. Homeless Assistance Statement of Facts
- K. Payment Information
  - 1. Rules
  - 2. Eligible Providers
- L. Mismanagement of Funds
- M. Vendor Pay
- N. Homeless Mail

#### II. Specifics

- A. Temporary HA
  - 1. Verifying Homelessness
  - 2. Apparent Eligibility
  - 3. Verification of Temporary Shelter Expenses
  - 4. Search for Permanent Housing
  - 5. Failure to Provide Evidence of Searching for Permanent Housing
  - 6. Good Cause for Not Searching for Permanent Housing
  - 7. Temporary Shelter Payment Time Frames
  - 8. Acceptable Temporary Shelters
  - 9. Fraud Referrals

10. Temporary Shelter Payment Amounts
  11. HA Payments for Clients Residing in Shelters
  12. Case Comments
- B. Permanent Homeless Assistance
1. Permanent Housing (PH)
  2. Permanent Homeless Arrearage (PHA)
  3. Total Monthly Household Income (TMHI)
  4. Payment Time Frames for PH and PHA
  5. Verification of Permanent Housing
  6. Shared Housing
  7. Subsidized Housing
  8. Security Deposit
  9. Utility Deposit
  10. Verification of Permanent Housing Payment
  11. Return to Former Residence
  12. Security Deposit Refund
- C. Inter-County Transfer (ICT) Cases
- D. Overpayments
- E. Aid Paid Pending
- F. IEVS System Record of HA Payments
- G. CalWIN Instructions

References

## I. 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 separate special needs payments:

- Temporary HA (THA): Designed to provide housing for up to 16 days while the AU locates permanent housing
- Permanent HA (PHA): Covers the reasonable and necessary costs of obtaining housing for the 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. Temporary HA - Limited to a total of sixteen 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. Temporary HA will not be considered exhausted until all 16 days have been issued.
  - b. Permanent HA – Available to CalWORKs recipients only. Limited to one payment of permanent HA, every 12 months, unless meeting an exception. While receiving temporary HA, recipients are required to search for permanent housing. Once permanent housing is located, recipients may be eligible to receive permanent HA within one day/24 hours of the request. Permanent HA

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 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 temporary or permanent HA, 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 temporary HA, permanent HA, 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 temporary HA following the issuance of permanent HA if the AU is still in need of temporary shelter before occupying permanent housing.

<b>Example 1</b>	An AU begins receiving temporary HA on February 1, 2019. However, the AU remains homeless for two months following the issuance of the 16 days of temporary HA. On April 1, 2019, the AU finds housing and receives permanent HA. 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 — temporary HA, permanent HA, or both.
<b>Example 2</b>	An AU receives a three day pay or quit notice. On February 15, 2019 the AU applies for and receives permanent HA in the form of rent arrearages. On October 16, 2019, the AU falls behind on rent again and receives another three day pay or quit notice. Unless the AU meets an exception, the AU is not eligible for temporary or permanent HA until February 15, 2020.
<b>Example 3</b>	An AU receives temporary HA on May 1, 2019, but never secures permanent HA 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 temporary and/or permanent HA again without meeting an exception.

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.

<b>Example</b>	An AU begins receiving temporary HA on March 1, 2019 and locates permanent housing two 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.
----------------	---

## 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.

<b>Example 1</b>	<p>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:</p> <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>
<b>Example 2</b>	<p>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:</p> <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:**

<b>Example 1</b>	A pregnant mother and two children are receiving CalWORKs and are living in a home. The mother leaves for no apparent reason, so the grandmother moves into the home to care for the children. The pregnant mother requests HA for herself. Since the mother has a home, which she could return to at any time, she is not considered homeless.
------------------	---

<b>Example 2</b>	The recipient states that the home she has been living in has an electrical problem, so she doesn't 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.
<b>Example 3</b>	An AU has a home in Los Angeles. The mother 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; or
- the AU has over \$100 in nonexempt liquid resources.

### C. Liquid Resources

The AU cannot have liquid resources in excess of \$100 to be eligible for HA.

**Note:** Money received in a given month, which meets the definition of income, is not counted as a liquid resource until the following month, and then only to the extent it is retained.

The resource limit for HA is determined at the time of application for HA. Liquid resources include those resources which are or can be made immediately available. This includes:

- Cash;
- Bank Accounts;
- Stocks, bonds, etc.

**Note:** Items such as the cash surrender value (CSV) of insurance, mortgages, trust deeds, household furnishings, automobiles, etc. are not considered liquid resources.

### D. 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).

### E. Once-Every-12-Months

- Homeless assistance is available to meet the reasonable 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 or 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.

## F. 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.

<b>Example</b>	On June 13 an AU applies for HA. They receive temporary HA benefits for a total of 16days. On August 10 the recipient completes the 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.
----------------	--

## G. 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 natural disaster, there is no time limit for receipt of HA benefits.
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.

### 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 un-inhabitability of the former residence.
3. There is no 12-month waiting period between receipt of the once-every-12-month 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 App case action shall refer the client to a Social Worker (SW) via Form 50-160. The Social Worker shall make the determination if they qualify for an

exception to the homeless once-every-12-months rule due to domestic abuse. Refer to [CalWORKs Handbook 42-7.7](#) CalWORKs Domestic Violence/Abuse Policies and Procedures for Waivers and Exemptions.

<b>Example</b>	An AU receives temporary HA payments in January 2019 for a verified exception of domestic abuse. After receiving the temporary HA payments, the AU returns to the former residence. In March 2019, the AU requests permanent HA with a 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 temporary HA was issued, the EST determines the AU is not eligible for the permanent housing payment.
----------------	--

## H. 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:

<b>Exception</b>	<b>Verification</b>
Domestic Abuse	<p>The recipient can verify domestic abuse by a sworn statement 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 to 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> <li>● Statements from battered women shelters, signed by an administrator, counselor, or designated staff member.</li> </ul>
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> </ul>

	<ul style="list-style-type: none"> <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> <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>
<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>

## I. Expanded Temporary HA for Victims of Domestic Abuse

In addition to standard temporary HA and temporary HA based on an exception, CalWORKs **applicants** who are victims of domestic abuse and are fleeing their abuser may qualify for expanded temporary HA.

Effective July 1, 2018, Assembly Bill (AB) 557 allows victims of domestic abuse to receive 32 additional days of temporary HA once in a lifetime.

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

<b>Example</b>	<p>A 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.</p>
----------------	---

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 temporary HA.

## J. Homeless Assistance Statement of Facts

The AU must complete a separate Form CW 42 [Statement of Facts for 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.



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

**1. Clients Applying for Homeless Assistance in the office in which their case is assigned in CalWIN**

a. Clerical staff shall:

- Create the Drop In case action in the Work Distribution Tool (WDT)
- For cases that are assigned to a worker, clerical staff shall notify their supervisor who will then notify the Supervising Eligibility Technician (SET) of the assigned EST.
- WDT will assign the Drop In case action to the next available EST
- Instruct the client to hold the CW 42 HA application and provide it to the assigned EST during the interview
- Enter case comments

b. EST assigned the Drop In case action shall:

- Receive Drop In case action
- Determine if an HA payment has been issued within the previous 12-month period
  - a. Review the HOME screen in MEDS by entering the caretaker's Social Security Number (SSN)
  - b. Review Case Comments
- Call Client through Qmatic
- Retrieve CW 42 from the client during the interview
- Interview client
- Process the HA application
- Document in Case Comments how the HA application was dispositioned and what benefits were approved, if any
- Mark the Drop In case action complete

**2. Clients applying for Homeless Assistance in a different office than where their CalWORKs case is assigned in CalWIN**

a. Clerical staff shall:

- Instruct the client to hold the CW 42 HA application and provide it to the assigned EST during the interview

- Enter case comments

b. EST assigned shall:

- Review WebFiles for the initial CalWORKs application
- Determine if an HA payment has been issued within the previous 12-month period
  - a. Review the HOME screen in MEDS by entering the caretaker's SSN
  - b. Review Case Comments
- Call client through Qmatic
- Retrieve CW 42 from the client during the interview
- Interview client
- Process the HA application
- Document in Case Comments how the HA application was dispositioned and what benefits were approved, if any

**Note:** The EST assigned to process the HA application in an office other than where the CalWORKs case is assigned will review WebFiles for the pending CalWORKs application, review CalWIN case comments, and will determine if the client is apparently eligible for CalWORKs.

To avoid creating a duplicate case action when the documents are imaged, clerical staff shall ensure "Route Image" is not checked.

## **K. Payment Information**

### **1. Rules**

An otherwise eligible AU that has received a HA payment on behalf of an eligible child is not eligible for further HA payments until the next 12-month period, 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 temporary and/or permanent HA 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.

<b>Example 1</b>	The parent of the mother in the AU (i.e. the grandmother 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 mother leaves the home and the grandmother becomes the caretaker relative. The AU once again becomes homeless. Since the grandmother lived with the AU at the time HA was received, she is not eligible for further HA benefits for the AU unless the AU qualifies under one of the exceptions.
<b>Example 2</b>	Both parents are in the home and receive HA. The mother leaves the home and becomes the needy caretaker relative in another AU/case for her two nephews. She cannot receive HA again, unless the HA payment is made based on an exception.

## 2. Eligible Providers

To receive HA, the housing provider must 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. 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

<b>Example</b>	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.
----------------	---

**Important:** If the AU fails to pay a provider, the EST shall issue any further payments as restricted (vendor) payments.

## L. 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 CalWORKs cash assistance exists.

**Mismanagement exists when:**

- The EST determines that the HA payment was not used for shelter; or
- The AU fails to provide verification that the temporary shelter payment was spent on shelter and/or that the permanent housing payment was spent inappropriately; 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.

**M. Vendor Pay**

The EST shall set up the split payment in CalWIN and do the following when restricted (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 [CalWIN How To # 221 Set Up Vendor Payments](#).

**N. Homeless Mail**

Homeless recipients have the option of:

1. Using a mailing address; or,
2. Pick up their Social Services county mail at the county Social Services office which is located in the area in which they reside.

The mailing address will be the actual office address. We DO NOT use the P.O. Box address. Refer to CalWIN [How To # 133](#) for intake and [#134](#) for district on how to enter the homeless mailing address in CalWIN.

[Form 50-67](#) will be given to homeless recipients notifying them of their responsibilities including but not limited to:

- Pick up mail at least once a week;

- Pick up monthly grant check if exempt from cash EBT;
- Pick up Medi-Cal card;
- Pick up, complete and submit a SAR 7 by the 11th 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 exceed the IRT for your family size; and
  2. New Address.

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

## II. Specifics

---

### A. Temporary Homeless Assistance/ Temporary Shelter (TS)

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

<b>Example</b>	An AU requests TS benefits on April and receives their first issuance for the period of April 1 to April 3. The AU receives their second issuance on November 1 for the period of November 1 to November 7. The AU does not return for a third issuance until July 15 of the following year. 12 months have passed since the first issuance on April 1. The 12-month period would begin again on July 15 if the AU is approved for temporary HA.
----------------	--

**To receive a TS payment, the AU must:**

- Provide verification of the family's homelessness;
- Be eligible or "apparently eligible" for CalWORKs;
- Provide verification that the temporary HA payment was spent on housing; and
- Provide evidence of a search for permanent housing.

#### 1. Verifying Homelessness

The EST shall verify the AU's homelessness within the first three working days. If the EST is unable to verify that the AU is homeless, the AU must complete and sign a statement under penalty of perjury which includes the following information:

- a. Location where the AU is currently staying;

- b. Name, address and phone number of previous landlord; and
- c. A statement of liability for providing false information.

**Note:** If the AU is not issued TS benefits because the EST is unable to verify homelessness due to failure to cooperate, but subsequently the AU meets the requirements, the AU shall continue to receive TS benefits as otherwise eligible. No payment shall be issued for days during which non-cooperation existed.

**Note:** There is no requirement to re-verify homelessness after the initial verification of homelessness, even if the family does not receive or use their benefits on consecutive days.

<b>Example</b>	On May 3rd a family receives three days of temporary HA benefits while the EST verifies their homelessness. They do not come back into the county office for their next issuance of seven days of benefits until June 1st. 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.
----------------	--

## 2. Apparent Eligibility

"Apparently eligible" means that:

- The evidence and/or information provided on the SAWS1/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:

- a. An applicant who does not provide verification of their eligible alien status; or,
- b. A woman with no eligible child(ren) who does not provide pregnancy verification; or,
- c. Excluded individuals including: undocumented noncitizens, timed-out and sanctioned individuals.

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

**Note:** A SAWS1/SAWS 2 Plus must be completed, if necessary, to determine apparent eligibility for CalWORKs.

## 3. Verification of Temporary Shelter Expenses

In order to continue receiving subsequent TS payments, the AU must verify that the TS 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.

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

#### 4. Search for Permanent Housing

To be eligible for subsequent TS payments, the AU must provide a minimum of one contact with prospective housing providers for each day the AU receives TS 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 temporary HA 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 on each day. If the client received a 3-day payment, three contacts are required, but could all have been on one day.

<b>Example</b>	A client requests TS benefits on Monday and is issued three days of benefits and a Permanent Housing Search form ( <a href="#">CW 74</a> ). The client returns on Thursday with <a href="#">Form CW 74</a> which indicates that the client made two contacts on Wednesday and one on Thursday. If otherwise eligible for HA, the EST shall issue an additional TS payment of up to 7 days.
----------------	--

#### Return of Form CW 74

**When Form CW 74 is returned by the client to the office to which their case is assigned to in CalWIN:**

##### Clerical staff shall:

- Create the Drop In case action in WDT. WDT will assign the case action to the next available EST
  - For cases that are assigned to a worker, clerical staff shall notify their supervisor who will then notify the SET of the assigned EST.
- Instruct the client to hold the Form CW 74 and provide it to the assigned EST during the interview
- Enter case comments indicating the receipt of Form CW 74.

##### EST assigned Drop In case action will:

- Receive Drop In case action

- Review case comments
- Review WebFiles for a previous Form CW 74, if applicable
- Call client through Qmatic
- Retrieve Form CW 74 from the client during the interview
- Interview client
- Provide another Form CW 74, if applicable
- Issue the TS payment
- Enter case comments
- Mark the Drop In case action complete

**If Form CW 74 is returned in a different office other than where the client's CalWORKs case is assigned in CalWIN:**

Clerical staff shall:

- Instruct the client to hold the Form CW 74 and provide it to the assigned EST during the interview
- Enter case comments

EST assigned shall:

- Review case comments
- Review WebFiles for a previous Form CW 74, if applicable
- Call client through Qmatic
- Retrieve Form CW 74 from the client during the interview
- Interview client
- Provide another CW 74, if applicable
- Issue the TS payment
- Enter case comments

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

No subsequent TS 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 TS benefits as otherwise eligible. No payment shall be issued for those days during which non-cooperation existed.



<b>Example</b>	A client requests and is issued 5 days of TS 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 TS until the 5 contacts are documented.
----------------	--

## 6. 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 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.

## 7. Temporary Shelter Payment Time Frame

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

**Note:** If an application is assigned to an office other than where the HA application is received, the EST will not be able to authorize the case in CalWIN. The SET will need to authorize the case in CalWIN the same day the request is made.

- 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 days for a maximum of 16 calendar days.
- If homelessness has not been verified, an initial TS 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.

<b>Example</b>	An AU requests TS on a Thursday. The following Monday is a holiday, and the County will be closed. The EST shall issue TS benefits for six (6) days to pay for Thursday through Tuesday night's shelter.
----------------	--

An AU may receive the TS payment after the PH 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 temporary HA.

**Important:** HA payments must be completed and authorized in CalWIN by 11am to be issued within the same working day in which the AU requests HA. The EST shall refer the client to a SW for an emergency payment after determining a HA payment cannot be issued through CalWIN the day of the request.

## 8. Acceptable Temporary Housing Providers

TS payments will only be made to acceptable providers. The AU must verify that TS payments were made to acceptable housing providers. The provider of the TS must be one of the following:

- 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 temporary HA, 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 temporary HA was spent on housing during the dates of occupancy provided on the agreement.

**Note:** If a TS 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 TS payment was paid to an acceptable housing provider will result in subsequent TS payments being vendor paid. (Refer to Section L Mismanagement of Funds [above](#).) The EST shall verify that the TS payment was paid to an acceptable shelter provider prior to issuing the next TS payment.

<b>Example</b>	An AU of four receives seven 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 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.
----------------	--

**Important Note:** Even if the client enters into a short-term housing arrangement, an issuance of temporary HA benefits cannot exceed 7 days.

## 9. Fraud Referrals

The EST shall make a referral to the Fraud Referral Early Detection (FRED) unit to verify homelessness when:

- An allegation of fraud has been made; or,
- The EST observes conditions, which based on knowledge of the case, provide reason to suspect that fraud exists or has been attempted.

**Note:** Other than for fraud referrals, the EST will obtain the AU's consent for the release of information to verify homelessness.

## 10. Temporary Shelter Payment Amounts

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

Assistance Unit (AU) Size	Temporary Shelter 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 temporary HA do not apply to excluded family members and only apply to eligible members in the AU. If the cost of TS for the AU is less than the amount(s) indicated above, the EST shall still issue the full daily amount.
- When TS 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 CalWORKs mismanagement, and all additional HA payments should be made directly to the providers of the TS for this incident of homelessness.

<b>Example</b>	An AU of four receives three 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 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.
----------------	--

## 11. 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 contract shelter provider.

## 12. Case Comments

When a temporary HA request is approved, the EST shall indicate in case comments the following:

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

## B. Permanent Homeless Assistance

## 1. Permanent Housing

The once every 12 months permanent HA payment, with exceptions, is available to assist an AU in obtaining permanent housing that has had a continuous period of homelessness. The permanent HA payment is intended to pay the reasonable costs of the security deposit when it is a condition of securing a permanent residence.

<b>Example</b>	An AU received their 16 days of temporary shelter ending on- August 22. The AU finds a place which rents for \$375 per month. A CW 42 is submitted on September 10 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. The AU's homelessness is still caused by the same circumstances for which they received TS benefits. In addition, the rent is within 80% of the AU's TMHI.
----------------	---

## 2. Permanent Homeless Arrearage (PHA)

The once every 12 months permanent HA payment is available to pay up to two 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 (PHA) payments, payment of the back rent must be a reasonable condition of preventing eviction. A family who applies for arrearage payments due to receipt of a notice to pay rent or quit, must demonstrate and provide verification that the eviction is the result of a verified financial hardship that resulted from extraordinary circumstances beyond their control, and not due to other lease or rental violations. The family must be experiencing a financial crisis that could result in homelessness if preventative assistance is not provided. However, if the arrearage payment will not prevent an eviction the family is ineligible for the PHA.

Examples of financial hardship included, but are not limited to:

- Losing a job;
- Delay on UIB payment;
- Funeral expenses; or
- Unexpected medical payment.

**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.

## 3. 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.

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.

<b>Example 1</b>	An AU, whose monthly rent is \$750, applies for PHA to pay two 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).
<b>Example 2</b>	An AU whose monthly rent is \$900 applies for PHA to pay two 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).

#### 4. 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 permanent HA or PHA.

Before issuing a permanent HA or PHA 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;
- 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.

**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.

#### 5. 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, without special needs. 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:
  - a. Name and phone number of the housing provider;
  - b. Location of rental;

- c. Terms of rental; and,
- d. Dollar amount of deposits and rent.

## 6. Shared Housing

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 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.

## 7. 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.

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

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

<b>Example</b>	<p>Step 1: An AU of two 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>
----------------	---

## 8. Security Deposit

When the deposit is a condition of securing a permanent residence, a payment that does not exceed two 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, without special needs.

- If the AU intends to share housing, the AU's share of the total housing cannot exceed 80% of the AU's TMHI, without special needs.

## 9. 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.

## 10. Verification of Permanent Housing Payment

If the 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. Verification must be provided within 30 calendar days of having received a direct permanent housing payment. Day 1 is the day after the permanent housing payment is made. If the 30th day falls on a weekend or holiday, the deadline is the next business day.

The EST shall:

- Mail CW 2200/need letter to the client
- The due date should be the 30th calendar date from day 1
- Create a WDT Need Letter case action due in 30 days
- Complete case comments in CalWIN
- If the recipient fails to provide verification, the EST shall determine whether the payment was used for permanent housing. This may be done via telephone contact with the housing provider, manager, or owner when the county has the client's permission in writing or through a referral to Special Investigations Unit (SIU).
- 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.

## 11. Return to Former Residence

Permanent HA 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.

<b>Example</b>	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 permanent housing assistance to move into their former residence. This would be granted due to the unusual circumstances which prompted their return to the Hayward area.
----------------	--

## 12. Security Deposit Refund

If due to an emergency, an AU must move within the 12-month time limit specified, the AU shall be allowed to transfer deposits to meet the security deposits for the residence.

- 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 the Complete TOA case action
- Verify the amount and date of the HA payments issued in the sending county and enter the information in CalWIN by navigating to the Collect Individual Demographics Detail window and clicking on the Prior Aid button
- Process the ICT application
- Enter case comments including the total number of temporary HA days received
- Mark the Complete TOA case action complete

### Sending an ICT

When sending an ICT, the EST shall:



- Use Form [CW 215](#) to notify the receiving county of 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 temporary or permanent HA payments as they were intended is NOT an overpayment, but results in a determination of money mismanagement and any subsequent payments are vendor paid.

<b>Example 1</b>	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 days paid in excess.
<b>Example 2</b>	The applicant/recipient applies for HA and is determined eligible. Payments are issued for temporary HA. It is later determined that the applicant/recipient was never homeless. The EST establishes a claim for an overpayment for the full amount of HA payment issued.
<b>Example 3</b>	The AU receives three days of Temporary Shelter in the amount of \$255. On the fourth day, the AU provides a receipt that shows payment was made for two nights at a motel in the amount of \$130. The AU provides a receipt that the third 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 third 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.

#### 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 Homeless Assistance 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 on the Collect Homeless Detail window and the Collect Permanent/Temporary Homeless Detail windows 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.

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

### G. CalWIN Instructions

- For instructions on how to process Temporary Homeless Assistance in CalWIN [click here.](#)
- For instructions on how to process Permanent Homeless Assistance in CalWIN [click here.](#)

### References

---

All County Letter 19-118  
 All County Letter 18-106  
 All County Letter 16-98E  
 All County Letter 16-98  
 All County Letter 06-58  
 All County Letter 06-25  
 All County Letter 99-69  
 EAS Manual Section 44-211

### 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](#)  
[How To Issue Temporary Homeless](#)  
[How To Issue Permanent Homeless](#)