Topics

- Home Stretch Overview
- PSH Eligibility
- Definitions
- Core Housing & Eligibility Documents
- PSH Process Overview
Poll

What is your knowledge of the permanent supportive housing process?

A. I don’t know much yet

B. I know a few things here and there

C. I know enough, but want to get more information and get more comfortable

D. I’m confident I understand the process and could train a coworker
Home Stretch Overview

- Part of the Office of Homeless Care and Coordination (OHCC)

- Launched as a collaboration between:
  - Alameda County Care Connect
  - Behavioral Health Care Services, Housing Services Office
  - EveryOne Home

- Key partners:
  - Alameda County Housing and Community Development
  - Local housing authorities
  - County and community healthcare and housing providers
The goal of Home Stretch is to prioritize and streamline access to supportive services and permanent supportive housing for households experiencing homelessness with a head of household who has a disability.
There are approx. **2000 PSH units** in Alameda County. This is increasing.

These units include various types of housing: tenant-based subsidies, master-leased subsidies, site-based subsidies, units of various sizes (including SROs), and shared housing. Each have their own eligibility criteria.

**1200-1300 scatter-site subsidies** (primarily MHSA-funded, CoB S+C, and County S+C vouchers)

~150 vacancies a year but is increasing.

Home Stretch and Coordinated Entry are not the creation of new PSH, but the coordination of matching and referral to existing PSH resources. Vacancies include those through attrition and new PSH.

Home Stretch only makes referrals to PSH for eligible households and does not “approve” people for housing.

<table>
<thead>
<tr>
<th>PSH Openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY '18</td>
</tr>
<tr>
<td>158</td>
</tr>
</tbody>
</table>
PSH Referral Process

- CES Assessment Prioritization, & Eligibility
- Housing Navigation & Document Readiness
- Housing Match (multiple matches per opening – approx. 6)
- Housing Referral (multiple referrals per opening – approx. 1-3)
Permanent Supportive Housing (PSH) Eligibility

- Head of Household must be:
  - Over 18
  - At a minimum Literally Homeless
  - Disabled
  - Alameda County Resident
  - Assessed through Coordinated Entry

- Each PSH subsidy may have additional eligibility criteria (i.e. chronically homeless, mental health disability, HIV, specific age, etc.)
The PSH Target List is used to match individuals experiencing homelessness to PSH opportunities.

Focuses attention on the highest-need households on the BNL.

Households with a Coordinated Entry Assessment (CEA) or a Housing Assessment score equal to or higher than the threshold score appear on the PSH Target List.

Households on this list are likely to receive a PSH match within the next year if they are “document-ready”

550-650 people are on the PSH Target List (~5% of BNL).

The number of households on the PSH Target List is related to the number of PSH units that are likely to become available in a given year.
HUD DEFINITIONS: LITERALLY HOMELESS
What are some specific living situations that meet the HUD definition of literally homeless?
An individual or head of household is literally homeless if they meet one of the below criteria:

- Living on the streets, in a place not meant for human habitation, or in an emergency shelter or safe haven; OR

- In an institutional care facility for no more that 90 days, where the individual was literally homeless at the time of entry into the care facility; OR

- Actively fleeing domestic violence with no where to live; OR

- Households in transitional housing designated for homeless individuals that were homeless at entry are considered literally homeless. Households that are actively in transitional housing are NOT considered chronically homelessness.

- Households in RRH maintain their homeless status at entry for up to 24 months.

* Institutional care facilities include jails, licensed inpatient substance use facilities, licensed inpatient mental health treatment facilities, hospitals, etc.
<table>
<thead>
<tr>
<th>Applicant’s Current Living Situation</th>
<th>Is applicant considered Literally Homeless in this housing?</th>
<th>Is the applicant considered currently homeless for CH purposes?</th>
<th>Does time in this housing count as time homeless for CH purposes?</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Place not meant for human habitation</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Transitional Housing (TH)</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>A stay in TH of 7 days or more is considered a break in homelessness. Only programs publicly funded as transitional housing fit this category.</td>
</tr>
<tr>
<td>Rapid Rehousing (RRH)</td>
<td>Yes*</td>
<td>Yes*</td>
<td>No</td>
<td>*If less than 24 months in RRH and the person was literally homeless upon program entry.</td>
</tr>
</tbody>
</table>

**Institutional Living Setting**
(Examples: acute medical facility, inpatient substance use or mental health treatment, crisis residential, hospital, jail)

| Less than 90 days                   | Yes, if the person was literally homeless upon program entry. | Yes, if the person was literally homeless upon program entry. | Yes, if the person was literally homeless upon program entry. | Stays in institutions of 90 days or more constitute a break in homelessness and do not count toward total time homeless. |
| More than 90 days                   | No                                                        | No                                                          | No                                                           |       |

**Hotel/Motel**

| Paid for by agency/voucher          | Yes                                                      | Yes                                                         | Yes                                                          | If the hotel is paid for by an agency to divert the person from shelter or the streets, they retain homeless status. |
| Paid for by applicant, relatives, friends or others (7+ nights) | No                                                       | No                                                          | No                                                           | If the hotel stay is less than 7 consecutive nights the person retains their homeless status. |

**Staying with Friends or Family/Couch Surfing**

| Less than 7 consecutive nights      | Yes                                                      | Yes                                                         | Yes                                                          |       |
| Seven (7) or more consecutive nights| No                                                       | No                                                          | No                                                           |       |

**Other**

| Sober Living                        | No                                                       | No                                                          | No                                                           |       |
| Board and Care                       | No                                                       | No                                                          | No                                                           | Transitional residential and limited-term recovery programs are institutional living. |
HUD Definitions: Disabled
1. The HoH must have one or more of the following conditions:

- Substance use disorder
- Serious mental illness
- Developmental disability
- Post-traumatic stress disorder
- Cognitive impairments resulting from brain injury
- Chronic physical illness or disability

2. Their condition(s) must be “expected to be of long-lasting or of indefinite duration and substantially impede their ability to live independently”
Documentation of identity, income, household make-up, and credit, legal, and housing history are needed for application to any affordable housing opportunity and most private market rate rentals. For PSH opportunities, documentation of homelessness and disability status are also required.

HoH’s on the PSH Target List with the 4 Core Housing documents (next slide) uploaded into HMIS will be prioritized for matches to PSH. These documents will be required before referral to PSH.
1. What are the 4 core documents?

2. Where do you upload these documents?
Core Housing & Eligibility Documents:
- Color copy of Government Issued Photo ID (not expired)
- Color copy of Social Security Card, SSN Verification Letter accepted by most housing operators
- Disability Verification (dated within 12 months)
- Verification of Literal Homelessness (dated within 14 days/for the current month)

Additional Required Forms At Time Of Match May Include:
- Housing Application
- Income Verification (dated within 30 days)
- Verification of Chronic Homelessness
- Other Identifying Documents from Household Members
- Housing Authority Application
- Proof of Age (i.e. birth certificate)
- Birth Certificate or Proof of Custody for Minors
Government Issued Identification

- Scanned copy or photograph in color of current government issued identification (ID, Driver’s License, Passport, or Military ID)

- Photograph and all identifying information must be legible

- NOTE: Color photocopies scaled to wallet size are requested by some housing providers and housing authorities. It is preferable to submit ID documents and social security cards in this format to avoid having to redo them at the time of housing application.
Social Security Card

- Scanned copy or photograph in color of social security card
- Name and social security number must be legible
- The card must be signed
- SSN Verification Letter accepted in lieu of card by most housing operators
Break

It’s Time For A Break
Homelessness and Disability Verifications
Poll

Do you have access to HMIS?

1. Yes

2. No, but people at my agency do

3. No, and my agency does not or I don’t know if they do
Documenting HUD Homelessness

Types of Verifications Recognized by HUD

1. HMIS Records; AND/OR
2. Third-party documentation (service provider/witness statement); AND/OR
3. Self Certification (*only if unable to obtain other forms of documentation*).
   - Should never need to be used for verification of literal/current homelessness.

*Note: HUD only allows 25% of total time verified to be self-certification for each PSH Project*
The Homeless Management Information System (HMIS) is the Countywide database used to store client records for HUD funded homeless programs.

- Printout or electronic screenshot of program enrollments and/or service transactions.
  - Note: Living Situation Assessments can be used to verify homelessness if completed by an outreach provider.

- Enrollment in emergency shelter or transitional housing verifies homelessness for the duration of enrollment, so long as the enrollment dates in HMIS are accurate.
Third Party Verification of Homelessness

- On agency letterhead of provider signing it
- *Specific* dates of episode
- *Specific* living situation (i.e. on the streets, in a car, etc.) and *specific* location (i.e. 14th and Broadway, Oakland) for each episode
- Description and dates of encounters
- Signature of provider verifying homelessness
- Professional role and contact information of provider verifying homelessness (i.e. outreach worker, housing navigator, medical social worker, etc.)
# Professional Assessment of Living Situation

**Applicant Name:** _____________________________  
**Date of Birth:** _____________________________

For each location in which the applicant was living, complete all information requested.

<table>
<thead>
<tr>
<th>Location of encounter (encampment location, cross streets, name of clinic, address, office location, etc.):</th>
<th>Statement detailing the aspects of the interaction that indicated the Applicant was experiencing homelessness at the time of the encounter (physical observation of the Applicant’s living situation, Applicant explained their living situation, Applicant was carrying their belongings with them, Applicant seemed stressed about their living situation, etc.):</th>
<th>Presumed location Applicant was living (address, name of public space, street name, landmark, etc.):</th>
<th>Presumed living situation of Applicant (in car, in a tent, on the street, in emergency shelter etc.):</th>
<th>Date of encounter: (MM/DD/YYYY)</th>
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- **Must Provide Detail**

I certify that information described above is accurate and that, based on my professional opinion, the applicant was experiencing homelessness at the time of the encounter(s).

<table>
<thead>
<tr>
<th>Printed Name</th>
<th>Organization</th>
<th>Title/Role</th>
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<tbody>
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<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
<th>Phone</th>
<th>Email</th>
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</thead>
</table>
# Summary of Witness Statement

Applicant Name: ___________________________ Date of Birth: ______________

Community Member Name: ___________________________ Relation to Applicant: ___________________________

Phone Number (if available): ______________

For each location in which the community member observed the Applicant living, complete all information requested.

<table>
<thead>
<tr>
<th>Location (address, name of public space, street name, landmark, etc.):</th>
<th>Description of living conditions observed (sleeping in a car, in a tent, in the open, etc.):</th>
<th>Date observed:</th>
</tr>
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</table>

I certify that the information above was reported to me by the listed community member and I believe it to be an accurate account.

<table>
<thead>
<tr>
<th>Printed Name</th>
<th>Organization</th>
<th>Title/Role</th>
</tr>
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<tbody>
<tr>
<td>_____________</td>
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<tr>
<th>Signature</th>
<th>Date</th>
<th>Phone</th>
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</table>
Documenting Disability

- Letter signed by licensed professional (MD, NP, PA, LCSW, MFT, LPCC, Clinical Psychologist) with diagnosis and a statement that the disability is “expected to be of long-standing or indefinite duration and significantly impairs the client’s ability to live independently”

- Letter from Social Security Administration showing proof of benefits

- Copy of client’s disability check

- Medi-Cal verification letter of disability-linked Medi-Cal

- All forms of verification must be dated no more than 12 months prior to current date

- **NOTE:** If the permanent supportive housing opportunity has diagnosis-specific eligibility criteria only example 1, a letter signed by a licensed profession listing the type of disability, will be sufficient.
Disability Letter Signed by a Professional

Must include:

- Client’s Name and DOB
- Type of Disability
- Provider’s Signature
- Provider’s Credentials and License #
- Must state that disability is “expected to be of long-standing or infinite duration and significantly impairs client’s ability to live independently”

Who can verify?

- For Medical Conditions: MD (Medical Doctor), NP (Nurse Practitioner), PA (Physician’s Assistant)
- For Mental Health & Substance Use Conditions: MD, NP, PA, PsyD/PhD (Psychologist), LCSW (Licensed Clinical Social Worker), MFT/LMFT (Marriage and Family Therapist), LPCC (Licensed Professional Clinical Counselor)

*Home Stretch has a template that includes all of these components and can be found at [http://everyonehome.org/our-work/home-stretch/](http://everyonehome.org/our-work/home-stretch/). It is also pages 8-9 in the chronic homelessness verification packet.*
Use the Housing History Form to answer the following questions about Jennifer:

1) Is this person literally homeless?

2) Is this person eligible to be considered for permanent supportive housing?

3) BONUS: Is this person chronically homeless?
Jennifer is a 45 year old single woman. She was an office assistant for many years but lost her job 3 years ago when the insurance agency she was working at closed. This led to her losing her housing. For a while she was couch surfing with friends while looking for work but was not able to gain stability right away. She started living in her car parked near the Berkeley Marina in January, 2019 and regularly used services at a LavaMae site for showers and hygiene needs. In June, 2019 she secured a stable job and was able to rent a room but when the pandemic hit she lost her job in April, 2020, and subsequently left her housing in July, 2020 because she couldn’t afford it. She stayed in her car parked near UC Berkeley campus for a few nights then went to a Housing Resource Center for help. She told the staff there about her living situation and that she has a history of serious mental illness requiring ongoing treatment and a serious heart condition and she was scared. The staff determined that she was eligible for Alameda County’s Safer Ground program and worked on a referral. At the beginning of August, 2020, she started staying in a Safer Ground program and has been there ever since.
Break Out Rooms
## Scenario 1: Jennifer

**Jennifer is:**
- Literally Homeless
- Eligible to be considered for PSH

**Jennifer is not:**
- Chronically Homeless

### Housing History Chart

<table>
<thead>
<tr>
<th>Type of Living Situation</th>
<th>Start Date</th>
<th>End Date</th>
<th>Total Months</th>
<th>Verification Available From?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter (ES), Place Not Meant for Habitation (PNMH), Transitional Housing (TH), Permanent Supportive Housing (PSH), Rapid Rehousing (RRH), Institution (INST), Not Homeless (NH)</td>
<td>08/2020</td>
<td>Present</td>
<td>10</td>
<td>HMIS, Professional Assessment, Witness, Self-Certification, NH</td>
</tr>
<tr>
<td>Car near UC Berkeley Campus</td>
<td>07/2020</td>
<td>08/2020</td>
<td>1</td>
<td>HMIS, Professional Assessment, Witness, Self-Certification, NH</td>
</tr>
<tr>
<td>Rented a Room</td>
<td>06/2019</td>
<td>07/2020</td>
<td>12</td>
<td>HMIS, Professional Assessment, Witness, Self-Certification, NH</td>
</tr>
<tr>
<td>Car near Berkeley Marina</td>
<td>01/2019</td>
<td>06/2019</td>
<td>5</td>
<td>HMIS, Professional Assessment, Witness, Self-Certification, NH</td>
</tr>
<tr>
<td>Couch Surfing</td>
<td>05/2018</td>
<td>01/2019</td>
<td>8</td>
<td>HMIS, Professional Assessment, Witness, Self-Certification, NH</td>
</tr>
</tbody>
</table>
PSH Referral Process

1. CES Assessment, Prioritization, & Eligibility
2. Housing Navigation & Document Readiness
3. Housing Match (multiple matches per opening – approx. 6)
4. Housing Referral (multiple referrals per opening – approx. 1-3)
Providers listed in HMIS as a **CONTACT** will receive the match notifications directly.

**Info about the opportunity.**

**Eligibility Info – Review prior to submitting an application.**

**Due Date**

**Documents required at time of match.**
A PSH REFERRAL IS THE START, NOT THE FINISH LINE....
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Subsidy Opening</strong>&lt;br&gt;Home Stretch is notified of a Permanent Supportive Housing (PSH) subsidy opening.</td>
</tr>
<tr>
<td>2</td>
<td><strong>Prioritization</strong>&lt;br&gt;Households eligible for the subsidy are prioritized through Coordinated Entry. Those on the PSH Target List who are Document Ready will be matched first.</td>
</tr>
<tr>
<td>3</td>
<td><strong>PSH Match Notification</strong>&lt;br&gt;Housing Navigators are notified that their clients have been matched to a PSH opportunity.&lt;br&gt;Priority order and documents needed for referral to PSH are communicated to Housing Navigators - subsidy application, current verification of homelessness, verification of income, etc.</td>
</tr>
<tr>
<td>4</td>
<td><strong>Core Housing Documents and Housing Application Submitted</strong>&lt;br&gt;Housing Navigators work with clients to complete paperwork and then submits paperwork to Home Stretch.</td>
</tr>
<tr>
<td>5</td>
<td><strong>PSH Referral Made</strong>&lt;br&gt;Home Stretch reviews match paperwork and makes referrals to PSH for clients with completed packets.</td>
</tr>
<tr>
<td>6</td>
<td><strong>PSH Program Screening</strong>&lt;br&gt;Program screens application packets for completeness and eligibility. Applications are approved in the order clients are prioritized through Coordinated Entry.</td>
</tr>
<tr>
<td>7</td>
<td><strong>Housing Authority Screening</strong>&lt;br&gt;If applicable, approved applications are sent to the Housing Authority for final screening.&lt;br&gt;Housing Authority conducts background checks and conducts briefing interviews with clients and Housing Navigators.</td>
</tr>
<tr>
<td>8</td>
<td><strong>Subsidy Approval</strong>&lt;br&gt;Subsidy is approved by all parties and client accepts the subsidy.</td>
</tr>
<tr>
<td>9</td>
<td><strong>Referral to Landlord Liaison/Housing Search</strong>&lt;br&gt;Home Stretch makes referral to Landlord Liaison if client is enrolled in an eligible subsidy.&lt;br&gt;Landlord Liaison searches for unit(s) and ensures unit passes Housing Authority inspection.&lt;br&gt;Client and Housing Navigator complete unit rental applications and attend interviews with landlord/property management.</td>
</tr>
<tr>
<td>10</td>
<td><strong>Move In &amp; Stabilizing in PSH</strong>&lt;br&gt;Housing Navigator supports client and landlord liaison with move-in process.&lt;br&gt;Housing Navigator works with client on transitioning and stabilizing in housing.</td>
</tr>
<tr>
<td>11</td>
<td><strong>Transfer of Care to PSH Service Provider</strong>&lt;br&gt;Housing Navigator works with Permanent Supportive Housing provider on a warm transfer of services.&lt;br&gt;Permanent Supportive Housing Services provider takes over full scope of housing case management for household ongoing</td>
</tr>
</tbody>
</table>

**Notes:**<br>- 1 - 9 months - Varies based on needs of client<br>- Ongoing
### Site-Based Permanent Supportive Housing Process

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Subsidy Opening</td>
<td>Home Stretch is notified of a Permanent Supportive Housing (PSH) subsidy opening.</td>
</tr>
<tr>
<td>2</td>
<td>Prioritization</td>
<td>Households eligible for the opening are prioritized through Coordinated Entry. Those on the PSH Target List who are Document Ready will be matched first.</td>
</tr>
<tr>
<td>3</td>
<td>PSH Match Notification</td>
<td>Housing Navigators are notified that their clients have been matched to a PSH opportunity. Priority order and documents needed for referral to PSH are communicated to Housing Navigators - subsidy application, current verification of homelessness, verification of income, etc.</td>
</tr>
<tr>
<td>4</td>
<td>Core Housing Documents and Housing Application Submitted</td>
<td>Housing Navigators work with clients to complete paperwork and then submit paperwork to Home Stretch.</td>
</tr>
<tr>
<td>5</td>
<td>PSH Referral Made</td>
<td>Home Stretch reviews match paperwork and makes referrals to PSH for clients with completed packets.</td>
</tr>
<tr>
<td>6</td>
<td>PSH Property Screening</td>
<td>Property Management screens application packets for completeness and eligibility. Property Manager conducts background checks and interviews with household members. Applications are approved in the order clients are prioritized through Coordinated Entry.</td>
</tr>
<tr>
<td>7</td>
<td>Housing Authority Screening</td>
<td>If applicable, approved applications are sent to the Housing Authority for final screening. Housing Authority conducts background checks and conducts briefing interviews with clients and Housing Navigators.</td>
</tr>
<tr>
<td>8</td>
<td>Subsidy Approval</td>
<td>Subsidy is approved by all parties and client accepts the subsidy.</td>
</tr>
<tr>
<td>9</td>
<td>Move In &amp; Stabilizing in PSH</td>
<td>Housing Navigator works with property manager to support client with move-in process. Housing Navigator works with client on transitioning and stabilizing in housing.</td>
</tr>
<tr>
<td>10</td>
<td>Transfer of Care to PSH Service Provider</td>
<td>Permanent Supportive Housing Services provider takes over full scope of housing case management for household ongoing.</td>
</tr>
</tbody>
</table>
Social Services Agency (SSA) Can Help

- Consent form for documents that SSA has on file to be sent to Home Stretch, as well as a letter verifying SSN and income information
  - Form is sent to Home Stretch by service provider

- This is particularly helpful for income verification and SSN verification.
  - For households receiving income from social security, some housing operators will require an award letter.

- 10-14 days to receive documents back

- Response is uploaded into HMIS Files
“Unless someone like you cares a whole awful lot, nothing is going to get better. It’s not.”
Questions?

HomeStretch@acgov.org
phone: 510-567-8017
fax: 855.658.5466

http://everyonehome.org/our-work/home-stretch/