Alameda County
Home Stretch
Health Care Services Agency

Email: Homestretch@acgov.org
Phone: 510.567.8017
Fax: 855.658.5466

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

• Overview

• Definitions

• Process Overview
  • CES Assessment & Eligibility
  • Document Readiness & Housing Navigation
  • Housing Match

• Exercise: Sample Housing History
A collaboration between:
- Alameda County Health Care Services Agency
- 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
Home Stretch provides County-wide resource matching for homeless people with disabilities to permanent supportive housing and related resources as part of the Coordinated Entry System.
Overview

What is Permanent Supportive Housing?

1. Subsidized housing (generally 30% of a household’s income)
2. Supportive Services to assist persons to live independently and maintain their housing.
Overview
PSH in Alameda County

• There are approx. **2000 PSH units** in Alameda County.

• These units include various types of housing: tenant-based certificates, site-based subsidies, units of various sizes (including SROs), and shared housing.

• **1200-1300 units are rental-assistance (vouchers)** (primarily MHSA, CoB S+C, and County S+C vouchers).

• Home Stretch is the coordination of **existing** PSH resources.

• Approximately 11% of people in HMIS who exit homelessness, exit to a permanent supportive housing program.
DEFINITIONS - Eligibility

Persons* are eligible for Home Stretch if, at the time of CES Assessment, they are:

• HUD Literally homeless
• HUD Disabled
• 18 or older or an emancipated youth
• Residing in Alameda County

* Families are eligible for Home Stretch if the head of household is eligible.
DEFINITIONS:
LITERALLY
HOMELESS
Definitions – “Literally Homeless”

Liternally Homeless
(including hotels and motels paid for by Federal, State, or local government programs for low-income people)

HUD
CDBG
City ESG
motel
An individual or head of household is literally homeless who is:

- 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

- In transitional housing designated for homeless individuals and it is documented that they were homeless at the time of entry

* Institutional care facilities include jails, licensed inpatient substance abuse facilities, licensed inpatient mental health treatment facilities, hospitals, etc.
DEFINITIONS:
CHRONICALLY HOMELESS
Definitions – “Chronically Homeless”

HUD’s “chronically homeless” definition has three elements. Individuals must:

1. Be currently literally homeless
2. Have a long duration of homelessness
3. Be disabled

To be considered chronically homeless, an individual must meet all three elements.
The person must be currently residing in a place that meets HUD’s “literally homeless” definition.

*NOTE: If a person is living in transitional housing, they are not considered chronically homeless
Chronic Homelessness - Duration

The person must have been residing in a place that meets the HUD “literally homeless” definition:

- *For at least 12 consecutive months leading up to the present; or*

- *On at least four separate episodes totaling a minimum of 12 months in the last 3 years. Each episode must be at least a 7 days break in homelessness*
DEFINITIONS:

DISABILITY
The person 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

Their condition(s) must be expected to be of long-continuing or of indefinite duration and substantially impede their ability to live independently.
Home Stretch - Process Overview

- CES Assessment & Eligibility
- Housing Navigation & Document Readiness
- Housing Match
HOUSING CRISIS RESPONSE SYSTEM

HOMELESS SERVICE PROVIDERS

COMMUNITY BASED TEMPORARY HOUSING
- Emergency Shelter
- Medical Respite
- Family / Friends

COMMUNITY PERMANENT BASED HOUSING
- Rental
- Roommate
- Affordable Housing

COORDINATED ENTRY SYSTEM

ALL
- Housing Problem Solving
- Housing Legal Resources
- Housing Workshops

LITERALLY HOMELESS
- Assessment / Prioritization

- Housing Navigation
- Emergency Shelter
- Transitional Housing
- Rapid Rehousing
- Permanent Supportive Housing
- Landlord Liaison
- Tenancy Sustaining Services
COORDINATED ENTRY

2-1-1

Housing Resource Centers (HRCs)

Street Outreach

COORDINATED ENTRY SYSTEM

ALL
- Housing Problem Solving
- Housing Legal Resources
- Housing Workshops

LITERALLY HOMELESS
- Assessment / Prioritization
- Housing Navigation
- Emergency Shelter
- Transitional Housing
- Rapid Rehousing
- Permanent Supportive Housing
- Landlord Liaison
- Tenancy Sustaining Services
If you’re currently **HOMELESS** drop-in to a Housing Resource Center (HRC):

What to expect when you contact a Housing Resource Center (HRC):

- Staff will problem-solve with you to identify any immediate solutions to your housing crisis and conduct a 30-minute assessment of your needs. Your information is confidential and used only to connect you with housing or services.
- Housing and shelter are very limited. Staff will explain if there is anything available for you, and if not, how to stay in touch. Staff will contact you if something becomes available.
- Keep your info updated. Stay in touch and keep your info updated. Let your HRC know if anything changes like your location, contact information, housing, health, or family situation. You can go to your HRC’s drop-in hours or leave updates on your HRC’s message line.

### HOUSING RESOURCE CENTERS

<table>
<thead>
<tr>
<th>North County Housing Resource Center</th>
<th>Downtown Oakland Housing Resource Center</th>
<th>Mid County East Housing Resource Center</th>
<th>Livemore Multi-Service Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serving Adults &amp; Young Adults</td>
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<td>Serving Families, Adults &amp; Young Adults</td>
<td>329 Pacific Ave, Livermore</td>
</tr>
<tr>
<td>Operated by BHHP</td>
<td>Operated by BCMS</td>
<td>Operated by Abode Services</td>
<td>Wed, 1PM-4PM</td>
</tr>
<tr>
<td>2 Berkeley Food &amp; Housing Project 9924 Farese St, Berkeley Thu, 1PM-6PM</td>
<td>106 A Street, Hayward Mon, 1PM-5PM</td>
<td>1200 A Street, Hayward Wed, 11AM-1:30PM</td>
<td></td>
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<tr>
<td>North County Family Front Door</td>
<td>North County Family Front Door</td>
<td>East Oakland Community Project</td>
<td>329 Pacific Ave, Livermore</td>
</tr>
<tr>
<td>Serving Families with Children</td>
<td>Serving Families with Children</td>
<td>1395 International Blvd, Oakland</td>
<td>Wed, 1PM-4PM</td>
</tr>
<tr>
<td>Operated by EOCF/Building Futures</td>
<td>Operated by EOCF/Building Futures</td>
<td>Tue/Fri, 12PM-3PM</td>
<td></td>
</tr>
<tr>
<td>2 St. Vincent de Paul 2272 San Pablo Ave Tue, 10AM-12PM</td>
<td>3750 International Blvd, Oakland</td>
<td>200 M Street, Albemarle Fri, 12PM-3PM</td>
<td></td>
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<tr>
<td>Henry Robinson Multi-Service Center</td>
<td>East Oakland Housing Resource Center</td>
<td>BCBS Hedo Wellness Center</td>
<td>590 B Street, Hayward Wed, 11AM-1:30PM</td>
</tr>
<tr>
<td>1350 International Blvd, Oakland</td>
<td>Serving Adults &amp; Young Adults</td>
<td>Abode HPE Mobile Health Clinic</td>
<td>24312 Thomas Avenue, Hayward Thu, 9AM-11AM</td>
</tr>
<tr>
<td>Mon-Fri, 12PM-3PM</td>
<td>Operated by EOCF/Building Futures</td>
<td>Temple de la Cruz</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Messages: 510-357-3205</td>
<td>24312 Thomas Avenue, Hayward Thu, 9AM-11AM</td>
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<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Mid-County West Housing Resource Center</td>
<td>Serving Families, Adults &amp; Young Adults</td>
<td>BCBS Valley Wellness Center</td>
<td>Abode HOPE Mobile Health Clinic</td>
</tr>
<tr>
<td></td>
<td>Operated by BCMS</td>
<td>3900 Valley Ave, Ste B, Pleasanton Thu, 11AM-1:30PM</td>
<td>Vineyard Christian</td>
</tr>
<tr>
<td></td>
<td>Messages: 510-357-3205</td>
<td></td>
<td>450 N. Livermore Ave, Livermore</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Mon, 5AM-10PM</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tri-Valley Housing Resource Center</td>
<td>BCBS Valley Wellness Center</td>
<td>BCBS San Ramon Wellness Center</td>
<td>Abode HOPE Mobile Health Clinic</td>
</tr>
<tr>
<td></td>
<td>Serving Families, Adults &amp; Young Adults</td>
<td>3900 Valley Ave, Ste B, Pleasanton Thu, 11AM-1:30PM</td>
<td>Inverton Presbyterian Church</td>
</tr>
<tr>
<td></td>
<td>Operated by Abode Services</td>
<td></td>
<td>4th Street Presbyterian Church</td>
</tr>
<tr>
<td></td>
<td>Message Line 510-371-0447</td>
<td></td>
<td>Wed, 11AM-1:30PM</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tri-City Housing Resource Center</td>
<td>Abode HOPE Mobile Health Clinic</td>
<td>Abode HOPE Mobile Health Clinic</td>
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<td></td>
<td>Serving Families, Adults &amp; Young Adults</td>
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</tbody>
</table>
ASSESSMENT

Age & Household Size
Current Housing Situation
Duration of Homelessness & Chronic Homelessness
Housing Barriers (i.e. eviction, arrests & convictions, income, etc.)
Health, Disability, & Self-Care Needs

SCORE

PRIORITIZATION
BAY AREA LEGAL AID
LEGAL ADVICE LINE
800-551-5554
Housing Navigation Activities

• Housing navigation set of activities and a way of supporting people that help them achieve permanent housing

• Not everyone can provide the full level of this support within their professional roles

• Different roles can overlap

• The list of Housing Navigation duties promoted by Home Stretch came from bringing people like you together to create a checklist of best practices/overall snapshot of needs
Home Stretch - Process Overview

1. CES Assessment & Eligibility
2. Housing Navigation & Document Readiness
3. Housing Match
**Document Readiness**

**HOUSING and PUBLIC BENEFITS PORTFOLIO**

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 many HUD funded programs, documentation of homeless and disability status are also required.

To be considered for PSH, clients must have all required “Housing and Public Benefits Portfolio” documents submitted and verified before they will be eligible for housing match.
Document Readiness – Housing Portfolio

**Required Forms:**
- Housing Profile Form
- Government-issued photo ID
- Social Security Card
- Disability verification (specific type, if applicable to client) – serious mental illness, HIV/AIDS, developmental disability, substance use disorder *(dated within 60 days)*
- Housing History
- Homelessness Verification *(dated within 60 days)*

**Recommended Forms:**
- Income Verification
- Vets verification (if applicable)
- Tenant Resume/Sample Housing Application
- Tenant/Credit History Report
- Other Documents from Household Members or Special Needs *(see Home Stretch Documentation Checklist for further info)*
Homelessness and Disability Verifications
Documenting HUD Homelessness

• Use the Home Stretch Housing History Form to list each episode of homelessness starting with the current living situation and going back 3 years (in reverse chronological order).

• Determine what form of verification can be obtained for each episode of homelessness listed on the form.

• Obtain all verifications needed to verify each individual episode used to document chronic homelessness.
Types of Verifications Recognized by HUD

1. Third-party documentation (*can use HMIS records*)

2. Self Certification (*only if unable to obtain other forms of documentation*)

3. HMIS Records
## Homeless Verification – HMIS Record

### Program History

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Start Date</th>
<th>End Date</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abs-NC-SS0-Oakland Housing Navigation-AC3</td>
<td>10/09/2018</td>
<td></td>
<td>Active</td>
</tr>
<tr>
<td>Ab8 - Abode Services</td>
<td></td>
<td></td>
<td>Individual</td>
</tr>
<tr>
<td>CES Assessment (Inactive)</td>
<td>12/14/2017</td>
<td>12/14/2017</td>
<td>Individual</td>
</tr>
<tr>
<td>DE - Coordinated Entry</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BOSS-CAF-SS0-PATH Support Services-PATH</td>
<td>09/26/2017</td>
<td></td>
<td>Active</td>
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<tr>
<td>BOSS - Building Opportunities for Self Sufficiency</td>
<td></td>
<td></td>
<td>Individual</td>
</tr>
<tr>
<td>EOCP-3NYA-ES-SSP Ryan White-HOPWA</td>
<td>11/30/2016</td>
<td></td>
<td>Active</td>
</tr>
<tr>
<td>EOCP - East Oakland Community Project</td>
<td></td>
<td></td>
<td>Individual</td>
</tr>
</tbody>
</table>

**Note:** The program marked with a red circle is highlighted as the one of interest.
Homeless Verification

3rd Party & Self Certification

Verification must include:

1. Date of verification
2. Name of client
3. Start and end date of episode
4. Specific living conditions of episode
5. Specific location of the episode
6. Signature of person verifying (self / third-party)

* Third party verifications must be written on agency letterhead of the person signing it

* A separate verification is needed for each episode of homelessness
3rd Party Verification

1. Date of verification
2. Name of client
3. Start and end date of episode
4. Specific living conditions
5. Specific location of the episode
6. Signature of person verifying

*ON AGENCY LETTERHEAD

---

I certify that ______________________ (Client’s Name) stayed at ______________________ (Location/Facility/Program Name) for the following period of time: between ___________ and ___________.

This location/facility/program is classified as one of the following types:

- Place not meant for human habitation (e.g., vehicle, abandoned building, bus/train/subway station/airport or anywhere outside)
- Emergency Shelter (including hotel or motel paid for with an emergency shelter voucher)
- Transitional Housing
- Hospital or other residential non-psychiatric medical facility
- Psychiatric hospital or other psychiatric facility
- Jail, prison or juvenile detention facility
- Substance use disorder treatment facility or detox center
- A house or home, from which client is currently fleeing to escape domestic violence
- Other (please specify):

Before coming to the location listed above, this client resided at: ______________________ for ________ (# of) months, between ___________ and ___________.

I also certify that this client currently has no other housing options and lacks other networks or resources to secure housing.

Name of Staff Member (Print): ______________________

Title of Staff Member: ______________________ Staff Phone Number: ______________________

Staff Member Signature: ______________________ Date Signed: ___________
Self-Certification

1. Date of verification
2. Name of client
3. Start and end date of episode
4. Specific living conditions
5. Specific location of the episode
6. Signature of person verifying

What is this?!
Obtain documentation of a disability from a professional licensed by the state to diagnose and treat the disability and his or her certification that the disability is expected to be of long-continuing or of indefinite duration and substantially impedes the individual’s ability to live independently OR written verification from the Social Security Administration OR the receipt of a disability check.

NOTE: For Home Stretch, documentation from a licensed professional is preferable as this documentation can help qualify individuals for disability specific services and housing opportunities that the other forms of documentation may not provide.
MEET ROCGER RABBIT...

• Roger Rabbit is a 45-year-old male who has a mental health disability and has been homeless multiple times in the past three years.

• From 7/1/16 - 7/6/17 he was homeless near Grove and 580 in Hayward. He worked with the HOPE Project from 10/1/16 - 7/6/17. Then he went to stay with family for two months.

• From 9/1/17 - 12/5/17 he stayed at EOCP emergency shelter in Oakland

• After the shelter, he returned to the streets near Grove and 580 from 12/5/17 - 1/6/18 and regularly interacted with outreach workers from the HOPE Project.

• Right after New Year’s, he went and stayed at his sister’s house for 9 days.

• While at his sister’s house, he was able to get into the BOSS South County Homeless Project shelter in Hayward and stayed there from 1/15/18-3/1/18.

• After exiting the shelter, he went back to his sister’s house for one month before returning to the streets in Hayward near Foothill and A St where he is currently living. Once back on the streets, he began working with the HOPE Project again and continues working with them now.
How to Submit Documents to Home Stretch

• Does your agency have access to Clarity / HMIS?
  • If yes, upload documents to the client’s profile.
  • If no, send to HomeStretch@acgov.org
Skills Share

• What are some challenges to getting someone Document Ready?

• How have you been able to overcome challenges?
Home Stretch - Process Overview

- CES Assessment & Eligibility
- Housing Navigation & Document Readiness
- Housing Match
### Scatter-Site Permanent Supportive Housing Process - DRAFT

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Duration</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 subsidy are prioritized by Coordinated Entry Assessment score.</td>
</tr>
</tbody>
</table>
| 3    | PSH Match Notification | • 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. |
| 4    | Match Paperwork Submitted | • Housing Navigators work with clients to complete paperwork and then submits paperwork to Home Stretch. |
| 5    | PSH Referral Made | • Home Stretch reviews match paperwork and makes referrals to PSH for clients with completed packets. |
| 6    | PSH Program Screening | • Program screens application packets for completeness and eligibility. Applications are approved in the order clients are prioritized through Coordinated Entry. |
| 7    | Housing Authority Screening | • 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. |
| 8    | Subsidy Approval | • Subsidy is approved by all parties and client accepts the subsidy. |
| 9    | Referral to Landlord Liaison | • Home Stretch makes referral to Landlord Liaison  
• Landlord Liaison searches for unit(s) and ensures unit passes Housing Authority inspection.  
• If applicable, client and Housing Navigator complete unit rental applications and attend interviews with landlord/property management. |
| 10   | Move In & Stabilizing in PSH | • Housing Navigator supports client and landlord liaison with move-in process.  
• Housing Navigator works with client on transitioning and stabilizing in housing. |
| 11   | Transfer of Care to TSS / PSH Service Provider | • Housing Navigator works with Permanent Supportive Housing/Tenancy Sustaining Services provider on a warm transfer of services.  
• Permanent Supportive Housing/Tenancy Sustaining Services provider takes over full scope of housing case management for household ongoing |
<table>
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- **Home Stretch** is notified of a Permanent Supportive Housing (PSH) subsidy opening.
- Households eligible for the subsidy are prioritized by Coordinated Entry Assessment score.
- 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.
- Housing Navigators work with clients to complete paperwork and then submit paperwork to Home Stretch.
- Home Stretch reviews match paperwork and makes referrals to PSH for clients with completed packets.
- Property Management screens application packets for completeness and eligibility. Property Manager conducts background checks and in-person interviews with household members. Applications are approved in the order clients are prioritized through Coordinated Entry.
- 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. Varies: typically 2-6 weeks.
- Subsidy is approved by all parties and client accepts the subsidy.
- Housing Navigator works with property manager to support client with move-in process. Housing Navigator works with client on transitioning and stabilizing in housing. 1 - 9 months - Varies based on needs of client.
- Housing Navigator works with Permanent Supportive Housing/Tenancy Sustaining Services provider on a warm transfer of services. Permanent Supportive Housing/Tenancy Sustaining Services provider takes over full scope of housing case management for household ongoing.
Questions?

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