



DESTINATION: **HOME**

Request for Qualifications

Homelessness Prevention System Partners

Release Date: **August 2020**

Submission Deadline: **November 20, 2020, 5:00pm PST**

This request for qualifications (RFQ) seeks to identify qualified agencies to provide Homelessness Prevention System services to households in Santa Clara County. Selected partner(s) may receive a service contract with the end goal of increasing equity and capacity of the Homelessness Prevention System.

Overview

Destination: Home is a public-private partnership serving as the backbone organization for collective impact strategies to end homelessness in Santa Clara County. Destination: Home drives and aligns resources to create permanent housing and sustainable support systems built for the long term. The organization is improving how systems work together to end homelessness, as well as protect individuals and families at risk of becoming homeless.

This request for qualifications (RFQ) seeks to identify qualified agencies to provide Homelessness Prevention System (HPS) services to households in Santa Clara County with the goal of increasing equity and the capacity of the HPS. Organizations that primarily serve populations and geographies currently underserved in HPS, including but not limited to Black/African American households, Native American households, and households living in Morgan Hill, Gilroy, East San Jose, and Milpitas will be prioritized to address current gaps. Additionally, agencies with the ability to provide clinical case management support for the network are encouraged to apply. Funding for capacity building is available.

Background

Through the combined resources of public and private partners, \$3.3 million was initially raised to restructure the system that provides prevention assistance in Santa Clara County. In 2017 Destination: Home launched HPS, a pilot program with the goal of implementing a countywide homelessness prevention system and preventing all instances of homelessness.

The Homelessness Prevention System is led and coordinated by Sacred Heart Community Service (SHCS). SHCS is an experienced advocacy and emergency support organization who is committed to serving those in need in our community. In addition to direct client service, SHCS provides guidance and support to all of the HPS partner agencies and works directly with Destination: Home in program design.

The Homelessness Prevention System Program is guided by a philosophy that includes:

- Services that are driven by the participant and delivered through state-of-the-art customer service.
- Quickly providing the services needed to prevent homelessness, customized for each household.
- Flexible guidelines that allow service providers to meet the needs of unique household situations.
- Prioritizing the most vulnerable households at risk of homelessness, who have the least options for alternative support.

Current HPS Impact

The HPS network currently includes 15 funded partner agencies who serve households throughout Santa Clara County through client outreach and referral. These agencies provide cash assistance and support to families and individuals on the brink of homelessness in every city in Santa Clara County. Since 2017, the System has provided prevention assistance to 1,911

households. Of those served by the program, 95% remained stably housed while receiving prevention services and only 6% of those who exited the program became homeless in the 12 months after their exit. On average, enrolled households are receiving \$4,442 in financial assistance as well as case management, legal services, domestic violence services, and other resources. Of the households served, 85% have household incomes that fall into the Extremely Low-Income bracket (<30% Area Median Income), and 79% have a female head of household.

Responding to Growing Need

A strong prevention system is critical to reducing the overall number of people who experience homelessness for the first time. Despite the growth of HPS over the past two years, the demand for prevention services in Santa Clara County continues to outpace available resources. Over the past program year, 1,683 households qualified for HPS services, but due to capacity constraints, only 626 (or 37%) received services through the program. And despite the collective efforts to house more than 8,800 households over the last 5 years, inflow into homelessness continues to grow, with more than 3,700 households indicating they were homeless for the first time over the last fiscal year in Santa Clara County.

To more adequately meet this need, Destination: Home and its partners are already increasing the capacity of the HPS for FY20/21 and are currently on track to serve 1,500 households this fiscal year. Expanding the program by 67% means that significantly more households will have access to the critical resources and support to stay in their homes.

This growth will occur by both increasing the capacity of existing HPS partners as well as adding new partner organizations to the Network to respond to current gaps in our network.

In early 2019, Destination: Home launched a new effort to examine how issues of race and homelessness intersect in our community. National research has shown that people of color are dramatically more likely than their white counterparts to become homeless in America, and that the legacy of historical and contemporary structural racism is at the root of who becomes homeless. SPARC (Supporting Partnerships for Anti-Racist Communities) facilitated efforts under the guidance of a local Race Equity Advisory Board. The goal was to identify strategies to reverse the inequities individuals and families of color in our community are facing. To that end, this RFQ will respond to the [Race and Homelessness Report](#) findings including the need to target Black/African American and American Indian/Alaska Native populations.

In order to make the HPS more accessible throughout Santa Clara County, this expansion must also respond to a lack of HPS access points in identified areas of the community including East San Jose, Milpitas, Morgan Hill, and Gilroy.

Lastly, there is a need for clinical case management support for the HPS network of service providers. To address this need, the HPS will select one organization to provide guidance and oversight system-wide for the more complex situations that case managers encounter through

two Full-Time Equivalent Masters-level professionals. This will be in addition to providing HPS services.

Eligibility and Minimum Criteria for Partners

This RFQ seeks to identify qualified organizations interested in becoming full-service partners in the HPS network, providing screening using Santa Clara County's PR-VI-SPDAT assessment tool, multiple months of case management services, and direct financial assistance -- primarily rental payments -- for qualified households. However, for smaller partner agencies with limited administrative capacity, the network coordination team can assist in providing direct financial assistance for their clients.

To be considered for selection as an HPS partner, respondents must provide evidence or otherwise indicate their alignment with the following minimum requirements for funding eligibility:

1. Be a non-profit with experience in at least 2 of these 3 core competencies:
 - Housing/Rental/Financial Assistance;
 - Case Management; and/or
 - Demonstrated history of engagement with prioritized vulnerable populations, including but not limited to Black/African American households, Native American households, and households living in Morgan Hill, Gilroy, East San Jose, and Milpitas.
2. Agree to adopt and follow all HPS operational policies and procedures (Appendix A), including:
 - Follow common eligibility requirements, and assessment and intake procedures, to ensure equitable levels of access, fairness, and efficiency for all families that seek services.
 - Enroll households based on client choice of agency, regardless of zip code or geography.
 - Enroll eligible households in HPS and issue financial assistance within 72 hours of enrollment/determined eligibility.
 - Provide supportive services, case management and access to specialized services for participating clients.
3. Contribute to efforts to advance racial equity, anti-racism, and address disproportionality, both within your organization and between those seeking services and the general population.
4. Agree to support and participate in incorporating the voices of people with lived experience into program evaluation and implementation.
5. Work with Sacred Heart Community Service's Network Coordination to develop a staffing plan and budget that aligns with HPS standards. For example, 3.5 FTE would typically provide services to at least 100 households per year. Each organization will develop a

model and budget with SHCS that works for their organization and meets the needs of the HPS network.

6. Agree to compensate all funded HPS staff positions at or above the following: a) \$20.56 per hour, with *both* health and retirement benefits; b) \$22.56 per hour, with *either* health or retirement benefits; c) \$24.56 per hour, *without* health or retirement benefits.
7. Follow HPS financial policies and procedures, including:
 - Submit monthly invoices for reimbursement (payment is based on cost reimbursement; advances can be made on a case-by-case basis).
 - Maintain staff time and activity records (technical assistance and support will be available).
 - Demonstrate clean audits/records; no history of financial fraud.
 - Attend HPS meetings and trainings.
 - Input data into the community's existing Homeless Management Information System (HMIS) and maintain good standing as an HMIS partner agency (we will assist your organization in becoming an HMIS agency partner).
 - For agencies with the capacity: demonstrate basic financial capacity to process all assistance checks within 3 business days (emergency checks within 1 business day); able to handle cash flow (with or without an advance).
8. Demonstrate experience with receiving/administering a foundation or government grants.
9. Have an independent and operational Board of Directors.
10. Alignment with and commitment to Destination: Home and its supportive housing partners' mission of making homelessness rare, brief, and non-recurring.

Additional Eligibility Requirements for Clinical Case Management

For Respondents interested in providing clinical case management support, MSW/LCSW staff with field experience is required. Activities of the clinical case managers will include (but are not limited to):

- Case-conferences with HPS case managers;
- Identifying service gaps and creating system-wide connections to supportive services for HPS households; and
- Sharing best practices and providing training for HPS staff and program participants.

Award Range

Current partner grant agreements range between \$20,000 and \$350,000, based on how many households they are serving and the services provided (referral, case management, direct financial assistance, etc.) Upon invitation to join the network, SHCS will work with you to develop a budget to fit the HPS standards.

Selection Criteria

The HPS prioritizes a focus on vulnerable populations, therefore, even if an organization meets the minimum criteria, they may not be selected due to budget constraints or the need to prioritize reaching targeted populations/geographies. The HPS may choose to work with organizations to fill gaps within the HPS network, with respect to minimum criteria.

All organizations serving vulnerable populations in Santa Clara County are welcome to apply. However, ideal HPS partner candidates are organizations that reach the priority populations for access or improved services:

- Geography: East San Jose, Milpitas, Morgan Hill, and Gilroy
- Race/Ethnicity: Black/African American, Native American/Alaskan Native

Service Quality and Performance Expectations:

HPS partner agencies are accountable to meeting standard expectations for quality of services and performance, including: households served; outcomes; timeliness of services; timeliness of financial assistance; and implementation of HPS Policies and Procedures. Annual evaluations will be performed and an organization will be deemed as being in good standing if they continue to align with all minimum organizational criteria and have delivered outcomes in alignment with their committed contractual targets. Destination: Home’s goal is to offer the necessary financial and programmatic support to enable partners to meet these standards.

Qualifications & Evaluation Criteria

This RFQ will select organizations currently operating in Santa Clara County who are seeking to provide Homelessness Prevention financial assistance, case management and other support to Low Income (<80% of the Area Median Income) community members. In the proposal narrative, respondents must demonstrate their qualifications and ability to provide assistance services through the following questions:

- Summarize your organization’s ability to meet the Eligibility and Minimum Criteria requirements on pages 3-4 of this RFQ.
- Briefly explain how your organization supports Low Income residents in Santa Clara County, including the geographic area and populations served.
- Please describe your organization’s current capacity to join the HPS network or your need to build capacity.
- Please describe how many households you aim to serve.
- Please describe your organization’s infrastructure or capacity to disburse financial assistance. Indicate if you would like to be considered as a direct financial assistance partner, or partner providing assessment, enrollment, and case management services only.
- Describe your organization’s capacity to capture and report data in the Homeless Management Information System (HMIS) County [database](#) or an alternative database for agencies restricted by compliance with [VAWA](#).
- Please describe your organization’s experience serving, and ability to reach, the prioritized populations (Black/African American and Native American/Alaskan Native) and geographies (East San Jose, Milpitas, Morgan Hill, and Gilroy.)

- Please describe your organization’s experience implementing a housing program.
- Please describe how your organization incorporates lived experience and client input into your service design, delivery, and evaluation.

Additional Qualifications for Clinical Case Management

Optional: For respondents interested in joining the HPS network *and* in providing Clinical Case Management services, please also address the following in the proposal narrative:

- Briefly describe your organization’s experience and capacity providing clinical and non-clinical case management services. Please include the focus areas or types of programs where case management is provided.
- Briefly describe your expertise in managing and oversight of clinical case management services.
- Briefly describe your organization’s experience with case conferencing internally or with partners.
- Please describe appropriate trainings for case managers and program participants that your organization has experience administering.

Submission Instructions

The proposal narrative should not exceed five pages (six for agencies applying to provide clinical case management services), single spaced, excluding attachments, using 1” margins and 12-point font. Proposals should include:

- Brief organization overview
- Summary response to “Eligibility and Minimum Criteria” section
- Detailed response to all categories of “Qualifications & Evaluation Criteria” section

In addition, please provide the following attachments:

- 501(c)3 letter or provide the information for your fiscal sponsor;
- Bylaws and Board list;
- Financials for the responding organization (current year agency operating budget and most recent audited financials, or an alternative financial statement);
- Written financial policies and procedures and/or accounting controls (Note: for smaller organizations without administrative capacity to provide direct financial assistance, this attachment is optional.); and
- Any other supporting documentation that demonstrates your organization’s qualifications (optional).

Technical Assistance While Responding

If you have any challenge in providing these documents, or have any questions about the requirements, please contact Maureen@destinationhomesv.org. Destination: Home can be available for one-on-one assistance if needed. Additionally, virtual Q&A sessions will be held on the following dates:

- Monday, September 14, 2020 from 3pm-4:30pm
- Monday, October 12, 2020 from 3pm-4:30pm

If you would like to attend, please email Maureen@destinationhomesv.org ahead of the Q&A session for virtual meeting space information. The questions and answers from these sessions will be posted on the Destination: Home website.

Please submit your completed proposal packet electronically to Maureen@destinationhomesv.org. Proposals will only be accepted via email.

Review and Selection Process

Applications will be accepted on a rolling basis until **November 20, 2021 at 5:00pm PST**. You will receive an email confirmation that your application has been received.

RFQ submissions will be evaluated by a review panel of persons with lived experience of homelessness, service providers, and other stakeholders. Evaluations will be scheduled in December 2020.

New partners will be engaged as the need arises. Application feedback and invitations to join the HPS network will begin no earlier than December 2020.

Santa Clara County Homelessness Prevention System Operations Manual



County of Santa Clara

Office of Supportive Housing

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1 Purpose and Background

1.1 Overview of the Program

The Santa Clara County Homelessness Prevention System (HPS) is a countywide network of agencies working together to prevent homelessness for households across Santa Clara County. The HPS identifies households at risk of experiencing homelessness and provides short-term subsidies and assistance to help them regain stability. The system was developed by the Santa Clara County Continuum of Care (CoC), spearheaded by the Santa Clara Office of Supportive Housing (OSH), the Emergency Assistance Network (EAN) and Destination: Home, and has grown to include a network of social service organizations across the County, including multiple access points and service providers.

1.2 Background

Prevention services are a core component of eliminating homelessness in Santa Clara County. It is important to understand that HPS provides services to Santa Clara County residents *at risk of homelessness*, not those that are currently experiencing homelessness. There are two types of service providers that participate in the HPS system: HPS referral providers and HPS service providers (collectively, HPS providers).

1.2.1 HPS Service Providers

As of June 2019, there are thirteen organizations that serve as access points *and* service providers to the prevention system at sixteen different locations. At each HPS service provider agency, households can be both assessed for eligibility and receive services. The current HPS service provider agencies are as follows:

HPS Service Provider	Geographical Location	Target Population
Community Services Agency of Mountain View & Los Altos	Mountain View	HPS is open to all households. Other services available for residents of 94022, 94024, 94040, 94041, and 94043
Sunnyvale Community Services	Sunnyvale	HPS is open to all households. Other services available for residents of 94085, 94086, 94087, 94089, and 95002
LifeMoves Opportunity Center	Palo Alto	HPS is open to all households. Other services available for residents of 94301, 94303, 94304, 94305 and 94306
LifeMoves Georgia Travis House	San Jose	HPS is open to all households. Other services available for residents of 95035, 95131, 95133, 95134
West Valley Community Services	Cupertino	HPS is open to all households. Other services available for residents of 95014, 95030, 95032, 95033, 95070, 95129, and 95130
Amigos de Guadalupe	San Jose	HPS is open to all households. Other services available for residents of 95116, 95122, and 95127
St. Joseph’s Family Center	Gilroy	HPS is open to all households. Other services available for residents of 95020 and 95046
Sacred Heart Community Service	San Jose	HPS is open to all households. Other services available for residents of 95008, 95110, 95111, 95112 (S. of Santa Clara St.), 95113, 95116, 95117, 95118, 95120, 95123, 95124, 95125, 95126, 95128, 95136

Salvation Army San Jose	San Jose	HPS is open to all households. Other services available for residents of 95013, 95037, 95112 (N. of Santa Clara St.), 95119, 95121, 95122, 95127, 95132, 95135, 95137, 95138, 95139, 95141, 95148, 95050, 95051, 95054
Next Door Solutions to Domestic Violence	San Jose	Survivors of Domestic Violence
AACI	San Jose	Survivors of Domestic Violence and Human Trafficking
Community Solutions	Morgan Hill and Gilroy	Survivors of Domestic Violence and Human Trafficking
Maitri	San Jose	Survivors of Domestic Violence
YWCA	San Jose	Survivors of Domestic Violence, Sexual Assault, and Human Trafficking

For a full description of each HPS service provider agency see Appendix F: Description of Current HPS Service Provider Agencies. The HPS continues to take on new partnerships with agencies willing to become HPS service providers and this list will be updated on an ongoing basis.

1.2.2 HPS Referral Providers

As of June 2019, the HPS is expanding via partnerships with other social service agencies who will provide referrals to HPS service providers, serving as access points to the system, but not providing services. These partner agencies will perform a pre-screening of clients for eligibility and refer clients to the appropriate provider. By incorporating new organizations into the HPS, the Santa Clara CoC will broaden access to prevention services for all residents. The current HPS referral providers available for open referrals are as follows:

Family Supportive Housing
 692 N King Rd, San Jose, CA 95133
 (408) 926-8885

The Health Trust – Family Support Services (for Families with Children ages 0-5)
 1400 Parkmoor Ave, Suite 230, San Jose CA 95126
 (408) 961-9850

The following organizations also serve as HPS referral providers for their existing clients: Housing Choices, Midtown Family Services, Silicon Valley Independent Living Center, VIVO.

1.2.3 Additional Information About HPS Providers

At the HPS provider agencies, clients at risk of experiencing homelessness can be referred to or access the following services, respectively:

- Temporary financial assistance;
- Case management; and
- Connections to other resources and services (including legal assistance).



NOTE: There are a number of other homelessness prevention services in Santa Clara County that are not currently participating in the HPS. If you have a client who does not meet the eligibility requirements described below, these organizations may be able to assist them. For more information on available services please consult 211 or the Office of Supportive Housing.

2 Homelessness Prevention System Overview

In December of 2015, the Santa Clara Continuum of Care began using a Coordinated Assessment System to provide social services and housing placement to people at risk of and experiencing homelessness. The following section provides an overview of how prevention services are offered to individuals and families who *are at risk of but not currently experiencing homelessness*. For an overview on the Coordinated Assessment System and an overview of how individuals and families *currently experiencing homelessness* can access housing placement and social services see [SCC Coordinated Assessment in Santa Clara County](#).¹

2.1 Coordinated Assessment for Prevention Services

Households (individuals and families) that are *at risk of* experiencing homelessness enter the Homelessness Prevention System as follows:

1. Households *at risk of* homelessness will enter the Homelessness Prevention System through one of the HPS service and referral providers, who serve as access points to the Homelessness Prevention System.
2. Both HPS service and referral providers serve as access points to the Homelessness Prevention System.
3. Please note that not all agencies that serve as access points to Santa Clara's Coordinated Assessment System for households experiencing homelessness are currently part of the HPS. If a household *at risk of* homelessness seeks services at one of these access points staff should refer the client(s) to the HPS service provider that serves their zip code so they can be assessed for prevention services.
4. If a household at risk of experiencing homelessness seeks prevention services at an HPS referral provider, they will be pre-screened, as described below and referred to one of the HPS service providers.
5. At both the HPS service and referral providers, households are pre-screened for prevention services and given a standard assessment called the Prevention/Re-Housing Vulnerability Index - Service Prioritization Decision Assistance Tool (PR-VI-SPDAT). The PR-VI-SPDAT is administered to all households seeking prevention services at HPS provider agencies.² A version of the PR-VI-SPDAT also exists for families, the PR-VI-F-SPDAT.
6. In addition to the PR-VI-SPDATs, all HPS service and referral providers require additional pre-screening forms be filled out. All pre-screening information is self-reported.
7. During pre-screening, PR-VI-SPDAT information is entered into the Homelessness Management Information System (HMIS).
8. HPS service and referral provider staff make an appointment at the appropriate HPS service provider for the client to return with supporting documentation.
9. Staff at the HPS service provider agency review supporting documentation to determine eligibility.

¹ Santa Clara County Memo on Coordinated Assessment: https://www.sccgov.org/sites/osh/ContinuumofCare/coordinated-assessment/Documents/Coordinated%20Assessment%20Documents/SCC_CA_Memo_11.16.2015.pdf

² PR-VI-SPDAT packets for single adults and PR-VI-F-SPDAT for families can be found on the [Santa Clara HMIS Website](#).

10. If the client is eligible, they can begin receiving assistance as described in detail below.

2.1.1 Referral Methods and Forms

Referrals within the Homelessness Prevention System can occur in one of two ways:

1. Referrals to another HPS network partner who also utilizes HMIS.
 - a. Necessary forms: For these referrals, **only** the “Interagency Referral for Homelessness Prevention System” is necessary, as the HMIS ROI already covers the exchange of information. See [Appendix E, “Interagency Referral for Homelessness Prevention System.”](#)
 - b. **Note:** The “HPS What to Expect” document contains information for HPS partners. When making a referral, share only appropriate information for the referral agency with your client; clients do not receive a copy of “HPS What to Expect.” The information may also be used to fill out the Referral Form

2. Referrals to non-HMIS network partners (i.e., The Law Foundation of Silicon Valley, Next Door Solutions to Domestic Violence, AACI, Community Solutions, Maitri, and YWCA).
 - a. Necessary forms: For these referrals, **both** the “Interagency Referral for Homelessness Prevention System,” see [Appendix E, “Interagency Referral for Homelessness Prevention System,”](#) and the “Release of Information for Referral Services” forms are necessary. See [Appendix I, “Release of Information for Referral Services.”](#)
 - b. **Note:** Any referrals from non-HMIS partners should come with both of these forms completed by the referring non-HMIS partner organization.

2.1.2 No Wrong Door

The Santa Clara County HPS has a No Wrong Door policy, which means there are no zip code restrictions on HPS assessments or services. This policy does not change zip code restrictions that are in effect for other services offered through the EAN.

This means that a household may contact any HPS service or referral provider for initial information and pre-screening. After pre-screening at any HPS provider, clients may choose the HPS service provider that best meets their needs. Recommended agencies for clients new to accessing Santa Clara resources are:

HPS Agencies

Amigos de Guadalupe, San Jose

Community Services Agency, Mountain View/Los Altos (EAN)

LifeMoves (Georgia Travis House, San Jose, and Opportunity Center, Palo Alto) (EAN)

Sacred Heart Community Service, San Jose (EAN)

Salvation Army, San Jose and Santa Clara (EAN)

St. Joseph’s Family Center, Gilroy (EAN)

Sunnyvale Community Services, Sunnyvale (EAN)

West Valley Community Services, Cupertino (EAN)

HPS Agencies for Survivors of Domestic Violence (enrollments limited to survivors only)

AACI - Asian Americans for Community Involvement, San Jose (AA)

Community Solutions, San Jose

Maitri, Sunnyvale (AA)

Next Door Solutions, San Jose

YWCA, San Jose

When Households Request Homelessness Prevention Assistance at Your Agency

- Ask if the household has requested or received homelessness prevention assistance from another HPS agency and check HMIS for a current PR-VI-SPDAT or HPS enrollment. If the household is already in process or receiving HPS services through another agency, re-connect them with that agency with a warm handoff.
- Households can be screened for HPS eligibility at any of the agencies listed below. If the household is calling to find out how to be assessed, you may refer them to the agency that is most convenient for them.
- If eligible, clients can enroll and receive HPS services (case management, legal assistance, limited financial assistance) at any of the agencies listed below. Please note that households should only be referred to a domestic violence service provider if they are survivors of domestic violence, sexual assault, or human trafficking.
- Eligible clients are encouraged to enroll at whichever agency is most convenient for them. Some factors to consider:
 - Specialized services they might require (DV services, language requirements);
 - Proximity to their home
 - If you are not eligible for HPS services, local agencies may have other assistance programs available.
 - Many agencies have particular expertise in resources available in their specific communities.
 - EAN agencies have food and other programs available based on zip codes, see EAN information in [Appendix F: Description of Current HPS Service Provider Agencies](#).
- Clients not eligible for HPS might be eligible for other housing assistance at the EAN agency for their zip code.

HPS Provider Phone Calls

If a household calls an HPS provider asking where to go for assistance, HPS agencies should provide information about the household's options for HPS assistance. In many cases households will want to be



referred to the appropriate service provider for their zip code so that they can be screened for other sources of financial assistance that are zip-code-restricted, but the client may choose to go to any HPS provider, with the exception that only DV/ST/HT survivors can be referred to the DV service providers. A current list of the HPS service providers can be found [here](#).

Access Point Phone Calls and Walk-ins

If a household is at risk of experiencing homelessness but uses an access point to the coordinated assessment system that is *not* a designated HPS service or referral provider, staff should refer the client(s) to an HPS service provider so they can be assessed for prevention services.

If a household at risk of experiencing homelessness seeks prevention services at an HPS referral provider, they will be pre-screened, as described below and referred to one of the HPS service providers. Agencies providing referrals to the HPS can contact Family Supportive Housing for more information about the HPS or to receive assistance in referring client(s) to an HPS service provider, including making appointments for HPS screening at Sacred Heart Community Service (in San Jose). Please call:

Family Supportive Housing
(408) 926-8885

Staff should note however, that eligibility for any type of assistance cannot be guaranteed based on the pre-screening. Eligibility cannot be verified until the household submits the required documents and completes the intake process at the HPS provider agency. Assistance at any agency is always dependent upon the availability of funding and ***can never be guaranteed.***

Network Specialists

HPS Network specialists are available to support outreach efforts across Santa Clara County and can also conduct prescreens in the field for households that face significant barriers to coming into an HPS provider agency. To request outreach at an organization or location, please contact:

Katherine Cance
katherinec@sacredheartcs.org
(408) 278-2179

OR

Alejandra Cruz
alejandrac@sacredheartcs.org
(408) 916-5060

To request a mobile prescreen, contact: housinginfo@sacredheartcs.org or call Katherine Cance or Alejandra Cruz (phone numbers listed above).

2.2 Pre-screening

Once a client is referred to the appropriate HPS provider agency, staff should conduct an initial screening based on self-reported information from the head of household to assess if the household is likely to be eligible for HPS assistance.

2.2.1 Steps to Pre-Screen a Client

The pre-screening process includes completing:

1. **The Standard HPS Provider Intake Form** including:
 - a. HMIS client profile questions;
 - b. Housing Status; and
 - c. Current Household Income.
2. **The HMIS Release of Information (ROI) for the head of household** (See [Appendix B: HMIS and ROI Reminders](#) for instructions on completing the HMIS ROI and the [Santa Clara HMIS Website](#) for additional guidance).
3. **HMIS Release of Information for Research and Evaluation Purposes:** Consent to share information for research purposes. [See Appendix A: Release of Information for Research and Evaluation.](#)
4. **The PR-VI-SPDAT or PR-VI-F-SPDAT** for individuals and families, respectively. See [Appendix C: PR-VI-SPDAT Instructions](#). The score is valid for up to one year and only needs to be redone if they experience a life event or change in circumstances that substantially impacts their vulnerability. This may include, but is not limited to, a significant change in:
 - Amount of income or benefits,
 - Health or disabling condition,
 - Ability to care for oneself or dependents,
 - Family composition, and/or
 - Exposure to imminent danger or risk of severe physical harm.
5. **HMIS Data Entry:** The HMIS ROI, client profile, and PR-VI-SPDAT/PR-VI-F-SPDAT must be entered into HMIS under the head of household's name for all households that complete an HPS pre-screening and PR-VI-SPDAT or PR-VI-F-SPDAT (regardless of whether they are likely to be eligible for HPS assistance). (See Section 8 below for instructions on HMIS Data Entry and the [Santa Clara HMIS Website](#) for additional guidance).

2.2.2 Information to Provide to Clients During Pre-Screening

The pre-screening is a *preliminary* eligibility screening only. Eligibility will not be verified until the household submits all required documents. If documents are missing or do not meet requirements, the household may be ineligible for assistance. Staff should inform clients of the following:

- Eligibility for any type of assistance cannot be guaranteed based on the pre-screening. Eligibility cannot be verified until the household brings required documents and completes the intake process at their assigned HPS service provider agency.
- Assistance at any HPS service provider agency is always dependent upon the availability of funding and **can never be guaranteed.**
- Financial assistance provided by this program is one-time or short-term and only in limited amounts.

- Any services for which the household may be eligible for will be provided at the HPS service provider agency of the client’s choosing. Households may select the HPS provider that is the best fit for them. The household must select one provider with whom to enroll, they cannot enroll in HPS with multiple providers at the same time.

2.3 Types of Eligible Households

Both individuals and families are eligible for services provided through the HPS. Households with at least one minor child should complete the Family PR-VI-F-SPDAT. Households that consist of one or more individuals over 18, including households with a single person that has no minor children, are also eligible for prevention services (one household member should complete the Individual PR-VI-SPDAT). See the [Santa Clara HMIS Website](#) for the most recent versions of each PR-VI-SPDAT.

2.3.1 Definition of Family

The HPS defines a family as a household that includes a child under 18. If a household has no children under 18, then one household member should be registered as an individual and given the individual version of the PR-VI-SPDAT.

If a custody issue is pending and the child will be back in the household within the next few months the household should be enrolled as a family. However, if there is uncertainty regarding the custody timeline, staff should enroll the household as an individual.

2.4 Threshold Eligibility Requirements

The following chart describes the threshold eligibility requirements for benefits through the HPS:

Threshold Eligibility Requirements	Definition	Where the Requirement is Found
<p>The household is currently housed and is at-risk of losing their housing OR the household is unsafe to remain in their current housing.</p> <p>NOTE: Households deemed “unsafe” are not required to be “at-risk.”</p>	<p>“At-risk” is defined as being within 14 days of losing housing or missing a rent payment. Households against whom eviction proceedings have been initiated, including those that have received a Three-Day Notice to Pay Rent or Quit or a Notice to Vacate, are also considered “at -risk.” These households therefore meet this eligibility requirement, as long as they are still residing in the unit, even if eviction proceedings are ongoing or have concluded.</p> <p>The designation of “unsafe” pertains to survivors of domestic violence, dating violence, sexual assault, stalking, sexual harassment, and human trafficking who are afraid to return to their residence due to unsafe circumstances. Such households must have no other residence identified and must lack the resources or support networks to obtain other safe, permanent housing.</p>	<p>Housing Status Question on HPS Provider Intake Form or HMIS Intake Form</p>

	<p>Households residing in garages converted into places intended for human habitation are considered housed, regardless of the legality of the conversion. A converted unit is defined as one that has access to a bathroom, running water, and electricity. Case Managers should inquire about all three of these elements to determine whether a garage unit meets conversion criteria to determine whether the household is housed or unhoused.</p> <p>After exiting an institutional setting, an individual is considered housed if they were housed prior to institutionalization. Institutions are defined as: hospitals, jails, psychiatric wards, substance abuse treatment facilities.</p>	
Household income is no more than 80% of area median income.	Household income includes the income of all adult household members. <i>See income chart below.</i>	Current Household Income Question on HPS Provider Intake Form
The household has a PR-VI-SPDAT score of 8+.	<ul style="list-style-type: none"> ○ Households with at least one minor child complete the Family version of the PR-VI-SPDAT. ○ Households without any minor children complete the Individual version of the PR-VI-SPDAT (one individual completes it on behalf of the household). ○ Effective 7/1/19, the eligible score range for both families and individuals is a score of 8 or higher. <ul style="list-style-type: none"> ○ Households with scores of 14+ are eligible to enroll. ○ Households with scores of 8-13 enter a random lottery for a limited number of spaces. Households that are randomized in to the program are given an offer of enrollment. ○ For more information, see Appendix N: Randomization Instructions 	PR-VI-F-SPDAT or PR-VI-SPDAT

Current information on AMI can be found on the [Santa Clara Housing Authority Website](#). As of April 2019, the 80% of AMI is as follows:

1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons	8 Persons
\$72,750	\$83,150	\$93,550	\$103,900	\$112,250	\$120,550	\$128,850	\$137,150

2.5 Eligibility Verification

2.5.1 Threshold Eligibility

Households that meet preliminary eligibility requirements must bring in required documents to verify eligibility. This step takes place at the HPS service provider that will be assisting the household. If the household will be enrolling at a different HPS agency, staff at the HPS provider agency where the client initially requested assistance should assist clients in 1) determining what documentation to bring and 2) making an appointment at the appropriate HPS service provider agency.

HPS service provider staff then reviews all of the household's required documents to verify that the household meets the HPS eligibility criteria.

Eligibility Criteria	Eligibility Verification
<p>The household is currently housed and considers themselves at-risk of losing their housing or unsafe to remain in their housing.</p>	<ul style="list-style-type: none"> • Lease • "Considers themselves at-risk of losing their housing" is self-reported and is defined as being within 14 days of losing housing or missing a rent or deposit payment. The need for assistance is verified through the PR-VI-SPDAT. • "Household is unsafe to remain in their housing" is self-reported by the household and documented by HPS service provider staff.
<p>Household income is no more than 80% of area median income.</p>	<ul style="list-style-type: none"> • Proof of Current Income and/or • Current Bank Statement(s)
<p>The household has a PR-VI-SPDAT score of 8 or higher.</p>	<p>All households scoring 14+ are eligible to enroll. Households scoring 8-13 must be randomized through LEO website and only those households who are randomized in to the program may enroll.</p> <p>PR-VI-SPDAT (completed during pre-screening – does NOT need to be redone during verification). The score is valid for up to one year and only needs to be redone if the household experiences a life event or change in circumstances that substantially impacts their vulnerability. This may include, but is not limited to, a significant change in:</p> <ul style="list-style-type: none"> • Amount of income or benefits, • Health or disabling condition, • Ability to care for oneself or dependents, • Family composition, and/or • Exposure to imminent danger or risk of severe physical harm.

2.5.2 Eligibility for Financial Assistance

In addition to the documentation required to determine threshold eligibility as described above, staff at the HPS provider agency should instruct clients to bring the following documents which are required for receipt of financial assistance through the HPS system:

- IDs for all household members;
- Lease; and
- Proof of current income for all adult household members.

Additional documentation may be requested to assess the household's financial situation and support case management but are not required:

- Household bills;
- Current bank statement(s); and
- If applicable, documentation of any factors that are causing a risk of homelessness for use in finding the appropriate case management services for the client.

Please see [Appendix D: Required and Key Documents](#) for a complete list of documents that satisfy the above requirements.

2.5.3 Screening Households In, Not Out

The philosophy of the HPS is to screen households in, not screen them out. Staff should work with households to identify possible types of documentation and how to obtain them. As long as the household meets the eligibility requirements, the goal for the case manager is to assist the household with enrolling into the program. An individual agency may make exceptions to accept types of documentation not on Appendix D at the discretion of the program director or executive director. [See Appendix D, "Required and Key Documents"](#) for reference. See also, [Appendix G: HPS Financial Assistance Approval Checklist](#), [Appendix J: Self-Declaration of Cash Income](#), and [Appendix K: Declaration of Zero Income](#).

2.5.4 Urgent Cases

In urgent and time-sensitive cases, it is acceptable to provide initial financial assistance prior to receiving all documents if absolutely necessary to avoid losing housing. This is an exception to the normal process and is done at the program director's discretion. Staff and case managers should then work with the household to obtain all required documents prior to providing additional financial assistance.

2.5.5 Eligibility Verified

Once eligibility is verified, the household can move to enrollment. If eligibility cannot be verified, staff should consider whether the household may be eligible for any other services available.

2.6 If a Household is Ineligible for HPS Services

All households that are prescreened for HPS assistance should receive referrals or connections to some type of assistance or services, depending on available funding and the specific household situation. If a household is not eligible for services through the HPS, use the table below to determine the appropriate steps:

<p>If the household is in your agency's zip codes:</p>	<ul style="list-style-type: none"> ○ Consider the household's eligibility for other programs and services at your agency. ○ Refer the household to other appropriate services agencies, or programs available in the community.
<p>If the household is NOT in your agency's zip codes:</p>	<ul style="list-style-type: none"> ○ Inform the household which EAN Agency serves their zip code and that there may be other resources or services available through that agency. ○ Provide the household with an EAN Flyer. See Appendix M: Emergency Assistance Network Information. <ul style="list-style-type: none"> ○ Circle the appropriate agency and review how to access it. ○ Review the types of documents that may be required for housing assistance at that agency. ○ Remind the household that assistance is not guaranteed. ○ If the agency for referral does not utilize HMIS, the "ROI for Referrals" form must also be completed. See Appendix I: "ROI for Referrals Form."

3 Enrollment

Once eligibility has been verified, enroll the household into the HPS program in HMIS:

1. Add all household members to HMIS (if they are not already in the database).
 - a. Make sure to upload the scanned and signed ROI for each household member.
2. Enroll the household in the HPS program in HMIS ([HPS-DH] AGENCY NAME Prevention Program).

Non-HMIS HPS Providers:

1. Add all household members to the Client Profile tab of the DVAC spreadsheet (if they are not already on the spreadsheet);
2. Add all household members to the program enrollment tab.

3.1 Re-Enrollment

Households that were previously enrolled in HPS may re-enroll if they meet the current eligibility criteria at the time of re-enrollment:

- Currently housed, but at-risk of homelessness;
- Current household income is no more than 80% AMI; and
 - If a household requests to re-enroll and meets all eligibility criteria except for the income requirement, please offer to provide case management only. The household is not eligible for financial assistance. If you believe there are extenuating circumstances that merit providing financial assistance even though household income is above 80% AMI, please check in with the HPS coordinator.
- PR-VI-SPDAT score of 8+. Please note that the assessment must have been completed within the last 12 months. If it has been more than 12 months, they must re-take the assessment.
 - If a household requests to re-enroll, but is no longer eligible based on current PR-VI-SPDAT score, please attempt to assist them through other resources. If no other resources are available, please check in with the HPS coordinator prior to turning the household away.

Households that are re-enrolling do NOT need to be randomized (see [Appendix N: Randomization Instructions](#)). If the household meets all eligibility criteria, please skip the randomization step and move directly to enrollment. There is no limit on re-enrollments; however, if a client is requesting to enroll for a third (or more) time, please check in with the HPS Coordinator first and also consider if other resources are available.

3.1.1 Financial Assistance for Re-Enrollments

Households that re-enroll in HPS can access financial assistance based on the following thresholds:

- If the total financial assistance provided **within the current enrollment** reaches **\$5,000**, check in with HPS Coordinator (Sacred Heart Community Service) for approval prior to providing additional assistance.
- If the total financial assistance provided **across all enrollments** reaches **\$10,000**, any additional assistance must be approved by Destination: Home.
- The same thresholds apply whether the multiple enrollments occur at the same or different HPS service providers.

3.1.2 Re-Enrollments at DVAC Agencies

If a household re-enrolls at HPS in a different agency than they originally enrolled in and at least one of the enrollments is at a DVAC agency, then a Release of Information will be needed to share information between the two agencies. Request an ROI from the household so that the two agencies can case conference to best and most efficiently meet the household's needs and to determine the total financial assistance to date. If the household declines to sign the ROI services can still be provided. Please check in with the HPS Coordinator to determine financial assistance thresholds.

3.2 Dual Enrollments

In general, a household can only enroll with one HPS service provider, with the following exceptions:

1. Dual enrollments for financial assistance and services: A household may receive financial assistance and services through different HPS agencies if the HPS agency providing services is not able to provide financial assistance. In general, all HPS service providers are expected to be able to meet the financial assistance needs of their clients and this scenario **MUST** be approved by the HPS coordinator.
2. Dual enrollments for DV services: In general, survivors who request to receive DV services should receive all of their HPS services (case management and financial assistance) through a DV HPS agency. However, there may be times when DV is not disclosed until after enrollment, or for other reasons, it is in the best interest of the client to work with both an HPS and a DV agency. In these situations, survivors may have dual enrollments with both a general and a DVAC HPS agency. This can be done at the discretion and approval of the involved agencies. Please also communicate with the HPS coordinator so that the dual enrollment can be considered for reporting purposes.

3.3 Transfers

Households can transfer between HPS agencies with the approval of the household and both HPS agencies that are involved. Transfers should be rare, may occur at the request of the household if the household moves within the county or begins receiving other services at another HPS agency and requests to transfer all of their services to another HPS agency to improve accessibility. This type of transfer should only occur at the request of the household. In general, agencies should continue to provide services after a household moves within the county. If a household requests to transfer to another agency or if you believe a transfer is necessary for any other reason, please check in with both the agency to which the household would transfer and the HPS coordinator.

4 Types of HPS Assistance

The HPS provides temporary, limited financial assistance to prevent homelessness. Financial assistance is intended to support the household's housing costs in order to prevent homelessness. However, the HPS provides flexibility to assist with other types of expenses when assistance with that particular expense **is necessary to prevent homelessness**.

4.1 Allowable Types of Financial Assistance

Financial assistance through HPS may cover the following types of expenses:

- Past-due rent or mortgage payments;
- Rent or mortgage payments;
- Security deposit (for households moving to new units³);

³ The HPS prevents homelessness by helping households maintain their current housing. However, in some instances it may be in the household's best interest to move to a new unit (lower rent, necessary for safety) or the household may lose their housing while receiving assistance. In these situations, the HPS may pay for security deposits to help the household move into a new unit.

- Late fees for past-due rent or mortgage payments;
- Utilities (including deposits);
- Transportation costs (necessary for household members to get to work, school, or medical appointments);
- Medical bills;
- Child care;
- Moving expenses (if moving to a new unit); and
- Other expenses necessary to prevent homelessness.

Rental (or mortgage) assistance is the preferred form of assistance as it is most directly tied to keeping people housed. If another expense is putting a household at risk of homelessness by taking away from the household's ability to pay rent, pay the rent first (freeing up the household's income to pay the other expense themselves).

4.1.1 Sublease Policy

All financial assistance must be provided to the property owner or property management. In a sublease situation, where the person requesting financial assistance is not on the original lease agreement with the property owner/property management firm, then the person requesting financial assistance must present:

1. A sublease agreement between him/herself and the official property renter AND
2. A copy of the lease agreement between the property owner/property manager and the property renter.

Once a copy of these two agreements are provided, financial assistance can be paid directly to the property owner/manager on behalf of the HPS client.

It is imperative that that person requesting financial assistance understands that all financial assistance is paid directly to the property owner/property management firm. The agency providing assistance will call the property owner/property management firm to confirm ownership of the unit and to verify rental information. The person requesting financial assistance must understand that if the property owner/property management firm is not aware of their presence in the unit, this could place them at risk of eviction. If this is a concern, an alternative option is to pay for other necessary expenses instead, to allow the client to save their income to pay the rent.

Important note: This policy is required to determine that we can provide financial assistance for rent/deposit. It is separate from determining whether someone is housed. Someone in a sublease situation could be housed even if we are unable to provide financial assistance (in those situations we can help them with other bills or help them move to different housing).

If a client is living in a sublease or other informal lease arrangement that does not meet the requirements for paying financial assistance and they are not able to be assisted through paying other bills, please contact the HPS Coordinator to determine if any other solution can be reached:

Erin Stanton
Director of Family Assistance
Sacred Heart Community Service
(408) 916-5025
erins@sacredheartcs.org

4.1.2 HPS Mobile Unit Policy

Mobile units (such as RVs) will be considered permanent housing if the following criteria are met:

1. Mobile unit must have access to and control of the rented space; and
2. Mobile unit must be connected to utilities (such as sewage, water, electricity, gas).

Sometimes, mobile units have a time limit for where they are parked. Therefore, if a mobile unit must move to different locations on a regular basis, they may still be considered permanent housing for the purposes of HPS as long as the two criteria above are met, and the unit can be safely moved between sites.

As with other financial assistance, the payment will be made to the space owner provided that the mobile unit household has a signed agreement for the space rental and utilities with the space owner.

4.1.3 Other Financial Assistance Outside of Rent (or Mortgage) Assistance

These expenses should only be paid if they are beyond the cost of rent and impacting the household's ability to meet other critical needs. Staff should develop other strategies to obtain the assistance first (for example: other ways to cover moving costs or procuring a bus pass). Staff must make sure that:

- If assistance is provided for expenses other than rent, the reason is documented in the case file; and
- All financial assistance is paid directly to the applicable third-party vendor.

It is possible to use HPS financial assistance dollars to pay for hotel stays under the following circumstances:

1. In order to qualify for HPS the household must be housed at the time that they are assessed and enrolled. If they are already out of the home, they should be assessed with the VI-SPDAT and referred to the community queue for housing services.
2. If an HPS client loses their housing or needs to leave their home due to safety, it is permissible to pay for a hotel stay if there are no safe shelter options available (e.g., DV shelters are full or not appropriate for the household, regular emergency shelters are either full or not safe in this situation, and there are no safe options for temporarily staying with family/friends).
3. It is permissible to pay for short stays (up to 1-2 weeks) while a longer-term solution is developed (either finding permanent housing or getting into a safe shelter option or temporary spot with family or friends). Paying for longer hotel stays is permissible only if absolutely necessary for safety, but securing safe shelter is preferred to reserve financial assistance for support moving into permanent housing. It is imperative to move quickly to get people back into housing, even if it is a temporary place with a plan to move soon to a longer-term option.

4.2 Case Management Assistance

The primary focus of case management is to prevent homelessness and maintain permanent housing. Households are strongly encouraged to participate in case management, however, it is not required to receive financial assistance. The HPS provides case management to stabilize households and assist them in accessing supportive services, including: landlord mediation, connections to public benefits, employment assistance, financial literacy, and credit counseling.



During the initial assessment and enrollment into the HPS, case managers will work with households that need more than one-time assistance to develop a Housing Stability Plan, that will include planned financial assistance, the household's portion of rent or other financial needs, and actions and resources to stabilize the household's housing situation. Case managers should:

- Actively and consistently reach out to clients to engage them in case management in support of their Housing Stability Plan.
- Work with the household to identify other resources or opportunities for savings to maximize the impact of the available financial assistance. This includes connecting households to other resources within the HPS service provider network or in the community, including: LIHEAP, food pantries, clothes closet, after school programs for child care, etc.

4.2.1 Loss of Contact with Client

If contact with a household is lost, the case manager must make multiple attempts to regain contact, attempting a minimum of three times and multiple types of attempts (e.g. phone, email, in person) over 30 days prior to exit. If during those 30 days no contact is made with the household, then the case manager should exit the household from the HPS program on HMIS (or the DVAC Spreadsheet) using the date of the last time the case manager had contact with the household. For example, if the last time the case manager had contact was the date the financial assistance was provided, then use the date on the check as the date of exit. If the last time the case manager had contact was a case management session, then use that date as the date of exit. For both instances, select the exit destination that matches where the client was living at the time of last contact.

4.3 Legal Assistance

If a client is facing eviction or other legal action by the landlord, HPS provider staff can refer clients to the Law Foundation of Silicon Valley for assistance. To refer clients, please see [Appendix H: Law Foundation of Silicon Valley Referral Form](#) and contact:

Law Foundation of Silicon Valley
152 N 3rd St #3, San Jose, CA 95112
(408) 280-2424
housing@lawfoundation.org

5 Allowable Amounts of Financial Assistance Offered Through HPS

The amount of financial assistance provided to each household must be **the minimum amount necessary to prevent that household from becoming homeless**. The amount provided to each household is determined based on the rent, income, and budget of the household and may be a one-time payment or multiple months of assistance. HPS encourages providing partial rental subsidies when households are able to pay a portion of their rent.

5.1 Amount of Assistance Available

Financial assistance that exceeds a cumulative total of \$5,000 or six months of assistance must be approved by the HPS System Coordinator at Sacred Heart. Decisions on the amount of financial assistance should always be



reviewed through case conferencing with the HPS service provider's Homelessness Prevention team and/or supervisor.

5.2 Duration of Financial Assistance

Financial assistance may be provided one time in one payment (e.g. one check for past due rent), one time with multiple payments (e.g. checks for past due rent and medical expenses), or multiple times (e.g. multiple months of rental assistance). The length of time during which financial assistance is provided is determined based on the household's rent, income, and multi-month budgeting. Financial assistance that exceeds a total of six months of assistance must be approved by the HPS System Coordinator at Sacred Heart.

5.2.1 Initial Financial Assistance

HPS service provider agencies must use the budget form and communication with the household and landlord to determine the amount of financial assistance that is needed to resolve the immediate crisis and prevent homelessness. If the household is expected to be able to cover next month's expenses, assistance will be considered "one-time assistance." The case manager must follow up with the household within 30 days to confirm that the household is ready to exit or re-assess financial assistance need, if necessary. See Section 4.2.1 for guidelines on household contact attempts.

If the household is not expected to be able to cover next month's expenses, the case manager should work with the client to develop a Housing Stability Plan that may include financial assistance for up to two additional months (three months total). The expected amounts and types of financial assistance should be included in the plan. The amount and duration of financial assistance included in the plan is determined based on a three-month budget and taking into consideration the other steps in the Housing Stability Plan. At three months, the case manager should re-assess the household's situation to determine if further assistance is required. The plan can then be extended, as needed.

Please note that assistance typically should not exceed six months. If after six months assistance is still needed, the agency must connect with the HPS System Coordinator at Sacred Heart for approval. Case managers must document assessments of continued need for financial assistance in the case file. Financial assistance should be terminated (and the household exited from the program) when the household is able to sustain their housing without financial assistance, as demonstrated by the household rent, income, and budget.

5.3 Other Available Funding Sources

Households are not prohibited from also receiving other sources of financial assistance available through the HPS agency. Track all other funding and services received by the household in HMIS.

5.4 Benefit Thresholds

The first threshold of assistance through the HPS is up to \$5,000 and/or six months of assistance to each household (individual or family). Approval of financial assistance within the first threshold is at the discretion of the program director or executive director of each HPS service provider agency.



Under specific circumstances, exceptions may be made to provide a household with more than \$5,000 or more than six months of financial assistance if:

- Providing only \$5,000/six months of assistance leaves the household at imminent risk of homelessness and they have no other support networks or resources that can fill the gap; and
- Additional financial assistance (one-time assistance over \$5,000 or one more month of multiple months of assistance that puts the total amount of assistance over \$5,000 or over six months of assistance) will support the household in regaining housing stability.

If a client requires additional assistance after the first threshold is met and meets the criteria described above, a second threshold of assistance may be approved by the HPS Coordinator. Please contact the HPS Coordinator for approval:

Erin Stanton
Director of Family Assistance
Sacred Heart Community Service
(408) 916-5025
erins@sacredheartcs.org

The HPS Coordinator may approve a second threshold of assistance up to \$10,000/12 months of assistance. Under extremely limited circumstances the HPS Coordinator may request approval from Destination: Home to provide assistance beyond \$10,000/12 months.

5.4.1 Documentation of Multi-Month Assistance

The HPS Financial Assistance Approval Checklist must be completed for each month's assistance, and copies of the signed approval list and check must be submitted to Sacred Heart with the monthly invoice that all HPS service providers are given. All financial assistance must be recorded in HMIS.

5.4.2 Case Management for Multi-Month Assistance

Households receiving multiple months of assistance must be offered case management services. The case manager should actively encourage participation; however, declining to participate is not reason to deny financial assistance. At a minimum, the case manager should connect with the household (in person or via phone/email) to determine whether assistance is still needed prior to each month of assistance that is included in the agreed upon Housing Stability Plan. This includes reviewing the household's budget to confirm the level of assistance that will be provided. Since all the required documents were collected during the initial assessment it is not necessary to collect that documentation again each month.

At the conclusion of the Housing Stability Plan (for example, at the end of an agreed upon plan to provide three months of assistance), the household's situation must be reassessed to determine whether an extension is needed, including reviewing the household budget and progress toward housing stability. The Housing Stability Plan (and financial assistance) may be extended an additional one, two, or three months depending on the household's situation.

6 Financial Assistance Payments

6.1 Processing Rental Assistance Payments

Staff at the HPS service provider agencies must process rental assistance payments by first verifying property ownership. To verify ownership, staff can call the Santa Clara County Tax Assessor or obtain a W-9 directly from the property owner. The Santa Clara County Tax Assessor can be reached at 408-299-5500.

Rental assistance payments must be made by a check or cashier's check made out to the property owner or verified property management. Checks must be distributed directly to the property owner or property management through the mail (to the verified address) or in-person (with ID). Staff should note that checks can be provided to the property owner by the client **if and only if** the property owner has authorized it. In addition, clients must provide staff with a receipt of rent payment made by the client, which must be retained in the client's file (see Appendix L: Rent Receipt for a sample receipt that can be used if the landlord does not have their own receipt).

6.2 Processing Other Types of Assistance

To process payments of other expenses such as:

- Utilities (including deposits);
- Transportation costs (necessary for household members to get to work, school, or medical appointments);
- Medical bills;
- Child care; and
- Moving expenses (if moving to a new unit).

Staff at the HPS agency must:

- Obtain written third-party documentation for the expense;
- Maintain this documentation in the file (e.g. bills or statements);
- Ensure that the Approval Checklist is completed and signed by the authorized agency representative.
- Checks are made out to the vendor and delivered directly to the vendor (by mail or in person).

7 Program Exit

Households should be exited from the program when the household is able to sustain their housing without financial assistance, as demonstrated by the household rent, income, and budget. Households may also be exited if they choose to withdraw from the program or if they lose contact with the agency. If contact with a household is lost, the case manager must make multiple attempts to regain contact, including multiple times and multiple types of attempts (e.g. phone, email, in person) over 30 days prior to exit. If during those 30 days no contact is made with the household, then the case manager must exit the household from the HPS program on HMIS using the date of the last time the case manager had contact with the household. For example, if the last time the case manager had contact was the date the financial assistance was provided, then use the date on the check as the date of exit. If the last time the case manager had contact was a case management session,



then use that date as the date of exit. For both instances, select the exit destination that matches where the client was living at the time of last contact.

If an HPS provider is considering exiting a household that is still in financial need and is requesting additional assistance, either because the household has reached a maximum threshold of financial assistance or for any other reason, the HPS provider must first check in with the HPS Coordinator at Sacred Heart Community Service:

Erin Stanton
Director of Family Assistance
Sacred Heart Community Service
(408) 916-5025
erins@sacredheartcs.org

7.1 Aftercare Protocol

Case managers will regularly follow-up with clients after they exit from the program to check on housing stability and offer other resources or services, as needed. After care check-ins should be completed at least 30, 90, and 180 days after exit. Check-ins may be completed by phone, email, or in whichever format is preferred by the client. Case managers should make at least three attempts to contact the client at each point (30, 90, and 180 days). Households may re-enroll in the HPS if they are once again at-risk of homelessness and meet HPS eligibility requirements.

8 Data

The proper recording of client data is key to the success of the HPS. Staff must maintain data correctly, so program outcomes and client data can be tracked and analyzed.

8.1 HMIS

HPS data is tracked in the countywide Homelessness Management Information System (HMIS) for purposes of program evaluation.

- **For Pre-screened households that do not receive HPS assistance:**
 - The head of household must be entered into HMIS, including a complete, signed, scanned ROI.
 - The PR-VI-SPDAT must be entered into HMIS.
 - Any other financial assistance provided to the household from other funding sources should be documented in HMIS (preferred) or in your agency's internal database. If it is in an internal database, it must be able to be reported to the funder and evaluator.

- **For Households enrolled in HPS:**
 - All household members must be entered into HMIS, including complete, signed, scanned ROIs.
 - The PR-VI-SPDAT must be entered into HMIS.
 - The household must be enrolled into the HPS project in HMIS.
 - Service transactions (financial and non-financial) must be recorded in HMIS.

- Financial Assistance and Case Management Sessions MUST be entered into HMIS for accurate reporting to HPS funders.
 - Status updates must be completed if the household loses (or regains) housing or experiences an increase or decrease in income (an actual change, not just regular fluctuations from paycheck to paycheck).
 - The household must be exited from HMIS when they exit the program.
- **Timeliness of data entry:**
 - Case managers are encouraged to enter data directly into HMIS as much as possible rather than filling out paper forms and copying the data over later.
 - All data should be entered into HMIS within two business days.
 - All data must be entered no later than the 5th day of the following month to ensure that complete reports can be submitted to funders.

Non-HMIS HPS providers will complete the above data entry steps in the DVAC HPS Spreadsheet.

8.2 Client Files

Documentation must be maintained in case files (may be hard copy files, in HMIS, or in the HPS provider agency's internal database, as long as it is maintained, is secure and confidential, and is accessible when needed). The following information should be retained in the client's case file:

- Intake information and ROIs for all household members (must be in HMIS/DVAC Spreadsheet);
- Release of Information for Research and Evaluation;
- PR-VI-SPDAT (must be in HMIS/DVAC Spreadsheet);
- HMIS Project Enrollment (must be in HMIS/DVAC Spreadsheet);
- Copies of all required documents for eligibility, including the full lease agreement.
 - Letter or other verified documentation from landlord if rent amount has changed from what is listed in the lease.
- Copies of all required documents for financial assistance, including the Approval Checklist Form;
- Tracking of all services provided to the household;
- Documentation of verification of property owner;
- Receipt for any portion of the rent that is paid by the client;
- Approval Checklist Form - complete and signed by an authorized agency representative;
- Copies of the signed Approval Checklist Form and check must be submitted to Sacred Heart with the monthly invoice. (Discussed in detail below);

- Case notes, including documentation of:
 - Determination of amount/length of time of financial assistance;
 - Review of continued need for financial assistance for multi-month cases; and
 - Determination of need for non-rent/mortgage financial assistance payments (including how it is directly related to preventing homelessness).

9 Reimbursement to HPS Agency

Each participating agency has an individual budget. The monies allocated to each organization will be held by Sacred Heart and at the beginning of each fiscal year the HPS service providers are given individualized reimbursement forms that includes relevant budget information.

To provide financial assistance to clients, the case managers must:

- Complete the Approval Checklist Form; and
- Write the landlord a check.

HPS service providers will invoice Sacred Heart for the amount owed and Sacred Heart will reimburse that amount based on the information captured in the Approval Checklist Form.

10 Participate in the Homelessness Prevention System

Other social service agencies may participate in the HPS by referring households for homelessness prevention services or providing services directly. If you are an organization interested in participating, please call:

Jessica Orozco
Office of Supportive Housing
(408) 793-0503
jessica.orozco@hhs.sccgov.org

or

Chad Bojorquez
Destination: Home
408-513-8745
chad@destinationhomesv.org

Appendix A: Release of Information for Research and Evaluation

Release of Information for Research and Evaluation

The information that you provide may be used for research and evaluation purposes. It will not be used in a way that will reveal who you are or connect your individual responses to you. Federal or state laws may require us to show information to university or government officials or funders. You will not be identified in any publication from this research. Because there are limited spots for the program, you may be offered the opportunity to participate in a lottery to access homelessness prevention services. In this case, the computer will use a lottery to see whether there is a spot for you in the program.

If you have questions about the research or would like to decline to share your information in the future please contact: David Phillips, (574) 631-2683 or Research Associate Grace Ortuzar, (574) 631-9270. If you have a Research Compliance related question, please send an email to compliance@nd.edu or call (574) 631-1389.

Signature

Date

Consentimiento para participar en investigación y evaluación

La información que usted proporcione puede ser usada para una investigación con propósitos de estudio. No será usada en una manera que revele su identidad o que conecte sus respuestas a usted. Leyes federales o estatales nos pueden pedir que compartamos información a universidades, a oficiales del gobierno, o a los financiadores. Usted no será identificado en ninguna publicación de esta investigación. Dado que los cupos son limitados, es posible que se le ofrezca la oportunidad de participar en una lotería para acceder a servicios de prevención de falta de vivienda. En este caso, el computador utiliza una lotería para ver si hay un cupo para usted.

Si tiene preguntas sobre la investigación o más adelante decide que no quiere compartir su información, usted puede contactar a: Prof. David Phillips, (574) 631-2683 o Research Associate Grace Ortuzar, (574) 631-9270. Si tiene preguntas sobre el cumplimiento de normas de investigación, puede enviar un correo a compliance@nd.edu o llamar al (574) 631-1389.

Firma

Fecha

Appendix B: HMIS and ROI Reminders

When completing an ROI with a client, *always make sure to:*

- Review the document with the client.
- Inform them that they have the right to choose whether or not to authorize entering their information into HMIS.
- Explain the benefits of entering information into HMIS.
- Explain that they will not be denied services if they choose not to enter their data into HMIS.
- Scan the ENTIRE DOCUMENT into HMIS.
- Make sure that the **correct, complete, and legible** ROI is uploaded onto the client's account before entering any data.

When completing an ROI, make sure the following are complete:

- **Initials in the Boxes on Page 2** (the client initials the box for each type of information that they are authorizing to be entered into HMIS).
 - If the client chooses not to initial the first box ("identifying information") they must be entered into HMIS anonymously.
 - You can only enter types of data into HMIS that have been authorized by the client.
- **Expiration Date on Page 3** (the date selected by the client for the ROI to expire).
 - The expiration date should be at least 6 months from the date the ROI is signed.
- **Signature, Date, and Printed Name on Page 5** (you do not need to fill out the bottom half of the page)

ROIs for Children under age 18:

- Must be completed by the Parent or Legal Guardian.
- The Parent/Guardian initials the boxes.
- The Parent/Guardian signs the form.
- The Parent/Guardian should write their relationship to the child and the name of the child on the form.

When a Client already has an ROI in HMIS:

- Open the PDF of the ROI in HMIS and check the following:
 - The complete document is uploaded (all pages).
 - The ROI is for the correct person.
 - The ROI is completely filled out (initials, dates, signature).
 - Check if any boxes are not initialed – you cannot enter those types of information into HMIS.
 - The ROI does not expire in less than 90 days.
 - If any of the above are not true – complete a new one.

Which Date should I Use?

- **ROI Dates**
 - *ROI Start Date* = the Date the ROI was signed (page 5 of the ROI)
 - *ROI End Date* = the Expiration Date selected by the Client (page 3 of the ROI)
- **PR-VI-SPDAT Assessment Date** = the date the PR-VI-SPDAT was completed
- **Project Start Date (on enrollment tab)**
 - The start date is the date the client was approved to enroll in the program.
 - If the first service is financial assistance, this is the date the first check was approved.
 - If the client starts with case management, it will be the date they start receiving case management services.
- **Project Exit Date**
 - The date of the last contact with the client prior to exit (e.g. last case management session or phone call) or the final service (e.g. check date for final check if it is cut after the last case management session), whichever is later.
 - Hint: the exit date will often match the date of the last service entered in HMIS.
 - If a client is exited because we lost contact with them, you must check in with a manager prior to exiting and the manager will confirm the exit date.
- **Financial Assistance Dates**
 - Financial Assistance *Start Date* = the check date
 - Financial Assistance *End Date* = the check date
 - Financial Assistance *Expense Date* = the check date

Appendix C: PR-VI-SPDAT Instructions

When introducing the PR-VI-SPDAT, please make sure to include the following key points:

- *WHY you are conducting the survey* – responses to the survey questions will help you determine if the household is eligible for any of the funding programs that you work with.
- The survey questions are very personal. The reason we ask them is that the answers help us understand the risk factors and challenges that the family is facing.
- The questions only require a Yes/No or one word answer. No additional detail is needed.
- You can skip or refuse to answer any question. However, skipping multiple questions could impact the accuracy of the assessment.
- Please do your best to answer all of the questions as honestly and accurately as possible.
- Information that you share about yourself or your family will not be used to disqualify you from receiving any other services at this agency. Please note that disclosing negative experiences, such as substance use or experience with jail or courts will not disqualify you from consideration for assistance.
- The information collected through this survey will be stored in HMIS.
- **Family Version:** Please answer the questions on behalf of yourself and all members of your immediate family.
- **Individual Version:** Please answer the questions on behalf of yourself. You do not need to include information about any other household members.

Sample Script (Family Version):

I am going to go through a survey with you that will provide us with more information about your family's situation. Your answers will help us determine if you might be eligible for any of the funding programs that we work with. This survey is just one part of the eligibility process and is not the only factor in determining whether or not you will receive assistance.

Some of the survey questions are very personal. The reason we ask them is that your answers will help us understand the stress and challenges that your family is facing. The questions only require a Yes/No or one word answer. I really only need that one word answer. You don't need to provide more detail. You can also skip or refuse to answer any question. Please keep in mind that skipping multiple questions may make it harder for us to identify if we can provide assistance to you, but it is your right to refuse to answer questions you don't feel comfortable with.

Please do your best to answer all of the questions as honestly and accurately as possible. Honest, accurate answers are important to help us identify the right services for you. If we are able to provide you with assistance you will still need to complete the eligibility process, including providing required documentation. Please note that disclosing negative experiences, such as substance use or experience with jail or the courts will not disqualify you from consideration for assistance.

The information that I collect with this survey will be stored in HMIS*, the shared community database that we participate in. Access is restricted to authorized individuals and we will not share your information with anyone who is not authorized to view it without your permission.

**Note to surveyor: it is expected that you have already introduced the individual to HMIS when going over the Release of Information and HMIS intake. If not, please do so now.*

Appendix D: Required and Key Documents Homelessness Prevention System

Required Documents:

2. Identification (ID) for All Household Members:

- a. Must have full names and dates of birth
- b. Adult IDs must be photo IDs
- c. Options for adults:
 - i. Driver License
 - ii. Government issued ID Card (from any state or country)
 - iii. Other photo ID with full name and date of birth
- d. Options for children:
 - i. Birth certificate
 - ii. Medical or vaccination card
 - iii. School enrollment
 - iv. Custody agreement

3. HMIS ROIs for All Household Members:

- a. ROIs for children can be signed by their parent/guardian. The parent/guardian must indicate their relationship to the minor in the signature portion of the ROI.
- b. ROIs for other adults in the household can be taken home, signed, and brought back in by the head of household.

4. Lease

- a. Must be current
 - i. If the lease has converted to month-to-month and/or the rental amount has changed (or is about to change) from what is written in the lease, the family must also provide a letter or other documentation from the landlord with the current rental amount.
- b. Must provide the full lease document
- c. At least one adult household member must be on the lease
- d. The lease must be with the property owner or property management (if a sublease, see Sublease Policy, below)

e. Sublease Policy

- i. All financial assistance must be provided to the property owner or property management. In a sublease situation, where the person requesting financial assistance is not on the original lease agreement with the property owner/property management firm, then the person requesting financial assistance must present:
 1. A sublease agreement between him/herself and the official property renter AND
 2. A copy of the lease agreement between the property owner/property manager and the property renter.

Once a copy of these two agreements are provided, financial assistance can be paid directly to the property owner/manager on behalf of the HPS client.

- ii. It is imperative that that person requesting financial assistance understands that all financial assistance is paid directly to the property owner/property management firm. The agency providing assistance will call the property owner/property management firm to confirm ownership of the unit and to verify rental information. The person requesting financial assistance must understand that if the property owner/property management firm is not aware of their presence in the unit, this could place them at risk of eviction. If this is a concern, an alternative option is to pay for other necessary expenses instead, to allow the client to save their income to pay the rent.
- iii. **IMPORTANT NOTE:** This policy is required to determine that we can provide financial assistance for rent/deposit. It is separate from determining whether someone is housed. Someone in a sublease situation could be housed even if we are unable to provide financial assistance (in those situations we can help them with other bills or help them move to different housing).
- iv. If a client is living in a sublease or other informal lease arrangement that does not meet the requirements for paying financial assistance and they are not able to be assisted through paying other bills, please contact the HPS Coordinator to determine if any other solution can be reached:

Erin Stanton
Director of Family Assistance
Sacred Heart Community Service
(408) 916-5025
erins@sacredheartcs.org

5. Proof of Current Income – Provide for each Adult Household Member:

- a. Options for Employment Income (must be dated within last 30 days):
 - i. Pay stubs
 - ii. Copies of pay checks
 - iii. Offer letter with pay rate and start date (for a new position)

- iv. Signed statement from employer on letterhead with pay rate and hours/week.
- b. Options for Benefits Income (must be dated within last 12 months):
 - i. Benefits statement
- c. Options for Self-Employed or Business income (must be dated within 30 days)
 - i. Most recent tax return (may be dated within 12 months)
 - ii. Statements or letters from clients
 - iii. Copies of checks or payments
 - iv. Records of deposits in bank
 - v. Other third-party verification – e.g. recycling receipts
- d. Other Types of Income:
 - i. Child support income – provide child support agreement
 - ii. Pensions or other retirement income – provide 1099, statements, or copies of checks
 - iii. Financial support from friends or family members – provide bank statements showing deposits and a letter from family/friend
- e. No Income:
 - i. Self-declaration of no income – should be filled out by any adult in the household with no income source
- f. Other Circumstances:
 - i. As a last resort, a self-declaration form may be used to document unusual types of income that cannot be documented by a third party.
 - ii. If there are additional adult household members listed on the lease, but no longer living in the unit – provide documentation that they are no longer part of the household and therefore are not contributing to income:
 1. New lease with the individual's name on it at a different address
 2. Utilities bill at a different address

Additional Documents:

Additional documents may be requested to assess the household's financial situation and conduct case management but are NOT required. These documents may include:

- **Household bills from the last 30 days, such as:**
 - Utilities (gas, electric, water)
 - Car payments, including insurance
 - Phone
 - Cable/internet
 - Child care

- Transportation, e.g. bus passes
 - Health insurance premiums or other medical expenses
 - Other regular expenses
- **Current Bank Statement(s)**
 - Provide bank statement(s) covering the past 30 days.
 - If the family does not have a bank account, they can fill out a declaration stating they do not have an account.
- **Documentation of Reason(s) for Risk of Homelessness:**
 - **Change in Family Composition** – divorce papers, death certificate, lease showing new family composition, lease document showing new address for family member moving out, legal paperwork showing family member deported or in jail, custody agreements, restraining orders, letters from social workers or legal assistance providers.
 - **Fleeing Domestic/Family Violence** – letter on letterhead from victim service provider, restraining order, police report.
 - **Income Loss (job loss or benefits cut off)** – termination letter, letter from former employer, record of application for unemployment, self-employed may show bank statements showing deposits combined with a self-declaration.
 - **Income Reduction (work hours reduction, salary reduction, benefits reduction)** – pay stubs, letter from employer, benefits statement, self-employed may show bank statements showing deposits combined with a self-declaration.
 - **Medical Emergency (illness or injury to self or family member that impacts ability to pay rent)** – documentation of family or medical leave, hospital paperwork, letter from medical provider or social worker.
 - **Rent Increase** – lease agreement or notice from landlord
 - **Unexpected Major Living Expense** – bills demonstrating the expense (vacations or other recreational expenses do not qualify).
 - **Current Living Situation is Problematic (overcrowded, unsafe living situation or asked to leave by co-tenants and must move to new unit)** – inspection or report for unsafe living conditions, police report or change in individuals on lease for problems with co-tenants.
 - **Other** – police report for crime, Red Cross referral for fires or natural disasters.

Appendix E: Interagency Referral for Homelessness Prevention System

TO (Agency Name):

Staff Name: _____ Phone #: _____

Email: _____ Hours: _____

Address: _____

FROM (Agency Name):

Staff Name: _____ Phone #: _____

Email: _____

Participant's Name:	
HMIS #:	Date of Birth:
Language:	<input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Vietnamese <input type="checkbox"/> Mandarin <input type="checkbox"/> Other: _____
Zip Code:	

Included in Referral Packet (check each box IF included):

<i>required</i>	Original PR-VI-SPDAT		Comments: Please include score Lottery Completed: Yes or No Lottery Results: Approved or Denied
<i>required</i>	Release of Information valid until: _____		Comments:

<i>if needed</i>	HMIS Intake Form		Comments:
<i>if needed</i>	HMIS Client Consent		Comments:
<i>if needed</i>	Research Study Release of Information		Comments:
<i>for client to bring to agency</i>	Review Required Documentation		Comments:

Information Management Review:

Has client previously utilized services at _____? **Y / N**
(agency being referred to)

Has client utilized any services from a provider agency or been entered into the HMIS database? **Y / N**

If Yes, do any restrictions below apply?

For Safety Reasons:

I need to separate my household or remove members from my household in _____ database or in the Santa Clara County HMIS database.
(agency being referred to)

I decline to give permission to enter my personally identifying information in the Santa Clara County HMIS database and request to be entered anonymously.

Signature: _____ **Date:** _____

Email: _____ **Phone Number:** _____

This referral DOES NOT GUARANTEE that you will receive assistance. Assistance MAY OR MAY NOT be provided depending upon household eligibility and availability of funding.

Interagency Referral for Homelessness Prevention System

Please bring the following documents with you to the agency listed on the front of the page:

1. IDs for all Household Members

- a. Photo IDs for adult household members
- b. ID with full name and full date of birth for children (birth certificate, medical card, vaccination card, etc.)

2. Lease Agreement

- a. At least one adult household member must be on the lease.

3. Proof of current income for all adult household members

- a. Employment income – dated within last 30 days (pay stubs, copies of paychecks, signed employer letter on letterhead with pay rate and hours).
- b. Benefits Statement – dated within last 12 months
- c. Other – written verification from a third party
- d. No Income – Signed self-declaration of no income

4. Bank statement for current month

- a. Must cover the last 30 days

5. Household bills for last 30 days

- a. Utilities, car payments, insurance, phone, cable/internet, child care, transportation, medical expenses, etc.

Notes:

This referral DOES NOT GUARANTEE that you will receive assistance. Assistance MAY OR MAY NOT be provided depending upon household eligibility and availability of funding.

Appendix F: Description of Current HPS Service Provider Agencies

10.1 LifeMoves Opportunity Center

33 Encina Ave, Palo Alto CA 94301
(650) 853-8672 x438

Call or email first to make an appointment!

Hours: M-F 9a-1p
EAN Zip Codes: 94301, 94303, 94304, 94305, 94306 (areas within Santa Clara County only)
Languages: English

Primary Contact: Philip Dah, Senior Director, Multi-Service Centers
 (650) 853-8672 x438
pdah@lifemoves.org

What to Expect: The Opportunity Center is right across the street from the Auto Pride Hand Car Wash. The building is bright brick orange, and parking is located in an underground garage, next to a blue house. Park in any open space. Please do not park across the street in the Town and Country parking lot because they will issue a ticket for any walk offs. When client arrives, they must walk to the door that has a LifeMoves sign. There are two entrances so it can get tricky. They should check in with Gale at the front Call or email with client's contact information to set up an appointment.

10.2 Community Services Agency

204 Stierlin Rd, Mountain View CA 94043
(650) 968-0836

Call or walk-in to make an appointment!

Hours: M-F 9a-12p & 1:30-4p
EAN Zip Codes: 94022, 94024, 94040, 94041, 94043
Languages: English and Spanish

Primary Contact: Brandi Jothimani, Homeless Prevention Services Program Director
 (650) 968-0836 x121
bjothimani@csacares.org

What to Expect: The building is located off of Stierlin Road and Washington Street in Mountain View. The parking lot is located on the side of our building off of Stierlin Road. Street parking is also available. The main entrance is parallel to Washington Street. Clients should only be using our main entrance. If client is housed, appointments are required. If client meets income requirements and other criteria, they will have access to the Food Nutrition Center as soon as an appointment is made. This can be done with the receptionist at the front desk, or an appointment can also be made over the phone – the number to call is 650-968-0836. If client is unhoused, there are walk-in appointments available to speak with a case manager. Waiting time to set an appointment or to speak with a case manager can be around 15-30 minutes.

10.3 Sunnyvale Community Services

725 Kifer Rd, Sunnyvale CA 94086

(408) 738-4321

Call or email first to make an appointment! Walk-ins welcome during open hours.

Hours: M-F 9-11:30a & 12:30-4p
EAN Zip Codes: 94085, 94086, 94087, 94089, 95002
Languages: Translation services available for all languages

Primary Contact: Tomasine Cole, Homeless Prevention Program Manager
(408) 738-4321 x233
tcole@svcommunityservices.org

What to Expect: HPS referrals will be scheduled via phone to meet with a case manager to complete intake and enrollment. Clients contact information is needed ahead of time. If needed, we can meet with client offsite. New clients will be greeted by our office manager who will check them in. Client will then meet with a Caseworker who will provide an overview of our services and enroll clients in appropriate programs (food, emergency financial assistance). Wait time is no longer than 10 minutes. There is client parking at side of the building or at San Gabriel Street. Clients are not able to park in the parking lot on Mondays, second Tuesday or fourth Wednesday of the month, due to food distribution.

10.4 LifeMoves Georgia Travis House

260 Commercial St, San Jose CA 95112

(408) 271-1630

Call first to make an appointment!

Hours: No walk-ins accepted. Must call ahead to set up an appointment.
Eligible Zip Codes: 95035, 95131, 95133, 95134
Languages: English and Spanish

Primary Contacts: Debra Chavez, Program Director
(650) 533-7305
dchavez@lifemoves.org

Sandra Munoz, Case Manager
(408) 271-1630 x 642
smunoz@lifemoves.org

What to Expect: The location has limited parking – clients may have to park down the street or a few blocks away. Client must call to make an appointment. When appointment is scheduled, a list of documents needed for the appointment will be provided. Please expect scheduled appointments to take several hours. LifeMoves is aware of potential conflicts with work schedules – the EAN Specialist will attempt to work around the client’s availability. LifeMoves strives to schedule meetings with clients within 24 hours and complete the paper process with check request within 48 hours.

10.5 The Salvation Army - San Jose

359 N. 4th St, San Jose CA 95112
(408) 282-1165

Call or email first to make an appointment!

Hours: T-Th 8-11:30a & 1-2:30p; F: 8a-12p
EANZip Codes: 95013, 95037, 95112 (N. of Santa Clara St.), 95119, 95121, 95122, 95127, 95132, 95135, 95137, 95138, 95139, 95141, 95148
Languages: English, Spanish & Mandarin

Primary Contacts: Cynthia Sutter-Tkel, Social Services Director
(408) 282-1165 x3214
cynthia.SutterTkel@usw.salvationarmy.org

What to Expect: Drive through black metal gates on right side of building proceed to back parking lot. Come to room 202 Social Services and ask receptionist at front desk to see HPS case manager. Best to call and schedule an appointment at number provided.

10.6 Amigos de Guadalupe Center for Justice and Empowerment

1897 Alum Rock Ave, #35, San Jose, CA 95116
(408) 341-6080

Hours: M - F 9a-5p
Eligible Zip Codes: 95116, 95122 and 95127
Languages: English and Spanish

Primary Contact: Montse Rodriguez, Case Manager
mrodriguez@amigoscenter.com

What to Expect: You will need to make an appointment to see Montse, the case manager. You can make an appointment by calling the office number or going to the office. The office manager, Rachel, will take down contact information. Montse will then reach out to set up an appointment to meet the client. When arriving, park on the street or in the parking lot towards the back of the building. To reach the office, enter the building and walk on the ground floor towards the back. The office is #35.

10.7 Sacred Heart Community Service

1381 S. 1st St, San Jose CA 95110
(408) 278-2160 or (408) 278-2166

No appointment needed!

Hours: M-Th 9a-12:30p; F: 9-11a
EAN Zip Codes: 95008, 95110, 95111, 95112 (S. of Santa Clara St.), 95113, 95116, 95117, 95118, 95120, 95123, 95124, 95125, 95126, 95128, 95136
Languages: English and Spanish

Primary Contacts: Yareny Millare, Homelessness Prevention Program Manager
(408) 916-5018
yarenym@sacredheartcs.org

Alejandra Cruz, Family Assistance Manager
(408) 916-5060
alejandrac@sacredheartcs.org

What to Expect: Clients can park in the parking lot (ignore the time limit signs) or on side streets. Do not park at Wendy's or Denny's as they'll tow. When arriving, client must go to the main reception desk and tell them they're presenting for housing services. They'll then be given a number, forms to fill out and shown to the housing wait area. They'll be called by their number. Wait times vary, and people are seen in the order they arrive. Please advise clients to expect to be at Sacred Heart for at least two hours.

10.8 St. Joseph's Family Center

7950 Church St, Suite A, Gilroy CA 95020
(408) 842-6662 x 21

Call first to make an appointment!

Hours: M 1-4p; T-F: 9-12 & 1-4p
EAN Zip Codes: 95020, 95046
Languages: English and Spanish

Primary Contact: Graciela Ramirez, Homeless Prevention & Gilroy Street Team Coordinator
(408) 842-6662 x21
gracielar@stjosephsgilroy.org

What to Expect: When referring families to St Joseph's email would probably work best. The sign in front of our building says St Francis and there is limited street parking. When they arrive, clients can walk up the driveway and find the St. Joseph's office on the right-hand side. Clients need to check in at the main office and they'll let Graciela know the client has arrived.

10.9 West Valley Community Services

10104 Vista Dr, Cupertino CA 95014
(408) 255-8033

Call first to make an appointment!

Hours: No walk ins accepted. Must call ahead to set up an appointment.
Eligible Zip Codes: 95014, 95030, 95032, 95033, 95044, 95070, 95129, 95130
Languages: English, Spanish, Tagalog, Mandarin, and Hindi

Primary Contact: Lena Eyen, Case Manager
(408) 956-6095
lenaeyen@wvcommunityservices.org

What to Expect: Parking is available in front of agency in uncovered spots as well as on the street on Vista Drive. Please have referrals call Lena Eyen directly or front desk at 408-255-8033 to schedule an appointment since West Valley Community Services does not take walk-ins. When client comes in through the main doors please proceed directly to front desk and ask for Lena Eyen or case manager appointment was scheduled with. Please clients should try to arrive at least 15 minutes early to the appointment in order to have time to complete the intake packet.

10.10 Next Door Solutions to Domestic Violence

234 E. Gish Road, Ste 200, San Jose, CA 95112
Crisis Line: (408) 279-2962

Walk-in Hours: M-T 9a-7:30p; F 9a-4:30p
Eligible: Survivors of domestic violence
Languages: English and Spanish

Primary Contact: Nohemi Nogueta, Housing First Coordinator
(408) 501-7548
nnogueta@nextdoor.org

What to Expect: The building is in the same lot as Uplift Family Services, but Next Door is down the lot towards the end of the parking area. There is plenty of parking space. The entrance is through the first floor and there is an elevator located on the side of the building. If the elevator needs to be used, then the client would speak to the receptionist and a staff will assist them with entering through the second floor. No appointment is needed as there are walk-in hours – the waiting time may be at least an hour (the more walk-ins waiting the longer the wait). An intake and a client rights form need to be completed before seen by an advocate, and no identification or documentation is required to present. All of the services are at no cost and confidential.



10.11 YWCA Silicon Valley

375 S. Third St. San Jose, CA 95112
Crisis Line: (800) 572-2782

Walk-in Hours: Monday-Friday 9am-5pm
Eligible: Survivors of domestic violence and sexual assault
Languages: English and Spanish

Primary Contact: Cristal Olivas, Homelessness Prevention Coordinator
(408) 649-7707 ext. 3814
colivas@ywca-sv.org
Email is preferred.

What to Expect: Walk-ins will be attended and assessed by our Community Support Coordinator, Yesel Thompson, from 9 am – 4:30 pm. NO WALK-INS AFTER 4:30 pm. YWCA is located in downtown San Jose. The front door faces 3rd street and is directly across First Immanuel Lutheran Church. YWCA does not have its own parking lot, so please be ready to pay for metered parking or a parking garage if driving. Wheelchair accessible.

10.12 Community Solutions

Morgan Hill Office - 16264 Church Street, Suite 103, Morgan Hill, CA,
Gilroy Office - 9015 Murray Avenue, Suite 100, Gilroy.
Crisis Line: (877) 363-7238

Walk-in Hours: Monday-Friday 9am-5pm
Eligible: Survivors of domestic violence, sexual assault, and human trafficking
Languages: English, Portuguese, Punjabi, and Spanish

Primary Contact: Claudia Anderson, Case Manager
(669) 239-5106
Claudia.Anderson@communitysolutions.org

What to Expect: *Referrals:* Victims or survivors requiring a warm handoff can be linked to IPA or SA services as follows: referring party can call our 24-hour crisis line at 877-363-7238 to speak to a confidential advocate. Additionally, IPA survivors can be referred to the South County Family Justice Center (SCC FJC), located within Community Solutions Morgan Hill Office located at 16264 Church Street, Suite 103, Morgan Hill, CA. The SCC FJC operates every Wednesday from 9am to 4pm. Upon arriving at the FJC, the referring party can request to speak with the FJC Coordinator. No appointment is needed.

In Person Response: Community Solutions IPA/SA advocates provide in-person response to Morgan Hill Police Department, Gilroy Police Department, South County Sheriff's Office, South County DFCS locations, and South County-based emergency rooms. The purpose of an in-person response is to ensure IPA/SA survivors' emergency needs are met (shelter, food, safety). To request an in-person response request, please call our 24-hour crisis line at 877-363-7238.

Gilroy Office: We accept walk ins and our wait time is normally anywhere between 5-10 minutes. Our services are at no cost and confidential. We are located towards the end of the parking lot in suite #103. Parking is available in our parking lot except where signs are posted. There's also additional street parking if needed.



10.13 Asian Americans for Community Involvement (AACI)

749 Story Road, Suite 50, San Jose, CA 95122
Crisis Line: (408) 975-2739

Eligible: Survivors of domestic violence
Languages: English, Mandarin, Vietnamese, Laos, Thai, Mien, Tagalog, Spanish, Korean, Cantonese, Khmer, other Asian and non-Asian languages and dialects available

Primary Contacts: Ganlin Chen, Interim Shelter Manager
Ganlin.Chen@aaci.org

Veronica Truong, Interim Program Manager
veronica.truong@aaci.org

What to Expect: The building is located across the street from Happy Hollow Zoo. There is a parking lot available for clients. Please call the hotline for further information. An Asian Women's Home intake needs to be completed before seen by an advocate and no identification or documentation is required to present. All of the services are at no cost and confidential.

10.13 Maitri

Office physical address is confidential and will only be provided to case managers when calling for a specific referral
Crisis Line: (888) 862-4874

By Appointment only: Please call Maitri Helpline 1-888- 862-4874 Monday-Friday 9 am to 3 pm

Eligible: Survivors of domestic violence
Languages: English and various South Asian languages

Primary Contact: Jaya Suresh, Manager, Transitional Housing & Economic Empowerment
408-956-6083
jaya@maitri.org

What to Expect: Maitri offers culturally and linguistically responsive services to domestic violence survivors primarily of South Asian origin (Bangladesh, India, Nepal, Pakistan, Sri Lanka, among others) offering language capability and assistance in English and various South Asian languages including Hindi, Telugu, Tamil, Bengali to name a few. All services are at no cost and confidential. Please call Maitri Helpline 1-888- 862-4874 Monday-Friday 9 am to 3 pm for accessing services. The helpline advocate will provide the necessary resources and/or connect with services appropriate for the client.

Appendix H: Law Foundation of Silicon Valley Referral Form

LAW FOUNDATION OF SILICON VALLEY
 152 N. Third Street, 3rd Floor, San Jose, CA 95112
 Fax (408) 293-4790 • Telephone (408) 293-3135 • TDD (408) 294-5667

AUTHORIZATION TO RELEASE INFORMATION AND RECORDS

Name: _____
Address: _____
Birthdate: _____ Phone: _____

I hereby authorize the organizations, agencies and/or persons listed below to release information and records to:

Law Foundation of Silicon Valley, 152 N. Third Street, 3rd Floor, San Jose, CA 95112

Organizations, agencies and/or persons to Release Information: (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Adult Protective Services
<input type="checkbox"/> Child Protective Services
<input type="checkbox"/> Code Enforcement
<input type="checkbox"/> Collection Agency
<input type="checkbox"/> Community Care Licensing
<input type="checkbox"/> County Dept. of Social Services
<input type="checkbox"/> Dept. of Fair Employment and Housing
<input type="checkbox"/> Dept. of Housing and Urban Development
<input type="checkbox"/> Employment
<input type="checkbox"/> Financial | <input type="checkbox"/> Housing Authority
<input type="checkbox"/> Medical Records
Health Care Provider: _____
<input type="checkbox"/> Police/Jail Records
<input type="checkbox"/> Representative Payee
<input checked="" type="checkbox"/> _____ (Agency Name)
<input type="checkbox"/> Social Security Administration
<input type="checkbox"/> Tenancy
<input type="checkbox"/> The HealthTrust
<input type="checkbox"/> Other: _____ |
|---|---|

Records include: Drug/Alcohol Info. HIV Disease Info. Mental Health Records (Initial: ____)

Records to be released: entire record record from ____ (date) to ____ (date)

Purpose of Disclosure: advocacy, investigation and/or legal representation

I understand that health care information disclosed pursuant to this release is no longer protected by federal health privacy laws, but may be protected by confidentiality laws governing lawyers and law offices.

I also authorize the Law Foundation of Silicon Valley to receive and to disclose information and records from and to the organizations, agencies, and/or persons listed above for the purpose of Law Foundation consultation, advocacy, investigation and/or legal representation.

I further authorize the Law Foundation to communicate with the health care provider who referred me to the Law Foundation and with other health care providers who treat me, as necessary to further advocacy, investigation and/or legal representation.

I understand that this authorization is voluntary and that I may cancel this authorization in writing at any time by contacting my advocate at the Law Foundation, except to the extent that the Law Foundation has already taken action in reliance on this authorization.

Signed: _____ Date: _____

Print name: _____

Expiration Date: _____ (**one year** from the date of the signature if not specified)

I further understand that I have the right to receive a copy of this authorization upon my request. ____ (Initial)



Appendix I: Release of Information for Referral Services

HOMELESSNESS PREVENTION SYSTEM (HPS) AUTHORIZATION TO RELEASE & EXCHANGE CONFIDENTIAL INFORMATION

I hereby authorize the organizations, agencies and/or persons listed below to release and exchange confidential information and records.

I, _____ (with date of birth: _____), confirm
(name)

that I authorize the release and exchange of confidential information between _____
(agency referring)

and _____ on my behalf and regarding myself, my dependents,
(agency being referred to)

my extended family, other individuals living in my household or other persons or matters as they pertain to my case.

PURPOSE OF RELEASE: Coordination of services, advocacy and case management for the specific purpose of household stabilization.

Additional individuals covered by this authorization (*List names and DOB for all adults and children*):

I understand that this authorization is voluntary and that I may cancel this authorization in writing at any time by contacting my Homelessness Prevention System case manager.

Signed: _____

Date: _____

Print name: _____

Expiration Date: _____ (**one year** from the date of the signature if not specified)

Appendix J: Self-Declaration of Cash Income

(To be completed by adults in the household who receive income from any source)

Complete the information below only if you have no other way to document your income. All of the boxes below must be checked and all questions answered. Failure to complete this form may result in denial of your application.

Please select one:

- I get paid in cash I do not get pay checks I do not get pay stubs
- I cannot get a letter from my employer

Explain why: _____

My cash income is \$ _____

Frequency I receive this income (weekly, every other week, monthly etc.) _____

Current Employer (if applicable): _____

By signing this form I declare that all information provided on this Self-Declaration of Cash Income is true and accurate to the best of my knowledge and belief. I understand that inquiries may be made to verify the statements herein. I certify that I have no other way to document my income and I understand that this information is to be used to determine eligibility for housing assistance.

Signature: _____

Date: _____

Appendix K: Declaration of Zero Income

(To be completed by adults in the household who receive no income from any source)

I, _____ (with DOB _____) do hereby declare that

for the month(s) of _____, _____, and _____ I have received no income from any sources, including income from employment, public benefits (TANF/SSI/SSA/SSP/SSDI/GA), self-employment, retirement benefits, unemployment insurance benefits, workers compensation benefits, child support, social security, alimony, VA benefits, or any other source(s) of income.

Please explain how you are paying for your household needs below (do NOT list dollar amounts). Common household expenses include: rent/mortgage, food, utilities, transportation, phone, and other household necessities.

By signing this form I declare that all information provided on this Declaration of Zero Income is true and accurate to the best of my knowledge and belief. I understand that inquiries may be made to verify the statements herein.

Signature: _____

Date: _____

Appendix L: Rent Receipt

RENTAL PROPERTY	TENANT
Name: _____	Name: _____
Address: _____ _____	Address: _____ _____
Phone: _____	Phone: _____

Rent for the period of: _____

Amount received: _____

Property address: _____

Date: _____

Paid by: _____ Signature: _____

Received by: _____ Signature: _____

Appendix M: Emergency Assistance Network Information

Community Services Agency of Mountain View & Los Altos

204 Sterlin Rd.
Mountain View, CA 94043
(650) 968-0836

Assistance in:

94022 Los Altos
94024 Los Altos
94035 Mountain View
94040 Mountain View
94041 Mountain View
94043 Mountain View

LifeMoves

Georgia Travis House

260 Commercial Street
San Jose, CA 95112
(408) 271-1630

Assistance in:

95035 Milpitas
95131 San Jose
95133 San Jose
95134 San Jose

LifeMoves

Opportunity Center

33 Encina Avenue
Palo Alto, CA 94301
(650) 853-8672

Assistance in:

94301 Palo Alto
94303 Palo Alto
94304 Palo Alto
94305 Stanford
94306 Palo Alto

Sunnyvale Community Services

725 Kifer Rd.
Sunnyvale, CA 94086
(408) 738-4321

Assistance in:

94085 Sunnyvale
94086 Sunnyvale
94087 Sunnyvale
94089 Sunnyvale
95002 Alviso

Sacred Heart Community Service

1381 S. First St.
San Jose, CA 95110
(408) 278-2160

Assistance in:

95008 Campbell
95110 San Jose
95111 San Jose
95112 San Jose
(S. of Santa Clara St.)
95113 San Jose
95116 San Jose
95117 San Jose
95118 San Jose
95120 San Jose
95123 San Jose
95124 San Jose
95125 San Jose
95126 San Jose
95128 San Jose
95136 San Jose

Salvation Army

359 North 4th Street
San Jose, CA 95109
(408) 282-1165

Assistance in:

95013 Coyote
95037 Morgan Hill
95112 San Jose
(N. of Santa Clara St.)
95119 San Jose
95121 San Jose
95122 San Jose
95127 San Jose
95132 San Jose
95135 San Jose
95137 San Jose
95138 San Jose
95139 San Jose
95141 San Jose
95148 San Jose

Salvation Army

3090 Homestead Road
Santa Clara, CA 95051
(408) 247-4588

Assistance in:

95050 Santa Clara
95051 Santa Clara
95054 Santa Clara

Emergency Assistance Network

OF
SANTA CLARA COUNTY

St. Joseph's Family Center

7950 Church St., Suite A
Gilroy, CA 95020
(408) 842-6662

Assistance in:

95020 Gilroy
95046 San Martin

West Valley Community Services

10104 Vista Drive
Cupertino, CA 95014
(408) 255-8033

Assistance in:

95014 Cupertino
95030 Monte Sereno/Los Gatos
95032 Los Gatos
95033 Los Gatos
95044 Redwood Estates
95070 Saratoga
95129 San Jose
95130 San Jose

About the Network:

The Emergency Assistance Network (EAN) agencies in Santa Clara County provide a variety of services to prevent homelessness, utility disconnections, and hunger. Assistance is based on Zip Code residence.

Services include:

- One-Time Rent and Mortgage Payment Assistance
- Move-In Costs for Rental Deposits
- One-Time Utility Assistance
- On-Site Information and Referrals, e.g. MediCal, CalFresh (Food Stamps), Food Pantries
- Other Services may include: Food Distributions, Case Management, Job Training, Employment Assistance, Low Income Utility Programs, After-School Care, Backpacks and School Supplies, Veterans Assistance, Housing Search Assistance, Temporary Shelter Services

For more information, please contact the assigned zip code agency directly.



Appendix N: Randomization Instructions

HPS Randomization Instructions Effective 7/1/19 – 12/31/19

New HPS Score Thresholds Effective 7/1/19 – 12/31/19

PR-VI-SPDAT SCORE	HPS Eligible?	Action
14+	Yes	Enroll in HPS
8-13	Maybe	Randomize: <ul style="list-style-type: none">• If Yes → Enroll in HPS• If No → Refer to other services
0-7	No	Refer to other services

Note: In order to be eligible for HPS, households must also meet all other HPS eligibility criteria:

- Currently housed, but at-risk of homelessness; and
- Current household income is no more than 80% AMI.

Re-enrollments

Households that were previously enrolled in HPS may re-enroll if they meet the current eligibility criteria at the time of re-enrollment:

- Currently housed, but at-risk of homelessness;
- Current household income is no more than 80% AMI; and
- PR-VI-SPDAT score of 8+ (assessment must have been completed within the last 12 months. If it has been more than 12 months, they must re-take the assessment).

Households that are re-enrolling do NOT need to be randomized. If the household meets all eligibility criteria, please skip the randomization step and move directly to enrollment.

Randomization Process

1. Go to https://leo.surveycto.com/collect/sc_hp_template?caseid=.
2. Review the introductory language on the website with the client.
3. Select "No," this is not a practice form.
4. Select "Yes" or "No" for client consent to participate in the study:
 - a. Select YES If the client signed the Release of Information for Research and Evaluation;
 - b. Select NO If the client declined to sign the Release of Information for Research and Evaluation. If this is the case, also email Erin with the HMIS # (<mailto:erins@sacredheartcs.org>).

5. Select your agency from the list.
6. Enter the client's HMIS number (you will enter it twice).
7. Enter the client's PR-VI-SPDAT score.
8. Answer the question regarding eligibility for other available financial assistance (this includes if they would be eligible for assistance through another agency due to zip code). This question is for data collection for the study. It does not impact the lottery.
9. The next screen tells you if the client can participate in the evaluation. You need to select Next to continue forward and enter the lottery.
10. Click Submit Form.
 - a. If the screen says "APPROVED" you may move forward with enrolling the client.
 - b. If the screen says "NOT APPROVED" the client cannot be enrolled in HPS.