

11. Family Services Program

11.1 Background

Assembly Bill (AB) 74 provides state-wide strategies to address crisis situations through Family Stabilization services.

Senate Bill (SB) 855 provides state funding for the CalWORKs Housing Support Program (CHSP).

In Santa Clara County Social Services Agency (SSA), the state initiatives are incorporated into the Family Services (FS) program that includes intensive case management designed to address crisis situations. This strategy is designed to enhance and assist with participation, prior to, or concurrent with WTW activities. In addition to housing services, FS includes mental health counseling, substance abuse counseling, domestic violence services, and access to Social Work staff.

11.2 Family Services Program

Family Services (FS) is introduced to clients at Orientation, Appraisal, in between activities, during WTW participation, exemption reviews and as part of the non-compliance process. It is offered as a service to CalWORKs Employment Services (CWES) clients and/or an eligible member of the Assistance Unit (AU), including DFCS Common Case (Family Maintenance and Family Reunification) clients. The purpose of FS is to help the client stabilize any family situation, issue, problem or barrier to employment that is adversely affecting the client's ability to participate in WTW.

11.2.1 Family Services Policy

Family Services is a multi-disciplinary approach to WTW services, through intensive case management strategies designed to ensure a basic level of stability within a family. The following applies to Family Services (FS):

- Participation is voluntary.
 - Requires completion of “Family Services Program Request & Application” (SCD 2417)
 - Requires the development of a “Family Service Plan” (SCD 2392).
 - May be provided at any point in the WTW flow process.
 - Participation is not subject to the WTW hourly participation requirement as long as the client is complying with the FS plan.
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- Appropriate support services are provided.
- Frequent and on-going contact ranging from daily to weekly, depending on client's situation.
- Maximum length of the plan is six months as a stand-alone plan or as an integrated plan. Extensions will be considered on a case by case basis.
- Failure to comply and complete FS plan without good cause results in termination of FS services; however, the termination is not subject to the non-compliance process. Instead, participant is transitioned to WTW by being scheduled to sign a WTW Plan.

11.2.2 Eligibility Criteria

With the exception of the CalWORKs Housing Support Program (CHSP) criteria, Family Services participants must meet eligibility criteria:

- Be an active CWES registrant,
- Be in Good Cause Status,
- Exempt,
- Agree to cure WTW Sanction and sign curing sanction plan, **OR**
- Be an active CWES registrant's family member in the Assistance Unit

11.2.3 Types of Family Services

Services through Family Services include, but are not limited to the following:

- Mental Health Counseling
- Substance Abuse Counseling
- Individual/Family Counseling
- Domestic Violence Counseling
- CalWORKs Social Work Services
- At-Risk Youth and other Child Services
- Family Stabilization Housing Assistance
- CalWORKs Housing Support Program (CHSP)

- Parenting Classes/Workshops
- Stress Management
- Public Health Assistance
- SSI Application/Advocacy
- Emergency Needs (food, clothing, shelter)
- Legal Assistance/Counseling
- School Attendance/Tuancy (young children and teens)
- Financial Literacy

**Note:**

For additional information and eligibility criteria on At-Risk Youth Services, Family Stabilization Housing Assistance and CalWORKs Housing Support Program, refer to the following Handbook Sections:

[\[“FS Youth Services” on page 11-9;](#)

[“Family Stabilization Housing Assistance” on page 11-20; and](#)

[“CalWORKs Housing Support Program” on page 11-26.\]](#)

11.2.4 Application

The client must complete the “Family Services Program Request & Application” (SCD 2417) for all FS requests. The application identifies the crisis to address issues such as mental health, substance abuse, DV and housing the client needs assistance. The SCD 2417 is used for all FS related issues, including the Family Stabilization Housing Assistance and CalWORKs Housing Support Program based on housing need.

Supporting documents such as rental agreements, W-9, eviction notices, etc. need to be attached at the point of initial referral.

11.3 Family Services Team

The Family Services Team is multi-disciplinary that specializes in Family Services (FS) comprised of Employment Counselors (ECs), CalWORKs Health Alliance, a Domestic Violence Advocate, Social Workers, including a CWES Supervisor, clerical support, and Abode housing staff. The FS Team identifies, implements, case manages and monitors all FS Plans by providing a multi-disciplinary approach to intensive case management to assist families with barrier removal services and addressing

crisis situations, which may include case conferences with the client. These services are designed to enhance and assist with participation, prior to, or concurrent with WTW activities.

The FS Team also assists in promoting services at staff meetings; with the Adult Education Coalition and Community College Consortium meetings and/or at the Employment Connection Center (ECC).

11.3.1 Family Services Unit

The FS EC Specialists within the Family Services Unit are responsible to complete and monitor all FS Plans. The FS Unit provides services county-wide and coordinates services with North and South County clients. Additional CalWORKs Health Alliance staff are out stationed at the North and South County CWES offices. They are also responsible to:

- Arrange appropriate supportive services and resources.
- Provide frequent and ongoing client contact.
- Coordinate with multi-disciplinary team for scheduling weekly case conferences for clients as needed.
Note: Any multi-disciplinary team member may initiate the case conference.
- Participate in Employment and Housing Focus Team supporting the client in the CalWORKs Housing Support Program. [Refer to “Focus Team Meeting,” page 11-29] for additional information.]
- When client meets criteria, apply Good Cause.
- Request case transfer from the assigned EC upon development of a FS Plan with on-going FS services, or as needed.
- Develops WTW Plan and in CalWIN updates WTW Plan (WTWPLAN-CMPLTDFS or WTWPLAN-FAILED FS) and transfer case to case management.

11.3.2 Employment Connection Center

The Employment Connection Center (ECC) EC provides intensive and expedited employment related services to FS participants, including participating in the Employment and Housing Focus Team for CalWORKs Housing Support Program. [Refer to “Focus Team Meeting,” page 11-29] for additional information.]

11.3.3 Social Work Services

Social Workers identify family needs and services to support the FS Plan. Social Workers will continue to provide services to clients who do not qualify for a FS Plan or who choose not to sign a FS Plan.

CalWORKs Social Workers are responsible to:

- Complete the “CalWORKs Referral Results” (SCD 29) form when addressing school attendance problems, truancy, or other social work service.
- Complete the “CalWORKs Domestic Abuse Participation Status” (SCD 1554) and/or “CalWORKs Domestic Abuse Service Plan” (SCD 1555) for Domestic Violence related services.
- Forward the SCD 29, SCD 1554 and/or SCD 1555 to the FS EC Specialist when client agrees to have services and activities integrated as part of the FS Plan.
- Provide assistance for any other resources for short term emergency situations.
- Per current procedures, continue to:
 - Receive referrals from Eligibility Workers.
 - Assist with the filing of Social Security Income/Supplemental Income (SSI/SSP) application/advocacy.
 - Provide community referrals for resources such as, but not limited to, food, clothing and/or legal assistance.

11.3.4 YWCA

YWCA is responsible to develop plans in the area of Domestic Violence (DV) counseling services and advocacy. When the client agrees to incorporate services and activities in the FS Plan, the “Domestic Abuse Service Plan” (SCD 1555) and/or the “CalWORKs Domestic Abuse Participation Status” (SCD 1554) is forwarded to the FS EC Specialist to incorporate into the FS Plan.

Clients who need DV services who do not qualify for FS or who chose not to enroll in a FS Plan, shall be referred and scheduled to non-FS DV activities. [Refer to “Domestic Abuse,” page 30-1] for existing procedures.]

11.3.5 Health Alliance

Health Alliance provides behavior health related services, needs assessments, and services to support the Family Service Plan. The CalWORKs Health Alliance is responsible to:

- Provide on-site short-term solution-based therapy/counseling for clients who drop-in or call-in for short-term mental health, behavioral and/or stress management issues.

- Provide long-term off-site therapy/counseling for clients who require services longer than 5 visits.
- Complete Part C of the “CalWORKs Community Health Alliance Referral” (SCD 1686) and to forward copy to the designated FS mailbox slot.
- Develop the “CalWORKs Referral Results” (SCD 29) in accordance with Health Alliance procedures.

Clients who need mental health or substance abuse services who do not qualify for FS or who chose not to enroll in FS, shall be referred and scheduled to non-FS Health Alliance activities. [Refer to “Health Alliance,” page 5-1] for existing procedures.]

11.3.6 Abode Services

Abode is a housing services provider that supports the agency’s housing programs. [Refer to “Family Stabilization Housing Assistance,” page 11-20] and “CalWORKs Housing Support Program” on page 11-26 for additional information.]

11.4 Family Service Plan (SCD 2392)

Upon referral and agreement by the client, the Family Service (FS) Plan (SCD 2392) is developed. The FS multi-disciplinary Team members, including Employment and Housing Focus Team, as appropriate and based on the client’s needs, meet with the client to discuss services needed. The FS Plan focus is on Goals, Plan Do, Review; and CalWORKs 2.0 framework. [Refer to “CalWORKs 2.0,” page 11-6]. If the client agrees to participate in the Family Services Program, then the services are incorporated into a FS Plan. The services are included within a stand-alone [family services only] or an integrated plan [family services and welfare-to-work activities]. Based on information and input from the FS Team and other community partners, the FS EC Specialist will complete the FS Plan.

FS Plans identify activities, needs, services, resources, actions and timelines that are needed to stabilize the family. The maximum length of the FS Plan is nine months. Extensions will be considered on a case-by-case basis.

Once the FS Plan is developed by the FS EC Specialist and signed by the client, upon request, the case is transferred and assigned for intensive case management services to one of the FS EC Specialists. The FS EC Specialist and multi-disciplinary team will closely monitor the case.

11.4.1 CalWORKs 2.0

At the point of contact with client during FS process, “My Road Map, Potholes & Detours” tool (SCD 2503) is to be reviewed. [Refer to “CalWORKs 2.0,” page 4-5] for additional information.

11.5 CalWIN

This section provides a summary of the services [Need] types used when referring clients to the Family Services (FS) Unit, adding FS/WTW related Plans, activities associated with Family Services and identifying the FS individuals. [Refer to Release Notes 41 for illustration of CalWIN FS functionality.](#)

11.5.1 CalWIN Client Referral Subsystem

The **Client Referral Subsystem** is used to refer eligible WTW clients to the FS Unit and to track referral outcomes. One of the following service [Need] types is used by the assigned EC to initiate the referral based on the primary need using the Provider Name, “Family Services Application:”

- FS-Domestic Abuse Services
- FS-Substance Abuse Services
- FS-Mental Health Services
- FS-Social Work Services
- FS-Housing Services
- FS Other

11.5.2 CalWIN FS Plans

To track participants in a FS Plan and participants who transition from a FS Plan to a WTW Plan, the following plan descriptions are to be entered by the FS EC Specialist in the **Maintain Employment Plan** window, [Plan] tab under the appropriate Plan Type:

- “FSONLYPLAN-#”
Use when participant signs a FS stand-alone plan (SCD 2392).
Plan Type, “Family Stabilization.”
- “FSINTGPLAN-#”
Use when participant signs a FS integrated plan (WTW 2 and SCD 2392).
Plan Type, “Family Stabilization.”
- “WTWPLAN-CMPLTDFS-#”
Use when participant signs a WTW plan (WTW 2) after completion of the FS Plan (FSONLYPLAN-# or FSINTGPLAN-#).
Plan Type, “WTW.”

- “WTWPLAN-FAILEDFS-#”
Use when participant signs a WTW plan (WTW 2) after failing to complete the FS Plan (FSONLYPLAN-# or FSINTGPLAN-#).
Plan Type, “WTW.”

**Example:**

FSONLYPLAN-1, WTWPLAN-CMPLTDFS-1

**Note:**

For a one-day/one-time FS payment without ongoing services, a one-day FS Plan (SCD 2392) is required and a one-day FS Plan is entered in CalWIN.

11.5.3 CalWIN FS Activities

When the FS Plan (FS stand-alone or FS integrated) includes Mental Health, Substance Abuse, or Domestic Violence related activities, the FS EC Specialist assigns the following activities in the **Maintain Employment Services Participation** [Activity] tab:

- FS Mental Health Services
- FS Substance Abuse Services
- FS Domestic Abuse Services
- FS Integrated DV-WTW Services
- FS Extender-Domestic Abuse Services

**Note:**

The FS activities must be added to the FS Plan and WTW 2 Plan.

11.5.4 FS Recipients

FS individuals can be children and/or parents. In the **Collect Family Stabilization Recipients** window, “Available” group box, select the individual(s) for whom FS services are provided, and click the [Add] button.

11.6 Employment Connection Application (ECA)

The Employment Connection Application (ECA) is used for assigning the review of FS referrals to the FS EC.

11.6.1 Referral Outcomes

Within 30 days of receipt of CalWIN referral, the FC EC selects one of the following Referral Review Outcomes in ECA along with entering comment as follows:

- “Complete” (Entered when a one-day FS Plan has been signed and a one-time payment is made. The referral is closed)
Comment entry: “1-Day Plan,” or “9-Month Plan”)
- “Withdraw” (Entered when client self withdraws)
Comment entry: “FSP 2,” or “FSP 3”
- “No Contact” (Entered when client fails to return calls or make contact)
Comment entry: “FSP 2,” or “FSP 3”
- “FS Case” (Entered when client is eligible for HSP program, has been enrolled with Adobe, and/or signed a 9-month FS Plan)

For the following ECA Referral Review Outcome, do not enter comment:

- “FS Case” (Entered when client is eligible for HSP program, has been enrolled with Abode, and/or signed a 9-month FS Plan)

11.6.2 Case Assignment

When a FS Case outcome is recorded, the CalWIN case is requested from the assigned Case Management (CM) EC and assigned to the FS EC. The FS case is assigned to the ECC EC for job placement assistance. When it has been determined client is eligible for Abode Services, the FS case is concurrently assigned to Abode Staff via the ECA.

11.7 FS Youth Services

Through the Family Services Program, children of WTW clients can receive services such as but not limited to Substance Abuse, Mental Health, Domestic Violence, and/or At-Risk Youth Services. In order

to receive these services, the WTW client must be referred to the FS Multi-disciplinary Team and sign a FS Plan.

11.7.1 CalWIN Client Referral Subsystem

To refer the child for youth services, the assigned EC refers the client using the **Client Referral Subsystem** by selecting “Family Services Application” as the provider and selecting one of the following as the primary service [Need]:

- “FS-Child Substance Abuse”
- “FS-Child Mental Health”
- “FS-Child Domestic Violence”
- “FS-Social Work Services”
- “FS-Child Other” (example: At-Risk Youth)



Note:

When both the parent and the child are receiving the above service(s), track the referral via the parent’s FS activity and parent’s **Client Referral Subsystem** referral [Need]. In the Referral Notes section of the CalWIN **Manage Referral Detail** window, indicate that the child needs services.

11.7.2 At-Risk Youth Services

At-Risk Youth Services refers to ancillary payments to support activities or services for CWES clients’ children age 13 and over who are on school breaks, such as summer, winter or spring, and:

- Are at risk as documented by school personnel, probation, mental health professionals, Social Workers and other licensed professionals, **AND**
- May impact the parent’s ability to participate in WTW.

This program is not designed to cover child care costs or after school activities.

All requests for At-Risk Youth Services must be reviewed by the FS Supervisor or manager for approval. The payment limit is \$250 per child per week and is paid through ancillary. Clients must provide receipts within 10 days.

Forms and Verification

The client must submit cost verifications to the FS EC Specialist and sign the “Family Service Plan” (SCD 2392) indicating the child’s name, date of birth and begin and end dates for the activity, along with FS goals and timelines in order to receive assistance. The following verifications are required:

- Cost/information sheet from the provider for the school break activity
- “Ancillary Expense Estimate, Request & Verification” (SCD 1584) completed by service provider

CalWIN

The following applies to CalWIN when issuing the At-Risk Youth Services ancillary payment sub-type:

- “FS Stablztn At-Risk Youth Services” is used as the ancillary payment description subtype.
- In the **Assign Ancillary Supportive Service** window, select “One Time” as payment frequency.
- The begin and end dates of the ancillary should match the child’s school break activity or At-Risk Program begin and end dates.

Document in **Maintain Case Comments** by selecting case comment type, “Family Services Case Update” that ancillary is for Family Services, At-Risk Youth Services.

11.8 Family Services (FS) Referrals

Eligible WTW clients may be referred for FS at any point in the participant flow as follows:

- Client request (self-referral)
- Service Provider recommendation
- Eligibility Worker
- Employment Counselor; OR
- Social Worker

11.8.1 Referral Process

FS referrals may be self-initiated by client or made via service provider when a service need is identified. The steps in the table below describe the required actions by the assigned EC when referring client to the FS Unit. These steps include required actions by the FS Team for providing services:

Step	Who	Action
1.	Assigned EC	<p>A. Identifies services or needs with the client:</p> <ul style="list-style-type: none"> • Homeless Prevention Program (HPP) • CalWORKs Housing Support Program (HSP) • FS Non-Housing Services <p>B. Discusses Family Services (FS) program requirements with the client.</p> <p>C. Explains to client the triage assessment process.</p> <p>D. Calls assigned FS-AEC/EC to conduct triage (for other units, call FS-OD or FS-Lead).</p> <p>E. Asks client for updated contact information.</p> <p>F. If Unit's FS-AEC/EC is not available, locate FS-OD or FS-Lead Note: FS-OD calendar can be accessed on Outlook Shared Calendars: "CWES Family Services."</p> <p>G. If unable to locate FS-OD or FS Lead, sends an email to Unit FS-AEC/EC, FS Supervisor and FS Lead regarding client in addition to the FS Referral.</p> <p>Note: FS-AEC/EC will notify the assigned CM-EC when FS referrals are made by other functional units (Example: ECC, RRT, etc.).</p>
2.	Designated FS-AEC/EC or FS-OD/FS-Lead	<p>A. Conducts FS Assessment Triage with client.</p> <p>B. Meets with the client to conduct assessment of client needs, provides program information and explains program criteria. Discusses objectives and timelines.</p> <p>C. Determine best program to meet client's current needs:</p> <ul style="list-style-type: none"> • Homeless Prevention Program (HPP) • CalWORKs Housing Support Program (CHSP) • Additional services combined with HPP and CHSP (DV, Mental Health, At Risk Youth, or FS Other Services) <p>D. Request additional information from client if needed.</p> <p>E. Schedules client for follow-up appointment if needed.</p> <p>F. Notifies assigned EC of FS Triage outcome.</p> <p>G. When not eligible for FS services updates ECA and CalWIN Referral.</p>

Step	Who	Action											
3.	Assigned EC	If client...	Then....										
		Does not agree to sign a FS Plan,	Follows existing Handbook procedures when assigning WTW activities, such as: <ul style="list-style-type: none"> • Mental Health • Substance Abuse • CalWORKs Social Work, or • DV Advocacy services 										
		Agrees to a FS Plan,	<ul style="list-style-type: none"> • Refers to FS Unit by continuing with Step 3F. 										
		A. Reviews “Family Services Request & Application” (SCD 2417) to identify FS need, including completion of housing section; assists client with form completion, as needed.											
		B. Ensures that the SCD 2417 is thoroughly completed and signed by the client.											
		C. Collects appropriate documents/verification to support need, such as court-ordered eviction notice, lease agreement, W-9 for landlord, At Risk Youth documentation, etc.											
		D. Reviews documents, schedules return appointment and provides document checklist.											
		E. When client provides all supporting documents, forwards the SCD 2417 along with the documents to IDM to be scanned.											
		F. Refers the client to the FS Unit through Client Referral subsystem from the Registration Function located on CalWIN Main Navigation page following steps below:											
		<table border="1"> <thead> <tr> <th>CalWIN Window/Tab</th> <th>Steps</th> </tr> </thead> <tbody> <tr> <td>Main Navigation</td> <td> <ol style="list-style-type: none"> 1. Click Client Referral heading in “Action” group box. 2. Select the Display Referrals window and click [Open]. </td> </tr> <tr> <td>Display Referrals</td> <td> <ol style="list-style-type: none"> 3. Click [Find] next to the Individual field. </td> </tr> <tr> <td>Clear Individual through Cal-WIN</td> <td> <ol style="list-style-type: none"> 4. Enter the individual's last name, first name, social security number and click [Search]. 5. Click [Select]. </td> </tr> <tr> <td>Display Referrals</td> <td> <ol style="list-style-type: none"> 6. Click [Add] from the toolbar. </td> </tr> <tr> <td>Inquire on Case Listing</td> <td> <ol style="list-style-type: none"> 7. Highlight the correct Case # and Case Name that appears with the most current Application Date. 8. Click [Close]. </td> </tr> </tbody> </table>		CalWIN Window/Tab	Steps	Main Navigation	<ol style="list-style-type: none"> 1. Click Client Referral heading in “Action” group box. 2. Select the Display Referrals window and click [Open]. 	Display Referrals	<ol style="list-style-type: none"> 3. Click [Find] next to the Individual field. 	Clear Individual through Cal-WIN	<ol style="list-style-type: none"> 4. Enter the individual's last name, first name, social security number and click [Search]. 5. Click [Select]. 	Display Referrals	<ol style="list-style-type: none"> 6. Click [Add] from the toolbar.
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		<p>Individual</p> <p>9. Select appropriate language from the drop-down. 10. Enter Y in the Confidential field. 11. Enter Y in the Consent on File field. 12. Enter N in the Print Additional field. 13. Enter N in the Send Additional field. 14. Enter Y in Suppress Client Copy field.</p>							
		<p>Referred to Office</p> <p>15. Determine and select the primary service [Need] as follows:</p> <table border="1"> <thead> <tr> <th>If Services are for...</th> <th>Then Use...</th> </tr> </thead> <tbody> <tr> <td>Adult Only,</td> <td rowspan="2"> <ul style="list-style-type: none"> • FS-Domestic Abuse Services • FS Substance Abuse Services • FS-Mental Health Services • FS-Social Work Services • FS-Housing Services • FS-Other </td> </tr> <tr> <td>Adult and Child</td> </tr> <tr> <td>Child Only,</td> <td> <ul style="list-style-type: none"> • FS-Child Mental Health • FS-Child Substance Abuse • FS-Child Domestic Abuse • FS-Child Other </td> </tr> </tbody> </table> <p>Note: For multiple service needs that include housing, a separate CalWIN referral is required in addition to selecting "FS-Housing Services." Examples - Selects: "FS- Domestic Abuse Services," and "FS-Housing Services"; or "FS - Social Work Services" for school truancy and "FS-Housing Services."</p> <p>16. Click [Find] in "Office Information" group box to search for location & provider.</p>	If Services are for...	Then Use...	Adult Only,	<ul style="list-style-type: none"> • FS-Domestic Abuse Services • FS Substance Abuse Services • FS-Mental Health Services • FS-Social Work Services • FS-Housing Services • FS-Other 	Adult and Child	Child Only,	<ul style="list-style-type: none"> • FS-Child Mental Health • FS-Child Substance Abuse • FS-Child Domestic Abuse • FS-Child Other
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		<p>Search Location</p> <p>17. Select Area Served (any Census Tract Number may be selected). 18. Click [Search]. 19. Select the following: Provider Name: Family Services Application; Office Name: San Jose; Location: 333 W. Julian St., San Jose, CA 20. Click [Save]. The Reference Number is auto assigned. Make note of the Reference Number to be included with case comments. 21. Note and enter the Reference Number in CalWIN case comments for future reference.</p>							

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4.	FS Support	A. Receives referral via email generated from CalWIN Client Referral Subsystem . B. Assigns referral review to FS EC via ECA using "FS Referral Review." C. Sends email notification to referring party of assignment to FS EC. D. Enters case comments.						

Step	Who	Action								
5.	FS Team Member: (Social Worker, Health Alliance, DV Advocate)	<p>A. Schedules appointment with the client.</p> <p>B. When Assessment Triage was not able to be done same day, reviews SCD 2417 and other supporting documents, and follows up with client within 48 hours.</p> <p>Note: Coordinates with FS EC Specialist whenever possible to see client the same day</p> <table border="1" data-bbox="391 527 1472 1213"> <thead> <tr> <th data-bbox="391 527 773 583">If Client...</th> <th data-bbox="773 527 1472 583">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="391 583 773 827">Does NOT want to participate in the Family Services Program, but chooses DV Services,</td> <td data-bbox="773 583 1472 827"> <ul style="list-style-type: none"> Provides DV services per existing DV procedures as outlined in CWES Handbook Chapter 30, “Domestic Abuse” on page 30-1C and CalWIN Announcement 85. Notifies assigned EC, FS Lead, and FS Supervisor by email that client withdrew FS Plan. Coordinates implementation of DV services with assigned EC. </td> </tr> <tr> <td data-bbox="391 827 773 1066">Does NOT want to participate in the Family Services Program, but chooses Mental Health and/or Substance Abuse Services,</td> <td data-bbox="773 827 1472 1066"> <ul style="list-style-type: none"> Provides mental health and/or substance abuse services per existing procedures as outlined in CWES Handbook Chapter 40, “Health Alliance” on page 5-1. Notifies assigned EC, FS Lead, and FS Supervisor by email that client withdrew FS Plan. Coordinates implementation of Mental and/or Substance Abuse services with assigned EC. </td> </tr> <tr> <td data-bbox="391 1066 773 1213">Does NOT want to participate in Family Services Program, but chooses Social Work Services,</td> <td data-bbox="773 1066 1472 1213"> <ul style="list-style-type: none"> Provides social work services based on existing procedures. Notifies assigned EC, FS Lead, and FS Supervisor by email that client withdrew FS Plan. </td> </tr> </tbody> </table> <p>E. Submits to IDM workstation other supporting documents and referral forms.</p> <p>F. Enters CalWIN Case Comment using the appropriate case comment type that client withdrew FS request.</p> <p>G. When client agrees to a FS Plan, continue with Step 8.</p>	If Client...	Then...	Does NOT want to participate in the Family Services Program, but chooses DV Services,	<ul style="list-style-type: none"> Provides DV services per existing DV procedures as outlined in CWES Handbook Chapter 30, “Domestic Abuse” on page 30-1C and CalWIN Announcement 85. Notifies assigned EC, FS Lead, and FS Supervisor by email that client withdrew FS Plan. Coordinates implementation of DV services with assigned EC. 	Does NOT want to participate in the Family Services Program, but chooses Mental Health and/or Substance Abuse Services,	<ul style="list-style-type: none"> Provides mental health and/or substance abuse services per existing procedures as outlined in CWES Handbook Chapter 40, “Health Alliance” on page 5-1. Notifies assigned EC, FS Lead, and FS Supervisor by email that client withdrew FS Plan. Coordinates implementation of Mental and/or Substance Abuse services with assigned EC. 	Does NOT want to participate in Family Services Program, but chooses Social Work Services,	<ul style="list-style-type: none"> Provides social work services based on existing procedures. Notifies assigned EC, FS Lead, and FS Supervisor by email that client withdrew FS Plan.
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Does NOT want to participate in Family Services Program, but chooses Social Work Services,	<ul style="list-style-type: none"> Provides social work services based on existing procedures. Notifies assigned EC, FS Lead, and FS Supervisor by email that client withdrew FS Plan. 									
6.	FS EC	<p>A. Upon receiving email notification from the FS Team Member that the client withdrew FS, or if client does not meet FS criteria, triggers the “Family Stabilization Program Denial” (FSP 2) Notice of Action (NOA) by selecting denial reason from Maintain Family Stabilization Request window, denial <i>“Request Status”</i> drop-down.</p> <p>B. Updates primary referral need [Outcomes] tab with “Withdrew.”</p> <p>C. Updates CalWIN case comments by using “Family Services Case Update” case comment type.</p>								

Step	Who	Action								
7.	Assigned EC	<p>A. Receives notification from FS Team Member that client withdrew FS services request.</p> <p>Note: Client may continue to participate in non-FS services.</p> <p>B. Follows existing procedures, including integrating non-FS services into the existing WTW plan or contacting client for assignment of next WTW activity and assignment of support services needs.</p> <p>C. Enters Case Comments in CalWIN.</p>								
8.	FS Team Member	<p>A. Follows the table below when the client agrees to participate in FS services:</p> <table border="1"> <thead> <tr> <th>If Service Need is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>FS DV,</td> <td>Completes the SCD 1554 and/or SCD 1555.</td> </tr> <tr> <td>FS Mental Health and/or Substance Abuse Services,</td> <td>Completes SCD 1686 and SCD 29.</td> </tr> <tr> <td>FS Social Work Services,</td> <td>Completes SCD 29, SCD 1554 and/or SCD 1555.</td> </tr> </tbody> </table> <p>B. Issues copies of FS related forms to the client</p> <p>Note: Coordinates with the FS EC Specialist whenever possible to see the client the same day.</p>	If Service Need is...	Then...	FS DV,	Completes the SCD 1554 and/or SCD 1555.	FS Mental Health and/or Substance Abuse Services,	Completes SCD 1686 and SCD 29.	FS Social Work Services,	Completes SCD 29, SCD 1554 and/or SCD 1555.
If Service Need is...	Then...									
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FS Mental Health and/or Substance Abuse Services,	Completes SCD 1686 and SCD 29.									
FS Social Work Services,	Completes SCD 29, SCD 1554 and/or SCD 1555.									
9.	FS EC Specialist	<p>A. Retrieves FS Referral email.</p> <p>B. Reviews ECA “Referral Review” assignment.</p> <p>C. Schedules appointment with client to sign “Family Service Plan” (SCD 2392) for FS stand-alone; or SCD 2392 and WTW 2 for FS integrated.</p> <p>Note: Coordinates with FS Team Member whenever possible to see client same day.</p> <p>D. Meets with client to create appropriate FS Plan based on client’s circumstances.</p> <p>E. Enters one of the following FS Plan numbers in the Maintain Employment Plan window [Plan] tab:</p> <ul style="list-style-type: none"> • For stand-alone plan, enters: FSONLYPLAN-# • For integrated plan, enters: FSINTGPLAN-# <p>Note: The plan number “#” follows the plan name. <u>Example:</u> FSONLYPLAN-1</p> <p>F. Continues to make entries in ECA that follow current business process and workflow.</p> <p>Note: When referral outcome is FS Case, the FS EC creates a 9-month FS Plan.</p> <p>G. Updates Client Referral Subsystem referral [Outcome] to “Approved.”</p>								

Step	Who	Action
10.	FS EC Specialist	<p>H. Assigns and schedules the following Family Services activity(ies) from the Maintain Employment Services Participation [Activity] tab, and updates the Maintain Activity status window as appropriate:</p> <ul style="list-style-type: none"> • “FS Mental Health Services” • “FS Substance Abuse Services” • “FS Domestic Abuse Services” • “FS Integrated DV-WTW Services” • “FS Extend-Domestic Abuse Service” • “Supervised Job Search” <p>And for an integrated FS Plan, adds appropriate WTW activity(ies), and updates activity status, as appropriate.</p> <p>I. Assigns supportive services for duration of the FS Plan.</p> <p>J. Updates [Registration] window with “Deferred/Good Cause” or activity status with “WTW Good Cause” if the client is unable to meet participation requirements.</p> <p>K. Submits to IDM workstation SCD 2392 and WTW 2 (for integrated plan) and provides copies to client.</p> <p>L. Informs client as to how FS Plan will be monitored, tracked, and subsequent activities implemented, if applicable.</p> <p>M. Implements first goal or concurrent goals/tasks and required actions as outlined in the FS Plan.</p> <p>N. Requests case via email to clerical staff and cc’s FS Supervisor and Lead. Reminder: For one-day/one-time FS payments without ongoing Family Services, a SCD 2392 is required and is entered in CalWIN as a one-day plan.</p> <p>O. Enters case comment using comment type, “Family Services Case Update.”</p>
11.	FS Sup/Lead	A. Emails respective EC Supervisor/Lead and assigned EC and cc’s FS Supervisor/Lead, to request case transfer to FS EC.
12.	ECC FS Sup/Lead	<p>A. Receives FS Referral via ECA.</p> <p>B. FS Case is assigned to ECC EC on a round robin, or language need basis via ECA.</p>
13.	Abode	<p>A. FS Case is assigned to Abode staff via internal data base system.</p> <p>B. Per current procedures, provides services.</p>

Step	Who	Action
14.	Assigned EC	<p>A. Prepares case for transfer to Control Clerk for assignment to FS EC Specialist within 2 working days of receiving request.</p> <p>Note: DFCS Common Case (Family Maintenance/Family Reunification) client's CWES case is not transferred. The Common Case EC follows up with the FS EC Specialist.</p> <p>B. Ensures all case actions are current and updated per case transfer policy.</p> <p>C. Completes the "Contact-Action Summary Case Transfer" (SCD 163T), and on the comments section of the SCD 163T indicates the name of the FS EC Specialist to receive the case.</p> <p>D. Submits the case to the supervisor for case transfer.</p> <p>E. Enters CalWIN Case Comment using comment type, "Family Services Case Update."</p>

11.9 Family Services Housing Assistance

Housing is a major barrier to Welfare-to-Work participation and family stability. As part of its wrap-around services, the Family Services Program helps eligible CalWORKs families with housing assistance and support. The Family Services Program includes the Family Stabilization Housing Assistance Program, which focuses on homeless prevention, while the CalWORKs Housing Support Program (CHSP) aims to assist families who are already homeless by providing housing support. Each of the two housing programs has its own rules and procedures, although some may be the same. [\[Refer to "Family Stabilization Housing Assistance," page 11-20\]](#) and [\["CalWORKs Housing Support Program" on page 11-26 for policy and referral process for each program\]](#).

CWES clients who are eligible for either program are referred to the Family Services Unit for housing assistance and support. The first housing program option to be explored with the client is the CHSP.

11.9.1 Supplemental Housing Assistance Payments

In coordination with Eligibility Workers, FS Employment Counselors issue supplemental housing assistance payments to eligible CalWORKs families who are in receipt of Temporary Homeless Assistance (THA). The Eligibility Worker issues the first homeless assistance payment, followed by the FS EC who issues supplemental payments via ES subsystem. Refer to [Program Directive 2018-4](#) for additional information and referral process.

11.9.2 Employment and Housing Focus Team

The FS Team is also part of the Employment and Housing Focus Team, that includes Abode Housing Staff and other community partners to assist client meet employment goals and objectives to sustain housing under CalWORKs Housing Support. [Refer to “Focus Team Meeting,” page 11-29] for additional information.

Referrals

When making the referral through the CalWIN **Client Referral Subsystem**, the assigned EC uses a generic housing need, “FS Housing Services,” when the FS need is housing. The initial generic housing need is used for referral assignment purposes only and not for data reporting. [Refer to “Referral Process,” page 11-11] for initial referral process.]



Note:

The CHSP and Family Stabilization Housing Assistance program are separate and apart from the Homeless Assistance payments that are issued by Eligibility Workers. Clients may also be instructed to contact the Benefits Office to explore payment options under CalWORKs Homeless Assistance Program.

11.9.3 Financial Literacy

Financial literacy workbooks are offered to Family Stabilization Housing Assistance and CalWORKs Housing Support Program participants. Although not required, participants are to be encouraged to complete Financial Literacy workbook. The FS worker will give clients the Financial Literacy workbook and review with client. This can be provided to client by mail or via email.

11.10 Family Stabilization Housing Assistance

The Family Stabilization Housing Assistance program is primarily designed as a homeless prevention measure to stabilize housing needs for eligible CWES clients and ultimately engage and increase their participation in WTW activities and help them towards their path to self-sufficiency.

11.10.1 Homeless/Housing Condition for Program Eligibility

Eligible CWES clients must meet one or more of the conditions below to be eligible to apply for the Family Stabilization Housing Assistance program and must provide verification of eviction, past due rent or homelessness at the time of application:

- In receipt of an eviction notice
- Is behind in rent and may be subject to eviction
- Be homeless – such as lacking a fixed and regular nighttime residence, or living in a shelter
- Be at risk of homelessness

11.10.2 Eligible Families

To be eligible for the Family Stabilization Housing Assistance program, the CWES client must:

- Be an active CWES client (registrant), **OR**
- Be in Good Cause status, **OR**
- Be in an Exempt status, **OR**
- Agree to cure WTW Sanction and sign curing sanction plan (if the client is in a sanctioned status)

11.10.3 Services Offered

The Family Stabilization Housing Assistance program includes but is not limited to the services listed below:

- Payment of security deposit which may include first month rent, deposit and/or last month's rent ("Double deposit" - first/last/deposit) if required to secure housing
- Past due rent/late fees
- Emergency lodging/hotel assistance payment
Note: Refer to FS Supervisor or Manager for approval guidelines, if needed.
- Utility payments needed to retain/obtain housing, such as deposits to move in, past due payments to prevent eviction and for utility shut-off.
Note: Name must be on bill statement.
- Moving costs
- Referrals/assistance locating housing
- Financial literacy/education referrals
- Other service referrals to support housing stability such as housing related fees

11.10.4 Application

The client must complete the “Family Services Program Request & Application” (SCD 2417), including completion of housing related questions and budget information. The SCD 2417 is used for both the Family Stabilization Housing Assistance and CalWORKs Housing Support Program.

When the Family Stabilization Housing Assistance criteria is met, the FS EC Specialist completes the “Family Stabilization Housing Assistance” referral (SCD 2416). If client agrees to complete, then also includes the signed “HMIS Client Consent to Data Collection & Release of Information,” and completed “Family Stabilization HMIS Survey” (SCD 2561). The forms are forwarded to Abode along with supporting documents such as lease/rental agreements, eviction notices, W-9, etc).

11.10.5 Authorization and Vendor Payment

Family Stabilization Housing payments are limited to homeless prevention assistance. The FS EC Specialist approves the service need request by completing the SCD 2416 and forwards the form and additional supporting documents to FS Supervisor and SSPM. The FS Supervisor and or the SSPM reviews and forwards request to Abode for issuance of vendor payment. At the time of referral to Abode, the client must meet the sustainability requirement. Supporting documents need to be attached to the SCD 2416, such as lease/rental agreement. A completed “Request for Taxpayer Identification Number and Certification” (W-9) is also needed for vendor payment.



Note:

The W-9 is the same form used for child care providers for income tax reporting purpose and issuance of 1099.

Payment Limits

The payment can be up to \$2,500.00 with a lifetime cumulative of \$5,000.00. Additional requests must be escalated by the FS EC Specialist to management for review.

11.10.6 CalWIN

The **Client Referral Subsystem** in CalWIN is used for tracking the referral outcome for Family Stabilization Housing Assistance. The referral is identified with the provider, “Family Services Application.”



Note:

The **Client Referral Subsystem** and the provider “Family Services Application” are also used for the CalWORKs Housing Support Program. [\[Refer to “CalWORKs Housing Support Program,” page 11-26\]](#) for policy and referral process.

Family Stabilization Housing Types

Upon receipt of the SCD 2416 from Abode with Part C completed, the Client Referral Subsystem Outcome [tab] is updated with one of the following:

- “FS - Approved”
- “FS - Denied,” OR
- “FS - Withdrew,”

Authorization/Payment

While payments are approved by the FS EC Specialist, Abode issues the payments directly to the provider as a vendor payment outside of CalWIN.

On a case-by-case basis, payments are issued through CalWIN by the FS EC Specialist via Warrant or Electronic Benefit Transfer (EBT) directly to the client using one or more of the following Family Stabilization Housing ancillary payment subtypes:

- “FS Stablztn Rental Assist”
- “FS Stablztn Security Dep”
- “FS Stablztn Utility Paymnt”
- “FS Stablztn Moving Costs”
- “FS Stablztn Hotel Assist”
- “FS Stablztn Other”

11.10.7 Authorization and Payment Process

Follow the steps below when processing the Family Services Request & Application:

Step		Action	
1.	FS EC Specialist	<p>If...</p> <p>Family Stabilization Housing Assistance eligibility criteria is met,</p>	<p>Then...</p> <p>A. Completes Section V (County Use Only) of the SCD 2417.</p> <p>B. If housing documents are not available or complete, follow-up with the client.</p> <p>Note: Abode will not issue payment until all required supporting documents are received.</p> <p>C. Completes Sections A and B of the SCD 2416 with authorized service need(s) and amounts.</p> <p>D. Emails SCD 2416, and if client agrees also includes the SCD 2561 and HMIS Client Consent to Data Collection & Release of Information with supporting documents (including Lease/Rental Agreement, W-9) to SSPM. The SSPM reviews and forwards document to Abode at: FS@abodeservices.org</p> <ul style="list-style-type: none"> • If already in SJS, alerts FS ECC Supervisor and Unit Lead by email. • Refers/schedules Job Search, if not already enrolled.
2.	Abode		<p>A. Receives SCD 2416, SCD 2561 and HMIS Client Consent to Data Collection & Release of Information, if applicable, with required supporting documents via email with authorized service need(s) and amount(s).</p> <p>B. Issues vendor payment directly to service provider (landlord, utility company, etc).</p> <p>C. Completes Part C of SCD 2416.</p> <p>D. Emails SCD 2416 to the referring FS EC Specialist within 5 days of receiving completed packet of information.</p>
3.	FS EC Specialist		<p>A. Upon receipt of SCD 2416 with part Part C completed by Abode:</p> <ul style="list-style-type: none"> • If payment is issued, then updates Client Referral Subsystem, "FS Housing Services" referral with "FS-Approved" and issues "Ancillary Approval" (NA 832) of housing request. • When higher payment amount is needed, makes correction to original SCD 2146 and resubmit to Abode. <p>B. Forwards SCD 2416, SCD 2417, SCD 2561 if applicable, and supporting documents to IDM.</p> <p>C. Updates case comments by selecting "Family Services Case Update" comment type.</p>

Step		Action	
4.	FS EC Specialist	If...	Then...
		Family Stabilization Housing Assistance eligibility criteria not met,	<p>A. Upon receipt of SCD 2416 with Part C completed by Abode, updates Client Referral Subsystem, "FS Housing Services" referral [Need] with one of the following denial reasons: "FS Denied," "FS Withdrew," or "FS Referral Invalid."</p> <p>B. Triggers the FSP 2 denial NOA in CalWIN for Family Stabilization Housing Assistance request.</p> <p>C. Forwards SCD 2416, SCD 2417 and supporting documents to IDM.</p> <p>D. Updates case comments by selecting "Family Services Case Update" comment type.</p>
5.	FS EC Specialist	When the Financial Literacy Workbook is issued:	
		If Client...	Then...
		Demonstrates sustainability,	<p>A. Emails SCD 2416 with supporting documents (including Lease Agreement, W-9d to Abode.</p> <p>Note: If housing documents are not available, the FS Specialists follows-up with client.</p> <p>B. Completes Sections A and B of the SCD 2416 with authorized service need(s) and amounts.</p>
6.	Abode	Follows Steps 2A - 2D above.	
7.	FS EC Specialist	<p>A. Upon receipt of SCD 2416 with Part C completed by Abode, updates Client Referral Subsystem, "FS Housing Services" referral [Need] with "FS - Approved."</p> <p>B. After payment is made, issues "Notice of Action - Ancillary Expenses" (NA 823) approval of housing request.</p> <p>C. Forwards workbook activities pages that the client has submitted along with, SCD 2416, SCD 2417 and other supporting documents to IDM.</p> <p>D. Updates case comments by selecting "Family Services Case Update" comment type.</p> <p>E. If payment is not issued, then:</p> <ul style="list-style-type: none"> • Completes a new SCD 2416 for the revised higher need amount. • Emails the new SCD 2416 to Abode @ FS@abodeservices.org 	

Step		Action
8.	FS EC Specialist	<p>Does not demonstrate sustainability,</p> <p>A. Prints client's name, CalWIN case number, and FS EC Specialist name and worker number on top of the Money Management Activity Workbook page 1.</p> <p>B. Refers client to Supervised Job Search.</p> <p>C. Forwards workbook activity pgs. to IDM workstation.</p> <p>D. Updates case comments by selecting "Family Services Case Update" comment type.</p>

**Note:**

Although not required, participants are to be encouraged to complete Financial Literacy workbook.

11.11 CalWORKs Housing Support Program

The CalWORKs Housing Support Program (CHSP) is designed to assist eligible CalWORKs families who are experiencing homelessness, and who are at risk of becoming homeless. This program is separate from the Homeless Assistance that is issued by the Eligibility Worker, and is in addition to the Family Stabilization Housing Assistance program. The FS EC Specialist is to explore CHSP as the primary housing program.

The CHSP is included within the menu of services offered through the Family Services Unit. The FS EC Specialist coordinates these services for eligible CWES participants and initiates the referral to the CHSP service provider. The CHSP is run by Abode Housing Services who is co-located at CWES 1879 Senter Road, San Jose and provides services in the North and South County CWES Offices.

11.11.1 Homeless/Housing Condition for Program Eligibility

Eligible CalWORKs families must meet the criteria below to be eligible to apply for the CalWORKs Housing Support Program:

- Having a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations, **OR**
- Residing in a public or private place not designed for, or ordinarily used as a regular sleeping accommodation for human beings, **OR**
- Lacking stable housing (e.g. couch surfing, or living in over-crowded situations), **OR**

- In receipt of a judgment for eviction, as ordered by the court.

11.11.2 Risk of Homelessness

Homelessness Prevention Services included with HSP:

- Welfare-to-Work families who are at-risk of homelessness and require one-time, financial assistance to prevent their homelessness should be referred to the Family Stabilization Housing Assistance Program for financial assistance with their housing costs.
- Welfare-to-Work families who are currently housed and are at-risk of losing their housing due to unpaid monthly rent, who require more than one-time, financial assistance to retain their housing should be referred to the CalWORKs Housing Support Program.
 - These families will be subject to a monthly assessment of the family's at-risk of homelessness condition to receive a month-to-month extension of their rent payment assistance.
 - Also, they must demonstrate the ability to assume the cost of their housing expenses to continue to receive assistance. Sustainability or the ability to assume the cost of their housing expenses requirement can be met by participation in Paid Work Experience (PWEX) or by participating in Supervised Job Search and securing unsubsidized employment within 60 days of enrollment in HSP. Demonstration of sustainability is required to receive an extension of a client's month-to-month rent payment assistance.
 - Participants are not required to accept PWEX to qualify for assistance. They may also pursue unsubsidized employment. The ECC can assist participants with Supervised Job Search to obtain subsidized or unsubsidized employment.

11.11.3 Eligibility Documentation

Families may self-attest that they meet the definition of at-risk for homelessness to qualify for HSP. No additional verification or documentation demonstration that a family meets the definition of "at-risk of homelessness" is required.

11.11.4 Referrals to the ECC

The FS EC will refer the at-risk of homelessness client to the Employment Connection Center (ECC) for PWEX and any other employment opportunities once they have agreed to and signed their FS plan.

11.11.5 Eligible CalWORKs Families

All CWES clients (active, exempt, curing sanction) are eligible to receive CalWORKs Housing Support services.

In addition, Non-WTW CalWORKs families with an undocumented parent or parent timed-out from the 48-month Time on Aid are eligible.

11.11.6 Services Offered

The CalWORKs Housing Support Program (CHSP) includes, but is not limited to the following services:

- Intensive case management
- Assistance locating and securing housing
- Payment of security deposit (first month rent, deposit/last month rent) required to secure housing
- Emergency lodging/hotel assistance
- Utility payments needed to retain/obtain housing
- Moving arrangements and moving costs
- Assistance understanding leases
- Renter's insurance if required to secure housing
- Short-term housing subsidy where household transitions gradually to full payment of rent.
- Mediation and outreach to landlords
- Financial education referrals
- Incentives
- Other service referrals to support housing stability

11.11.7 Application

The client must complete the "Family Services Program Request & Application" (SCD 2417), including completion of housing related questions and budget information. The SCD 2417 is used for both the Family Stabilization Housing Assistance and CalWORKs Housing Support Program.

When the CalWORKs Housing Support Program criteria is met, the FS EC Specialist completes the "CalWORKs Housing Support Program" referral (SCD 2419) and forwards to Abode with supporting documents such as lease/rental agreements, eviction notices, W-9, etc).

11.11.8 Cal-OAR Measure

The California Outcomes and Accountability Review (Cal-OAR) includes the Homeless Assistance (HA), both Temporary and Permanent housing, and CalWORKs Housing Support Program (HSP). The calculation for the measure is a combined measure (percentage) for both the HA and HSP, rolled into one Numerator and one Denominator. Eligibility Workers complete the CalWIN fields for both HA and HSP. FS EC complete only the fields for HSP as follows:

- To inform the measure Denominator, in the **Collect Individual Cal-OAR Detail** window, ensure that “Yes” is selected in the *Housing Support Program* group box, Referral [Y/N] field with “Date” when client is referred to HSP based on current process
- When FS EC is informed of client receiving services within 30 days of referral, select “Yes” from *Received Services within 30 Days of Referral [Y/N]* field

Note: Housing services include, but is not limited to, motel assistance, shelter referral or referral to a housing program.

11.11.9 Introductory and Enrollment Meeting

The Introductory Meeting is an opportunity for client to meet the staff member from Abode, FS EC, ECC-EC who will be working with them. At the introductory meeting each member provides client with an overview of the services they provide and contact information. Review and discusses the "My Road to Housing" (SCD 2569). The Introductory Meeting should be between 15 to 20 minutes long. After the Introductory Meeting client continues with the enrollment process with Abode.

11.11.10 Focus Team Meeting

The Employment and Housing Focus Team (EHFT) is created to assist client with housing sustainability and plan coordination. The focus team is comprised of staff from Abode, FS EC Specialist and the ECC EC.

The FS EC Specialist schedules the initial meeting with client and team members via the Shared Calendar. Client must be willing and committed to work toward achieving plan goals and objectives; and attending meeting weekly with team members.



Note:

The DFCS Social Worker and/or Common Case EC is contacted to participate in the initial meeting for DFCS/CWES Common Case clients (Family Maintenance or Family Reunification). [\[Refer to “DFCS/DEBS Common Cases,” page 27-1\]](#) for additional information.]

11.11.11 Introductory and Enrollment Meeting Process

Follow the steps below when processing the CalWORKs Housing Support application request:

Step	Who	Action
1.	Assigned EC	<p>A. Identifies services or needs with the client:</p> <ul style="list-style-type: none"> • Homeless Prevention Program (HPP) • CalWORKs Housing Support Program (HSP) • FS Non-Housing Services <p>B. Discusses Family Services (FS) program requirements with the client.</p> <p>C. Explains to client the triage assessment process.</p> <p>D. Calls assigned FS-AEC/EC to conduct triage (for other units, call FS-OD or FS-Lead).</p> <p>E. Asks client for updated contact information.</p> <p>F. If Unit's FS-AEC/EC is not available, locate FS-OD or FS-Lead Note: FS-OD calendar can be accessed on Outlook Shared Calendars: "CWES Family Services."</p> <p>G. If unable to locate FS-OD or FS Lead, sends an email to Unit FS-AEC/EC, FS Supervisor and FS Lead regarding client in addition to the FS Referral. Note: FS-AEC/EC will notify the assigned CM-EC when FS referrals are made by other functional units (Example: ECC, RRT, etc.).</p>

Step	Who	Action				
2.	Designate FS AEC/EC or FS OD/FS Lead	<p>A. Conducts assessment triage with client.</p> <p>B. Determines eligibility for CalWORKs Housing Support, including completion of Financial Literacy Workshop/Workbook (optional).</p> <p>C. Completes Section V (County Use Only) of the SCD 2417.</p> <p>D. If housing documents are not available or complete, follows up with client.</p> <p>E. Reviews CalWORKs Housing Support Program Enrollment Checklist" (SCD 2567) with client.</p> <p>F. Completes Sections A and B of the SCD 2419.</p> <p>G. Schedules client for Introductory/Enrollment Meeting with Abode Housing Specialist, Employment Connection Center Employment Counselor (ECC-EC), Family Service Employment Counselor (FS-EC) in the calendar titled "Introductory/Enrollment/FTM Appointments" in the S-Drive as well as in the Outlook Calendar for Family Services. Note 1: Make appointment at least 48 hours away and no further than 72 hours, if possible. Note 2: The Introductory Meeting should be between 15 to 20 minutes long, followed immediately by the 2-4 hour CHSP enrollment conducted by Abode.</p> <p>H. Emails SCD 2419 with supporting documents date and time of Introductory/ Enrollment appointment to Abode at: CalWORKsHousing@abodeservices.org</p> <p>I. Notifies assigned EC of FS Triage outcome.</p> <p>J. When not eligible for CWES FS, updates ECA and CalWIN Referral.</p>				
If Client...		<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="448 1245 971 1297" style="width:50%;">Then Abode Housing Specialist...</th> <th data-bbox="971 1245 1495 1297" style="width:50%;">...Then EC FS Specialist</th> </tr> </thead> <tbody> <tr> <td data-bbox="448 1297 971 1633"> <ul style="list-style-type: none"> • Notifies ECC-EC, FS-EC, FS Supervisor and unit lead by email. • Schedules client for Focus Team Meeting using the calendar titled "Introductory/Enrollment/FTM Appointments" in the S-Drive. </td> <td data-bbox="971 1297 1495 1633"> <ul style="list-style-type: none"> • Reviews and discusses the "My Road to Housing" (SCD 2569). • Completes and has client sign FS Plan (SCD 2392) within 48 hours of email received, following Step 13. • Emails signed copy of SCD 2392 to Housing Service Coordinator. </td> </tr> </tbody> </table>	Then Abode Housing Specialist...	...Then EC FS Specialist	<ul style="list-style-type: none"> • Notifies ECC-EC, FS-EC, FS Supervisor and unit lead by email. • Schedules client for Focus Team Meeting using the calendar titled "Introductory/Enrollment/FTM Appointments" in the S-Drive. 	<ul style="list-style-type: none"> • Reviews and discusses the "My Road to Housing" (SCD 2569). • Completes and has client sign FS Plan (SCD 2392) within 48 hours of email received, following Step 13. • Emails signed copy of SCD 2392 to Housing Service Coordinator.
Then Abode Housing Specialist...	...Then EC FS Specialist					
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3.	Shows to Introductory/ Enrollment Meeting and is enrolled in the HSP,					

Step	Who	Action
4.	No Shows to Introductory/ Enrollment Meeting,	<ul style="list-style-type: none"> Notifies FS EC, ECC-EC, FS Supervisor and unit lead by email. Reschedules the client based on the Abode staff and client's availability and notifies the rest of the team. <p>Note: A minimum of three contacts should be attempted within two weeks before closing a referral. If no contact is able to be made, notifies the FS EC so they may take further action.</p> <ul style="list-style-type: none"> Sends the SCD 1783 (10-day notice) on the second rescheduled appointment. <p>Note: All Introductory/Enrollment Meetings should be rescheduled in the calendar titled "Introductory/Enrollment/FTM Appointments" in the S-Drive.</p>
5.	Abode	<p>A. Emails FS EC Specialist the SCD 2419 with Part C completed within 30 days.</p> <p>B. Issues client notifications per Abode's established procedures.</p> <p>C. Meets with client weekly and monitors Family Services Weekly Housing Search Plan.</p> <p>D. Coordinates with Employment and Housing Focus Team to ensure client is meeting goals and objectives.</p> <p>E. Meets with client per Abode procedures, and issues vendor payments directly to service provider (landlord, utility company, etc.).</p>
6.	FS EC Specialist	<p>A. Upon receipt of SCD 2419 with part Part C approved by Abode, updates Client Referral Subsystem, "FS Housing Services" referral [Need] with "HSP Approved" outcome.</p> <ul style="list-style-type: none"> When Part C of SCD 2419 indicates client was not enrolled, updates the outcome to the appropriate outcome per business process. <p>B. Forwards SCD 2417, SCD 2419 and supporting documents to IDM.</p> <p>C. Meets with client weekly as needed to monitor client's FS Plan.</p> <p>D. Adds case comments using Family Services Case Update type.</p>
7.	FS ECC EC	<p>A. Meets with client weekly and monitors Family Services Weekly Employment Plan.</p> <p>B. Coordinates with Employment and Housing Focus Team to ensure client is meeting goals and objectives.</p> <p>C. Issues HSP incentive.</p>



Note:

Abode/FS EC Specialist/FS ECC EC may schedule the EHFT weekly meeting via Shared Outlook Calendar.

11.11.12 Incentives

Weekly Employment Plan Incentives

When a client is in need of job search services they will be scheduled for Supervised Job Search and be assigned to an ECC FS EC. A “Family Services Weekly Employment Plan” (SCD 2418-A) is developed during the initial team meeting, and integrated into the Family Service Plan (SCD 2392). The plan includes completing job search action plans for the present week and following up on pending applications and job leads. Outcomes are evaluated during the weekly team meetings. Client also is required to attend case conferences that may include other service providers, as needed.

When client meets criteria, a weekly incentive in the amount of \$100 is issue through CalWIN using Ancillary, sub-category “HSP Other.”

Employment Sustainability Incentives

Maintenance of (or an increase in family earnings) during participation in the CHSP will result in a quarterly incentive in the amount of \$300 for the family. This practice will enable families to establish savings to cover the cost of unexpected expenses. The following applies to the incentives:

- Earnings must be sustained for three consecutive months to qualify for the incentive
- Incentive may be earned up to a maximum of four times per family
- Eligibility for this benefit limited to the time family is enrolled in CHSP
- Client eligibility for incentive is to be determined and issued by Abode Services

Shared Housing Incentives

The shared housing incentive encourages shared housing alternatives for families entering into shared-housing arrangements and to landlords who agree to such arrangements. The incentive amount is \$500 and is paid to each party, including landlord. The following applies to the incentives:

- Client must provide documentation of home sharing arrangement through a signed lease with landlord that includes participation of all parties or signed sub-lease agreement that identifies all parties
- Shared-housing incentive may be earned only one time by eligible CHSP family
- Eligibility for incentive is to be determined and issued by Abode Services

Housing Retention Fund

The Housing Retention Fund provides families with financial housing assistance after their rent subsidy period has ended when they experience unanticipated emergency expenses or a sudden reduction in income. The fund is designed to prevent the loss of their permanent housing and a return to homelessness due to a short-term financial emergency. The following applies to the fund:

- Authorization of benefits from this fund requires approval of the management team
- Eligibility for incentive to be determined and issued by Abode Services

11.11.13 Weekly Incentive Meetings

Based on positive outcomes from the housing search and employment plans, the focus team determines if client is eligible for weekly incentives. When client is determined eligible, the FS ECC EC issues the incentive. When the incentive is issued via CalWIN, the Ancillary sub-type “HSP Other” is selected and in the “Note” field, enter “HSP Incentive.” The “Ancillary Approval/Denial” (NA 823) notice is used when authorizing the incentive.

11.11.14 Pathway to Employment

Pathway to Employment leverages upon existing resources to assist client with financial sustainability goals. FS participants who have been identified as lacking the minimal employment skills, as required by the employer, are referred to Assessment for:

- Enrollment in a short-term, not to exceed 6 months, employment focused training program. Client must be committed to complete training program.
- Classwork to obtain a GED to eligible education/training opportunities
- Vocational ESL class to eligible education/training opportunities

Prior to referral to Assessment, the FS Employment Connection Counselor is to utilize the Second Chance or Re-entry employer lists.

The client is required to attend a Pathway to Employment orientation appointment with Assessment.

11.11.15 Pathway to Employment Procedures

The FS ECC EC initiates the referral as follows:

Who	Action
FS ECC EC	<ul style="list-style-type: none"> Identifies client who lacks minimal employment skills. Meets with client one-on-one to explain program and determines client commitment. When client has been identified as a potential candidate, amends the FS Plan, and refers & schedules "ASSESSMENT- FS" activity for 30 days, using Provider: CWES 1879 IND ASM (Provider ID 107537). Reminds client to continue participating at the Employment Connection Center's Job Search activity until actual start date of training program. Calls the Assessment clerical support at (408) 758-3798 to schedule Pathway to Employment Orientation appointment for client. Emails client contact information and orientation appointment date & time to FS Unit Supervisor, Designated ECC Unit Supervisor, and designated Assessment EC. Issues copy of amended FS Plan and WTW Appointment Notice (SCD 1783) to client with Pathway to Employment appointment. Follows existing ECC FS procedures.
Assessment EC	<ul style="list-style-type: none"> Conducts assessment per existing procedures. Meets with client to discuss Pathway to Employment training options. Updates "ASSESSMENT- FS" activity with First Day Attendance status and reminds client to continue attending Job Search activity until actual start date of training program. Contacts FS EC Specialist for issuance of any additional supportive services, if needed. Coordinates enrollment with training service provider. Amends FS Plan, and in CalWIN refers & schedules training activity per existing procedures Ends "ASSESSMENT- FS" activity with Completed status. Contacts service provider to confirm first day attendance. Notifies FS EC Specialist and FS ECC EC via email of client's training activity enrollment Follows existing Assessment procedures.
FS EC Specialist	<ul style="list-style-type: none"> Receives email notification from Assessment EC of client's first day training attendance and updates the training activity status to First Day Attendance. Ends Job Search activity with status of Transfer. Issues any additional needed supportive services to client. Monitors satisfactory progress. Continues to follow existing FS procedures.

11.11.16 Assistance/Payment Amounts Guidelines

The CalWORKs Housing Support Program (CHSP) payments are based on the family needs and the CHSP service provider's guidelines. In general, the service provider, Abode, makes subsidy payments directly to the landlord or other entity on behalf of the client.

11.11.17 CalWIN

The initial generic housing Need "FS Housing Services" in CalWIN is used for tracking the referral outcome for CalWORKs Housing Support Program.

Upon receipt of the SCD 2419 from Abode with Part C completed, the **Client Referral Subsystem Outcome** [tab] is updated with one of the following:

- “HSP - Approved”
- “HSP - Withdrew”
- “HSP - Referral Invalid”

11.12 Housing and Employment Retention

CalWORKs Housing and employment retention promotes family stability. To facilitate these efforts, housing and employment retention follow-up is performed at 3 months, 6 months and 12 months following date family housed and employed. While housing retention is performed via a work-around pseudo activity in CalWIN, employment retention is performed via existing employment follow-up functionality.

11.12.1 WTW Pseudo Activity

The following applies to the “CHSP Housing Retention” pseudo activity in CalWIN:

- Is added outside the [Plan] tab.
- Hours are not scheduled or entered
- Is updated only with the following activity statuses, and as follows:
 - Referred - System generated when activity is added. The Begin Date is date family was housed (**Example:** January 16, 2017), and expected end date is 12 months (**Example:** January 15, 2018)
 - First Day Attendance - Added when activity is entered. Date is date family housed
 - Satisfactory Progress - Added at the 3-month, 6-month and 12-month intervals when follow-up outcome is family remains housed (original housing placement or different home)
 - Unsatisfactory Progress - Added at the 3-month, 6-month and 12-month intervals when follow-up outcome is family becomes homeless
Note: Refer client to appropriate resources when client becomes homeless.
 - Completed - Added along with the 12-month follow-up status (Satisfactory Progress or Unsatisfactory Progress) and is used to end the activity
- Has no impact to county PBB or WTW 25/WTW 30 state reports

11.12.2 Housing and Employment Retention Procedures

Below are the housing and employment retention procedures:

Who	Action
Abode	A. Places family in housing and notifies FS Unit of housing placement.
FS EC Specialist	B. Receives notification of housing placement. C. From the Maintain Participation Activity window refers “CHSP Housing Retention” activity with a Planned Start Date of when client was housed, and a Planned End Date of 12 months. D. From the Maintain Status History , updates status with “First Day Attendance.”
Assigned EC	E. Receives Business Objects housing listing. F. At the 3-month, 6-month and 12-month intervals, performs housing and employment retention follow-up as follows: (1) Updates “CHSP Housing Retention” activity status to “ <i>Satisfactory Progress</i> ” if remains housed or “ <i>Unsatisfactory Progress</i> ” if homeless. Note: When follow-up reveals client homeless, refer client to appropriate resources. (2) From the Collect Employment Information window, [Follow Up] tab: a) In the “Follow Up Date” field, enter the date the follow-up was recorded. b) Selects the outcome from <i>Follow-Up Status</i> drop-down, c) In <i>Follow Up Type</i> , selects “ <i>WTW follow-up schedule</i> ,” d) In <i>Follow Up Status Date</i> , enter the date of the follow-up interval due date. Note: Participants with a Section 8 Voucher, or who have another source of unearned income may not require an employment placement, and no employment follow-up is required. When follow-up reveals client is no longer employed, refer client to appropriate resources. G. As necessary, contacts EW via TMT/or phone call for entering employment information in the Collect Employment History Detail window.

Who	Action
Assigned EC (Cont.)	<p>H. At the 6-month, 9-month and 12-month intervals from date client housed, resumes the housing and employment follow-up schedule:</p> <p>(1) At the 6-month, 9-month and 12-month interval:</p> <p>a) Updates activity status to “<i>Satisfactory Progress</i>” if still housed, or “<i>Unsatisfactory Progress</i>” if homeless, AND</p> <p>b) Updates Collect Employment Information window [Follow-Up] tab following Step F(2) and Step G.</p> <p>(2) At the 12-month interval:</p> <p>a) Adds “<i>Satisfactory Progress</i>” if still housed then ends activity by also adding “<i>Completed,</i>” OR</p> <p>b) Adds “<i>Unsatisfactory Progress</i>” then ends activity by also adding “<i>Completed,</i>” AND</p> <p>c) Updates Collect Employment Information window [Follow-Up] tab following Step F(2) and Step G.</p>

Example:

Client is employed as of May 15, 2016 at Target prior to Abode placing client in housing on January 11, 2017. Upon notification by Abode, FS EC Specialist refers “CHSP Housing Retention” activity in CalWIN with an Expected Begin Date of January 11, 2017 and an Expected End Date January 10, 2018; and updates the activity status to “*First Day Attendance*” effective January 11, 2017.

At the 3-month follow-up, the assigned EC receives Business Objects listing on April 7, 2017, which identifies April 11, 2017 as the first housing follow-up due date. On April 11, 2017, the follow-up reveals that the family is still housed and the dad was laid off. The assigned EC updates “CHSP Housing Retention” activity status to “*satisfactory Progress*” with April 11, 2017 (3-month after housed). And in the **Collect Employment Information** [Follow Up] tab, enters April 11, 2017 in the “*Follow Up Date*” field, which represents the date follow-up data was entered. In the *Follow-Up Status*, select “*Laid Off*” and in the *Follow Up Type*, select “*WTW follow-up schedule.*” In the *Follow Up Status Date*, enters April 11, 2017, which is aligned with the housing retention follow-up schedule.

The next Employment and housing follow-ups (6-month interval) on July 11, 2017 reveal that client is now employed at Costco; a follow-up outcome of “Employed Different Employer” is recorded within the new job in CalWIN. Client is still housed, and “Satisfactory Progress” status is recorded with a July 11, 2017 date.

11.13 Monitoring FS Plans

The FS EC Specialist follows the steps below when monitoring Family Plans:

Step	Action												
1.	<p>A. Receives case and conducts case review of FS Plan and actions and consults with multi-disciplinary team as needed.</p> <p>B. In the Collect Family Stabilization Recipients window, “Available” group box, highlight the individual(s) for whom FS services are provided, and click on the [Add] button.</p> <p>C. Consults weekly with Employment and Housing Focus Team</p> <p>D. Monitors FS Plan activities and timelines by providing on-going contact ranging from daily to weekly, depending on client’s situation.</p> <p>E. Follows up with Abode and updates CalWIN accordingly.</p> <p>F. Updates FS activity status(es) in the Maintain Activity Status window.</p>												
	<table border="1" style="width: 100%;"> <thead> <tr> <th style="background-color: #c6e0b4;">If Client...</th> <th style="background-color: #c6e0b4;">Then...</th> </tr> </thead> <tbody> <tr> <td>Agrees to resume,</td> <td> <ul style="list-style-type: none"> • Updates FS Plan, timelines, goals, as appropriate. </td> </tr> <tr> <td>Requires a deferral for Good Cause for less than 30 days,</td> <td> <ul style="list-style-type: none"> • Enters “WTW Good Cause” activity status. • Reviews FS Plan at the end of deferral period. </td> </tr> <tr> <td>Requires deferral for Good Cause for more than 30 days,</td> <td> <ul style="list-style-type: none"> • Ends FS Plan and activities. • Based on Plan Type, grants Good Cause through: <ul style="list-style-type: none"> • Registration window for stand-alone plan, or • Maintain Activity Status for Integrated Plan. • Enters in CalWIN: WTWPLAN-CMPLTDFS </td> </tr> <tr> <td>Requires an Exempt-Volunteer Status</td> <td> <ul style="list-style-type: none"> • Follows established exempt-volunteer procedures. • Monitors FS plan. </td> </tr> <tr> <td>Requires an Exemption or Exempt-Volunteer Status Ends,</td> <td> <ul style="list-style-type: none"> • Ends FS Plan and activities. • Enters in CalWIN: WTWPLAN-CMPLTDFS without WTW activities recorded. Length of Plan “1”, Length of Plan Unit “Days” and once Saved, update Plan Status to Completed. • Follows exemption or Exempt-Volunteer procedures. </td> </tr> </tbody> </table>	If Client...	Then...	Agrees to resume,	<ul style="list-style-type: none"> • Updates FS Plan, timelines, goals, as appropriate. 	Requires a deferral for Good Cause for less than 30 days,	<ul style="list-style-type: none"> • Enters “WTW Good Cause” activity status. • Reviews FS Plan at the end of deferral period. 	Requires deferral for Good Cause for more than 30 days,	<ul style="list-style-type: none"> • Ends FS Plan and activities. • Based on Plan Type, grants Good Cause through: <ul style="list-style-type: none"> • Registration window for stand-alone plan, or • Maintain Activity Status for Integrated Plan. • Enters in CalWIN: WTWPLAN-CMPLTDFS 	Requires an Exempt-Volunteer Status	<ul style="list-style-type: none"> • Follows established exempt-volunteer procedures. • Monitors FS plan. 	Requires an Exemption or Exempt-Volunteer Status Ends,	<ul style="list-style-type: none"> • Ends FS Plan and activities. • Enters in CalWIN: WTWPLAN-CMPLTDFS without WTW activities recorded. Length of Plan “1”, Length of Plan Unit “Days” and once Saved, update Plan Status to Completed. • Follows exemption or Exempt-Volunteer procedures.
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2.	<p>Does not agree to resume,</p> <ul style="list-style-type: none"> • Ends FS Plan and activities. • Triggers “FS Change in Program Status” (FSP 3) in CalWIN by selecting from Plan Status drop-down, “Discd - Other.” • Schedules client to sign WTW Plan. • Enters in CalWIN WTW Plan description: WTWPLAN-FAILEDFS 												

3.	Does not respond,		<ul style="list-style-type: none"> • Ends FS Plan and activities. • Schedules client to sign WTW Plan. • Issues “FS Change in Program Status” (FSP 3) in CalWIN.
		If...	• Then...
		Shows,	<ul style="list-style-type: none"> • Determines next WTW Plan.
		No Shows,	<ul style="list-style-type: none"> • Enters in CalWIN the following: WTWPLAN-FAILEDFS • Records denial in CalWIN Client Referral Subsystem following step 2 above. • Starts NONC process per current process.
		If Client...	Then...
		Completes FS Plan requirements and signs WTW 2,	<ul style="list-style-type: none"> • Ends FS Plan (FS Stand-alone or FS-integrated) and activities. • Enters the WTW Plan, “WTWPLAN-CMPLTDFS” in CalWIN. • Enters WTW activities and supportive services. • Transfers the case per existing procedures.
		Completes FS Plan requirements and does not sign WTW 2,	<ul style="list-style-type: none"> • Attempts to re-engage client into WTW. • If unable to engage client, follows the Non-Compliance process.
		Not Meeting FS Plan requirements.	<ul style="list-style-type: none"> • Consults with FS multi-disciplinary team for corrective action. • Contacts client to attempt to re-engage in FS or to determine if FS still needed:
		If Client...	Then...
		Agrees to resume,	<ul style="list-style-type: none"> • Updates FS Plan, timelines, goals, as appropriate.
Requires a deferral for Good Cause for less than 30 days,	<ul style="list-style-type: none"> • Enters “WTW Good Cause” activity status. • Reviews FS Plan at the end of deferral period. 		

4.	G. When client completes FS Plan or not meeting FS Plan requirements:	
	If Client...	Then...
	Completes FS Plan requirements and signs WTW 2,	<ul style="list-style-type: none"> Ends FS Plan (FS Stand-alone or FS-integrated) and activities. Enters the WTW Plan, "WTWPLAN-CMPLTDFS" in CalWIN. Enters WTW activities and supportive services. Transfers the case per existing procedures.
	Completes FS Plan requirements and does not sign WTW 2,	<ul style="list-style-type: none"> Attempts to re-engage client into WTW. If unable to engage client, follows the Non-Compliance process.
	Not Meeting FS Plan requirements,	<ul style="list-style-type: none"> Consults with FS multi-disciplinary team for follow up. Contacts client to attempt to re-engage in FS or to determine if FS still needed:
H. Schedules appointment with client to determine next activity, exemption or eligibility status for participation.		
I. Enters CalWIN Case Comment using comment type, "Family Services Case Update."		

11.14 Cal-OAR Measure

Cal-OAR includes the Family Stabilization Transitions to WTW Engagement Rate. To capture clients in the measure, ensure that when "Family Stabilization" (Family Services) plan type ends:

- Update the **Maintain Employment Plan** window, *Plan Status* to "Completed" with End Date
- When client participates in WTW activity, FS EC updates the **Collect Individual Cal-OAR Detail** window, select "Yes" from *Transitioned from Family Stabilization to WTW [Y/N]* field with Date, upon case transfer to CMEC.



Note:

This rate looks at the timeliness of former Family Services clients who participated in a WTW activity within 3 months of the exit from Family Services.

11.15 Family Services Correspondence

The following brochure, forms and notices are used to support Family Services Program as follows:

11.15.1 SCD 2390

The “Family Services Program” (SCD 2390) brochure is provided to WTW participants during Orientation as part of the Orientation packet. The brochure may also be provided at any point during the WTW participant flow process.

11.15.2 SCD 2417

The “Family Services Program Request & Application” (SCD 2417) is a substitute for the state “Family Stabilization Program Evaluation Request,” (FSP 1) form. The SCD 2417 is provided by CWES and Community Partners and completed by clients to request FS services, including Family Stabilization housing assistance for homeless prevention and CalWORKS Housing support to assist clients who are homeless or being evicted. The form includes a cover sheet describing available services. The form is completed by the client and forwarded to the assigned EC.

11.15.3 W-9

“Request for Taxpayer Identification Number and Certification” (W-9) is completed by landlord. The form is used to issue 1099 to landlords for income tax purposes. The same form used for child care providers.

11.15.4 SCD 2392

The “Family Service Plan” (SCD 2392) describes the services that are provided to the client. It contains timelines for achieving goals and is completed as follows:

- When client agrees on an integrated FS Plan, a WTW 2 is also completed.
- When client agrees on a FS stand-alone plan, only the SCD 2392 is completed.

11.15.5 SCD 2418-A

The “Family Services Weekly Employment Plan” (SCD 2418-A) is completed by client to provide weekly status update to job search goals and objectives. The information on the SCD 2418-A is incorporated into the FS Plan. The form is also used by the FS ECC EC to document weekly incentive payments.

11.15.6 SCD 2418-B

The “Family Services Weekly Housing Search Plan” (SCD 2418-B) is completed by the client to provide weekly status update to housing search goals and objectives. The information on the SCD 2418-B is incorporated into the FS Plan.

11.15.7 SCD 2416

“Family Stabilization Housing Assistance” referral (SCD 2416) is completed by FS EC Specialist to refer client to Abode for the Family Stabilization Housing Assistance. Parts A and B are completed by FS EC Specialist to indicate services approved, and forwarded to Abode with supporting documents. Abode returns form to FS EC Specialist with Part C completed with outcome information.

11.15.8 SCD 2561

The “Family Stabilization HMIS Survey” (SCD 2561) and signed HMIS Client Consent to Data Collection & Release of Information is forwarded to Abode, along with the SCD 2416, if client agrees to complete.

11.15.9 HMIS Client Consent to Data Collection & Release of Information

Client completes the release of information along with the SCD 2561, if client agrees to complete.

11.15.10 SCD 2419

The “CalWORKs Housing Support Program” referral (SCD 2419) is completed by the FS EC Specialist to refer client to Abode for CHSP. Parts A and B are completed by the FS EC Specialist to indicate amount to be paid, and forwarded to Abode with supporting documents. Abode returns form to FS EC Specialist with Part C completed with enrollment information.

11.15.11 SCD 29

The “CalWORKs Referral Results” form (SCD 29) is used by Mental Health, Substance Abuse and Social Work staff to incorporate services into the FS Plan.

For Domestic Violence services, continue using the “CalWORKs Domestic Abuse Service Plan” (SCD 1555).

11.15.12 SCD 1554

The CalWORKs Domestic Abuse Participation Status (SCD 1554) includes exemption/waiver information, which is incorporated into the FS Plan.

11.15.13 SCD 1555

The “CalWORKs Domestic Abuse Service Plan” (SCD 1555) includes steps/timelines for service provider’s activities, which are incorporated into the FS Plan.

11.15.14 FSP 2

The “Family Stabilization Program Denial” (FSP 2) state Notice of Action (NOA) is used to notify clients of the reason for denial of FS services, including Family Stabilization Housing Assistance.

11.15.15 FSP 3

The “Family Stabilization Program Change in Program Status” (FSP 3) is a state NOA to notify clients that they are being removed from the FS program due to not having a good reason for not complying with their FS Plan. The NOA includes an appointment section to schedule client to sign a WTW Plan.

11.15.16 NA 823

The “Notice of Action - Ancillary Expenses Approval/Denial” (NA 823) is used for the purposes of FS when approving FS payments such as At-Risk Youth services and/or Family Stabilization Housing.

The NA 823 is also used per existing Ancillary procedures. [\[Refer to “Ancillary Expenses,” page 28-1\].](#)

The NA 823 is not used for FS denials; instead, use the FSP 2.

11.16 CalWIN Case Comments

In addition to existing CalWIN Case Comment types, the following are used for the FS Program:

- “Assign Fam Stablztn EC Speclst”
Used by designated FS Support to document housing referral assignments to FS EC Specialist.
- “Family Services Case Update”
Used by FS EC Specialist and assigned EC to document FS case updates and action plans.